



October 2020

Help Us Prevent Fraud Attempts

Employers can help us prevent fraud by safeguarding employees' personal information, including their NYSTRS EmplID. Please do NOT provide that information to employees by phone. At NYSTRS, we only mail an EmplID to members at their address of record.

A NYSTRS EmplID is sensitive personal information that can be used by scammers to establish or access a member's secure MyNYSTRS account. In addition, during the COVID-19 pandemic, imposters nationwide have been filing claims for unemployment benefits using personally identifiable information (PII) stolen from unsuspecting individuals. Some of our members and retirees were among those targeted in these scams.

Please advise members or retirees who believe their personal information was compromised to contact NYSTRS at (800) 348-7298, Ext. 6250 to discuss options for adding a theft of ID flag to their System account. A flag will notify NYSTRS staff to take extra caution in authenticating a member's identity before sharing specific information over the phone or processing any transactions. In some cases, signed written communication may be required to process member requests.

Filing for Disability Retirement for Protection

If a NYSTRS member is facing a potentially life-threatening illness or surgery, he or she should immediately call NYSTRS at (800) 348-7298, Ext. 6010 to discuss filing for disability retirement for protection.

If you know of members in this situation, we urge you to inform us so we can reach out to them directly with the information they need. The timing of filing for this protection is critical.

When a member files a disability retirement application "for protection only" and recovers, the member can withdraw the application and file for service retirement in the future. However, if the member does not recover, having the application in place can provide an important safety net for the member and any beneficiaries.

For more information, please refer members to our "[Filing for Disability Protection: What You Need to Know](#)" video and [If You Are No Longer Able to Work](#) pamphlet, both of which are available at [NYSTRS.org](https://www.nystrs.org) (see the Benefits > [Disability Retirement](#) page).

*These [Reporting Tips](#) are available on the [Employers](#) page at [NYSTRS.org](https://www.nystrs.org).
Contact us at (800) 348-7298, Ext. 6220 or employer@nystrs.org with any questions about the Tips.*