***Write to NYSTRS***

Our mailing address is 10 Corporate Woods Drive, Albany, NY 12211-2395.

***Call NYSTRS***

To request a System form or publication, call our automated Hotline at (800) 782-0289.

**An Important Note for Members:** When contacting NYSTRS by phone or mail, please provide your NYSTRS EmplID, found in your *Benefit Profile* or *Retired Member Profile,* and other correspondence you receive from us. (To keep your data secure, do not provide your EmplID when emailing us.) If you cannot locate your EmplID, please be aware that for security purposes, our staff will not be able to provide your EmplID over the phone or through email. However, if you contact us at (800) 348-7298, Ext. 6250, we can mail your EmplID to the home address you have on file.

**Active Member Inquiries**  
To speak with a NYSTRS representative, call (8XC00) 348-7298 or (518) 447-2900 and use the following extensions.

Active Member Inquiries

Call (800) 348-7298 or (518) 447-2900 and use the following extensions. When calling to discuss your personal information, be prepared to provide your NYSTRS EmplID for security purposes.

* General information: Ext. 6250
* To request an estimate of your retirement benefit: Ext. 6020
* To schedule an appointment in Albany or at a video conference site: Ext. 6100
* For questions about prior service: Ext. 6030
* To request a loan application, or check the status of an application or a balance: Ext. 6250. For other questions about a loan: Ext. 6080
* To withdraw your membership: Ext. 6090
* To report an active member's death: Ext. 6110

**Retiree Inquiries**  
To speak with a NYSTRS representative, call (800) 348-7298 or (518) 447-2900 and use the following extensions.

* General information: Ext. 6150
* For questions about direct deposit of your retirement benefit: Ext. 6230
* For questions regarding earnings after retirement: Ext. 6150
* To report a lost check: Ext. 6160
* For tax and withholding information: Ext. 6120
* To report a retiree's death: Ext. 6140