



Frequently Asked Questions About PERA and COVID-19

Active Members

How can I withdraw or rollover my contributions?

- Additional information about refunding or rolling over your contributions can be found here: <http://www.nmpera.org/for-members/refund-of-contributions>. On this page, you will find the PERA Request for Refund/Rollover Form along with more guidance.

I am set to retire in another year. What retirement guidance can PERA provide me with?

- We encourage you to review PERA's Retirement Kit, which can be found here: http://www.nmpera.org/assets/uploads/forms-kits-handbooks/PERA-Retirement-Kit_2_14_20.pdf. This will provide you with the kit and supporting documentation that is required for submission and it will also guide you on the retirement process. We ask members to submit their kit and supporting documentation no more than 6 months ahead but no less than 60 days ahead of your effective retirement date. You can submit this via email to noreply.records@state.nm.us or by regular mail to 33 Plaza la Prensa, Santa Fe, NM 87507

I have my Retirement Kit and supporting documentation ready to submit. Where should I send it?

- You can submit your Retirement Kit and supporting documentation to noreply.records@state.nm.us or you can send it by regular mail to PERA at 33 Plaza la Prensa, Santa Fe, NM 87507.

I have called the Customer Service lines and have not been able to reach someone. How else can I reach someone?

- As we have a limited amount of staff in the offices at one time we are experiencing an influx of calls. Please do not wait on hold for more than 10 minutes. At that point, we encourage you to reach out by email at PERA-memberservices@state.nm.us or at PERA-Albuquerque@state.nm.us.

I received a letter about changes from the recent passage of Senate Bill 72. Where can I view more information?

- We encourage you to view our Solvency and Legislation webpage to find a list of FAQs, informative videos and other material addressing the upcoming changes from Senate Bill 72: <http://www.nmpera.org/solvency-information>.

I recently submitted my paperwork (ex: Retirement Kit, Request form, Refund/Rollover Request form, etc.) to PERA. How can I check if it was received and where it is at in the process?

- Please reach out by phone at 505-476-9300 or 1 (800) 342-3422 (toll-free) or by email at PERA-memberservices@state.nm.us or at PERA-Albuquerque@state.nm.us.

Is PERA still offering monthly, in-person General Seminars?

- At this time, PERA is not offering monthly, in-person General Seminars but is offering virtual Zoom webinars via your computer and/or mobile device. Registration is required. If you would like to register for the next monthly Zoom webinar please visit our Events webpage: <http://www.nmpera.org/news-events/seminars>.

Retired Members

Will I continue to receive my monthly benefit?

- Yes, PERA wants to reassure you that your benefits are safe and you will continue to receive your monthly benefit as normal.

How can I change my beneficiary information?

- Please reach out by phone at 505-476-9300 or 1 (800) 342-3422 (toll-free) or by email at PERA-memberservices@state.nm.us or at PERA-Albuquerque@state.nm.us to see if you fall under the appropriate guidelines.

How can I get a copy of my 1099R?

- Please reach out by phone at 505-476-9300 or 1 (800) 342-3422 (toll-free) or by email at PERA-memberservices@state.nm.us or at PERA-Albuquerque@state.nm.us
- You can retrieve an electronic copy in your RIO account.

I submitted my Disability Retirement documentation, but I would like to follow up with someone that it was received. Who can I contact?

- You can contact the Disability Division at PERA-Death&Disability@state.nm.us and a representative will reach out.

All Members

Is PERA Open?

- PERA's Santa Fe and Albuquerque offices are closed to the public until further notice.

What is PERA doing about the impact on the PERA Fund?

- We encourage you to visit our Investments Overview webpage where you can find more information on investment performance, peer comparison, and updates from our Chief Investment Officer (CIO): <http://www.nmpera.org/investments>.