

***Stanislaus County Employees'
Retirement Association***



**TELEPHONE COMMUNICATION &
TRANSACTION POLICY**

Policy 1014

November 13, 2020

Purpose

To establish rules of verifying Members' identity prior to releasing information or processing a transaction via telephonic communication.

Authority

Department Head Approval

Procedure

Telephone communications may be used to process transactions affecting Member accounts. To protect the Member and StanCERA, adequate validation and authentication of the Member's identity must be verified prior to any release of information or transaction.

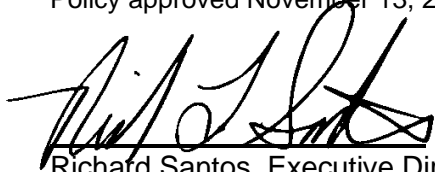
- StanCERA staff shall only release information to Members and their legal representatives.
- StanCERA staff shall only process transactions affecting Member's accounts at the request of the Member or their legal representative.
- All telephone requests for account information and or telephone transactions must be verified by the following:
 1. First and last name;
 2. Current mailing address or home address; and
 3. Answers to TWO additional Member identifiers:
 - a) Last four numbers of Social Security number;
 - b) Date of birth
 - c) Mother's maiden name
 - d) StanCERA ID (may be found on advice notice)
 - e) Employee ID (if active employee)
 - f) Name of benefit depository bank (if utilizing direct deposit)

Policy Review

This policy shall be reviewed at least every three years.

Policy History

Policy approved November 13, 2020.



Richard Santos, Executive Director

POLICY APPROVAL DATE: November 13, 2020