



NEWS TO USE

A newsletter for PERSI employers

October 2011

- Member Info Kept Private
- Retirement Apps.
- New ACS Trainer

PROTECTING MEMBER INFORMATION

By statute [Idaho Code section 59-1316 and Idaho Code section 9-340C(2)], PERSI is charged with protecting member records. Prior to July 1, 2001, spouses and former spouses of members could only receive member account information after obtaining a release from the member or through a court order. In 2001, the Idaho Legislature amended Statute 59-1316(4) to authorize PERSI to provide certain information to a spouse or former spouse if it related to the division of a member's accounts or benefits. The amendment specifically exempted from disclosure the member's current address and phone numbers. This was intended to make information more readily available to those with legitimate property interests in an account, while protecting the member's privacy.

Spouses and ex-spouses are treated differently under the law. When a request for information comes to PERSI, every effort is taken to verify the identity of the person making the request to make sure they are the member's current or former spouse. In fact, PERSI uses specific identity verification procedures. The staff is trained to use the procedures to determine a caller's identity and/or relationship to the member; if anyone on the PERSI staff is ever uncertain, they refer the caller to a supervisor or manager.

Information may be given to anyone (or entity) the member gives written authorization to or appoints as power of attorney. Information can also be provided to a court-designated conservator or guardian. A member can also authorize release of account information to a third party by calling PERSI. Once PERSI verifies the member's identity using the verification procedures, a note will be made in the member's file indicating authorization was given for PERSI to release information. When the information is released, the letter containing the information will be addressed to the member in care of the address or fax number provided. The first page will state *"Sent at the Request of [member name] to [third-party name]"*

Information in a member's PERSI file is not considered a public record and is usually exempt from disclosure.

Person Making Request	Type of Information Being Requested		
	Account Balance Accrued Service Benefit Amount	Demographic Information (Address, Phone, SSN)	Beneficiary Information
Member	YES	YES	YES
Spouse	YES	NO	NO ***
Former Spouse or Officer of the Court	NO *	NO	NO
Beneficiary, Child, or Court Appointed Representative of Member's Estate	NO	NO	NO ***
Employer	NO **	YES**	NO**
All Others	only when court ordered	only when court ordered	only when court ordered

* Except in cases where the court has ordered a division of PERSI benefits

** Employer may obtain information for legitimate plan purposes only, and is generally limited to salary information

*** Except when the member is deceased

RETIREMENT APPLICATION OPTIONS

From June through August this year, PERSI processed 965 retirement applications...just shy of the all-time record of 990 set last year.

With only two staff members (and three back ups) dedicated to retirement application processing, it can be challenging to get them finished in a timely fashion. The PERSI Retirement Center, which processes the retirement applications, must continue it's daily operations despite the influx of this additional work. Although meeting with members is an ongoing activity, PERSI realizes not everyone feels the need to talk with a Retirement Specialist prior to filing a retirement application... that's why PERSI offers online tools and brochures to help.

If you have an employee who is thinking about retiring, please encourage them to apply well in advance of the actual date they want to stop working.

Those members who do want to meet with a PERSI retirement specialist to discuss their options can make an appointment by calling the PERSI Answer

Center toll-free at 1-800-451-8228 or 334-3365 from the Treasure Valley.

For those members who don't feel they need assistance, a retirement application kit is available on the PERSI website at <http://www.persi.idaho.gov/forms/RS1000.pdf>. Members may print out the forms and complete them by hand, or use the form that allows for online completion before printing for signature and notarization.

Employers should remind prospective retirees to contact PERSI for a retirement estimate before completing and submitting the necessary retirement forms.

The online forms include step-by-step instructions on how to obtain an estimate and complete the forms correctly. There is also a *Retirement Options* brochure on the PERSI website, which goes into detail about the various choices available to members when they retire.

Regardless of which approach works for your employees, PERSI is always available to answer questions.

ACS HR SOLUTIONS HIRES NEW EDUCATOR



Kaci Guthrie

ACS HR Solutions, the Choice 401 (k) Plan record keeper, has hired Katherine (Kaci) Guthrie as an educator/trainer. Kaci replaces Wayne Ellis, who returned to work for PERSI as a Project Manager back in June. In this position, Kaci will travel throughout the state educating employers and members about the benefits of participating in a supplemental retirement savings plan such as the Choice 401 (k) Plan.

Kaci comes to ACS after six years with Chase Bank, where she worked as a Licensed Personal Financial Representative. In her role with Chase, Kaci helped customers establish retirement and investment accounts. Prior to this, she spent two years with Rocky Mountain Bank in Montana. Kaci's experience in the financial world will come in handy as she begins talking with PERSI employers and interacting with members to help them understand how Choice Plan participation can contribute to a more secure retirement.

Another change PERSI wants employers to be aware of is the recent retirement of long-time Choice Plan assistant Betsy Griffith. Daryl King was hired as her replacement.