



IPERS is experiencing high call volume

We appreciate your patience as you reach out to IPERS as we are currently seeing high call volumes and longer than typical wait times on our phone lines. If you call IPERS, please expect to be placed on hold before you reach a Retirement Benefits Officer. We apologize for the inconvenience.

Before you call, please consider these resources that could answer your questions or accommodate your need.

- [Forms](#) you may complete and return by mail
- [Videos](#) addressing frequently asked questions
- [My Account](#) gives you access to your account information, and all documents and letters from IPERS
- [Report a member death online](#)
- [Report suspicious activity online](#)

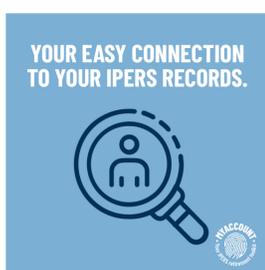
IPERS announces Chief Benefits Officer

Steve Herbert will join IPERS on March 14 as the Chief Benefits Officer. A seasoned pension professional, Herbert has held leadership positions with both pension plans and asset management firms.

In this newly defined role, he will serve as the subject matter expert on the details of the retirement benefits program and will be the primary liaison to the Benefits Advisory Committee.



Annual Benefits Statements available in My Account this month



Your 2024 Annual Benefits Statement will be available in [My Account](#) early this month. Recipients will receive a notification by email when the statement is available.

Beginning this year, IPERS will not provide the statement by mail to all recipients. Instead, we encourage you to access it online at your convenience. You can find more information on what is included in your [Annual Benefits Statement on IPERS' website](#).

We appreciate your support as IPERS strives to provide information in the most secure, efficient and cost-effective manner. To learn more about IPERS' transition to digital delivery and how to manage your delivery preference, [visit the digital delivery page of IPERS' website](#).

IPERS and the Iowa State Fair

IPERS is committed to protecting your personal information. When you contact us with questions about your retirement account, we ask a series of questions to verify your identity and protect you from fraud. Unfortunately, IPERS cannot privately acquire this sensitive information among the crowds at the Iowa State Fair, so we have made the difficult decision to end our participation in the event.

IPERS continues to offer a variety of methods for you to securely interact with our Retirement Benefit Officers. IPERS' offices are open weekdays between 8 a.m. and 4:30 p.m. You can call IPERS weekdays between 7:30 a.m. and 5 p.m. You can schedule an in-person counseling appointments in [My Account](#) or by phone. More information about how to connect with IPERS is available on our [Member Education page](#).

IPERS' Road to Retirement tool

Everyone is at a different destination on the road to retirement. That's why we created the [IPERS Road to Retirement tool](#). This tool can help you know what your membership group, age and years in IPERS-covered employment mean to your journey. Simply enter some basic information, and you'll be speeding toward understanding your individual retirement information.



Education sessions for retirement planning

Take advantage of these upcoming opportunities to learn more about IPERS as part of your retirement-planning process. Click on a date below to register for a webinar.

- [Ready, Set, Retire webinar](#) (for *state agency* employees within five years of retirement)
 - [March 13, 2025](#)
 - [April 23, 2025](#)
 - [May 15, 2025](#)
 - [June 12, 2025](#)
- [Creating a Secure Retirement webinar](#) (for *all* IPERS members within five years of retirement)
 - [March 18, 2025](#)
 - [April 16, 2025](#)
 - [May 7, 2025](#)
 - [June 11, 2025](#)

Stay connected with us on social media

Connect with IPERS on [Facebook](#), [LinkedIn](#) and [YouTube](#) for valuable updates, tips and resources. Invite your friends to follow IPERS, too!

