

Scheduled Interview Appointments Coming in April

The Division of Pensions and Benefits, Office of Client Services (50 West State Street, First Floor, Trenton, NJ) will soon begin to take appointments for its in-person counseling services.

This service — the newest in the Division's efforts to improve customer service and reduce waiting times — is scheduled to begin on or about April 1, 2009. Interview appointments will be available to both active and retired members of the various State-administered retirement systems.

How to Schedule an Appointment

When issues related to your benefits arise that warrant the time and attention of a pension counselor, active and retired members (or their beneficiaries) should schedule an appointment with the Office of Client Services. Appointments are made online from the Division of Pensions and Benefits Web site at: www.state.nj.us/treasury/pensions

When you click on the link for counseling appointments on the Division's home page, you will be asked to select the type of visit you need, the appointment date and time from a list of available options. Appointments are required for detailed assistance with the following:

- Purchase of Service Credit
- Pre-Retirement Counseling
- Retirement Counseling and Application
- Disability Retirement Counseling and Application
- Death Claim Processing
- Retired Health Benefit Issues
- Retiree Return to Public Employment Counseling
- Active or Retired Pension Account Discrepancies

Basic membership information is also required prior to submitting the appointment request so that the counselor can be better prepared for your visit. When the registration is complete, you will receive confirmation of your scheduled appointment via e-mail.

When Appointments are Not Needed

Selected "quick services" and the drop-off of completed forms are available without an appointment during normal business hours.

In addition, members who have not scheduled an appointment may still be able to speak with a counselor, but interview services without an appointment cannot be guaranteed. Therefore, it is recommended that you schedule an appointment when you need the time and attention of a pension counselor.