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)** – Starting Monday, March 16th, LASERS will provide customer service by phone and email. All LASERS events and workshops have been cancelled until further notice. LASERS will reschedule or conduct phone counseling sessions for members with previously scheduled appointments, sometime in the near future.

LASERS members may submit retirement documents directly to LASERS by mail or fax for documents which do not require agency certification.

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

Phone: 225.922.0600 (Baton Rouge); 1.800.256.3000 (Toll-Free)

Email: AskLASERS
Fax: 225.935.2856

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

**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 www.TRSL.org, 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

*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. State law requires the original Form 16 must be submitted to TRSL in order to enroll in this plan. LSU HRM has processes in place to facilitate agency certification, and timely submission of these documents to TRSL. Please mail TRSL ORP Enrollment (Form 16) to LSU Employee Benefits, 110 Thomas Boyd, Baton Rouge, LA, 70803.

**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.

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](mailto:patrick.hannie@empower-retirement.com).