

## Online Features for Members

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|---|---|--|
| <b>APPLY FOR A LOAN</b>                       | <b>VIEW ACCOUNT DATA</b>                              | <b>OPTION ELECTION</b> <b>NEW!</b>       |
| <b>BENEFIT ESTIMATOR</b>                      | <b>GUARDIANSHIP FORM (Minors Only)</b> <b>NEW!</b>    | <b>PLAN ENROLLMENT</b> <b>NEW!</b>       |
| <b>SERVICE BUYBACK</b>                        | <b>MANAGE BENEFICIARIES (as eligible)</b> <b>NEW!</b> | <b>REFUNDS AND TRANSFERS</b> <b>NEW!</b> |
| <b>CHATBOT</b> <b>NEW!</b>                    | <b>SECURE MESSAGING</b> <b>NEW!</b>                   | <b>DOCUMENT VIEWING</b> <b>NEW!</b>      |
| <b>UPDATE CONTACT INFORMATION</b> <b>NEW!</b> | <b>ONLINE PAYMENTS (e.g. loan after retirement)</b>   | <b>SERVICE RETIREMENT</b> <b>NEW!</b>    |
| <b>DISABILITY RETIREMENT</b> <b>NEW!</b>      | <b>SAVE FOR LATER (where available)</b> <b>NEW!</b>   | <b>KNOWLEDGE ARTICLES</b> <b>NEW!</b>    |
| <b>SUBMIT A LOST/EXPIRED CHECK AFFIDAVIT</b>  |   |  |

## Online Features for Retirees and Beneficiaries

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|---|--|---|
| <b>CHATBOT</b> <b>NEW!</b>                          | <b>PUSH NOTIFICATIONS (NYCERS to Retiree only)</b> <b>NEW!</b> | <b>W-4P TAX FORM</b> <b>NEW!</b>                    |
| <b>ONLINE PAYMENTS (e.g. loan after retirement)</b> | <b>ELECTRONIC FUNDS TRANSFER (EFT)</b> <b>NEW!</b>             | <b>SAVE FOR LATER (where available)</b> <b>NEW!</b> |
| <b>DOCUMENT VIEWING</b> <b>NEW!</b>                 | <b>MANAGE BENEFICIARIES (as eligible)</b> <b>NEW!</b>          | <b>KNOWLEDGE ARTICLES</b> <b>NEW!</b>               |
| <b>UPDATE CONTACT INFORMATION</b> <b>NEW!</b>       | <b>SUBMIT A LOST/EXPIRED CHECK AFFIDAVIT</b>                   | <b>VIEW RETIREMENT ACCOUNT DATA</b>                 |

