

Dear NDPERS member,

Our primary focus during this time is supporting the health and safety of our community. Therefore, NDPERS is closing its Bismarck office to in-person visitors effective immediately. Executive Director Scott Miller added, “we struggled with the decision to close our doors to NDPERS members, but the overall health and safety of our community is a priority to us”.

Our NDPERS team members will continue to assist you over the phone and through online services. As we continue to monitor the spread of COVID-19, NDPERS is also preparing its staff to telecommute to avoid any disruptions for our members. Miller emphasized that NDPERS continues to be committed to serving its members and participating organizations.

PREVIOUSLY SCHEDULED IN-PERSON APPOINTMENTS

Our benefit counseling services will continue to be available through the phone or online appointments. Members with previously scheduled in-person appointments will receive a call to find an alternate way to address any inquiries.

ACCESSING MY NDPERS BENEFIT INFORMATION

As a reminder, you can review your NDPERS benefit information and conduct benefit estimates through the convenient [Member Self Service \(MSS\) online portal](#). If you experience technical issues when trying to access your online MSS account, call NDPERS at 701.328.3900. Don't forget to leave a detailed message. In addition, MSS may prompt you to provide an email address as a way to contact you.

OTHER SERVICES

We want to assure you that our commitment to provide excellent customer service to participating organizations and members continues to be our top priority. Our regularly scheduled business operations such as the processing of payroll, administration of benefits, and retirement payment processing will be maintained as usual.

You can also visit the [NDPERS website](#) for information on each of your benefits.

We thank you for your cooperation and patience as we adjust to this evolving situation.



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