



Employees' Retirement System
of the State of Hawaii

ERS COVID-19 UPDATE

Posted 03-23-2020

Aloha ERS 'Ohana,

The Employees' Retirement System has suspended all in-person counseling at ERS offices, and all future in-person appointments have been canceled. Retirement counselors will be available for assistance by phone and questions or requests may be submitted by email for response.

In addition, offices on Kauai, Maui and Hawaii island will be closed indefinitely starting Friday, March 20. For service, please call ERS at 808-586-1735.

Document drop-off and mailing

Retirement documents may continue to be dropped off at our Oahu office and reviewed by ERS staff. Retirement documents can also be mailed ([Contact Us](#)), but some documents, such as retirement applications, will need to be notarized if noted on the form. Retirement application deadlines can be found [here](#). Contact us for the most current customer service information.

Contact information

Phone: (808) 586-1735

Email: dbf.ers.sss@hawaii.gov

All contact information:

[Contact us](#)

Benefit payments will continue

ERS will continue to process benefit payments to retirees and beneficiaries as scheduled. The 2020 payment schedule can be found [here](#).

Email and telephone service will continue during our regular business hours of 7:45 a.m. through 4:30 p.m., Monday through Friday, except state holidays, although there will likely be longer wait times for phone calls.

Online resources

As a reminder, it is not necessary to visit the ERS for your retirement resources. Information and forms are available by clicking the drop-down menus for members and retirees. Our “Benefits Calculator” will provide you with retirement estimates and active member information is available at the “Member Information” link. Both are located on the menu at the right of the Home Page.

We are reducing visitor services to minimize non-critical personal contact and to promote social distancing. All measures are being taken to safeguard our members and staff and to slow the spread of COVID-19.

Mahalo for your patience and understanding!