

tives visit employers on site to help designated agents with questions and problems. Field representatives also counsel individual members and give presentations to employee groups. Don't hesitate to call the InfoLine to arrange a visit from your field representative, especially during this time of learning about your new responsibilities.

### Workshops

Designated agent workshops are usually held each year in the late fall at various locations across the state. KPERS staff presents a day of information, including any changes, directly related to your duties as a designated agent.

### Publications

KPERS created the **Designated Agent Manual** to help agents with the details of their job. It is organized by function in a progressive order, beginning with employer affiliation and membership, all the way through retirement. You will receive updated material as needed at designated agent workshops.

As issues arise throughout the year, KPERS will send you a **Designated Agent Memo**. These memos contain specific information about new and changing issues that cannot wait until a workshop. They also have information that you need to pass on to the members at your employer.

Your dependability and timeliness in distributing this information to members is vital. It could mean all the difference in whether a member will get the benefit he or she is due.

## What is KPERS?

The Kansas Legislature created the Kansas Public Employees Retirement System to build a financial retirement foundation for those spending their careers in Kansas public service. Our membership includes people in a variety of jobs with one thing in common — serving Kansas. KPERS membership totals over 240,000. That's nearly one in every 12 Kansans.

KPERS is an umbrella organization that provides three statewide defined benefit retirement plans for state and local employees:

- Kansas Public Employees Retirement System
- Kansas Police and Firemen's Retirement System
- Kansas Retirement System for Judges

In addition to retirement benefits, KPERS also provides disability and death benefit coverage for active members.

## Contacting US

**Web Site:** [www.kpers.org](http://www.kpers.org)

**InfoLine:** (888) 275-5737

**Local:** (785) 296-6166

**E-mail:** [kpers@kpers.org](mailto:kpers@kpers.org)

**Fax:** (785) 296-6638

**Mail:** 611 S. Kansas Ave., Suite 100  
Topeka, KS 66603-3803



Welcome  
*to the Team*

for new  
designated agents

## Welcome to the team!

You are now one of about 1,500 designated agents across the state. The Retirement System works with these agents to help members get the most from their benefits.

Our goal at KPERS is to help you with your new responsibilities as a designated agent. Although you are not directly a member of the Retirement System staff, we could not work effectively without you. You provide a vital link in communication between the Retirement System and our active members.

## What is a designated agent?

By law, employers affiliated with KPERS are required to name a designated agent. This is someone from your employer who provides a local contact for Retirement System information, transactions, forms and publications. As a designated agent, you function as a liaison between the Retirement System and your employer.

## What is your job?

### Provide communication and answer member questions

You are the local connection for KPERS information. The Retirement System will communicate information to you that needs to be relayed to the members you represent. KPERS was not created to directly communicate with active members. We do not even have their addresses or personal contact information in our databases. That's why your role is so

important. The timely information you provide is necessary for members to make important retirement decisions. Whether or not you do your job well will affect members and their future benefits.

### Send contributions through electronic fund transfers (EFT)

Throughout their careers, members contribute part of their salaries to a KPERS account. Employers also make contributions to help fund death, disability and retirement benefits. Part of your job is tracking contributions and sending them to KPERS.

Deposits are made by electronic funds transfer (EFT). You will authorize the Retirement System to electronically transfer payments by making a toll-free call each pay period.

### Process member transactions

Whenever members complete a transaction with KPERS, they will usually need to go through you. Because of your position with your employer, you have vital information that we need to complete the process. Most of these transactions involve completing and returning forms or reports such as:

- Enrollment
- Withdrawal
- Retirement
- Service purchases
- Life insurance
- Disability

### Verify annual contribution reports

Each December, the Retirement System will send you an annual report summarizing our records for employee and employer contributions from your organization. You need to verify this information, make any corrections and return it to the Retirement System. This is done through paper, electronic files and web-based reporting.

## Where can you get help?

### InfoLine

We're here to answer your questions and help in any way we can. Our offices are open Monday through Friday from 8 a.m. to 5 p.m. Our **InfoLine** is a toll-free customer service call center where you and employees can **call** for help. The InfoLine is open 8 a.m. to 4 p.m. The easiest time to reach our office is in the afternoon on Tuesdays, Wednesdays and Thursdays.

You can also **e-mail** the InfoLine any time you have questions at [kpers@kpers.org](mailto:kpers@kpers.org). We are committed to a 24-hour turn-around time on your e-mailed questions.

### [www.kpers.org](http://www.kpers.org)

The Retirement System web site is an excellent resource. Within seconds you can find forms, publications and other valuable information. From the home page you will see that we have a section especially for employers.

### Field representatives

KPERS has field representatives assigned to specific areas of the state. These representa-