Time for change

How do we stay connected?

Lynn Paatalo

Member Service Director

Teachers Retirement Association of Minnesota

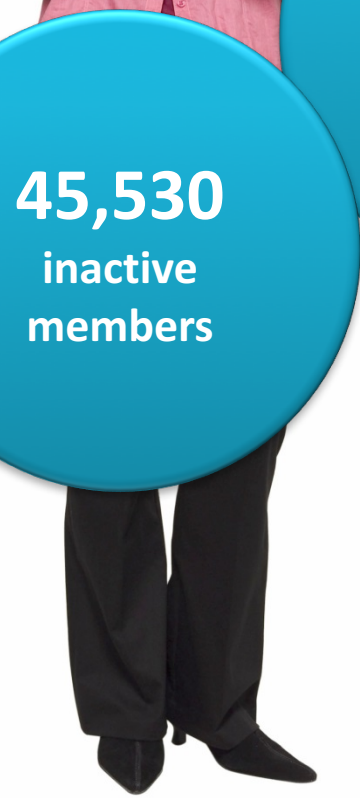
43.3
average age

81,000
active members

62,000
benefit recipients

45,530
inactive members

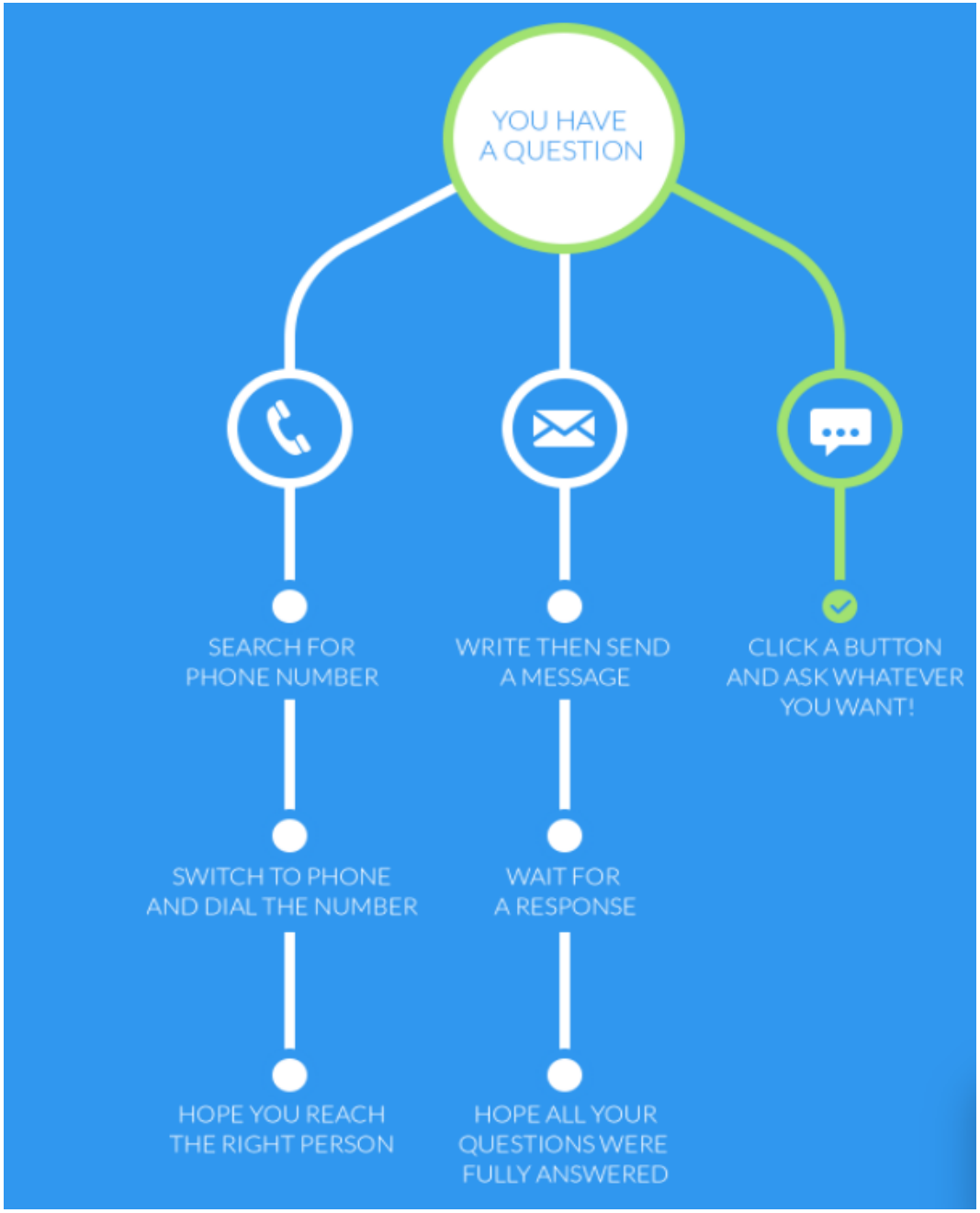
591
employers



Friend
Chat
Share
Like
Tweet
Blog

Benefits of Chats

- You don’t have to listen to an automated attendant and push buttons.
- No bad hold music.
- No social interaction required.
- It’s a great way members who have hearing or speech impairments to communicate with us.
- It’s secure!


YOU HAVE A QUESTION
SEARCH FOR PHONE NUMBER
WRITE THEN SEND A MESSAGE
CLICK A BUTTON AND ASK WHATEVER YOU WANT!
SWITCH TO PHONE AND DIAL THE NUMBER
WAIT FOR A RESPONSE
HOPE YOU REACH THE RIGHT PERSON
HOPE ALL YOUR QUESTIONS WERE FULLY ANSWERED

Techy Stuff

- Cisco Finesse Desktop 11.0.1 running on Cisco UCCX (Unified Contact Center Express)11.0.1
- The chat functionality comes with the UCCX.
- Easy to make changes and customize.

Welcome to the Teachers Retirement Association

Members

Retirees and Beneficiaries

Employers

The Teachers Retirement Association (TRA) is a Minnesota statewide public pension fund that provides retirement, disability and death benefits to Minnesota public school teachers, administrators, college faculty, retirees, their families and beneficiaries.

- Administration
- Members
- Retirees and Beneficiaries
- Employers
- Legislation
- News and Reports
- Forms and Publications
- Video Library
- Links and Resources
- Data Requests
- Contact Us

Setting the record straight about pension finances

An article published by Bloomberg News ("New Math Deals Minnesota's Pensions the Biggest Hit in the U.S.," Aug. 31, 2017), uses numbers reported under the Governmental Accounting Standards Board (GASB) rules to paint an incomplete and misleading picture of the financial health of Minnesota's public pension plans.

The key point to understand about numbers reported under GASB rules is that the true health of a pension plan is determined not by GASB annual accounting rules but by funding policy. (More HERE.)

Board of Trustees names new executive director

Following a months-long nationwide search, the Minnesota Teachers Retirement Association Board of Trustees has selected TRA Deputy Executive Director Jay Stoffel to succeed Laurie Hacking as executive director of the TRA fund, a $20 billion public pension plan serving nearly 190,000 active, retired or deferred Minnesota public school educators.

Stoffel's appointment is effective Sept. 1, 2017.

HOT LINKS

NEW! Summer TRIB newsletters

Counseling services

St. Paul construction alert

Statewide construction information

Handbook of Benefits and Services

Visitor Security Policy

Newly Eligible Minnesota State Faculty

Tax Withholding Ca
(Federal and Minne

Online Chat

Welcome to the Teachers Retirement Association

The Teachers Retirement Association (TRA) is a Minnesota statewide public pension fund that provides retirement, disability and death benefits to Minnesota public school teachers,

Members | Retirees and Beneficiaries

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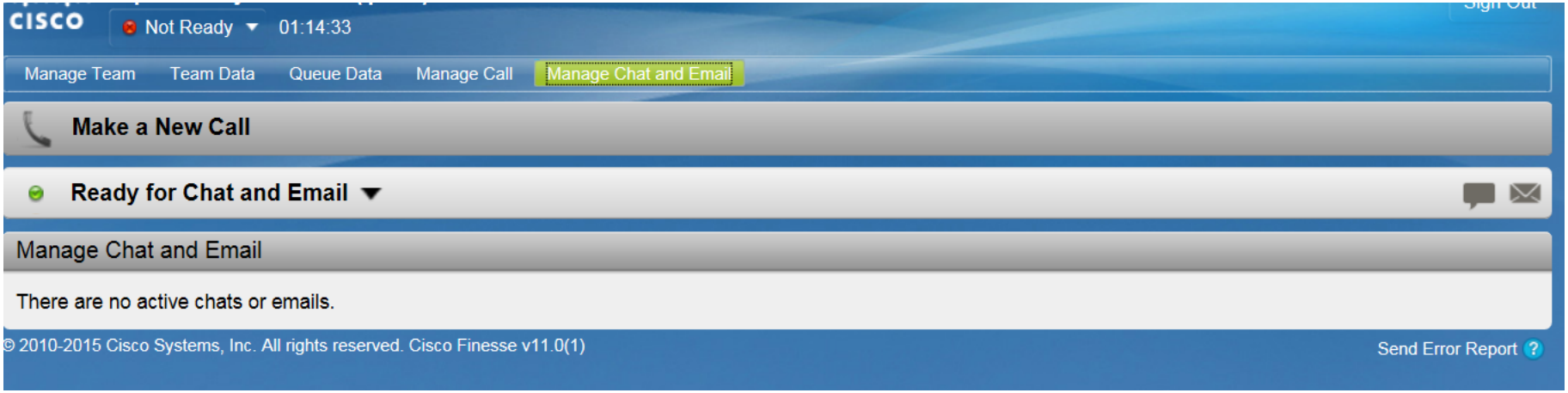
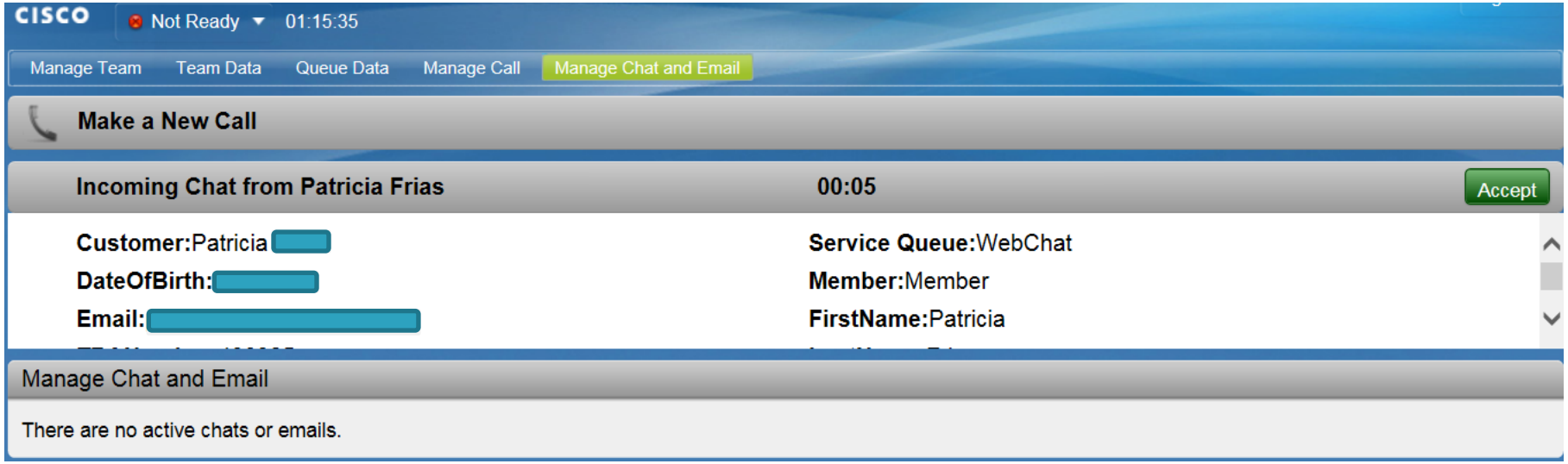
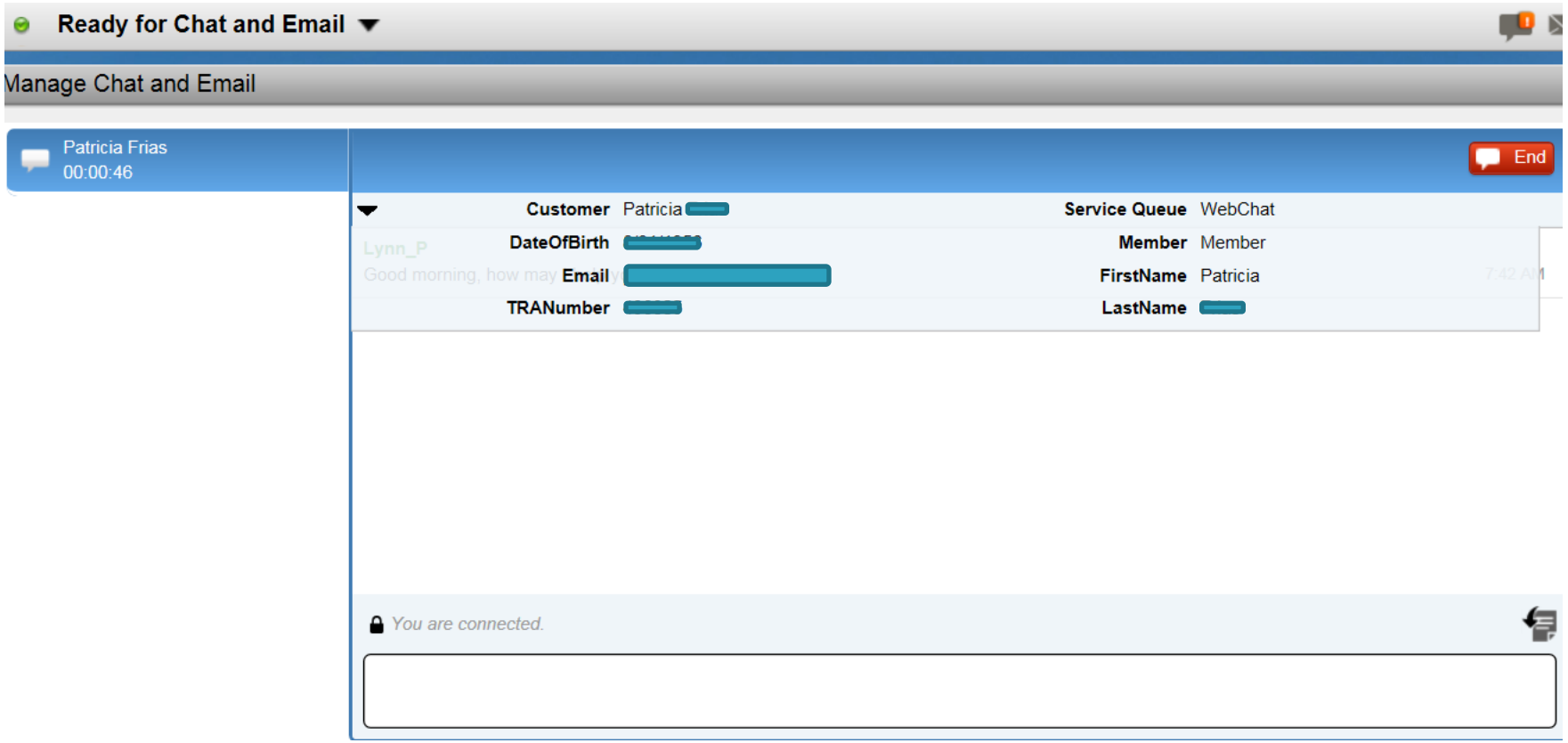
Online Chat

First Name	
Last Name	
Date Of Birth	
Status	
TRA Number	
Email	
Phone Number	
Topic	Account Balance

SUBMIT Cancel


cisco
Not Ready
01:14:33
Manage Team
Team Data
Queue Data
Manage Call
Manage Chat and Email
Make a New Call
Ready for Chat and Email
Manage Chat and Email
There are no active chats or emails.
© 2010-2015 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.0(1)
Send Error Report


CISCO
Not Ready
01:15:35
Manage Team
Team Data
Queue Data
Manage Call
Manage Chat and Email
Make a New Call
Incoming Chat from Patricia Frias
00:05
Accept
Customer:Patricia
Service Queue:WebChat
DateOfBirth:
Member:Member
Email:
FirstName:Patricia
Manage Chat and Email
There are no active chats or emails.


Ready for Chat and Email
Manage Chat and Email
Patricia Frias
00:00:46
End
Customer Patricia
DateOfBirth
Email
TRANumber
Service Queue WebChat
Member Member
FirstName Patricia
LastName
Lynn_P
Good morning, how may
7:42 AM
You are connected.

Thank you for waiting.

Hello "____" , thank you for contacting TRA's Member Services. How may I help you?

One moment please while I review your account.

Our records have indicated that you will need to register for an online account. Kindly click this link https://connect.minnesotatra.org/Core/Account/LogOn?ReturnUrl=%2f to set-up an online account.

For verification purposes, what is your social security number?

You can easily reset your password by going to "forgot password". If you have any trouble, let me know and I can reset it for you.

A refund of your contribution can be processed within 2 weeks from when the refund application is received by TRA.

Your account has been reset. A reset link has been sent to your email address on file. This link will be active for 24 hours.

A member can collect a retirement benefit as early as age 55 with at least 3 years of contributed service.

Application for a refund may be made no sooner than 30 days after the termination of service.

A retirement application can take 3-4 months to process from when the application form is received by TRA.

To repay a refund, you must return to work and accumulate two years of allowable service credit with TRA or another Minnesota state public pension fund.

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Is it ok with you if we continue this conversation over a telephone call?

What is a good telephone number to contact you?

I have not received a response from you. Our chat has been terminated.

Thank you for chatting with us today. Should you have any other questions, please feel free to contact us again. Have a great day!

Minnesota Teachers Retirement Association
60 Empire Drive, Saint Paul, MN

MinnesotaTRA.org