



Main Street: News for Cities

January 16, 2024

2023 Recap

During 2023, TMRS celebrated its 75th year of providing retirement benefits to employees of Texas cities. While celebrating, we continued to provide exceptional service to our Members.



For example, in 2023 TMRS:

- Answered more than 85,000 Member phone calls in an average of 12 seconds
- Attended more than 300 city-sponsored events
- Presented to more than 17,000 Members
- Hosted a City Training Conference for 575 city staff
- Counseled more than 1,400 Members
- Presented 36 webinars to more than 2,900 Members and city staff
- Welcomed 15 new cities into TMRS

You can read more about TMRS' 75th Anniversary [here](#). Thank you for your support and for what you do for our Members every day.

New Year – New Resources

We are constantly striving to enhance our processes and services. We hope the following improvements will make your job easier:

New Online Refunds and Certifications

Former city employees who want to refund their TMRS account balance will soon have the ability to apply for the refund online through MyTMRS. The new online refund feature will be available January 24.

When a former employee applies for a refund through MyTMRS, designated City Portal users will have a new function to allow them to certify the employees' termination date and their Public Safety Employee status online.

You can find an explanation of the new refund process and the new certification feature in the City Portal Guide. This information will also be provided in the next City Training webinars. Sign up for a webinar below:

- [January 23](#)
- [February 27](#)

New Retirement Application

Starting today, your employees can use TMRS' new [Retirement Application](#) when they are ready to retire. The new application is much easier for you and your employees to complete. Download and print the new application [here](#).

New Member Benefits Guide

The [TMRS Member Benefits Guide](#) has a new look. The Guide gives a comprehensive summary of TMRS benefits in a quick reference format. View or download the new Guide [here](#).

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