



Update on District of Columbia Retirement Board Operating Status during COVID-19 Emergency

What is our operating status?

Along with the rest of District government, our agency remains operating, however our staff are teleworking, and DCRB will not be servicing any walk-in members at our offices until the end of the public health emergency.

How does this impact what we do?

- **Benefits Administration** – Modified service. We will continue to process all current monthly payroll cases and scheduled retirement annuities will be paid for those currently receiving an annuity without interruption.
- **Member Services** - Modified service. Due to limited physically present staff and the performance of essential only functions, members will be asked to call DCRB and leave a voice message. DCRB staff will be checking voice mails, responding to members in the order we receive calls/emails.

How does this impact our physical locations?

- **DCRB Office** - will be closed to the public until the end of the public health emergency.

What else are we offering to meet your needs?

- **Member Transactions and Questions** - Call our Member Service Center line at (202) 343-3272. Members should leave a voicemail message and the calls will be returned. Members may also email DCRB at dcrb.benefits@dc.gov or fax (202) 566-5001.
- **Non-Member Questions/Other DCRB Business** - Call the DCRB main phone number at (202) 343-3200 or send your questions to dcrb@dc.gov.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

DCRB employees are working remotely, or teleworking. Employees have the necessary technology support to continue providing resources to those we serve.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at (202) 343-3200 or dcrb@dc.gov. For more information, please visit coronavirus.dc.gov.