

RETIRED MEMBERS

TIPS WHEN CONTACTING COPERS

Our Customer Support Team is here to help. Here are a few useful tips to keep in mind when calling our (602) 534-4400 number to ensure that you receive efficient and accurate assistance:

- Security is our top priority. Be prepared to verify information such as your name, address, date of birth, and last 4 digits of your Social Security Number before COPERS staff is able to provide you details pertaining to your COPERS account.
- If a spouse or loved one is calling on your behalf, please note that in order to access information about your COPERS account, either a Power of Attorney (POA) must be on file with COPERS naming them as being able to speak on your behalf or you, the COPERS Member, must be on the phone with them and give them permission to speak to COPERS about your account information.
- If you are calling to request a form, most forms are available to download and print from our website, www.phoenix.gov/retirementoffice. If you need a form to be mailed to you, a Customer Support Team representative can assist you.

TAX FORMS

Do you owe State or Federal taxes each year? Now is the time to consider updating your tax withholdings. If you have access to eCHRIS, you can make these changes online. If not, please do the following:

- Go to the COPERS website at www.phoenix.gov/COPERS and click on Forms
- Print and complete the new 2019 forms
- Send them to our office at 200 W. Washington St, 10th Floor, Phoenix, AZ 85003

THE BIG PICTURE



All of us were new employees at one time, getting the “big picture” about how the City of Phoenix Employees’ Retirement System (COPERS) works. It’s automatic and starts on your first day of work. Over the course of your career with the city,

COPERS manages the contributions deducted from your paycheck to ensure money will be there to pay your retirement benefits when the time comes.

Here's a refresher on the three incomes sources that help provide for your benefits.

FROM YOU

The amount you put in is set by Phoenix City Charter and is automatically deducted from your paycheck.

Tier 1 Employees: 5%

Tier 2 & 3 Employees: 11%

FROM THE CITY

While your rate typically stays the same year over year, the city's rate often changes based on COPERS' financial health. Those contributions don't go to your account, but are used to fund the system.

FROM INVESTMENTS

COPERS is guided by the "fiduciary standard" and "prudent investor" rule. That means – members' interests come first. As the money comes in, it grows to help provide benefits to members when the time comes. Over the years, investment income has paid for much of the benefits.