



**Effective  
April 1, 2011  
appointments are required  
to meet with an IMRF  
Member Services Representative**

The number of members wishing to meet with a Member Services Representative has been increasing steadily over the past several months. This increased “walk in” traffic is impacting our ability to provide excellent customer service.

To ensure we are able to provide the highest quality service to our members, IMRF is changing its policy for one-on-one meetings with a Member Services Representative in our Oak Brook and Springfield offices.

Effective April 1, 2011, appointments will be required to meet with a Member Services Representative, e.g., counseling session, request for information, assistance completing forms, etc. Appointments will be scheduled at 9:00 a.m., 10:00 a.m., 11:00 a.m., 1:30 p.m., 2:30 p.m. and 3:30 p.m.

**To schedule an appointment,  
call 1-800-ASK-IMRF  
(1-800-275-4673).**

**Counseling appointments  
are available at  
9, 10, and 11:00 a.m.,  
1:30, 2:30 and 3:30 p.m.**

Members who visit our offices without an appointment, will meet with a Member Services Representative only when one becomes available.

We apologize for any inconvenience this may cause. We hope you understand that in these challenging economic times, this change will allow us to continue to provide you with the highest quality service in the most cost-effective and impartial manner.

