

Revised Update (04/23/2020) - In light of recent developments regarding COVID-19 LASERS, TRSL, and supplemental retirement plan vendors have made adjustments to their customer service options in an effort to keep their staff and the customers they serve, safe.

Louisiana State Employees' Retirement System (LASERS) – As of Monday, March 23, 2020, LASERS phone lines are not being answered. [Please submit your questions to AskLASERS.](#)

Documents should be submitted through mail or fax, as noted below.

- **Fax:** 225.935.2856
- **Mailing address:** P.O. Box 44213, Baton Rouge, LA 70804-4213

For ongoing closure updates, please check our website at www.lasersonline.org/covid19

Forms requiring agency certification can be scanned to hr@lsu.edu.

Teachers' Retirement System of Louisiana (TRSL) – TRSL will be providing customer service by phone and email, starting Monday, March 16 until further notice. All previously scheduled appointments have been canceled, and walk-in appointments have been discontinued. TRSL's digital tools and self-service resources are also available for members' use. Please visit [TRSL](#), for retirement system information, or by logging in to the secure [Member Access](#) portal for individual account information.

For assistance with registering or logging in to Member Access, please contact HelpDesk at (225)925-6460 or helpdesk@trsl.org.

TRSL representatives are available to answer member questions by phone during normal business hours, 8:00 a.m. – 4:30 p.m., Monday – Friday.

Phone: (225)925-6446 (Baton Rouge); 1-877-275-8775 (1-877-ASK-TRSL) (Toll Free)

TRSL participants can email or fax time-sensitive documents that do not require employer signature to:

Email: web.master@trsl.org

Fax: (225)925-4779

For forms requiring agency certification please scan to hr@lsu.edu.

***Important Note for employees electing to enroll in the TRSL Optional Retirement Plan (ORP)** – Employees are still required to adhere to the 60-day enrollment window to prevent loss of employer contributions into their ORP accounts. As of Friday, March 20, 2020 TRSL will temporarily accept a scanned signed ORP Form 16. The form must contain all contact information for the participant.

TRSL will require the original signed document by the participant to be submitted by the employer upon the employer's return to their respective offices if they have the document. If the participant has the original, we will request the participant mail the original signed document to TRSL.

Supplemental Retirement Plans – 403(b) and Roth 403(b) Plans

AIG – Please contact your AIG representative directly with any questions.

Please visit [LSU Supplemental Retirement Plan 403\(b\) Vendors](#) for vendor contact information.

Fidelity – Starting Monday, March 16, 2020, and for the next 30 days, Fidelity will be suspending all onsite employee meetings and group meetings, as well as group workshops. In an effort to support

Fidelity clients, onsite representatives are currently contacting participants with upcoming scheduled appointments to inform them that they will now conduct the appointment by phone or virtually with the same representative the participant was scheduled to meet with onsite.

Fidelity's phone-based representatives are also available to assist participants with the same high-quality assistance, and address the same type of participant needs, as their onsite representatives. Please visit [LSU Supplemental Retirement Plan 403\(b\) Vendors](#) for vendor contact information.

TIAA – Starting Monday, March 16, 2020, TIAA has temporarily suspended on-site visits. TIAA will be working with participants by phone, email, Webex, virtually, or through their website and other channels. Please contact your TIAA representative with any questions.

[Virtual Counseling Flyer](#)

Please visit [LSU Supplemental Retirement Plan 403\(b\) Vendors](#) for vendor contact information.

Supplemental Retirement Plans – 457(b) and Roth 457(b) Plans

Please contact Empower Retirement Advisor, Patrick Hannie by phone at (225)663-5506, or by email at patrick.hannie@empower-retirement.com.