



EMPLOYER BULLETIN

Employer Communication Center
(608) 264-7900, toll free 1-888-681-3952

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Employer Communication Center News

New Toll-Free Employer Communication Center Telephone Number

The Department of Employee Trust Funds (ETF), Division of Trust Finance and Employer Services (DTFES), is pleased to announce a new toll-free Employer Communication Center telephone number effective July 3, 2006. Employers can now call [1-888-681-3952](tel:1-888-681-3952) for assistance whenever they have questions relating to any ETF-administered benefit program.

Employer Communication Center

Since January 1998, DTFES has provided an Employer Communication Center as a single point of contact to resolve issues regarding eligibility, enrollment, and reporting for all ETF benefit programs. To sustain the goal of same-day responses/call backs—even as employer-call volume continues to rise—ETF recently assigned additional trained staff to respond to employer calls each weekday, from 7:45 a.m. to 4:30 p.m.

A central voicemail system handles calls when all Employer Communication Center staff lines are busy. In the event staff are unavailable, you may leave a voicemail message. However, the operator opt-out option is no longer available. To ensure continuing service, the voicemail system is monitored on a regular basis and all calls are returned within 24 hours.

Note: The Employer Communication Center does not replace the services provided to *participants* by ETF's Division of Retirement Services. Employees and other participants have the following options:

- For questions regarding their own WRS accounts, participants call toll free 1-877-533-5020 or (608) 266-3285 (local Madison).
- To request forms and brochures, dial the Self-Service Line toll free 1-877-383-1888 or (608) 266-2323 (local Madison). WRS annuitants may also change their home mailing address or tax withholding election through the Self-Service Line.
- Participants may listen to detailed, recorded messages about WRS benefits, 24 hours a day, 7 days a week, by calling toll free 1-800-991-5540 or (608) 264-6633 (local Madison).

For questions regarding this *Bulletin*, please contact the Employer Communication Center at (608) 264-7900 or at the new toll-free number 1-888-681-3952 or via e-mail at etf.descomm@etf.state.wi.us.

