

# COVID-19 Update: ERS office-visit procedures

Updated: February 4, 2021 (change in red)

Aloha ERS Ohana,

With the on-going COVID-19 pandemic in Hawaii, the Employees' Retirement System (ERS) adjusted procedures for members and retirees who visit our offices on Oahu, Hawaii island, Maui and Kauai.

The ERS offices remain open, but entry to reception areas is limited to protect visitors and staff. The ERS wants to continue to provide the customer service needed for our membership. Counseling services are currently being done by phone, including for members who filed a retirement application and received an estimate letter (pension projections).

The ERS website, <https://ers.ehawaii.gov>, includes information for members and retirees and forms for downloading. Information and forms can also be requested to be mailed by calling 808-586-1735.

The ERS recommends calling the office in your county before visiting for the latest office procedures (see chart on the right).

## Filing for retirement

For members filing for retirement, the ERS will mail a retirement packet of forms to be completed at home and mailed or dropped off at the ERS. Members will not be allowed to complete the forms at the ERS offices. Forms can be requested by phone and also found on the ERS website:

<https://ers.ehawaii.gov/members/member-forms>.

An example for filling Form 18, ERS's Service Retirement Application, has been added to help reduce errors and delays in processing: <https://ers.ehawaii.gov/wp-content/uploads/2020/11/2020-11-18-Example-for-retirement-application.pdf>.

For ERS Retirement Planning information, click here: <https://ers.ehawaii.gov/members/planning-for-retirement>.

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. However, there will likely be longer wait times for phone calls.

## Benefit payments will continue

ERS will continue to process benefit payments to retirees and beneficiaries as scheduled.

Office	Contacts and Procedures
<b>Kauai</b>	Call Taylor McCarthy (274-3010) or Michelle Hinazumi (274-3011) for assistance or form submittal.
<b>Maui</b>	Documents can be dropped off through the mail slot on the door. For assistance, call Emalu-Hina Cleveland (984-8282) or Paul George (984-8181).
<b>Hilo</b>	Forms can be submitted by calling Carlos Chavez Bugarin (974-4077) or Dayle Ishii (974-4076).
<b>Oahu</b>	Visitors are required to complete a questionnaire and a temperature scan before entering the reception area. Access to the reception area is limited to one at a time.
<b>ERS</b>	<a href="#">Full contact information</a>