

IMPORTANT INFORMATION REGARDING YOUR MyNYCERS ACCOUNT DURING
THE COVID-19 CRISIS

MyNYCERS Accounts

NYCERS offices are closed for the duration of the COVID 19 State of Emergency. For this reason, NYCERS strongly discourages members from mailing any documents to NYCERS. However, NYCERS realizes that members may need to make changes to their MyNYCERS accounts while NYCERS offices remain closed. You will need to register for a new MyNYCERS account and obtain a new username and password **even if you previously had an online NYCERS account.**

MyNYCERS (www.mynycers.org) has been enabled to accept seventeen of the most commonly used NYCERS forms, including:

- Service Retirement and Option Election
- Loan (Tier 3, 4, 6; Direct Deposit available)
- Change of Address and other contact information updates
- Beneficiary and Guardian
- Buybacks
- Online Payments
- Refunds (Direct Deposit available)
- Telephone Appointment Scheduling
- Federal Tax Withholding (retirees)
- Direct Deposit (pension payments, loans, and refunds)

Forms submitted through MyNYCERS do not need to be notarized. Forms not available for submission through MyNYCERS may be downloaded from www.nycers.org in the “Forms and Publications” section and faxed to (347) 643-3884.

Death Benefits and Durable Power of Attorney

The death benefit payable to a spouse or beneficiary may vary greatly depending on whether the member dies in service or after retirement. For this reason, NYCERS encourages all members to have a durable power of attorney (“POA”) in place so they can retire while incapacitated if needed. A valid POA enables the person named as POA to submit a retirement application (Form 521) on the member’s behalf if the member becomes incapacitated.

NYCERS **strongly** recommends that members use the NYCERS Power of Attorney (Form 204 attached and available at www.nycers.org) **If the member wants the person named as POA to be a beneficiary, the member must indicate in Section G that the POA can name themselves as beneficiary.** Please see NYCERS’ Fact Sheet #745 –How to Complete Form #204 (available on NYCERS’ website) for additional instructions on how to fill out the NYCERS Power of Attorney. This allows the person named as POA to submit a retirement application (Form 521) on the member’s behalf if the member becomes incapacitated.

The member may also use a NYS short form Power of Attorney form, but the member will need to include a gift rider. Please note that your agent for the POA may not serve as the notary or witness. POAs expire upon the member’s death.

Questions regarding power of attorney forms be emailed to legalquestions@nycers.org. This email box will be monitored from 8am-9 pm Monday-Friday and 9am-9 pm on weekends and holidays. Please include your telephone number so you can be contacted. Additional information may be available at <https://www.nycers.org/covid-19>.

Members may also contact the NYCERS call center M-F 8AM-5PM at (347) 643-3000 if they have any other questions.