CalPERS

CalPERS **457 Plan**

For questions about processing online contribution changes, please contact the CalPERS 457 Employer Plan Line by email at **calpers_457_plan@calpers.ca.gov** or call **800-696-3907** weekdays between 8 a.m. – 5 p.m. PT.

Online Contribution Change **Employer FAQ**

1. **Who is eligible to update their CalPERS 457 Plan contributions online?**
   Any employee that currently works for you and has enrolled in the CalPERS 457 Plan can update their retirement savings on a pre-tax and/or Roth after-tax basis online at **calpers457.com**.

2. **Can my employees still update their CalPERS 457 Plan contributions by completing a Participant Change Authorization Form?**
   Yes, but only for a limited time. While CalPERS encourages you to implement online contribution changes, forms will continue to be accepted until further notice. Online contribution changes are now available for all participants, though, so it would be your responsibility to resolve instances where both a form is submitted and a change is requested online. In those examples, the most recent of the requests is the one that must be accepted and processed. At your agency's discretion, though, you have to ability to reject receipt of a form and direct the participant to go online to make contribution changes.

3. **Where can my employees go to learn more about the CalPERS 457 Plan?**
   Employees can visit **calpers457.com** for information on Plan features, expenses, investment options, forms, tools and participating. Employees who have enrolled in the CalPERS 457 Plan can click **Log In** on the site to access their account online.

4. **What can I provide my participating employees who want to update their contributions online?**
   The new **How to Update Your CalPERS 457 Plan Contributions Online** flyer provides a step-by-stop guide with screen shots to help participating employees through the online contribution change process. The team of dedicated Account Managers for the CalPERS 457 Plan can also meet with your employees to help guide them through the online contribution change process.

5. **What CalPERS 457 Plan account information can my participating employees now update online?**
   Participants can log into their CalPERS 457 Plan account online to complete a number of transactions, including:
   - Updating their contribution amount per pay period on a pre-tax and/or Roth after-tax basis.
   - Updating the investment allocation of their account balance and/or how future CalPERS 457 Plan contributions are invested.
   - Designating or updating their beneficiary election (if single and if married or in a registered domestic partnership naming your spouse/domestic partner as primary beneficiary).
   - Updating your personal, contact, and banking information.
   - Updating your paperless or U.S. Mail communication preferences for CalPERS 457 Plan statements, notifications, and correspondence.

   These transactions can be completed both through **calpers457.com** and the Voya mobile app (search keyword: **Voya** in the app store).

6. **How can my employees schedule a one-on-one personal appointment with our Account Manager?**
   All employees, even if they are not enrolled in the CalPERS 457 Plan, can visit **calpers457.timetap.com** or call **888-713-8244** to schedule an appointment. Appointments are available in person, online, and by phone to make it convenient for your employees to meet when and how it's best for them.

7. **My employee enrolled in the CalPERS 457 Plan but never logged into their account. How can they access and update the contributions to their CalPERS account online?**
   Participants can visit **calpers457.com** and click **Log In** to get started. On the login page, they can click **Register Now** to set up an account username and password. They will have to provide their name, Social Security number, and date of birth to receive a code to complete the registration process. For questions or support with registering and logging in, participants can call the Plan Information Line at **800-260-0659**.

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