

Summer 2025

RetireeNews

Keeping You Informed About Retirement Benefits



BOARD CORNER
2025 Legislative Update

NOTEWORTHY NEWS
*MOSERS Named One of the
Best Places to Work in 2024*

LIFE PLANNING
Protect Yourself From Scams

RETIREMENT & YOU
Your Secure Online Member Portal

MOSERS

Board of Trustees

Crystal Wessing - *Chairwoman*
Jenny Jacobs - *Vice Chair*
Senator Doug Beck
Senator Rusty Black
Representative Dirk Deaton
Gary Findlay
Joe Keifer
Treasurer Vivek Malek
Representative Don Mayhew
Gary Metzger
Commissioner Ken Zellers

Executive Director

Abby Spieler





Call Center Hours

Monday–Friday
8:00 am–12:00 pm
1:00 pm–4:30 pm

Contact Us

Toll Free: (800) 827-1063
In Jefferson City: (573) 632-6100
Fax: (573) 632-6103

Automated Phone Options

-  Benefits
-  MO Deferred Comp
-  Investments
-  Operator

Visit Us

907 Wildwood Dr
Jefferson City, MO

Mailing Address

PO Box 209
Jefferson City, MO 65102-0209

Email

mosers@mosers.org

Relay MO

711 (Voice)
(800) 735-2966 (TTY)

myMOSERS

Make sure you receive your important benefit information now and in the future. To verify or update your mailing address, email, and phone number log in to **myMOSERS** at mymosers.mosers.org.

Candy Smith
Chief Communications Officer

Amanda Hake
Writer/Editor

Tracy Upschulte
Graphic Designer

RetireeNEWS

BOARD CORNER

3 Executive Director's Update

Read the latest updates from the May Board of Trustees meeting.

3 Legislative Update

See the highlights from the 2025 legislative session.

7 Schedule Your Visit With Us in Advance

Schedule an appointment in advance to meet with a MOSERS benefit counselor.

8 Retiree Spotlight

Meet Chris Graham, a former legislator, Army veteran, and state retiree.

NOTEWORTHY NEWS

4 Market Volatility and Your MOSERS Benefits

Discover why you can feel secure about your MOSERS benefits.

4 Economic Impact of MOSERS Pension Benefit

Nearly 90% of MOSERS' retirement and survivor benefits remain in Missouri.

9 Travel Smart This Summer

Learn more about the Travel Assistance Program and convenient mobile app.

10 How to Update Your Beneficiaries

Find out how to update your life insurance and contribution beneficiaries.

RETIREMENT & YOU

5 MOSERS Recognized as One of the Best Places to Work

We are honored to receive a Best Places to Work award for 2024.

6 Your Secure Online Member Portal

Learn about the new **myMOSERS** and how we keep your information secure.

11 Protect Yourself From Scams

Here's how to spot a scam and what you can do to protect yourself.

12 Benefit Payment Schedule

Keep this benefit payment and holiday schedule handy.

SOCIAL MEDIA

Follow us on social media to stay informed about your MOSERS benefits.



facebook.com/MOSERSRetirement



mosers.org/rumor-central



linkedin.com/company/mosers



youtube.com/MOSERSOnline

RetireeNews is published by the Missouri State Employees' Retirement System. Contact us to obtain this publication in an alternative format.

Stock photos are used in this publication and are chosen for illustrative purposes only; they do not imply any particular attitudes, behaviors, or actions on the part of any person who appears in the photographs.

Executive Director's Update

We held our annual Board Educational Conference on Wednesday, May 28, and our 2nd quarter Board meeting on Thursday, May 29.

Our Board Educational Conference assists in satisfying the requirements that Board members complete at least six hours of continuing education each year.

The morning program included a presentation of our proposed 5-year strategic plan starting July 1, 2026, and ending June 30, 2030. Next, staff presented an overview of Project Phoenix to the Board. Phoenix replaced our aging legacy pension administration system, the employer portal, and the member portal. It was a massive multi-year project that now provides a modernized, more secure solution with more functionality for members, employers, and staff.

The afternoon consisted of education on investments and funding. Our outside investment consultant gave presentations on the market outlook and asset allocation. Staff provided education on portable alpha and private markets. We wrapped up the day with a review of the MOSERS funding policy, which was led by our independent external actuary.

On May 29, the Board conducted the 2nd quarter Board meeting.

The Board heard updates from the Board Audit, Strategic Planning & Governance, and Investment Committees.

The Board approved the fiscal years 2026 to 2030 strategic plan, which you can find on our website. We reported investment performance of 2.1% for the quarter ending March 31, 2025, and 5.2% net of fees for the fiscal year.

We wrapped up the Board meeting with a legislative report. The 2025 legislative session ended on May 16. As part of House Bill 5, the General Assembly fully funded the Office of Administration's appropriation request covering required employer contributions for retirement, life insurance, and long-term disability benefits for the upcoming fiscal year.

Thank you, and have a happy and safe summer!



Abby Spieler
Executive Director

Legislative Update

The General Assembly appropriated more than \$817 million to the Office of Administration in House Bill 5 to pay the required employer contribution payments to MOSERS in State Fiscal Year 2026 to fund the MSEP, the Judicial Plan, life insurance premiums, and long-term disability premiums. This appropriation funds the Board-certified employer contribution rate and will be paid to MOSERS based on actual payroll. The bill also appropriated \$34.5 million to fully fund the deferred compensation employer match of up to \$75 per month (with a minimum contribution of \$25 per month).

Visit our **Legislation** page to learn more and follow bills potentially affecting MOSERS.

The Governor has until mid-July to either sign or veto a bill passed by the legislature. If the Governor does not sign or veto a bill, it automatically goes into effect on August 28. However, if the bill has an emergency clause, it could go into effect at an earlier date.



Market Volatility and Your MOSERS Benefits

At MOSERS, we are focused on ensuring the security of our members' benefits. We understand that market fluctuations can be concerning, and we want to assure you that MOSERS is committed to providing stable and secure retirement benefits for our members. Here are three key reasons you can feel secure about your MOSERS retirement benefits:



- **Long-Term Investments.** We are long-term investors. While we monitor emerging trends constantly, our focus is on long-term goals. Our diversified investment portfolio is designed to weather the volatility of the financial markets over the long term. This approach helps us avoid selling investments during periods of higher market volatility, which can be costly.
- **Portfolio Diversification.** As long-term investors, we also know that downturns will occur. That's why our investment strategy incorporates broad diversification. Through diversification, we spread investment risk across different asset types, industries, regions, and time horizons. The MOSERS portfolio is built to withstand a wide range of market conditions over time.
- **Investment Discipline.** Maintaining investment discipline is essential during periods of market volatility. As always, we are closely monitoring our investments and making deliberate, long-term decisions rooted in prudent risk management. We remain firmly committed to securing your financial future in retirement.

As a MOSERS member, once vested, you have a defined benefit pension plan that provides you with a guaranteed lifetime monthly income in retirement. This is different from other retirement savings plans, such as an IRA, 401(k), or 457(b) defined contribution plan, where the payout depends on how much you personally save. With your MOSERS membership, you have the security of a guaranteed, lifetime monthly pension benefit in retirement.



Nearly 90% of retirement and survivor benefits paid by MOSERS remain in Missouri.

Economic Impact of MOSERS Pension Benefits

Each year, we share the *Economic Impact Reports* with our members to highlight the consistent, positive economic impact that state employee pay and pensions have in our state and local communities. These reports include a count of members, as well as the total amount of active payroll and benefit payments distributed to both active and retired MOSERS members (or their survivors) by legislative districts.

For the fiscal year ending June 30, 2024, MOSERS distributed more than \$1 billion in total retirement and survivor benefit payments. Most of that money remains in Missouri and goes toward things like housing, goods, and services in our local communities.

To learn more and view the *Economic Impact Reports*, visit the **About** section of our website, mosers.org. Click on **Congressional**, **House**, or **Senate** maps and find your district to see the number of active and retired members and the economic impact our members have in your area.

MOSERS Recognized as One of the Best Places to Work in Money Management

MOSERS was named one of the Best Places to Work in Money Management by Pensions & Investments (P&I) magazine in 2024. This influential awards program is dedicated to identifying and recognizing the best employers in the money management industry.

The Best Places to Work awards are determined through an extensive assessment conducted by P&I in partnership with Workforce Research Group, an independent firm specializing in identifying great places to work. The evaluation focused on factors including workplace engagement, culture, professional development, and overall employee satisfaction.

"We are proud to receive this honor," shared MOSERS Executive Director Abby Spieler. "We believe MOSERS is one of the best places to work in the public pension industry. Creating a culture that attracts and retains top talent is vital to our mission. A great workplace leads to more efficient processes, reduced costs, and ultimately allows us to provide outstanding service to our members and other stakeholders."

Crystal Wessing, chair of the MOSERS Board of Trustees, also commented on the recognition.

"This award is a testament to the leadership and dedication of the team to create an environment where employees are motivated, empowered, and passionate about serving our members. We're thrilled that the efforts to cultivate a supportive and rewarding workplace have been acknowledged by Pensions & Investments," Wessing said.

The winners of the 2024 Best Places to Work awards were announced in the December 9, 2024 issue of Pensions & Investments. P&I is a global news source for the money management industry, written for executives at defined benefit and defined contribution retirement plans, endowments, foundations, and sovereign wealth funds, as well as investment management and other investment-related firms. P&I provides timely coverage of events affecting the money management and retirement businesses.

To learn more about the Best Places to Work program visit P&I's website, pibestplacetowork.com.





Your Secure Online Member Portal

At MOSERS, we prioritize the security of your pension and personal information. Our new member portal, **myMOSERS**, uses multi-factor authentication to ensure your pension and account information is always secure and protected.

What is multi-factor authentication?

Multi-factor authentication is a security mechanism that requires you to provide two or more verification methods to access your **myMOSERS** account. This approach enhances security by adding multiple layers of protection, making it significantly harder for unauthorized individuals to access your account or sensitive information.

How do I set up multi-factor authentication?

You are required to set up multi-factor authentication the first time you log in to an existing account or when creating a new **myMOSERS** login. Your online ID and password are the first methods of verification. You will need to choose another verification method to help protect your account.

1. Log in to **myMOSERS**.
2. Select **Change Profile** from the main menu.
3. Choose an authentication method from the following options:
Authenticator App (most secure), text-enabled phone number, or email address (least secure). You may select one, two, or three options for future use.
4. If you choose the authenticator app, download an app, such as **Microsoft Authenticator**, to your phone, then follow the provided instructions.
5. Use your preferred authentication method each time you log in to **myMOSERS**.



What new features can I access?

After logging in and setting up multi-factor authentication for your account, select **Member Dashboard** to explore all the new and improved features.

myMOSERS Features

- Schedule an appointment with a MOSERS benefit counselor.
- Submit federal tax withholding changes online.
- Update your direct deposit information.
- Print a verification of benefits letter.
- Update your beneficiaries.
- Review your benefit information and payment history.
- Update your personal information, including address, phone number, email address, and communication preferences.
- **AND MORE!**

Watch the **myMOSERS Login Tutorial** video to learn more about the new login process. You can also visit the **myMOSERS Help Center** for more information about our secure online member portal.



Schedule Your Visit With Us in Advance!

If you need to meet with a benefit counselor to discuss your MOSERS benefits, please schedule in advance!

Meet with us in person!

You can schedule an appointment to meet with a benefit counselor in our office in advance. This will result in a much shorter wait time and allow us to answer all your questions about retirement and life insurance benefits.

Please note that our staff is limited in availability. If you come to our office without a scheduled appointment, you may need to wait for the next available time slot.



Scheduling an appointment is easy!

You can now schedule an appointment online by logging in to [myMOSERS](#). Click **Appointments**, select a date from the list of available dates, and select **In-Person** for the **Session Type**.

You can also contact us by calling (800) 827-1063 or (573) 632-6100. Our benefit counselors can always assist you over the phone or by email. All of our forms can be completed online or mailed directly to you for your convenience.

How can we help you?

Our benefit counselors can:

- Explain how we calculate your retirement benefit.
- Assist you with submitting paperwork.
- Review the features of your life insurance and long-term disability benefits.
- Describe your survivor benefit options and what is payable after your death.
- **And much more!**

Counselors are available to assist you from 8 a.m. to noon and from 1 p.m. to 4:30 p.m., Monday through Friday. Our office is open during the noon hour so that you can drop off forms. We also have a drop box outside our office that is available 24/7!



Meet with us virtually!

Did you know we also offer a virtual counseling option through Microsoft Teams? This makes it easy to connect one-on-one with a benefit counselor to obtain benefit estimates and information about your MOSERS benefits, all from the comfort of your home.

If you are scheduling your appointment through [myMOSERS](#), select **Virtual** from the **Session Type** drop-down menu. If you schedule over the phone, just let us know you want the appointment to be virtual. Keep in mind that a valid email address is required for virtual appointments.



Retiree Spotlight A Legacy of Service

In early May, we had the opportunity to sit down with Chris Graham, a former legislator, Army veteran, and state retiree, to hear his retirement story. Chris' warm smile and enthusiasm for his work shone through as he shared stories about his state service and his connection to MOSERS.

Chris will tell you he "grew up" in state government. His father, Thomas D. Graham, served as a Missouri state representative for over 20 years and was Speaker of the House from 1961 to 1967. The legislature was a familiar part of Chris' childhood, influencing his future career in public service.

After earning his law degree from the University of Missouri School of Law, Chris accepted a position as law clerk at the Missouri Supreme Court. This role marked the start of a rewarding and accomplished career with the state of Missouri.

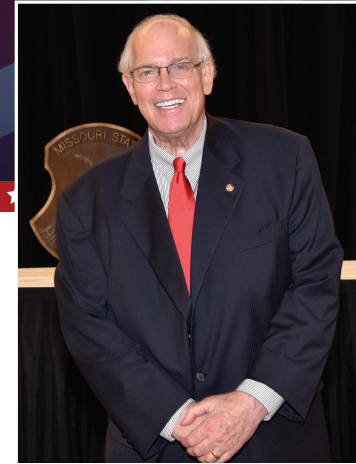
Following in his father's footsteps, Chris served four terms in the Missouri House of Representatives from 1983 to 1991. After leaving the legislature, he served as an administrative law judge in the state's executive branch. He was later appointed as commissioner of the Administrative Hearing Commission. Chris also worked as an assistant attorney general and ended his career with the state as legal counsel for the Missouri State Auditor.

When asked why he dedicated 16 years of his career to the state of Missouri, Chris shared, "Private practice is not all that exciting. It can be monotonous. [Working for the state] opened the doors to organizations and ALJ associations. My wife would say that the eight years I spent in the legislature were the happiest years because it was a great experience."

In addition to his state service, Chris was elected as president of the National Association of Administrative Law Judges and served as chair of the National Conference of the Administrative Law Judiciary. He also served a term as an administrative judge with the Department of Defense and as State Judge Advocate and Ethics Counselor in the Missouri National Guard, retiring after 30 years of service with the rank of Colonel in the Army JAG Corps.

As a legislator, Chris advocated for state employee benefits. "I worked summer jobs in state government, and I knew the dedication that most employees bring to their offices," he shared.

8 | mosers.org



"Enjoy your retirement. Do what you like to do. Don't worry about what other people might say or think. If you worked for the state all those years, you've worked hard. You have earned it."

He served as chair of the House Interim Committee on State Employees' Salaries and Benefits and as a Trustee on the MOSERS Board from January 1989 to December 1990. He also drafted the original bill that formed the Missouri Consolidated Health Care Plan. Chris recalled his time as a

trustee and his family's connection to MOSERS, noting that in 1957, his father sponsored the legislation that created the Missouri State Employees' Retirement System.

Chris discussed how his MOSERS benefits affected his retirement years and explained the importance of the monthly benefit payments he received based on his father's service, in addition to his own lifetime monthly benefit from the state.

As his benefit payment option, Chris' father elected 180 guaranteed payments, which provided a 15-year annuity that Chris received after his father passed away. "It was a nice benefit," Chris said about what he received from his father. "And my benefit is comforting," he added.

Now that Chris is retired, he spends most of his time at home with his wife, who is an avid gardener, and visiting with his six grandchildren. His plans for the future include writing a book about his and his father's careers and the many interesting characters they met over the years.

Chris ended our interview with some words of wisdom for other state retirees: "Enjoy your retirement. Do what you like to do. Don't worry about what other people might say or think. If you worked for the state all those years, you've worked hard. You have earned it."

If you would like to participate in an upcoming retiree spotlight, please email amandah@mosers.org. We would love to feature your state service and retirement story!

Travel Smart This Summer

Planning a summer vacation? Pack some extra peace of mind for free.

If you're a MOSERS member with basic life insurance, you have access to free coverage with the Travel Assistance Program provided by The Standard Insurance Company.

MOSERS retirees who have retained basic life insurance in retirement, their spouses, and children through age 25 are covered by the Travel Assistance Program. This program offers coverage when you travel more than 100 miles from home or internationally for up to 180 days.

Travel Assistance is offered through group insurance products provided by The Standard Insurance Company (The Standard). The service is provided by Assist America, Inc.

Travel assistance includes:

- 24-hour phone support with registered nurses.
- Emergency ticket, passport, and credit card replacement.
- Emergency medical evacuation, plus return travel for companions or return of dependent children during prolonged hospitalization.
- Connection to interpreters, consular office, and a local attorney.
- Pre-trip services, such as passport and visa assistance.
- And much more!

It's important to note that Travel Assistance **is not** a substitute for travel insurance. Travel Assistance provides specific support services while traveling.

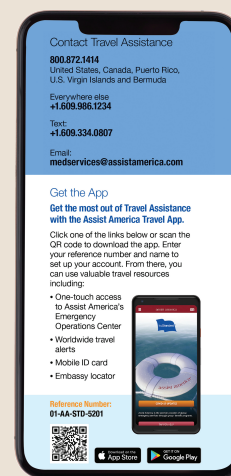
With the easy-to-use mobile app provided by Assist America, you'll have access to various global emergency assistance services at your fingertips.



Mobile App Features

The app gives you access to various global emergency assistance services, including:

- **Tap for Help.** Use one-touch calling to reach Assist America's 24/7 Operations Center.
- **Voice over Internet Protocols (VoIP).** Avoid international phone charges by calling Assist America for free using a Wi-Fi connection.
- **Pre-Trip Information.** Access detailed country-specific information to prepare for your trip.
- **Travel Alerts.** Receive alerts for urgent global situations that may impact travel.
- **Travel Status Indicator.** Use the GPS feature to know when you're eligible for services.
- **Embassy & U.S. Pharmacy Locator.** Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only).
- **Mobile ID Card.** Find your Assist America ID card conveniently stored within the app.
- **Available in Seven Languages.** The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French.



Download the Mobile App

You can get the app by following these easy steps:

1. Visit **Google Play** or the **App Store**.
2. Find the **Assist America Travel App**.
3. Enter reference number **01-AA-STD-5201** and member name.

We encourage you to take advantage of Travel Assistance and the peace of mind it provides. Plan your perfect vacation with confidence by accessing Travel Assistance today!

See the *Travel Assistance Flyer and Service Overview* in our **Online Library** to learn more.



How to Update Your MOSERS Beneficiaries

Have you recently updated your beneficiaries? If a life event occurs at any time during your career, such as marriage, divorce, or the loss of a family member, it's important to review and update your beneficiary information.

To do this, log in to [myMOSERS](#). You can designate a person, trust, organization, or estate as a beneficiary.

Change Beneficiary Process

1. Select **Update Beneficiaries** from the **Member Dashboard**.
2. Review your current designations and select **Update Beneficiaries** at the bottom of the screen.
3. Click the edit icon next to the name of any currently designated beneficiaries to review and edit their contact information. Make any changes as needed.
4. Select **Add New Beneficiaries** to add a new potential beneficiary.
5. Click the green plus sign to create a new beneficiary. Enter all required fields.
6. Select **Continue** to update primary and contingent beneficiary designations.
7. Add any new primary or contingent designations and adjust allocations for each beneficiary.
8. Click the checkbox stating that you have read and accepted the submission authorization, then click **Submit**.

The designation will become effective when MOSERS receives your online submission. Once you submit the requested information, your primary beneficiary designation will be listed on your *Annual Benefit Statement* and in [myMOSERS](#).

If you have any questions about this process, please contact a MOSERS benefit counselor at (573) 632-6100.

Types of Beneficiaries

Potential Beneficiary

The person(s) you can add as a new life insurance or contribution beneficiary when changing your beneficiary or dependent data.

Primary Beneficiary

The person(s) or organization(s) who will be recognized first to receive your life insurance proceeds or any remaining employee contributions.

Contingent Beneficiary

The alternative beneficiary(ies) who will receive your life insurance proceeds or employee contributions if your primary beneficiary(ies) does not survive you.

Currently Designated Beneficiary

The person(s) who is currently listed as your life insurance or contribution beneficiary. This includes your primary and contingent beneficiary(ies) and dependents.

Previously Designated Beneficiary

The person(s) who was previously listed as your life insurance or contribution beneficiary but has been removed as a designated beneficiary.

Protect Yourself From Scams

Scams are everywhere, and it's more important now than ever to be aware of suspicious communications that impersonate the Social Security Administration (SSA) and other government agencies. According to the *FBI's 2024 Internet Crime Report*, victims of cyber crimes, including phishing, extortion, and personal data breaches, reported losses exceeding \$16 billion in 2024.

Scammers use calls, texts, emails, social media messages, and letters to trick you into providing your personal and financial information. They can impersonate government agencies to obtain your personal information or money. Here's how to spot a scam and what you can do to protect yourself.



How to Spot a Scam

Scams come in various forms, but they usually work the same way:

- 1 **Impersonation:** Scammers pretend to be from an agency or organization you know to gain your trust.
- 2 **Creating urgency:** Scammers say there is a problem or a prize and pressure you to act immediately.
- 3 **Specific payment methods:** Scammers tell you to pay in a specific way.

Always remain skeptical and watch for these signs. If you receive a suspicious call, text message, email, letter, or social media message, the caller or sender may not be who they claim to be.

How to Avoid a Scam

If you receive a suspicious communication from someone claiming to be from the SSA or another government agency:

- 1 **Take your time.** If you feel uneasy about a suspicious call, email, or message, talk it over with someone you trust before reacting.
- 2 **Hang up or ignore the message.** If you receive a call or text message from an unknown number, don't answer. It's not rude to protect yourself! If you must call them back, look up the number on the official website instead of responding to the number that contacted you.
- 3 **Secure your finances.** Scammers will insist you use a hard-to-trace payment method, such as a gift card, prepaid debit card, cryptocurrency, wire transfer, money transfer, or cash.

- 4 **Protect your personal information.** Never provide sensitive information to someone just because they claim to be from a government agency.
- 5 **Spread the word.** Help protect your friends and family from scammers by sharing this information.
- 6 **Report the scam.** Visit the SSA website to report a Social Security or government imposter scam.

Keep Your Account Secure

MOSERS will not request your sensitive information via email or text. Avoid clicking on links or downloading attachments from unknown sources, as they may be phishing scams designed to steal your personal information. Remember, we won't email you to ask for your:

- Date of birth
- Social Security number
- Member ID
- Online ID
- Any other personal information

Scammers frequently change their approach with new tactics and messages to trick people. If you receive a message from MOSERS and are unsure if it's a phishing attempt, please contact our office, and we can verify whether MOSERS sent it.

For more information, visit the [usa.gov](https://www.usa.gov) website to use their **Where to Report a Scam** tool. You can also learn more about what to do if you were scammed on the SSA's **Scam Awareness** page at [ssa.gov/scam](https://www.ssa.gov/scam).



PO Box 209
Jefferson City MO 65102-0209

PRSRT STD
U.S. Postage
PAID
Jefferson City, MO
Permit No. 327

RetireeNews Newsletter

2025

To Schedule an Appointment:
Call (800) 827-1063 | 8:00 a.m. - 12:00 p.m. | 1:00 p.m. - 4:30 p.m.

Benefit Payment & Holiday Schedule

- ☀ July 4Independence Day
- 💰 July 31 Payday
- 💰 August 29 Payday
- ☀ September 1 Labor Day
- 💰 September 30 Payday
- ☀ October 13 Columbus Day*
- 💰 October 31 Payday

- ☀ November 11 Veterans Day
- ☀ November 27 Thanksgiving
- 💰 November 28 Payday
- ☀ December 25 Christmas
- 💰 December 31 Payday

* MOSERS will be closed on the above holidays with the exception of Columbus Day.