

OFFICE OF PENSIONS

Training and Development Quarterly Newsletter



Greetings! We are happy to provide this quarterly newsletter to remind and inform End Users about items of importance regarding pension application processing. This quarter we focus on the electronic signature requirement, provide another forms reminder, and introduce one of the sections in our office!

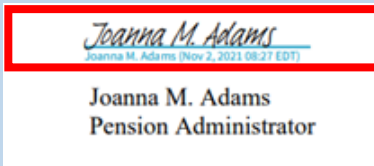
ELECTRONIC SIGNATURES

In accordance with the Uniform Electronic Transactions Act, the Office of Pensions is excited to announce that electronic signatures are now acceptable on forms that do not require a Notary Public's signature.

All electronically signed forms must have an electronic postmark certificate as defined in 6 Del. C. § 12A-102(7). An "electronic postmark certificate" means evidentiary proof provided to the sender or recipient of an electronic record that the electronic record:

- a. Was postmarked by a postal authority with a valid electronic postmark on the date and time indicated; and
- b. Was transmitted in a certain form on a specific date and time; and
- c. Was sent by the person indicated, to the person indicated, and on the date and time indicated.

For example, Adobe Sign includes the signature date and time as validation:



Without the electronic postmark certificate, the form will not be accepted. We hope this new procedure results in a more efficient workflow for Human Resources Representatives, Payroll staff, and employees.

Questions, feedback, or comments? Please email pensionoffice@delaware.gov

Forms

The Office of Pensions improved their forms for consistency and clarity. The dental, vision and non-Medicare healthcare applications now include the ability to elect or refuse to participate, eliminating the need for refusal forms. You will also notice the option to use Adobe to complete most of the forms on your computer.

Bundled health care forms on our website were updated to replace the working waiver form with the Medicare Supplement Waiver form. If a retiring employee has not reached age 65, they do not need to complete the working waiver form.

Reminder!!!

Actuarial Form

The actuarial form is to be completed upon initial hire or upon REHIRE, not transfer. This form should not be used to update items in Block 1 of the Comprehensive Annual Statement, such as Address or Marital Status. If there is a change in beneficiary, the member should use the Change of Beneficiary form. Please contact our office at 302-739-4208 for further information if needed.

SECTION SPOTLIGHT

Meet Support Services!

The Support Services section of the Office of Pensions provides administrative support to walk-ins and office staff, as well as the Board of Pension Trustees, Audit Committee, Governance Committee, Investment Committee, and Pension Advisory Council.

In Fiscal Year 2021, Support Services, a five member team, provided the following assistance to active State of Delaware employees and pensioners:

- Assisted an average of 46 walk-ins per day (by providing requested forms, answering questions, notarizing documents, and coordinating assistance from other Pension Office section representatives)
- Answered a monthly average of over 5,000 phone calls (over 60,000 for the year)
- Processed over 19,000 pieces of incoming mail; over 26,000 pieces of outgoing mail
- Imaged over 94,000 items for active employees and pensioners' files

Support Services oversees tracking and review of data to ensure compliance with applicable policies and procedures while providing liaison with the general public, state, and local agencies. The section also assists with developing and posting agendas for committee meetings, taking meeting minutes, timekeeping, ordering supplies, scheduling meetings and conferences, and assisting with other meetings or events.

In addition, Support Services manages the Fleet Services that are provided through the Office of Pensions, as well as performing other special duties as required.

Upcoming Pre-Retirement Workshop:

April 6th 9:00 a.m. via Microsoft Teams – For more information:

<https://open.omb.delaware.gov/WorkshopEvents/preretirement-workshops.shtml>