

DEPARTMENT OF EMPLOYEE TRUST FUNDS

Retirement System

Management of a state wide Retirement System includes providing access to information in the system to all the participants. This requires accurate, up to date data that reflects the current market impact, as well as staying in synch with current participant information. With Centurion's Employee Trust Fund (IVR) technology in place, participants have 24 hour a day, 7 day a week touch tone phone access to a variety of topics such as:

- Verification of Retirement status,
- Modification of federal or state withholding exemptions by participants,
- Changes to Home Address, as well as change of Payment Address information,
- Requests for special forms and/or brochures provided by the system.
- Requesting documents beyond the list of selections by speaking the document name, number or topic.
- Leaving voice mail messages at a telephone message center.

How does it work?

Callers are guided through menu selections via touch-tone responses. Information is given using pre-recorded messages with a form-filler script enabling callers to request fax or mail responses. Change of address or change of withholding requests requires the entry of the caller's social security number. Once this is validated, the form-filler script will prompt for the appropriate information. All messages and requests are transcribed by authorized personnel having access to an Administrative Menu of playback functions.