



# BERS CONTACT AND INFORMATION

## CONTACT BERS



### PHONE

929.305.3800  
800.843.5575

Monday - Friday | 9:00 am - 5:00 pm EST



### FAX

718.935.4124  
718.935.3830



### E-MAIL

brespon@bers.nyc.gov



### WEBSITE

<https://www.bers.nyc.gov>



### LOCATION

Board of Education Retirement System  
65 Court Street, 16th Floor\*  
Brooklyn, NY 11201-4965

\*The office is closed to in person visits until further notice



### MAILING ADDRESS

Board of Education Retirement System  
65 Court Street, 16th floor  
Brooklyn, NY 11201-4965



### PAYMENT MAILING ADDRESS

Board of Education Retirement System  
P.O. Box 21269  
New York, NY 10087-1269

PROCESSING TIME	
<b>Loans</b>	approximately 15 business days*
<b>Regular Qualified Pension Plan (QPP) refunds</b>	up to 180 days from receipt of form
<b>Additional Member Contributions (AMC) refunds</b>	up to 180 days from receipt of form
AMC refunds due to retirement	up to 3 to 6 months after retirement
<b>Enrollment refunds and Contributions taken in error</b>	90 days from receipt of form
<b>TDA Refunds</b>	60 to 90 days from receipt of form
Hardship Withdrawal	60 days*
Refunds or deductions taken in error	60 days
<b>Refunds of overpayment of loan</b>	60 days
<b>Prior Service</b>	up to 12 months
<b>Tier Reinstatement – takes anywhere between</b>	6 months to 1 year
<b>Transfer Out – takes anywhere between</b>	6 months to 1 year
<b>Pension Check</b>	can take up to 3 months from the month the member retires to receive the first pension check, which is retroactive to the retirement date
<b>Death benefits</b>	takes up to 15 days from initial contact
<b>Service letter</b>	90 days from date of request
<b>Approximation</b>	30 days from date of request
<b>Statement</b>	30 days from date of request
<b>Tier I Retirement Application</b>	forms must be received at least 30 days prior to the member's immediate retirement date
<b>Tier II Retirement Application</b>	forms must be received at least 30 days prior to the member's immediate retirement date
<b>Tier III Retirement Application</b>	forms must be received at least 1 day prior to the member's immediate retirement date
<b>Tier IV Retirement Application</b>	forms must be received at least 1 day prior to the member's immediate retirement date
<b>Tier VI Retirement Application</b>	forms must be received at least 1 day prior to the member's immediate retirement date
We encourage you to keep this chart in an accessible place and we hope that you find it helpful.	
*Assuming Eligibility Requirements have been met.	