



State of New Jersey

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January 29, 2021

TO: Certifying Officers, Human Resources, and Benefit Administrators
FROM: New Jersey Division of Pensions and Benefits (NJDPB),
Office of Client Services and Communications
SUBJECT: Online Video Counseling Service now Available

Please make the following information available to your employees.

The NJDPB will launch online video-based Interview Counseling appointments for members of the pension and health benefit programs effective February 1, 2021. Online video interviews provide a safe and distanced alternative to live in-person pension counseling; which is currently suspended to mitigate the spread of COVID-19.

Appointments are required. A video counseling appointment calendar is available on the NJDPB website from a link under "Services" in the blue navigation bar found at the top of every page. After a member makes an appointment online, they will be contacted by email prior to the appointment date with information and a link to access the video appointment.

Video interviews are conducted online and hosted via a Microsoft Teams video meeting. Members do not need a Teams account to participate; the interview will launch in a web browser and a telephone contact number is provided for audio connection if a microphone or speakers are not available.

Counselors will address all pension and health benefit topics during the video interview process and provide members with the same information available through the in-person process, but without physical proximity or contact. Documents, fact sheets, applications, and other publications will be provided to the member by email after the video interview.

Appointments are limited due to available staff; however, we will add new appointment dates on an ongoing basis. Members who cannot schedule a video interview immediately should check back daily or weekly for new appointment openings.

Please note:

- Video appointments are available *by appointment only* between 8:00 a.m. and 4:00 p.m. Monday through Friday (except State Holidays).
- Video interviews are limited to 30 minutes – members should prepare questions in advance to make the most effective use of the interview time.
- Members should log onto the online meeting at least five minutes before the start time in case of connection issues.
- Members who are more than 10 minutes late, must reschedule for another appointment – interview times cannot be extended if attendees are late.