



# PERSPECTIVE

Fall 2017

2017 Health Open Enrollment  
**Explore. Learn. Decide.**

# PERSPECTIVE

## Fall 2017

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- [linkedin.com/company/calpers](https://linkedin.com/company/calpers)
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### Access PERSpective Online

We encourage you to "go green" by accessing PERSpective online. Current and past issues are always available at [www.calpers.ca.gov/perspective](http://www.calpers.ca.gov/perspective). You can also log in to [my.calpers.ca.gov](http://my.calpers.ca.gov) to update your mailing preferences and email address.

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The PERSpective newsletter provides information for members of the retirement and health programs of the California Public Employees' Retirement System. You are receiving this newsletter because you are either presently working for a CalPERS-covered employer, retired from a CalPERS-covered employer, or you are the beneficiary of a CalPERS member.

*PERSpective is intended to provide general information about pension, health, and other retirement benefits. Nothing herein should be construed to establish, amend, enlarge, reduce, or otherwise affect any retirement rights, benefits, or privileges. If there is a conflict between applicable law or regulation and the contents of this newsletter, the law or regulation shall prevail.*

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**Marcie Frost**  
Chief Executive Officer

# A Message to Our Members From CEO Marcie Frost

It's hard to believe that I'm nearing the end of my first year at CalPERS. What a tremendous experience it's been meeting with valued members and stakeholders, and working with our skilled CalPERS teams—all passionate in their commitment to provide retirement security to the state's public employees.

As I've said many times over the past several months, we have immediate challenges that demand our full and undivided attention. We must focus on the funded status to ensure the long-term future of the CalPERS fund. We need to carefully and thoughtfully design the right asset allocation mix so that our investments can achieve strong, risk-adjusted returns over many decades. And we must always strive to seamlessly deliver the benefits our members have earned. These are my top priorities.

purchasing design can lead to significant savings for members needing procedures like colonoscopies and cataract surgery. We'll be expanding this inventive approach to other medical procedures over the next few years, another way we can lead the industry through innovation.

This is the time of year that health care is on all our minds. With Open Enrollment beginning—it runs from September 11 through October 6—please take a moment to carefully consider your health care needs. Premiums are increasing an average of 2.33 percent next year, the lowest overall increase in 20 years. Though some individual plans are higher, these new overall rates demonstrate our commitment to contain costs.

Because a number of new options are available next year, I encourage you to take a look at our feature article on pages 4-5 to learn more about our health plans. And make sure you read all the material sent to you or available online so you can make the best decision for you and your family.

**We are proud to serve you.**

“ We must focus on the funded status to ensure the long-term future of the CalPERS fund. ”

Our role as the largest public pension fund in the United States positions us to uniquely provide leadership in a number of important areas.

The CalPERS Investment Office, for example, has successfully led efforts to increase the transparency in the private equity industry surrounding fees, and we're disclosing the fees we pay as well. In health care, we've shown how value-based



## 2017 Health Open Enrollment Starts September 11 and Ends October 6

### Low Health Premium Increases for 2018

The CalPERS Board of Administration in June approved health premium rate increases for 2018 that were the lowest in 20 years, with an overall average increase of 2.33 percent.

The lower premiums include an average 2.5 percent decrease in CalPERS' Preferred Provider Organization plans—PERS Select, PERS Choice, and PERSCare. Health Maintenance Organization plans increased an average 3.71 percent, including an 8.2 percent increase for Kaiser health plans.

CalPERS Medicare plan subscribers will see an average premium increase of 1 percent overall, with HMOs rising an average 4.27 percent, and PPOs averaging a 2.04 percent decrease.

### Expanded Health Plan Choices

CalPERS is adding Western Health Advantage to the Basic (non-Medicare) HMO plans available. Western Health Advantage will serve members in Placer, El Dorado, Sacramento, Yolo, Colusa, Solano, Napa, Sonoma, and Marin counties.

Kaiser Permanente will expand its CalPERS coverage to 13 counties in Washington state.

Health Net SmartCare will expand to the Placer County cities of Lincoln, Loomis, Roseville, Rocklin, and Granite Bay.

Anthem Blue Cross Select HMO is adding Monterey County to replace the Anthem Exclusive Provider Organization plan (subject to regulatory approval).

### Notable Health Plan Changes

Medicare subscribers will have a new health plan option available to them in January. Anthem Blue Cross will offer a Medicare Advantage plan, coupled with its Basic HMO Traditional plan, for the 2018 plan year. This change will provide an additional Medicare plan option for families that need both Medicare and non-Medicare coverage. Retired contracting agency members will have an option to purchase dental and vision benefits from Anthem.

In addition, PPO Medicare supplement plans will make the well-regarded SilverSneakers community fitness program available to their subscribers in 2018.



## Additional Information for State and CSU Members

The Open Enrollment period for State of California and California State University (CSU)-sponsored dental and vision plans is September 11 to October 6, 2017.

Dental and vision programs are administered by the California Department of Human Resources (CalHR) for state employees, and by the Office of the Chancellor for CSU employees. For dental and vision contact information, visit the CalPERS website at [www.calpers.ca.gov](http://www.calpers.ca.gov).

CalPERS' PPO plans are adding 12 procedures to the Value Based Purchasing Design program. This program encourages the use of high-quality, but lower cost, ambulatory surgery centers for certain outpatient procedures, offering members another, less expensive option for covering the costs of those surgeries. New surgeries to be covered for 2018

include gastrointestinal procedures, sigmoidoscopies, hysterectomies, tonsillectomies, and kidney stone fragmentations.

### Compare Health Plans Online

If you're trying to determine which plan is best for you and your family, CalPERS is offering a new health plan comparison feature on my|CalPERS called

**Find a Medical Plan.** You will be able to review health plan coverage and benefits in one convenient location and perform customized searches that will provide side-by-side comparisons of plan features and premiums.

Find a Medical Plan replaces the Health Plan Chooser, which will no longer be available after December 31, 2017.

All health plan changes take effect January 1, 2018. We encourage you to log in to your my|CalPERS account at [my.calpers.ca.gov](http://my.calpers.ca.gov) to find a complete listing of 2018 health plans, premium rates, and benefit changes. You may also find these resources on the CalPERS website at [www.calpers.ca.gov](http://www.calpers.ca.gov).

## Manage Your Health Benefits Online

As a CalPERS member, you have the opportunity to explore, learn, and decide your health plan options through my|CalPERS by visiting [my.calpers.ca.gov](http://my.calpers.ca.gov). Your Health Plan Statement and 2017 Open Enrollment resources are available online through my|CalPERS beginning August 28. Materials for members who opted to continue receiving their Health Plan Statements by mail will go out on the same date.



## Summary of Benefits and Coverage Notice

Choosing your health plan is an important decision. To assist you with this process, each health plan available through CalPERS has produced a Summary of Benefits and Coverage (SBC). In addition, the federal government has compiled a glossary of common health insurance terms. Together, these documents provide important information to help you better understand your health benefit coverage and more easily compare health plan options.

To view the SBCs and glossary online, visit [www.calpers.ca.gov](http://www.calpers.ca.gov) or any of the health plan websites listed here. To request a free paper copy of the SBC and glossary, please contact each health plan directly.

**Anthem Blue Cross HMO**  
(855) 839-4524  
[www.anthem.com/ca/calpers/hmo](http://www.anthem.com/ca/calpers/hmo)

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**Blue Shield of California**  
(800) 334-5847  
[www.blueshieldca.com/calpers](http://www.blueshieldca.com/calpers)

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**California Association  
of Highway Patrolmen\***  
(800) 734-2247  
[www.theca hp.org](http://www.theca hp.org)

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**California Correctional Peace  
Officers Association\***  
(800) 257-6213  
[www.ccpoabtf.org](http://www.ccpoabtf.org)

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**Health Net of California**  
(888) 926-4921  
[www.healthnet.com/calpers](http://www.healthnet.com/calpers)

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**Kaiser Permanente**  
(800) 464-4000  
[www.kp.org/calpers](http://www.kp.org/calpers)

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**Peace Officers Research  
Association of California\***  
(800) 288-6928  
[www.ibtofporac.org](http://www.ibtofporac.org)

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**PERS Select, PERS Choice,  
and PERSCare**  
(877) 737-7776  
[www.anthem.com/ca/calpers](http://www.anthem.com/ca/calpers)

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**Sharp Health Plan**  
(855) 995-5004  
[www.sharphealthplan.com/calpers](http://www.sharphealthplan.com/calpers)

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**UnitedHealthcare**  
(877) 359-3714  
[www.uhc.com/calpers](http://www.uhc.com/calpers)

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**Western Health Advantage**  
(888) 942-7377  
[www.westernhealth.com/calpers](http://www.westernhealth.com/calpers)

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\* To enroll in these health plans, you must belong to the specific employee association and pay applicable dues.

# Forecast:

## 70% Chance You'll Need Long-Term Care

The likelihood of needing long-term care services rises as you age. During the year you turn 50, there is a 1 to 2 percent chance of needing long-term care services. During the year you turn 85, probability increases to 10 to 15 percent. Overall, there is about a 70 percent chance that, if you are 35 years old today, you will need long-term care services at some point in your life.

### How long will you need long-term care?

On average, people age 65 and older require long-term care services for various reasons. Other than acute events, requiring care for fewer than 90 days, the average length of long-term care services received is 2.5 to 4 years for conditions such as dementia, stroke, and arthritis. The CalPERS Long-Term Care Program has an average length of claim of 3.4 years. Women, because they live longer, receive more long-term care services than men do—3.7 years for women compared to 2.2 years for men.

### How much does long-term care cost?

In California, the monthly cost of long-term care ranges from \$4,945 per month for an assisted living facility, to more than \$11,000 per month for nursing home care. Even home health care is expensive, averaging \$24 per hour, or more than \$2,800 per month for four hours per day. Costs across all long-term care services are rising at the rate of 2 to 4 percent per year. To date, the CalPERS Long-Term Care Program has paid more than \$2.2 billion in long-term care claims.

### How can you learn more about the CalPERS Long-Term Care Program?

To learn more, visit our website at [www.calperslongtermcare.com](http://www.calperslongtermcare.com). There you can learn more about the costs of care in various regions throughout the U.S., get a quote, and even apply online. You can also call us at (800) 908-9119.

#### References:

LTCG Cost of LTC Care Survey. "Market Survey of Long-Term Care Costs." January 2017. [www.ltcg.com/our-services/cost-of-care](http://www.ltcg.com/our-services/cost-of-care).

U.S. Department of Health and Human Services. "Long-Term Care: Start Planning Now." June 2017. <https://longtermcare.acl.gov/the-basics>.

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## New Dependent Verification Process for State and CSU Employees

Beginning January 1, 2018, active state and California State University (CSU) employees will have to meet new requirements to verify their dependents are eligible for CalPERS health benefits. A new law, Senate Bill 98, requires that those employees provide dependent verification documentation to their employers at least once every three years.

Dependent verification is required for the following:

- Spouses
- Registered domestic partners
- Natural born children
- Adopted children

- Stepchildren
- Children of registered domestic partners

Dependents covered under a certified parent-child relationship and certified disabled dependents over the age of 26 have a separate verification process and are not included in this new requirement.

### How will I be notified?

We will begin mailing notification letters to employees in February 2018, based on employees' birth months. The letters will be mailed 90 days before the first month following an employee's birth

month. For example, we will mail letters in February to employees who have an April birthday.

### What do I need to do?

You must provide the required documentation to your employer before the final filing date listed on the letter. If you do not provide documentation to your employer by the final filing date, your dependents will be removed from your health coverage. It is the employer's responsibility to verify the eligibility of your dependents.

We will mail the notification letter to the mailing address on file in the my|CalPERS system. If you need to update or confirm your mailing address, please contact your employer or human resources office.

# Learn How We Invest in California


Did you know that CalPERS has more than \$27 billion invested within our state? We recently released the annual *CalPERS for California* report, detailing how our investments supported economic opportunity in California for the 2015-16 fiscal year.

Released in conjunction with the *CalPERS for California* report is the updated version of the *California Initiative* report, which highlights a program that encourages investments in companies located in underserved California markets.

Since the California Initiative launched in 2001, CalPERS has invested more than \$1 billion in 539 companies located in California. These companies have provided California communities with quality jobs and benefit levels for health care and retirement that outpace statewide and national levels.

These reports describe how our investments support new jobs, community infrastructure, business expansion, and related economic activity.

For more information on our investments or to view the full reports, go to [www.calpers.ca.gov](http://www.calpers.ca.gov).



Here are some key findings from the *CalPERS for California 2016* report:

Investments in California for the 2015-16 fiscal year totaled **\$27.3 billion**, representing **9.3 percent** of the total fund.

More than **262,000** jobs are supported by CalPERS private market investments in California.

CalPERS dollars were invested across asset classes, including public equity, fixed income, private equity, real estate, and infrastructure.

## CalPERS Investments in California by Asset Class: June 30, 2016

	Total Portfolio Value (in billions)	Dollars Invested in California (in billions)	Percentage of Dollars Invested in California	Annual Percentage Change in Dollars Invested in California
Global Equities	\$153.1	\$13.3	8.7%	-5.0%
Global Fixed Income	\$59.9	\$3.3	5.5%	0.0%
Private Equity	\$26.4	\$2.3	9.0%	-28.0%
Real Estate	\$27.3	\$8.0	29.0%	11.1%
Infrastructure	\$2.6	\$0.35	13.3%	250%
Other *	\$25.8	—	—	—
<b>All CalPERS Total</b>	<b>\$295.1</b>	<b>\$27.3</b>	<b>9.3%</b>	<b>-1.8%</b>

\* CalPERS total portfolio value was \$295.1 billion at 6/30/2016. The five asset classes above do not comprise the entire portfolio. "Other" consists primarily of forestland, inflation linked securities, absolute return strategies, cash, and cash-equivalents.



# Strong Public Equity Performance Contributes to Solid 2016-17 Returns

In July, our Investment Office reported the 2016-17 fiscal year returns. We were very pleased that returns this year were in the double digits at 11.2 percent.

The positive returns were helped greatly by our public equity asset class. These are publically traded stocks that make up almost half of our portfolio.

Thanks to strong stock markets around the globe, the public equity asset class returned 19.7 percent. In addition, the private equity portfolio also performed very well, returning 13.9 percent during the fiscal year.

This year not only marked strong returns, but also the eighth consecutive fiscal year that our Investment Office has achieved positive returns.

That is an unusual stretch of good news because history tells us we should expect negative returns about 25 percent of the time, given our portfolio is largely invested in the equity markets.

And while we welcome the strong returns, we are always mindful of the fact that we are long-term investors. We invest for decades, not one year.

We are also focused on the fact that we were estimated to be 65 percent funded in 2016-17. With this year's returns, and the change to our discount rate that was made by the Board in December, our new estimated funded ratio is 68 percent. This is based on the 7 percent discount rate.

While that percentage is moving in the right direction, it's not where we want to be. In addition, we know that because our

# 11.2%

2016-17 net fiscal  
year return

portfolio is heavily weighted in stocks, we remain vulnerable if there is a downturn in the stock markets.

Throughout this fall, our Board is conducting the Asset Liability Management process, which is a review of our asset allocations. Working with our Investment, Financial, and Actuarial Offices, the Board will decide what mix of allocations (stocks, bonds, real estate, etc.) works best for our portfolio. Our goal is to achieve the returns necessary to improve our funding status, while also reducing the risk in the portfolio.

At CalPERS, our focus is always on managing the investment portfolio in a cost-effective, transparent, and risk-aware manner so that we can pay the pensions the public service workers of California have earned.



## We invest for decades, not one year.

Ted Eliopoulos,  
*Chief Investment Officer*



Go to [www.youtube.com/calpersnetwork](http://www.youtube.com/calpersnetwork) to watch a video of Ted Eliopoulos, CalPERS chief investment officer, discussing our returns.

To learn more about our Investment Office, go to [www.calpers.ca.gov/investments](http://www.calpers.ca.gov/investments).



# What Happens to Your Benefits When Your Agency Terminates Its Contract

You've probably heard in the news about public agencies that had failed to pay the full amount due to fund their employees' pension benefits when the agency's contract with CalPERS was terminated.

And while this represents a small percentage of our overall contracted employers, you probably wondered: what happened to those CalPERS members' benefits?

In the best-case scenario, the agency's plan assets and benefit obligations (liabilities) transfer to our Terminated Agency Pool (TAP) and are administered by CalPERS.

## How It Works

The TAP exists within the Public Employees' Retirement Fund to pay benefits to members employed by agencies that have terminated their CalPERS contracts.

In order to enter the pool, an employer pays all unfunded liabilities in full. The amount equals all the pension benefits promised to the remaining plan members. When the plan members retire at a later date, we pay their benefits from the pool funds, even though their agency no longer contracts with us.

## Keeping the Pool Solvent

Every year we provide our contracted employers with an actuarial valuation report that includes an estimated termination liability. This report is available on our website, so employers always know their termination liability.

By law, if an agency pays only part of its liabilities, then its member benefits must be adjusted accordingly. This was the case recently with the difficult and painful decision to adjust the benefits for Loyaltan and East San Gabriel Valley Consortium members. As the TAP's administrator, we must protect its funded status so that the benefits promised to terminated plan members will be available when they retire.

If agencies were allowed to terminate and move into the TAP without funding their liabilities in full, it could compromise the security of the members whose retirements were already dependent on the TAP.

## Improving the Process

We have seen improvement through ongoing efforts to streamline processes and identify financial health risks at an earlier stage. Education and communication also play important roles: we notify agencies earlier, offering preventive information on their obligations, options for solutions, and an outline of the contract termination process if necessary.

We are committed to doing everything possible to help our employer partners honor the commitments they made to their employees for their retirement benefits.

## Terminated Agency Pool Frequently Asked Questions

**Q** Why would an agency terminate its plan?

**A** Some agencies may close their doors. Others might find that they can't keep up with their contributions.

**Q** If my agency terminates its contract, can't CalPERS still pay 100 percent of my benefits?

**A** We can only pay based on what has been funded; this protects all pool members' benefits. The funded status of the pool could deteriorate dramatically if a large underfunded agency terminated its plan and left its assets and benefit obligations with CalPERS. Once an agency terminates, it will not make any subsequent payments.

**Q** Who's responsible for paying: the agency employer or CalPERS?

**A** Pension obligations are a shared responsibility between you and your employer. We want to ensure employers understand the obligation they have to pay the benefits you were promised, because local agencies determine those benefits, not CalPERS.

# 2017 Proxy Voting Highlights

Proxy voting is very important. It allows shareowners of a company to vote on proposals on a wide range of corporate governance issues put forward by the company, or other shareowners.

Simply put, it is similar to proposals on a ballot during an election. Much like voting on a new proposal your city puts forward, shareowners vote on whether they support or reject a new idea for a company. These proposals can dictate the future of the company.

The votes take place at a company's Annual General Meeting or AGM. Most U.S. companies hold their AGMs between April and August. For this reason, these months are referred to as "proxy season."

As always, CalPERS was very active during this year's proxy season. Throughout the spring and summer (March through June) our staff voted at approximately 7,200 company meetings on more than 77,000 individual ballot items, including the

subjects of proxy access and climate risk reporting.

CalPERS filed shareowner letters with the Securities and Exchange Commission at 17 energy companies in support of climate risk reporting proposals filed by other long-term shareowners, as well as letters supporting proxy access at 17 additional companies.

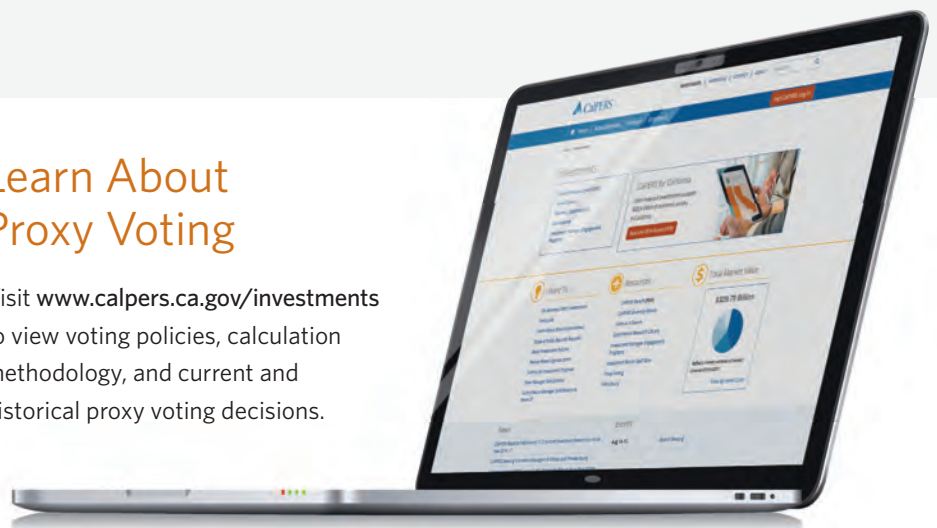
A notable victory this season was the climate risk reporting proposal at ExxonMobil. The resolution requires the international oil and gas company report on environmental risks and opportunities associated with climate change.

CalPERS is proud to be an active and engaged shareowner. Our global governance team is dedicated to important issues such as proxy access and climate risk reporting. They work with companies to encourage best practices to increase returns, which helps the overall health of the CalPERS fund.

To learn more about our global governance efforts, visit [www.calpers.ca.gov/investments](http://www.calpers.ca.gov/investments).

## Learn About Proxy Voting

Visit [www.calpers.ca.gov/investments](http://www.calpers.ca.gov/investments) to view voting policies, calculation methodology, and current and historical proxy voting decisions.





# We're Simplifying Retirement Options

If you're planning to retire on or after January 1, 2018, CalPERS retirement options will get much simpler—making your retirement decisions easier.

We made two changes that will help reduce chances of error and misunderstanding about retirement options.

- **Consolidated Payment Options:** We consolidated the current 13 retirement options available to members into seven without taking away the ones that are most commonly selected.
- **Clearer Option Titles:** We renamed the choices to clarify what each option provides, so retiring members can make confident choices with clearer option titles and differences.

We spent months getting extensive feedback from employers, labor groups, and retiree organizations to offer the best selection of retirement options for our members. Passage of legislation last year (AB 2404, Cooley), known as Retirement Option Simplification, allowed us to move forward with simplifying our options for our members.

Visit our website at [www.calpers.ca.gov](http://www.calpers.ca.gov) for detailed information on your retirement choices. You'll find descriptions of all the options and our updated retirement application and estimate request forms. Our online retirement estimate calculator and application system have also been updated with the new option choices.

## What's Changing?

- Retirement options will be consolidated from 13 to seven.
- Retirement options will be renamed for clarity.
- This affects members whose retirement date is on or after January 1, 2018.
- You can get an estimate with the new options now.
- If you received an estimate before June 17, 2017, for a retirement date on or after January 1, 2018, the allowance may be slightly different based on the new options.
- We are updating the my|CalPERS system, forms, and publications.
- The changes only affect future retirees. Current retiree plans will remain the same.

# Planning for Your Financial Future?

## Our Video Series Can Help

Experts say you will need between 70 and 85 percent of your working income to maintain your standard of living into retirement. When the time comes to retire, will you be ready?

CalPERS' educational video series can help you better understand your potential retirement income and the resources available so you can meet your retirement goals.

The "Planning Your Financial Future" series covers various topics that make retirement planning easy to understand through short videos:

- Your CalPERS Pension
- Social Security
- Personal Savings
- Tax-Deferred Savings
- Budgeting
- Managing Debt
- Health Care Costs
- Managing Risk
- Let Us Help
- Getting Started



You will also find a wide variety of other topics and links to tools, including a planning checklist and information about the CalPERS Retirement Estimate Calculator.

Retirement planning doesn't need to be complicated—or last minute. Plan now by watching this informative video series at [www.youtube.com/calpersnetwork](http://www.youtube.com/calpersnetwork).

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## Join a Retiree Association

If you're interested in joining a retired public employee group, you can find out more by contacting any of the following associations:

**American Federation of State,  
County & Municipal Employees**  
(800) 244-8122  
[www.afscme.org/union/retirees](http://www.afscme.org/union/retirees)

**California School Employees  
Association - Retiree Unit**  
(866) 487-2732  
[www.csea.com](http://www.csea.com)

**CAL FIRE  
Local 2881 - Retirees**  
(916) 609-8700  
[www.calfirelocal2881.org](http://www.calfirelocal2881.org)

**California Association  
of Highway Patrolmen**  
(916) 452-6751  
[www.theca hp.org](http://www.theca hp.org)

**California State Emeritus  
& Retired Faculty Association**  
(818) 677-6522  
[www.csuerfa.org](http://www.csuerfa.org)

**Retired Peace Officers  
Association of California**  
(800) 743-7622  
[www.rpoac.org](http://www.rpoac.org)

**California Professional Firefighters**  
(916) 569-0880  
[www.cpf.org](http://www.cpf.org)

**California State Retirees**  
(888) 808-7197  
[www.californiastateretirees.org](http://www.californiastateretirees.org)

**Retired Public Employees  
Association of California**  
(800) 443-7732  
[www.rpea.com](http://www.rpea.com)

# See What's New With my|CalPERS

We've enhanced my|CalPERS to make it easier to find your most-requested information and features.

If you don't have an account, go to [my.calpers.ca.gov](http://my.calpers.ca.gov) and follow these steps:

1. On the Pre-Log In page, select **Participant** and **Continue**.
2. Select **Register Now**.
3. **Accept** the terms and conditions under the Security Agreement.
4. Identify yourself by providing your name, date of birth, and the last four digits of your Social Security number or your CalPERS Identification number.
5. Answer a set of questions about your CalPERS account to verify your identity.
6. Create a username and password, and enter your email address.
7. Choose a personal security image and message.
8. Choose your security questions and answers. It's important to choose questions and answers you will remember.
9. Log in to my|CalPERS.

## Can't remember your my|CalPERS username?

1. Select **Forgot your Username?**
2. Identify yourself by providing your name, date of birth, and the last four digits of your Social Security number or your CalPERS Identification number.



3. Select how you want to recover your username. You can choose to answer your security questions or have a temporary passcode sent to your email address or mobile number on record. Once you enter your temporary passcode, your username will appear.

## Can't remember your my|CalPERS password?

1. Enter your **Username** and select **Continue**.
2. Select **Forgot your Password?**
3. Identify yourself by providing your name, date of birth, and the last four digits of your Social Security number or your CalPERS Identification number.
4. Select how you want to reset your password. You can choose to reset your password by answering your security questions or by having a temporary passcode sent to your email address or mobile number on record. Once you enter the temporary passcode, you can create a new password.

If you exceed the allowed number of attempts to validate your identity, your account will be locked to protect your security. To unlock your account, call us at 888 CalPERS (or 888-225-7377).



## Help Us Improve Our Websites

Do you have ideas on how we can improve our CalPERS websites? Now you can volunteer to participate in our website testing and share your feedback.

Periodically we conduct research studies to improve our websites. When there are openings for volunteers, we'll contact you by email and ask you to do a few short tasks using a website. We'll

also ask you a few questions about your experience and opinions of the website. You don't have to prepare for any of the tasks or questions beforehand, and you don't have to be a computer expert.

If you would like to participate, complete the short survey at [www.surveymonkey.com/r/website-improvements](http://www.surveymonkey.com/r/website-improvements).



## Holiday Schedule

- November 10  
Veterans Day
- November 23-24  
Thanksgiving Holiday
- December 25  
Christmas Holiday
- January 1  
New Year's Holiday

Our offices will be closed on these holidays, but we're still available online when you need information on our programs and services. Visit [my.calpers.ca.gov](http://my.calpers.ca.gov) to view your account information and conduct your CalPERS business at any time.



## CalPERS Board Meeting Schedule

- September 18-20
- November 13-15
- December 18-20
- No Board meeting is scheduled in October.

Live coverage of all open sessions of the Board and its committees is streamed online from the CalPERS auditorium.

Visit [www.calpers.ca.gov](http://www.calpers.ca.gov) on Board meeting days to watch and listen. You can also access videos of past meetings at [www.youtube.com/calpersnetwork](http://www.youtube.com/calpersnetwork).



## Upcoming Webinars

Sign up for our free educational webinars. Visit [www.calpers.ca.gov](http://www.calpers.ca.gov) to view webinar details and to register.

### Health Benefits for State and CSU Members

September 13, 11:00-11:20 a.m.

### Power of Attorney

October 11, 11:00-11:15 a.m.

### Working After Retirement

November 15, 11:00-11:30 a.m.

### Your Online Service

### Retirement Application

December 13, 11:00-11:30 a.m.

## Annual Member Statements Available in November

You can view and print your latest and prior-year member statements by logging in to your my|CalPERS account at [my.calpers.ca.gov](http://my.calpers.ca.gov).

If you would like to receive your member statement by mail, you can change your mailing preference by one of the following methods:

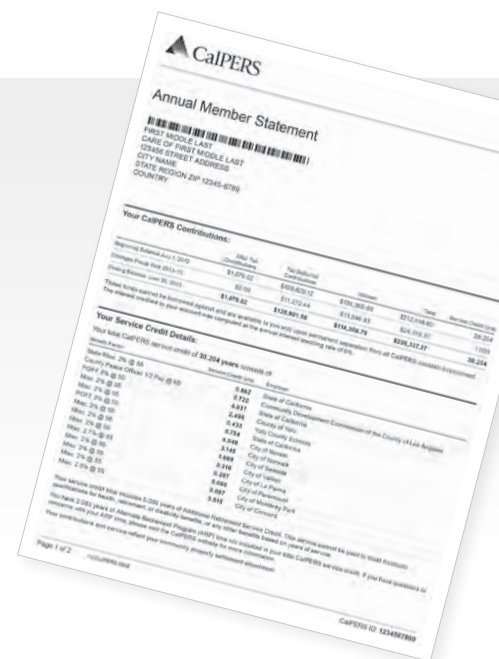
**Log in** to your account at [my.calpers.ca.gov](http://my.calpers.ca.gov) and go to **Profile > Mailing Preferences**

**Call us** at 888 CalPERS (or 888-225-7377)

**Write us:** California Public Employees' Retirement System

Member Account Management Division  
P.O. Box 942704  
Sacramento, CA 94229-2704

Any mailing preference requests made after October 1 may take effect the following fiscal year.





California Public Employees' Retirement System  
Office of Public Affairs  
P.O. Box 1802  
Sacramento, CA 95812-1802

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## “It took me all of 30 seconds to vote!

I’m busy and I work hard for my future. The Board’s view of my future matters to me. That’s why I vote.”



Vote **online**



Vote by **phone**



Vote by **mail**

I Voted.  
Did You?



Vote in the CalPERS Board Election  
Ballots mailed September 1, 2017