

LINDA LINGLE
GOVERNOR



STATE OF HAWAII
EMPLOYEES' RETIREMENT SYSTEM

May 15, 2007

TO: State and County Department Heads

FROM: David Shimabukuro
Administrator

A handwritten signature in black ink that reads "David Shimabukuro".

SUBJECT: Request for Membership Information

This memo is to inform you of a change in the Employees' Retirement System's (ERS) procedure for requesting member information and to ask for your assistance in responding to our requests within 30 days. The current ERS policy is to send employers a memorandum requesting verification of a member's service and/or salary information when processing a member's disability, retirement, or death benefit. This information is critical in determining the eligibility, service credit, and payment amount for these benefits and the processing of these benefits is dependent on how timely the ERS receives the information from the employer.

In order that the ERS can process these benefits in a timelier manner, we are making a change to our procedure. If our request for information is not received from the department by the 30th day, a second memo with a 30-day deadline will be sent. If there is no response to the second memo, we will close the case file. A letter will then be sent to the member to notify them of the action taken due to the employer's non-response and informing them of their right to request reconsideration if supporting documentation becomes available later.

We sincerely appreciate your efforts in assisting us and your continued support of our retirement program.

c: Department Personnel and Payroll Officers