

March 26, 2020

In response to the coronavirus (COVID-19), the **Public Employees' Retirement System of Mississippi (PERS)** will continue to remain closed to the public, visitors, and our membership through April 17. However, please know that the retiree payroll is on schedule and we continue with essential operations while complying with recent executive orders and public health guidelines. Routine procedures for key areas such as retirement applications, refunds, and death reporting remain in place, although processing times could be delayed. We appreciate your patience during these unprecedented times.

As of Monday, March 16, 2020, PERS temporarily suspended all walk-in appointments and guest visits, Focus Sessions, group seminars, and activities where large groups were scheduled to meet with PERS representatives either at the office or off-site.

PERS employees are working to process existing retirement applications as expected, but we ask that any member who is not waiting on paperwork from PERS or who is not retiring before July 1, 2020, to please refrain from calling the office so that staff can focus on meeting critical deadlines of those who are.

PHONES ARE OPEN, BUT PLEASE LIMIT CALLS

Because we may have limited capacity at any given time, we ask that anyone who calls PERS to please be patient and limit calls to only those necessary or time sensitive (e.g., if you are retiring before July 1, 2020). All other questions can be directed to customerservice@pers.ms.gov.

HELPFUL RESOURCES

Also, please note that many helpful resources can be found on our website for those who have questions: www.pers.ms.gov

PERS is monitoring this situation closely and will make adjustments accordingly. The PERS website will be updated as new information is available; however, we encourage you to sign up for PERS eUpdates at our website so that we can e-mail you any updates we have.

We thank each of you for your patience and support as we operate in this temporary environment. Please, take care of yourselves and stay well. Remember, we are working with you in mind. Thank you.