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Circular Letter

TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **my|CalPERS MEMBER FACT SHEET**

CalPERS will be launching Phase 1 of my|CalPERS this September. While this initial phase will just be for employers, business partners, and CalPERS staff, there will be some impact to your employees who are CalPERS members during the system conversion period of September 2-18. The purpose of this Circular Letter is to inform you of important information that we will be sharing with our members this summer and request your assistance with this communication effort.

During the system conversion period, we anticipate delays in services that may impact some of our members. While most services will be processed within the normal timeframes, some services will be unavailable to allow for a seamless system implementation. For instance, our current my|CalPERS website, my.calpers.ca.gov, which provides member self-service capabilities, will be offline during this timeframe. In addition, transactions requiring data entry will be temporarily held and we expect Contact Center and Regional Office wait times to increase during this period.

The attached member fact sheet has been created to provide this information and more to members. It will be available at all of our Regional Offices and on CalPERS On-Line. We invite you to help communicate this information by sharing it with your employees who are CalPERS members. The fact sheet is also an excellent resource for you to use as a quick reference to answer any of their questions.

In addition, there is a dedicated area for members on CalPERS On-Line at www.calpers.ca.gov/mycalperscentral, where we will post the latest information regarding my|CalPERS and service availability during the system conversion period. As a reminder, you can find system conversion information pertinent to employers in the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert.

We appreciate your assistance in helping us provide this important information to our members. If you have any questions, please contact the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

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Enclosure
[CalPERS to Implement a New Computer System in 2011](#)