

Department of Employee Trust Funds
WRS ONLINE NETWORK FOR EMPLOYERS USER MANUAL

CHAPTER 12 – CLOSING INFORMATION

If you need clarification about the status of a participant's account, or a further explanation of a message received, do one of the following:

1. Contact the Employer Communication Center toll free at (888) 681-3952 or locally at (608) 264-7900. Your call will be routed to staff familiar with the application you are working with. In the event staff is unavailable, your call will be transferred to a central voice-mail box. This central voice-mail box is monitored on a regular basis, and your telephone call will be returned in a timely manner.
2. E-mail the Employer Communication Center with the direct link on the Online Network for Employers (ONE) site.
3. Fax a completed *WRS Previous Service Check* form (ET-1715). ETF's fax number is (608) 266-5801.
4. Mail your comments, suggestions, or concerns regarding the WRS Previous Service Benefit Inquiry, WRS Account Update, WRS Transaction Upload or WRS Contribution Remittance applications to:

Department of Employee Trust Funds
Division of Trust Finance & Employer Services
Employer Communication & Reporting Bureau
P. O. Box 7931
Madison, WI 53707-7931