

# CalSTRS Service Credit Discrepancy Procedure Retirement Reporting

Annually CalSTRS members review their annual statements and will contact their employers if they have service credit discrepancies. Below is information to assist you in dealing with these issues.

If the inquiry is related to service credit repurchase, please refer your employees to CalSTRS at 1-800-228-5453.

For service credit inquiries, please ask your employees to submit requests for research to you in writing. The written request should include the year in question along with a description of the problem. If the employee is unsure of the year, ask them to call CalSTRS (1-800-228-5453) to request a detail of service credit by year (most commonly known as form MS0045). When the employee receives this service credit detail (which will include the years that are less than 1.000), ask them to provide it to you with their written request for research.

Once you receive the employees' written request, we ask that you review pay for the years in question prior to forwarding to our office. Please note that any docks for leave without pay, strikes, personal business, exhaustion of sick leave, etc. will reduce service credit and may be the reason for the reduced service credit. Problems with service credit are usually related to docks in pay, change in employment between districts or counties, change in positions at district (year round to traditional). Please note that CalSTRS no longer performs change of base assignment calculations. If you are unable to explain the service credit discrepancy through your review, forward the employees' written request to our office along with payroll registers for the years in question. **Please note that payroll registers are archived on Report Manager from December 1996 to December 2016 for SDCOE Payroll/Personnel System (Legacy).**

Please send to the attention of your STRS contact. SDCOE, Retirement Reporting Unit, Room 605

<http://www.sdcoe.net/business-services/financial-services/Pages/staff-assignments.aspx>

Please note that requests for service credit discrepancy research are logged and worked on in the order received.