

March 25, 2020

The Judges and General Assembly Retirement Systems have resumed processing retirement and survivor benefits. While we strive to continue providing the high quality of service that our members have come to expect, some processing times will be longer than usual, given the current circumstances. We greatly appreciate your patience as we navigate through these difficult times.

Contacting Us and Obtaining JRS/GARS Account Information

The State Retirement Systems building remains closed, and we are currently unable to take phone calls. You may contact us by email only at jrs@srs.illinois.gov or gars@srs.illinois.gov. Staff is monitoring email daily and responding to emails in a timely manner. You can also easily access your account information on our secure Member Services website at memberservices.srs.illinois.gov.

Reporting Member Deaths

If you are notifying us of a member death, please include the member's ID number (or the last four digits of the member's Social Security Number) and the date of the member's death, to ensure that we can do our best in processing survivor or death benefit applications. Timely notice of member deaths also aids in preventing member overpayments.

Non-Critical Functions

We are prioritizing the processing and payment of retirement and survivor benefits. We are currently not processing refund applications, counseling members, or preparing benefit estimates.

Insurance Information

At this time, the Department of Central Management Services is asking members to take advantage of [MyBenefits.illinois.gov](https://mybenefits.illinois.gov) or the **MyBenefits Service Center** (toll-free) 844-251-1777 from 8:00 AM – 6:00 PM CT, Monday through Friday to address insurance benefit and enrollment questions. For concerns that cannot be addressed by MyBenefits, such as access to healthcare, members should contact CMS toll free at 800-442-1300, select the appropriate option, and leave a message. A representative will return calls within 24 hours, Monday through Friday.

Protect Yourself!

Be alert for coronavirus scams. The Judges' and General Assembly Retirement Systems will never call you to request personal or financial information. Click the link below for information from the U.S. Office of the Inspector General regarding coronavirus scams.

https://oig.hhs.gov/coronavirus/index.asp?utm_source=web&utm_medium=web&utm_campaign=covid19-landing-page