

HOLOMUA

RETIRES & ACTIVE MEMBERS



Employees' Retirement System
of the State of Hawaii

Makapu'u Beach
& Waimanalo
Coastline, Oahu

Fiscal Year-End Report from Kristin Varela, Chief Investment Officer

Dear ERS Members,

On behalf of the entire investment team, I am pleased to provide a market update and performance overview for the fiscal year ending June 30, 2024. This past year has been marked by significant volatility and change across global financial markets. Despite the challenges posed by inflationary pressures, fluctuating interest rates and geopolitical tensions, our investment team has remained focused and committed to managing the portfolio with a prudent, long-term perspective.

We understand the vital importance of the assets we manage on your behalf and it is a privilege to serve our members in ensuring long-term financial success for current and future generations. Our team's priority continues to be safeguarding and growing these assets to ensure the security of your retirement. We are grateful for the trust you place in us and for the opportunity to support the broader ERS mission.

Fund Performance

ERS pension assets grew by \$300 million for the quarter ending June 30, 2024, and \$1.4 billion over the last fiscal year, bringing the total fund value to its highest level of \$23.6 billion. The portfolio returned 1.4% for the second quarter of the calendar year and 7.4% for the fiscal year.

When measuring success in implementation, the ERS continues to keep pace with long-term strategic goals. First, absolute returns outpaced the ERS required rate of return (7%) for the

fiscal year, while also outperforming this benchmark over most long-term horizons of five years or longer. These results will continue to bolster a healthy and consistent progression toward long-term sustainability. Second, when comparing results to broad market benchmarks, the portfolio did not outperform in the short-term horizons of three years or less. However, the fund does continue to meet expectations over the long-term horizons of five years or longer. Finally, when measuring results compared to national peers, absolute returns continue to rank above median for the longer-term horizons of three years or longer.

We continue to observe heightened volatility in the markets, and for the last fiscal year, stocks continued to be a large generator of return. Given our conservative investment strategy emphasizing risk balance and capital preservation, we do anticipate lagging growth markets in times like these, as we rely less on a single asset class, like stocks, to generate long-term results. As such, in markets that continue to rally, ERS assets will participate in the upside to a healthy degree, but not completely. Conversely, when markets draw down, our strategy will preserve capital through less downside participation. Through our focused efforts on narrowing the range of market outcomes, we can more consistently generate returns that will weather various market impacts.

Market Recap

Over the past year, global financial markets have navigated a complex and

evolving landscape, marked by fluctuating economic data, shifting monetary policies and geopolitical tensions. The fiscal year was characterized by bouts of volatility across asset classes, with varied performance in equities, fixed income, commodities and currencies.

Global equity markets posted strong gains driven by resilient corporate earnings and a large concentration in tech growth, resulting in an increase of more than 18% for the year. Fixed income markets had a mixed year, driven by central bank actions focused on curbing inflation. U.S. intermediate treasuries rose by 3%, while long-duration treasuries remained negative, recovering from interest rate hikes earlier in the period. Commodity markets weathered the year well, despite higher interest rates and a stronger dollar, increasing by 5% on aggregate across sectors. Currency markets were influenced by divergent monetary policies and economic fundamentals, but the U.S. dollar strengthened against most major currencies.

Looking Ahead

As we move forward, we expect continued volatility in global markets due to ongoing economic concerns, central bank policy actions and geopolitical tensions. Our investment strategy will remain



Kristin Varela

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Member Online Information Update

The ERS has updated its website with member information through April 2024. This update is for active members in the Contributory, Noncontributory and Hybrid plans. Member information and account balances may vary in timeliness due to payroll lags and adjustments. Please note information for inactive members, retirees and beneficiaries is not included.

Help us ensure we have the most accurate information possible by logging onto our website at ers.ehawaii.gov and clicking on “Active Member Information.” To report discrepancies with your account, print and mail a completed ERS-243 “Member Information Form” (fillable form linked at the bottom of the “Active Member Information” page) to ERS with a printout or screenshot of your



My Retirement Account information. Once we complete our research, cor-

rections will be applied and you will be notified of any changes.

Thinking About a 2025 Retirement?

Here are some important dates

Members or former members who are eligible and considering retirement in 2025 should prepare by familiarizing themselves with the deadlines for filing an application. Your retirement date can be the first of the month, or Dec. 31. Applications can be filed as early as 150 days prior to – but not fewer than 30 days before – your retirement date.

For more information, go to ers.ehawaii.gov/members/planning-for-retirement or contact the ERS: ers.ehawaii.gov/resources/contact-us.

Here’s a list of application deadlines for 2025 retirement dates. The ERS must receive applications by the deadlines listed (not postmarked, if mailed). Applications must be notarized or signed in front of an ERS representative.

	FILING WINDOW	
I would like to retire on:	The first day you can file:	The last day you can file:
Jan. 1, 2025	Aug. 5, 2024	Dec. 2, 2024
Feb. 1, 2025	Sept. 4, 2024	Jan. 2, 2025
March 1, 2025	Oct. 2, 2024	Jan. 30, 2025
April 1, 2025	Nov. 4, 2024	Feb. 28, 2025
May 1, 2025	Dec. 2, 2024	April 1, 2025
June 1, 2025	Jan. 2, 2025	May 2, 2025
July 1, 2025	Feb. 3, 2025	May 30, 2025
Aug. 1, 2025	March 4, 2025	July 2, 2025
Sept. 1, 2025	April 4, 2025	Aug. 1, 2025
Oct. 1, 2025	May 5, 2025	Aug. 29, 2025
Nov. 1, 2025	June 4, 2025	Oct. 2, 2025
Dec. 1, 2025	July 7, 2025	Oct. 31, 2025
Dec. 31, 2025	Aug. 4, 2025	Dec. 1, 2025

“The first day you can file” and “The last day you can file” in red are adjusted due to weekends and/or holidays.

Remaining Retirement Dates in 2024

	FILING WINDOW	
I would like to retire on:	The first day you can file:	The last day you can file:
Dec. 1, 2024	July 5, 2024	Nov. 1, 2024
Dec. 31, 2024	Aug. 5, 2024	Nov. 29, 2024

“The first day you can file” and “The last day you can file” in red are adjusted due to weekends and/or holidays.

Then & Now

Reflections from Karl Kaneshiro, Retirement System Benefits Manager who retired from the Employees' Retirement System (ERS) on April 1, 2024. For the last 40 years, Kaneshiro was responsible for the Retirement Benefits Branch's (RBB) staff of retirement professionals who provide guidance to countless members regarding their retirement benefits. After a total of 46 years of state service, Kaneshiro shared his thoughts on both his time at ERS and his recent retirement.

"I'm so grateful for all the professional and support staff throughout the decades working at ERS servicing the members and departmental staff," he says. "There was constant training and interaction to address various situations."

"Today's ERS membership is 128,213, which includes 54,973 retirees and beneficiaries. This proves to be a great challenge. Besides our 43 Oahu staff, our seven neighbor island employees have also gone above and beyond to assist our members."

The challenges RBB has helped the membership and beneficiaries with include enrollment issues, vesting requirements, disability retirements, and death benefits which sometimes need immediate attention.

"Also, this is a conscientious effort to ensure that active and retiree death benefits are paid in a timely manner to the surviving member's family," Kaneshiro says. "RBB relies on the support from the other ERS branches working together to service the membership. It's such a huge task, and I just wanted to express true recognition to all of them."



Karl Kaneshiro, Retirement System Benefits Manager, celebrates his April 1, 2024, retirement from ERS.

Lori Kobayashi was selected to succeed Kaneshiro by the ERS Administration effective April 16.

"She possesses the integrity, character and professionalism for the position," says Kaneshiro. "Our succession planning started in December 2019 when Ms. Kobayashi was selected as the general professional (supervisor) for the membership section in RBB."

Kobayashi joined ERS in September 2008 as a retirement claims examiner and was later promoted to program specialist. Kobayashi was named the Department of Budget & Finance Employee of the Year in 2023. According to Kaneshiro, the training, experience with staff and exposure on the retirement activities have successfully prepared Kobayashi for her current role.

"Today, she's confronted with situations that I did not have to deal with, such as staff vacancies and unique cases affecting the membership," Kaneshiro says. "RBB and ERS are in good hands with Ms. Kobayashi leading the branch to the next level for the membership."

As for Kaneshiro, he continues to adjust to the increased amount of free time available in his schedule.

"Retirement is still so new to me, as I've spent most of my life working," he says. "But having good health is important, too, so you can stay busy with the activities you want to do."

"Don't work too long, so you can enjoy what you want to do with family and friends!"

Fraud Alert - Be Aware

Your ERS retirement benefits are of great value and are worth protecting. As an active member in the Hybrid or Contributory class, you have an annuity savings account with the ERS made up of your contributions and compounded interest. The balance of this account may be refunded to you upon application after you leave employment. As a retiree, you have a lifetime monthly pension along with an option to provide a lifetime survivor benefit to a beneficiary you designate. Either of these benefits could become the target of a fraudster who gets hold of your personal information.

The ERS has intervened in a handful of fraudulent incidents that consisted of an attempt to request a refund of the member's contributions, an attempt to file a retirement application to receive the member's lifetime pension and an attempt to reroute a retiree's existing pension into a fraudulent bank account. While the ERS is dedicated to preventing fraudulent claims, be sure to safeguard your personal information so that your ERS benefits are not an easy target for an imposter to attempt to compromise.

... CIO Report, continued from page 1

focused on diversification, risk management, and identifying opportunities across asset classes that align with the long-term objectives of the system.

Looking ahead, our commitment to our mission remains unwavering: to prudently manage your retirement assets with a focus on capital preservation, diversified and risk-balanced allocations, and steady return generation. We will remain consistent in our communicated investment strategy, emphasizing diversification and dynamic portfolio management, and will continue to ensure resilience in the face of market uncertainties.

We believe that a disciplined, long-term approach, combined with careful analysis and vigilance, will enable us to achieve our objectives despite market disruptions. Thank you once again for your trust and the opportunity to serve you. We look forward to continuing this journey together as we enter a new fiscal year!

6 Steps to Take Before You Retire

Planning for retirement involves more than just saving money; it requires thoughtful preparation to ensure a smooth transition into your new phase of life. Here are six steps to take before you retire with the Employees' Retirement System (ERS).

1. Review your ERS member information.

Your retirement benefits are determined by several factors, with a significant factor being the class you are enrolled in. The ERS is made up of four classes, commonly referred to as “plans.” Members enrolled in classes A and B are known as Contributory plan members; class C members are Noncontributory plan members; and class H members are Hybrid plan members. Additionally, Contributory and Hybrid plan members fall into one of two tiers of benefits depending whether their ERS membership date is on or after July 1, 2012, or before.

Both your current plan and membership date are available on the “My Information” section of the ERS website (ers.ehawaii.gov). Which ERS retirement class you are enrolled in, along with your tier, determines what salary is recognized for ERS benefits and what contribution rate (if any) is applied to that salary, the multiplier applied to your years of service, whether your retirement will be calculated using an average of the three highest years of salary (Hi-3) or the five highest (Hi-5), and your retirement eligibility requirements.

2. Know when you will be eligible to retire.

When you are eligible to retire is governed by the requirements of your class (current class if you were a member of a different class previously). You need to meet two requirements to qualify for retirement: age and service. All the classes have multiple combinations of ages and service amounts to qualify for the various types of retirement (service, early, disability). These combinations may consist of a higher service and younger age or lower service and older age.

For example, a Hybrid member with a membership date before July 1, 2012 (tier 1) may retire without an age reduction as young as age 55 with 30 years of service. Alternatively, they may be eligible for retirement at age 62 with a minimum of 5 years of service. In either case, both the age and service for that retirement requirement must be met.

Reviewing your membership information and knowing when you'll be eligible to retire will allow you to use the benefit calculator on the ERS website (ers.ehawaii.gov) to project various retirement scenarios. Start with your earliest eligible retirement date, add your beneficiaries birth date and project your service and salary, and the calculator will produce an array of potential benefit options. You can also change the factors to match a different scenario. Once you know some basic rules, it's a great tool to estimate the effects of what another year of service, another year of a salary increase or a different beneficiary can have.

3. Decide when to retire.

This may appear to be duplicative of the previous step. The tier 1 Hybrid member in the previous example may be thinking, “I know when I'll be eligible to retire already. I'll have 30 years when I reach age 56.” This is ideal to know as a 46-year-old working towards retirement. However, life changes, and what was ideal at age 46 may not be so at age 56. Maybe your child got into the UH Richardson School of Law and needs help with tuition. Maybe you need to be a caregiver sooner than expected. Maybe you're inline for a promotion and a raise. Maybe you just (gasp) enjoy working. While it is great to plan, it is essential to adapt.

Deciding on a retirement date (that you are eligible for) will crystallize the timeline for the retirement process and provide impetus for the subsequent steps to be done. Submitting a retirement application will allow ERS to, assuming continuous service, project service credit and review the salary from which your Hi-3 or Hi-5 will be averaged from. Planning to retire on your birthday? You can't unless you're born the first of a month or Dec. 31. Want to retire on June 1? Start gathering your and your beneficiaries' birth documents and your bank information to apply at least 30 days before then or you may end up retiring on July 1 instead. When will you receive your estimate for a Dec. 31 retirement? By the beginning of December but probably earlier the earlier you apply. What's the earliest you can apply for Dec. 31? At least 150 days prior, adjusted for weekends and holidays.

4. Know your retirement options.

Once you decide to apply, the next significant decision is the retirement option you will select for your pension to be paid under. The number of options available to you ranges from 4 to 17 depending on your class. While that may seem like an overwhelming amount, many of them offer variations on a type of benefit and are meant to provide you, as the retiree, a choice that best fits your needs. We advise members to review the option descriptions provided with the application and choose the option you feel best fits your needs when filing, as you'll have an opportunity to discuss and make changes to this election prior to your retirement.

Once an estimate is provided to you based on the retirement date on the application, you'll be contacted for counseling by a Retirement Claims Examiner (RCE). Of course, the counselor is there to review your documents, discuss the options, explain your selections and answer your questions. But one question the counselor cannot answer is, "What option should I choose?" The reason is that the best option for you is the one you decide best fits your situation. If you have contributions, what will you do with them if you take a refund — and can you live on the reduced pension amount? Is there someone who is dependent on your retirement income? Will they continue to work? Will you continue to work? What expenses do you have? What expenses do you expect? What happens when you pass away? What happens when they pass away?

The answers to these questions (and more) are complex and will inform your choice of retirement options. While there's an opportunity to consider these answers and make changes to your option election, once you retire, the option selected becomes irrevocable. And while situational alternatives may be available, the structure of your benefits for your lifetime, and possibly your beneficiaries' lifetimes, will be primarily determined by the option you choose.

5. Coordinate your ERS retirement with your other retirement benefits.

Coordinating your ERS retirement with your other retirement benefits is crucial for maximizing overall retirement income. Here are some agencies and organizations to consider integrating into your retirement planning:

The Hawaii Employer-Union Health Benefits Trust Fund (EUTF): A sister agency to the ERS, the EUTF administers insurance benefits to state and county employees and retirees. The EUTF will request your ERS retirement estimate to assist in determining your retiree health benefits. The ERS advises all applicants to contact the EUTF to receive instruction regarding the impact of retirement on their health insurance coverage.

Social Security Administration (SSA): Social Security eligibility and benefits should be considered in your overall retirement strategy as the timing of the withdrawal may affect the amount of your payment. The SSA should also be consulted regarding any income limits affecting your Social Security benefits.

Tax Professional: Retirement is oftentimes accompanied by a change in taxable income. You should plan to seek consultation with a tax professional regarding your tax concerns as the ERS does not provide tax advice.

Employing Agency: It is important to coordinate your separation with your employer as this is separate from applying for retirement. A certification of your Close-of-Business (COB), or your last day employed, must be received by the ERS for you to receive a pension. Your unused sick leave balance must also be certified by your employer for it to be eligible to potentially increase your pension benefit. Unused vacation leave is paid out by your employer and may be tax-deferrable when directing the funds to an employer-sponsored retirement account.

Retirement Savings: You should be assessing the status of any retirement savings accounts you have and determining what, if any, actions should be taken as a result of your retirement. You may want to coordinate a vacation payout transfer to your employer plan. Additionally, you may want to seek the guidance of financial professionals in formulating a plan to disburse funds in these accounts in relation to your financial situation. Examples of these types of plans include 457(b) governmental Deferred Compensation plans, 403(b) Tax Sheltered Annuities, 401(k) employer sponsored retirement accounts and Individual Retirement Accounts (IRAs).

6. Plan for life as a retiree.

Many of the things discussed so far revolve around how retirement will affect your finances, and rightfully so. Those fortunate enough to have earned a lifetime pension still need to consider the ramifications that this change will have on their budget. However, the importance of the personal impact that retirement will have on you should not be discounted.

You have likely dedicated a majority of the days of your life to your career, making formative connections to those you work with and finding purpose in those you work for. What will fill those days and purpose for you in retirement? Will you be able to do what you plan to do? There are published studies that those who make meaningful social connections and find purpose in them tend to stay healthier longer, both physically and mentally. Actively seeking opportunities for growth can be the most important thing that you do for your life in retirement.



IMPORTANT

The EUTF is a separate organization from the ERS. If you have any questions about information in these articles, please contact the EUTF directly. Contact information: (808) 586-7390, 1 (800) 295-0089 toll free; email: eutf@hawaii.gov

FOR RETIREES

BENEFIT PLAN CHANGES

Effective January 1, 2025 (unless otherwise specified)

HMSA

- Aligned the benefit maximum for orthodontic treatment of orofacial anomalies with the State mandated benefit maximum, rounded to the nearest \$10 (from \$6,900 to \$6,930 in 2025), under the EUTF and HSTA VB retiree plans.

Kaiser Permanente

- Aligned the benefit maximum for orthodontic treatment of orofacial anomalies with the state-mandated benefit maximum (from \$6,898 to \$6,927 in 2025) under the EUTF and HSTA VB non-Medicare retiree plans.
- Updated the calendar year maximum out-of-pocket (CY MOOP) for Medicare Part D medications to \$2,000 per person under the EUTF and HSTA VB Kaiser Permanente Senior Advantage (KPSA) plans, as required by law.
- Decreased the urgent care copay from \$20 to \$15 under the EUTF and HSTA VB KPSA plans.
- Added 100% coverage of residential hospice under the HSTA VB KPSA plan.
- Removed the lifetime limitation of two elective pregnancy terminations of non-viable fetuses from the EUTF and HSTA VB non-Medicare retiree plans.

Humana

- Added 100% coverage of Hawaii interisland travel (limited to 10 round-trip tickets per calendar year). Air travel is for specialty care required outside of the home island. Prior approval is required.

CVS/SilverScript

- Added a \$2,000 per person calendar year maximum out-of-pocket (CY MOOP) to all EUTF and HSTA VB retiree plans. The CY MOOP will apply to specialty and non-specialty drugs.
- Increased the non-preferred brand copays from \$30 to \$40 for a 30-day supply under the EUTF non-Medicare and Medicare retiree plans. A 90-day supply will continue to be two times the 30-day copayment under the EUTF Medicare retiree plan and at a Retail 90 or Mail Order pharmacy under the EUTF non-Medicare retiree plan.
- Changed the out-of-network non-specialty member cost share to a 20% coinsurance under the EUTF Medicare retiree plan and a 30% coinsurance under the HSTA VB Medicare retiree plan.

HDS

- Increased coverage of basic services (e.g. fillings, root canals, gum surgery, oral surgery, and adjunctive general services) from 60% to 80% under the EUTF and HSTA VB retiree plans.
- Added a \$50 deductible per person per calendar year on services not covered at 100% (i.e. services other than

preventive and diagnostic) under the EUTF and HSTA VB retiree plans.

RETIREE OPEN ENROLLMENT

Are you looking to add or drop a dependent? Or change, add, or drop health benefit plans? Now is your opportunity during the Retiree Open Enrollment (OE) period from Oct. 14-31. Changes made during OE will be effective Jan. 1, 2025. Retirees already enrolled in an EUTF plan will be mailed a EUTF Retiree Benefits Highlight Guide in late September. If you do not receive your guide by Oct. 14, please visit eutf.hawaii.gov. The guide provides information on your benefits, health plan premiums and helpful tips.

FOR ACTIVE EMPLOYEES AND RETIREES

SCHEDULING APPOINTMENTS AT KAISER PERMANENTE

There are various ways to schedule an appointment at Kaiser Permanente. The best option can depend on the type of appointment you would like to make.

- For emergency care, call 911.
- For urgent care (i.e. in need of medical attention within 48 hours), call 833-833-3333. Another option is to use Get Care Now (through kp.org) which allows you to talk with a clinician 24/7 over phone or video.
- For primary care, call 833-833-3333 for an in-person visit and use kp.org for a virtual visit.

DRUG MANUFACTURER COUPONS

Take advantage of drug manufacturer coupons to reduce your out-of-pocket cost for your prescription medications. The use of coupons is not permitted under Medicare plans.

- **CVS Members:** Check coupon availability at the doctor's office, pharmacy, or drug manufacturer's website.
- **Kaiser Permanente Members:** Check kp.org/rxcoupons, where you can find a list of drug manufacturer coupons that Kaiser Permanente accepts.

For more information, call HMSA at (808) 948-6499 on Oahu or toll-free at (800) 776-4672, Kaiser Permanente at (808) 432-5250 on Oahu or toll-free at (844) 276-6628, Humana at toll-free (888) 908-6518, CVS Caremark toll-free at (855) 801-8263, and HDS at (808) 529-9310 on Oahu or toll-free at (866) 702-3883. Our health plans have made EUTF members a priority, so be sure to call the EUTF-specific numbers listed here and on our website (eutf.hawaii.gov) to lessen your call wait time.

HMSA Support when you need it

According to the Centers for Disease Control and Prevention, heart disease, cancer and stroke are the leading causes of death

and disability in Hawaii. But these chronic conditions are largely preventable by practicing healthy behaviors such as quitting tobacco, eating healthy, getting regular physical activity, completing annual screenings, and getting enough sleep. And we understand that it's easier said than done. With HMSA's Health and Well-being Support, there's no cost and you don't have to do it alone. Members living with chronic conditions have access to helpful information and support tools including resources on making important lifestyle changes to live your best life. See what participants had to say: "The program helped me reach my health goal. My health coach was very helpful. He guided me to lower my blood sugar." "My health coach was caring, knowledge-filled, supportive, and full of great ideas!" Learn more at hmsa.com/eutf-well-being-support or call (855) 329-5461, Option 1. You can also enroll in HMSA's Condition Care Program online at hmsa.com/well-being/condition-care-program.

Kaiser

Stay on top of your preventive care

Preventive care services can catch problems early when they're easier – and safer – to treat. They help keep track of your health when you haven't shown any symptoms. So which services should you get and when? That depends on your age, gender, overall health, and other factors. Your doctor can help you decide exactly when and how often to get specific preventive care services. They include routine check-ups, screenings, and immunizations. By working with your doctor to get the preventive care that's right for you, you can stay on track for good health.

At kp.org, you can choose online, phone, video and in-person visits with your doctor. Once connected, your doctor will work with you to stay current on screenings and tests that are right for you.

If you need help choosing the care that's right for you, members can now call our single statewide number 833-833-3333 (TTY 711) to:

- Schedule and cancel appointments.
- Get 24/7 medical advice.
- Order and refill prescriptions.
- And more.

EUTF Pre-Retirement Health Benefits Workshops

Register for a Pre-Retirement Health Benefits Workshop and learn about our EUTF retiree health benefits. It's never too early to start planning for your future. Whether you plan to retire in a few months or a few years from now, join us for a 60-minute presentation to learn about applying for your EUTF retiree health insurance benefits.

Topics covered will include:

- Who's eligible to enroll
- Health plan options
- Medicare
- How to enroll
- Premiums and contributions
- Differences between the active employee and retiree plans

To register for an in-person workshop at the EUTF office, email eutf.outreach@hawaii.gov. Space is limited and on a first come, first served basis. Attendees must coordinate to attend the workshop on their own time.

In-Person Workshops

Date	Time	Location
Wednesday, October 16, 2024	1:30 p.m. - 2:30 p.m. 3:00 p.m - 4:00 p.m.	Hawaii State Capitol Auditorium 415 S. Beretania Street Honolulu, HI 96813
Friday, October 18, 2024	1:30 p.m. - 2:30 p.m. 3:00 p.m - 4:00 p.m.	Leeward Community College Education Building, Room 201 A & B 96-045 Ala Ike Street, Pearl City, HI 96782
Monday, October 21, 2024	1:00 p.m. - 2:00 p.m. 2:30 p.m - 3:30 p.m.	Kauai Community College OCET Room 106 C & D 3-1901 Kaunualii Hwy, Lihue, HI 96766
Wednesday, October 23, 2024	1:00 p.m. - 2:00 p.m. 2:30 p.m - 3:30 p.m.	Aunty Sally Kaleohano's Luau Hale 799 Piilani Street Hilo, HI 96720
Friday, October 25, 2024	1:30 p.m. - 2:30 p.m. 3:00 p.m - 4:00 p.m.	Windward Community College Hale Akoakoa Bldg., Rm 101 - 105 45-720 Keaahala Road, Kaneohe, HI 96744
Monday, October 28, 2024	11:00 a.m - 12:00 p.m.	Kualapuu Park & Community Center 1 Uwao Street Kualapuu, HI 96757
Wednesday, October 30, 2024	1:00 p.m. - 2:00 p.m. 2:30 p.m - 3:30 p.m.	UH Maui College Pilina Events Ctr., 2nd Fl. Pilina Building 310 W. Kaahumanu Ave., Kahului, HI 96732

Webinars

Date	Time	Webinar
Tuesday, October 1, 2024	11:00 a.m. - 12:00 p.m.	Visit the EUTF website to register: eutf.hawaii.gov/learning-center/pre-retirees/pre-retirement-health-benefits-workshop/
	3:00 - 4:00 p.m.	
Monday, November 4, 2024	11:00 a.m. - 12:00 p.m.	
	3:00 - 4:00 p.m.	



201 Merchant St, Suite 1400
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Contact ERS-Pension

Monday-Friday 7:45am-4:30pm
(Except State Holidays)

For pension related questions,
please contact ERS at:

O'ahu: (808) 586-1735

Kaua'i: (808) 274-3010

Hawai'i: (808) 974-4077

Maui: (808) 984-8181

Moloka'i & Lāna'i

toll-free to Maui:

1 (800) 468-4644, ext. 48181

Continental U.S.

toll-free to O'ahu:

1 (888) 659-0708

ers.ehawaii.gov

Contact EUTF

Medical coverage/Medicare
reimbursements

Monday-Friday: 7:45am-4:30pm
(Except State Holidays)

(808) 586-7390;

Toll-free: 1 (800) 295-0089

email at eutf@hawaii.gov,

or mail: 201 Merchant Street,
Suite 1700

Honolulu, HI 96813

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FALL 2024

HOLOMUA
RETIREES & ACTIVE MEMBERS

Waimea Canyon, Kauai

Ask ERS

Answers to some frequently asked questions

Q: I tried to access my member information on the ERS website and received this message: "The membership information submitted could not be found or has already been linked to an account." What should I do?

A: If you receive this message, please contact the ERS at dbf.ers.sss@hawaii.gov for assistance as you may have previously established an account with a different email address or your information may not be up to date in our system.

Q: Can I direct deposit my pension into someone else's bank account?

A: No. Section 88-91 of the Hawaii Revised Statutes requires that the ERS pay our retirees as individual primary account holders or joint primary account holders. The Internal Revenue Code (IRC) at Section 401(a)(2) requires qualified governmental pension plans, such as the ERS, to make it impossible for funds to benefit persons other than their members, retirees and beneficiaries.

UA 'IKE ANEI 'OUKOU? DID YOU KNOW?

The "Active Member Information" section of the Employees' Retirement System website had 16,619 sessions out of 19,165 visits to the site in the month of June 2024. The next most visited page that month was the "Benefits Calculator" with 6,482 views, followed by the "Retirement Planning" page with 6,248 views.