

ASRS is moving to **appointment-only scheduling** for your **one-on-one counseling sessions.**

ASRS LAUNCHES NEW APPOINTMENT SCHEDULER FOR WALK-INS

In an effort to better serve our members, effective April 2, 2012, appointments will be required for all in-person counseling sessions at our Phoenix and Tucson offices. This change will allow the ASRS to anticipate demand, decrease wait times, and prepare in advance for your visit.

The ASRS is committed to providing the highest quality service to all of our members, and to do so in a cost-effective manner. To ensure we continue to meet this commitment, we are changing our policy for providing service to walk-in members.

Beginning March 19, 2012 please call the Member Advisory Center to set an ap-

pointment to see one of our Senior Benefit Advisors.

The ASRS encourages members to visit our website first to see if the information there answers your questions.

You'll find information for webinars and meetings, and you can also log in to your personal homepage to

see your benefit estimates, update your personal information and beneficiaries, initiate service purchase requests, request a withdrawal of your account and terminate membership, and more.

Retirees can change tax withholdings, view monthly direct deposit statements, view year-end 1099R tax documents and more.



To Create Your Personal Homepage, Visit:

www.azasrs.gov

Look for the Log In button!

MEMBER SERVICES ADVISORY CENTER

Beginning March 19, 2012, please call the Member Advisory Center to make an appointment with one of our Senior Benefit Advisors:

IN PHOENIX:

(602) 240-2000

IN TUCSON:

(520) 239-3100

OUTSIDE THE METRO AREAS, CALL TOLL-FREE:

(800) 621-3778

