

Dear Valued Member,

The UC Retirement Administration Service Center (RASC) is adjusting operations in response to the [stay-at-home order issued by Governor Gavin Newsom for Californians](#).

In accordance with this order, RASC representatives have transitioned to remote operations. This transition is going smoothly, and we want to reassure those who receive UC pension benefits that **payments, including the upcoming April 1 benefit payment, will continue on schedule.**

During this time, however, RASC representatives will be unable to answer calls as usual, or to receive physical mail in a timely manner. If you have a question or concern that is not urgent, we would greatly appreciate it if you could wait to reach out to us until after we have resumed normal operations.

If you have an urgent question or service request, please contact RASC by sending a secure message through your [UC Retirement At Your Service \(UCRAYS\) account](#). You may send documents as secure message attachments or by fax to 1-800-792-5178.

For how-to guides and resources to help you get started on UCRAYS and take care of essential tasks related to your retirement account, check out [Getting help with UC Retirement At Your Service \(UCRAYS\)](#).

Callers with the following urgent issues will be directed to call a hotline and leave a voice message so a representative can return their call as soon as possible:

- Problem with retirement check or direct deposit
- Stop payment request
- Death claim
- Denial of medical services due to insurance coverage problems
- Locked out of [UCRAYS account](#)

For updates on UC's response to this public health emergency, please visit [ucal.us/coronavirus](https://ucal.us/coronavirus), or [sign up for alerts](#) to receive the latest developments on UC's response to the coronavirus outbreak.

Thank you so much for your understanding during this difficult time. Know that we are working diligently to continue our vital services to the UC community while protecting the health and safety of our dedicated RASC team.

Sincerely,

Ellen Lorenz  
Director, UC Retirement Administration Service Center

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*Please do not reply to this email – this email address is used for outbound messages and is not monitored for questions and concerns. For questions and concerns, please send a secure message through your UCRAYS account.*