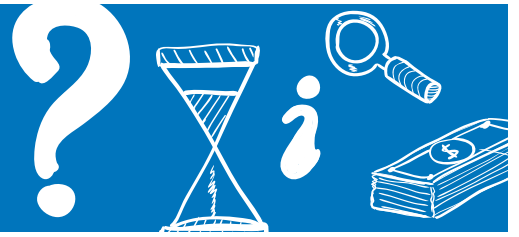


CALSTRS
HOW WILL YOU SPEND YOUR FUTURE?

Protect Your Future

Retirement distributions, maximizing
and protecting income





CalSTRS Financial Awareness Series

Save for Your Future

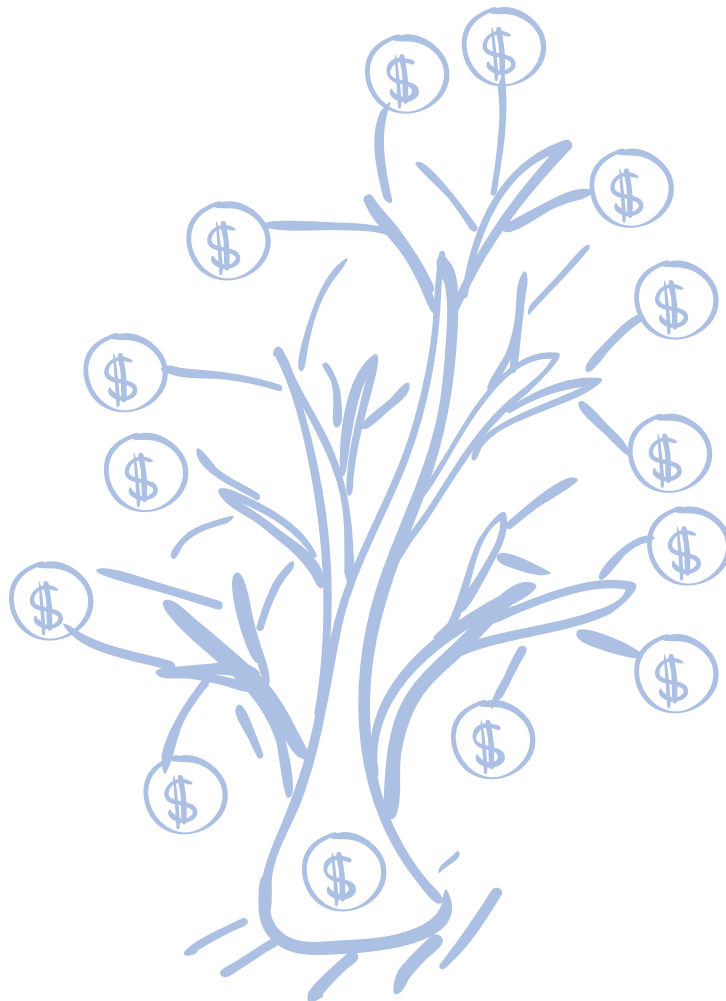
Budgeting basics, savings and investing, credit and debt

Plan for Your Future

Retirement lifestyle, expenses, income, obstacles

Protect Your Future

Retirement distributions, maximizing and protecting income



Please note

In today's session, your CalSTRS benefits specialist will guide you through the basics of financial literacy and retirement planning.

All specialists have CalSTRS benefits knowledge and are your resources. We are committed to CalSTRS' mission: Securing the financial future and sustaining the trust of California's educators.

CalSTRS benefits specialists are not financial advisers, so they cannot advise, recommend or in any way influence your financial decisions. In addition, the information provided in this workbook is not intended to be financial advice and so should not be considered financial advice.



Protect Your Future



The retirement puzzle

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- Categorizing your retirement expenses
- Your retirement expense worksheet
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- Guaranteed and nonguaranteed income sources
- Your retirement income worksheet
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- Potential scenarios and potential solutions

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- Inflation exercise: Grocery shopping
- The impact of inflation on income
- The impact of inflation on health care expenses
- Succumbing to overspending
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- Misjudging financial risk
- Exercise: Sustainable retirement income
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- Five persuasion tactics used in scams and fraud
- Eight scams that target retirees
- Pay for financial advice or do it yourself?
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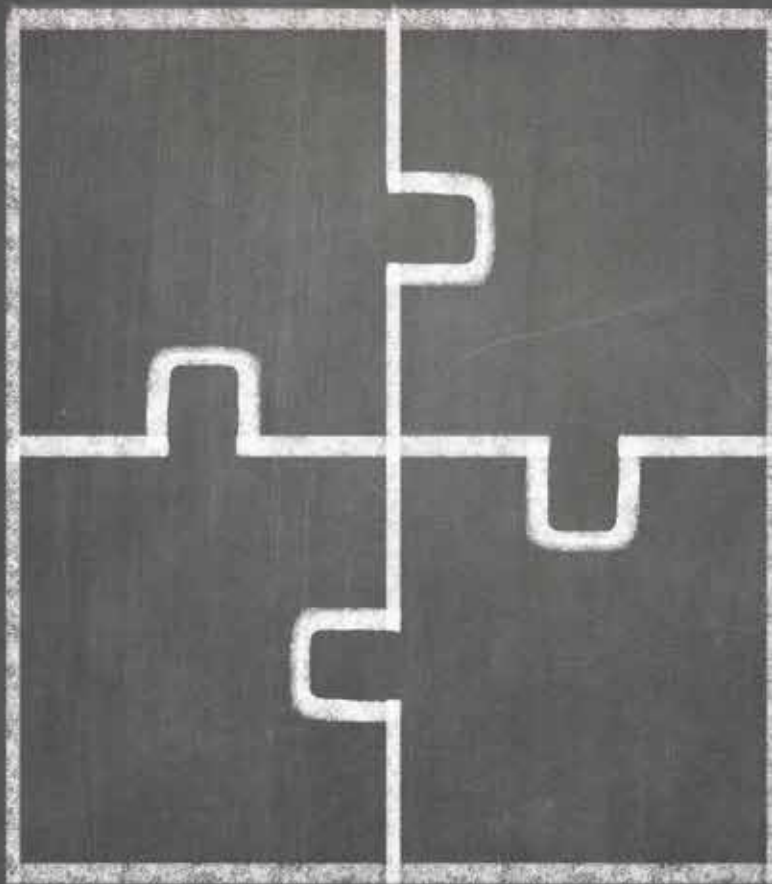
Resources

55

Glossary

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The retirement puzzle



The retirement puzzle explained

Retirement income



Guaranteed income

- Defined Benefit pension
- Defined Benefit Supplement funds
- Social Security
- Annuities

Ideally your Must-Haves will be covered by guaranteed income sources



Retirement expenses



Must-Haves

- Housing and utilities
- Food
- Prescription medicine
- Insurance premiums
- Savings goals



Nonguaranteed Income

- 403(b), 457(b), 401(k) accounts
- IRA
- Brokerage account
- Savings
- Other investments

Ideally your Wants should be covered by variable income sources



Wants

- Vacation
- Hobbies
- Gifts

Categorizing your retirement expenses



Must-Haves

- Basic needs
- Things you need for your survival
- Things you need to make a living
- Expenses that keep you well-balanced, active or healthy

Wants

- Everything else that's not a Must-Have
- Items that make life enjoyable but aren't necessary for your survival

Examples of

Must-Haves:

Wants:

Remember

Whether an expense is a Must-Have or a Want is completely up to you. Sometimes expenses can be both a Must-Have and a Want, and that's OK.

Your retirement expense worksheet

Categorize each monthly expense as a Must-Have or a Want. If an item is both, allocate separate amounts for each and then total them.

Expenses	Must-Have	Want	Total
Taxes			
State taxes	\$	\$	\$
Federal taxes	\$	\$	\$
Home			
Mortgage and rent	\$	\$	\$
Property tax and insurance	\$	\$	\$
Association dues	\$	\$	\$
Home repair/maintenance	\$	\$	\$
Utilities			
Utilities (gas, electricity, water)	\$	\$	\$
Home phone/cell phone	\$	\$	\$
Food and household items			
Groceries	\$	\$	\$
Eating out	\$	\$	\$
Household supplies	\$	\$	\$
Transportation			
Car loan payments	\$	\$	\$
Gas/public transportation	\$	\$	\$
Car insurance	\$	\$	\$
Car maintenance/repairs	\$	\$	\$
Health and grooming			
Health insurance premiums	\$	\$	\$
Life insurance premiums	\$	\$	\$
Long-term care insurance premiums	\$	\$	\$
Medical out-of-pocket expenses	\$	\$	\$
Prescription medication	\$	\$	\$
Gym/health club dues	\$	\$	\$
Clothing	\$	\$	\$
Personal care products/maintenance	\$	\$	\$
Entertainment and recreation			
Cable TV, internet, streaming services	\$	\$	\$
Movies, concerts, sports, other events	\$	\$	\$
Newspapers, magazines, books	\$	\$	\$
Vacations/travel	\$	\$	\$
Hobbies	\$	\$	\$
Gifts	\$	\$	\$
Debt obligations			
Credit card payments	\$	\$	\$
Loan payments	\$	\$	\$
Other			
Other	\$	\$	\$
Other	\$	\$	\$
TOTAL	\$	\$	\$



Albert and Marissa's retirement expense worksheet



Albert and Marissa Cleveland are both nearing retirement and are beginning to piece together their retirement puzzle. They started listing their monthly expenses and categorized them as Must-Haves or Wants. They then attached dollar amounts to those expenses. Some of their expenses, like groceries, include both Must-Haves and Wants, so have dollar amounts in both columns.

Taking the additional expenses below, help them complete their Retirement Expense Worksheet:

- The balance on their current TV/internet/phone account statement is \$150 a month.
- Albert and Marissa describe themselves as “foodies” and like eating out with friends. They feel that half of their \$600 budget for eating out could be considered a Must-Have since they enjoy it so much.
- Albert and Marissa each have hobbies that keep them active. He spends about \$175 a month on activities such as participating in the local running club and brewing beer at home. She spends about \$225 a month on cooking classes at the local community college.

Be sure to total all columns. Once you complete the worksheet, transfer the appropriate totals to either the Must-Have or Want puzzle pieces in Albert and Marissa's retirement puzzle located at the bottom of the flap at the back of your workbook.

Albert and Marissa's retirement expense worksheet

Categorize Albert and Marissa's additional monthly expenses as a Must-Have or a Want. If an item is both, allocate separate amounts for each and then total them.

Expenses	Must-Have	Want	Total
Taxes			
State taxes	\$ 208	\$	\$ 208
Federal taxes	\$ 1,010	\$	\$ 1,010
Home			
Mortgage/rent	\$ 1,555	\$	\$ 1,555
Property tax and insurance	\$ 290	\$	\$ 290
Association dues	\$	\$	\$
Home repair/maintenance	\$ 250	\$	\$ 250
Utilities			
Utilities (gas, electricity, water)	\$ 225	\$	\$ 225
Home phone/cell phone	\$ 110	\$	\$ 110
Food and household items			
Groceries	\$ 850	\$ 250	\$ 1,100
Eating out	\$	\$	\$
Household supplies	\$ 85	\$	\$ 85
Transportation			
Car loan payments	\$	\$	\$
Gas/public transportation	\$ 300	\$	\$ 300
Car insurance	\$ 155	\$	\$ 155
Car maintenance/repairs	\$	\$	\$
Health and grooming			
Health insurance premiums	\$ 425	\$	\$ 425
Life insurance premiums	\$	\$	\$
Long-term care insurance premiums	\$	\$	\$
Medical out-of-pocket expenses	\$	\$	\$
Prescription medication	\$ 40	\$	\$ 40
Gym/health club dues	\$ 65	\$	\$ 65
Clothing	\$ 100	\$ 200	\$ 300
Personal care products/maintenance	\$ 50	\$	\$ 50
Entertainment and recreation			
Cable TV, internet, streaming services	\$	\$	\$
Movies, concerts, sports, other events	\$ 200	\$ 200	\$ 400
Newspapers, magazines, books	\$	\$	\$
Vacations/travel	\$	\$ 400	\$ 400
Hobbies	\$	\$	\$
Gifts	\$	\$	\$
Debt obligations			
Credit card payments	\$	\$	\$
Loan payments	\$	\$	\$
Other			
Other	\$	\$	\$
Other	\$	\$	\$
TOTAL	\$ 5,918	\$ 1,050	\$ 6,968



Guaranteed and nonguaranteed income sources



You'll need to assess the income sources you'll be tapping into to cover your expenses in retirement. Here are some things to consider:

Guaranteed		Nonguaranteed	
Pros	Cons	Pros	Cons
<ul style="list-style-type: none"> Reliable lifetime income May adjust with inflation No market risk 	<ul style="list-style-type: none"> No flexibility with access to funds in case of emergencies No investment control No growth potential 	<ul style="list-style-type: none"> Flexibility in how much and when you access money Growth potential to offset inflation Investment control 	<ul style="list-style-type: none"> Possibility of outliving your income sources Market risk Intermittent and unreliable

Examples of

Guaranteed income sources:

Nonguaranteed income sources:

Your retirement income worksheet

This worksheet will give you an idea of what your income in retirement will look like. Please enter monthly amounts before taxes.

Guaranteed income

Defined Benefit Program pension	
My benefit	\$
Other benefit	\$
Defined Benefit Supplement payment	
Lifetime monthly annuity	\$
Social Security	
My benefit	\$
Other benefit	\$
Veteran's benefit	
My benefit	\$
Other benefit	\$
Annuities	
My annuity income	\$
Other annuity income	\$
Other guaranteed income	
Other income	\$
Total guaranteed monthly income	\$

Nonguaranteed income

403(b), 457(b), 401(k), IRA	
Monthly distributions	\$
Roth 403(b), Roth 401(k), Roth IRA	
Monthly distributions	\$
Brokerage and savings accounts	
Monthly distributions	\$
Full-time and part-time work	
Income	\$
Income outside of work	
Real estate rental income	\$
Other annuity income	\$
Other	\$
Total nonguaranteed monthly income	\$

TOTAL MONTHLY INCOME	\$
-----------------------------	----



Guaranteed income checklist

- Have I received estimates of my monthly benefits from all sources?
- Do these income sources adjust with inflation?
- What are the tax considerations of these income sources?
- What happens to these income sources if I or my significant other dies?



Nonguaranteed income checklist

- Do I have a strategy for taking distributions from each account?
- Have I looked into converting these accounts to guaranteed income, if needed?
- How do the IRS required minimum distribution rules affect these accounts?
- What are the tax considerations of these income sources?



Albert and Marissa's retirement income worksheet

Using the additional information about Albert and Marissa's retirement income, complete their retirement income worksheet.

Guaranteed income

Defined Benefit Program pension	
My benefit	\$ 4,490
Other benefit	\$
Defined Benefit Supplement payment	
Lifetime monthly annuity	\$ 204
Social Security	
My benefit	\$
Other benefit	\$
Veteran's benefit	
My benefit	\$
Other benefit	\$
Annuities	
My annuity income	\$
Other annuity income	\$
Other guaranteed income	
Other income	\$
Total guaranteed monthly income	\$



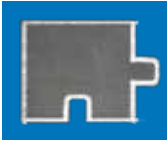
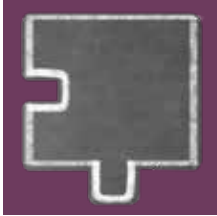

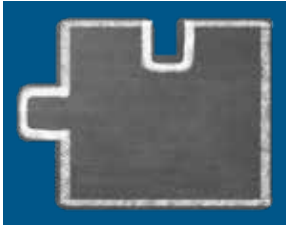
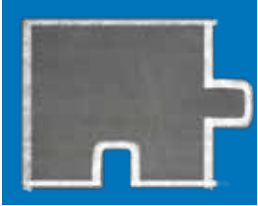
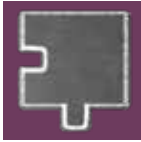
Nonguaranteed income

403(b), 457(b), 401(k), IRA	
Monthly distributions	\$
Roth 403(b), Roth 401(k), Roth IRA	
Monthly distributions	\$ 250
Brokerage and savings accounts	
Monthly distributions	\$
Full-time and part-time work	
Income	\$
Income outside of work	
Real estate rental income	\$
Other annuity income	\$
Other	\$
Total nonguaranteed monthly income	\$

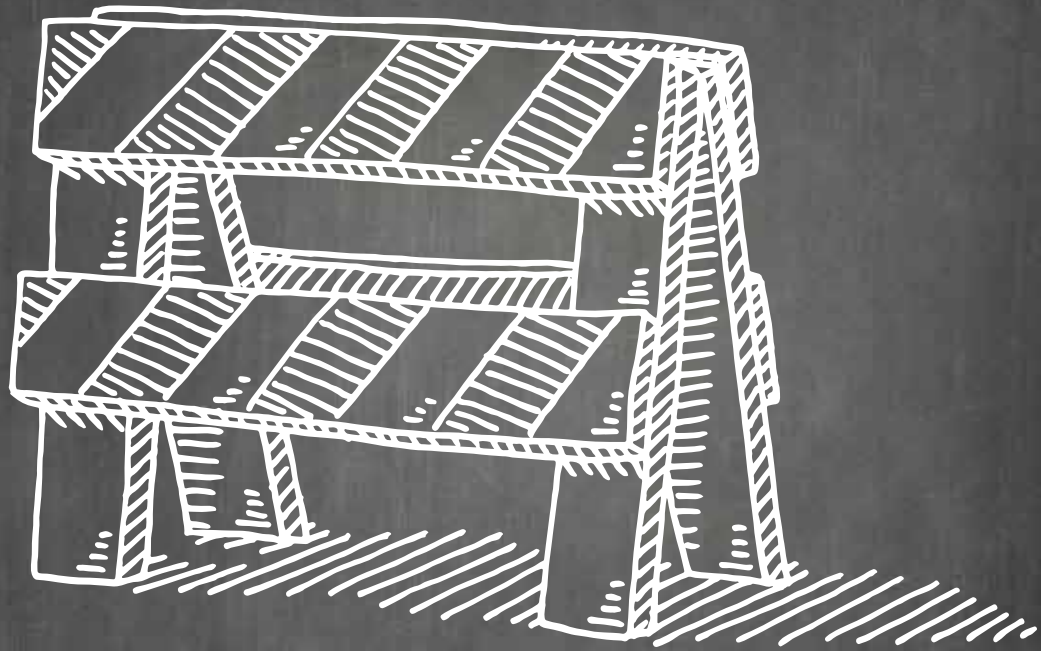
TOTAL MONTHLY INCOME	\$
-----------------------------	----



Potential scenarios, potential solutions

Potential scenarios	Potential solutions
<p>What if I don't have enough guaranteed income to cover my Must-Haves?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Guaranteed income sources</p> </div> <div style="text-align: center;">  <p>Must-Haves</p> </div> </div>	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
<p>What if I don't have enough nonguaranteed income to cover my Wants?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Nonguaranteed income sources</p> </div> <div style="text-align: center;">  <p>Wants</p> </div> </div>	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
<p>What if my guaranteed income is more than enough to cover my Must-Haves?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Guaranteed income sources</p> </div> <div style="text-align: center;">  <p>Must-Haves</p> </div> </div>	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____

Retirement obstacles



Retirement puzzle obstacle

Many retirees underestimate their actual expenses. Planning ahead and being realistic can help you make sure your money lasts throughout your retirement.

Underestimating expenses

Effects of miscalculating or undervaluing

Increasing _____

Succumbing to _____

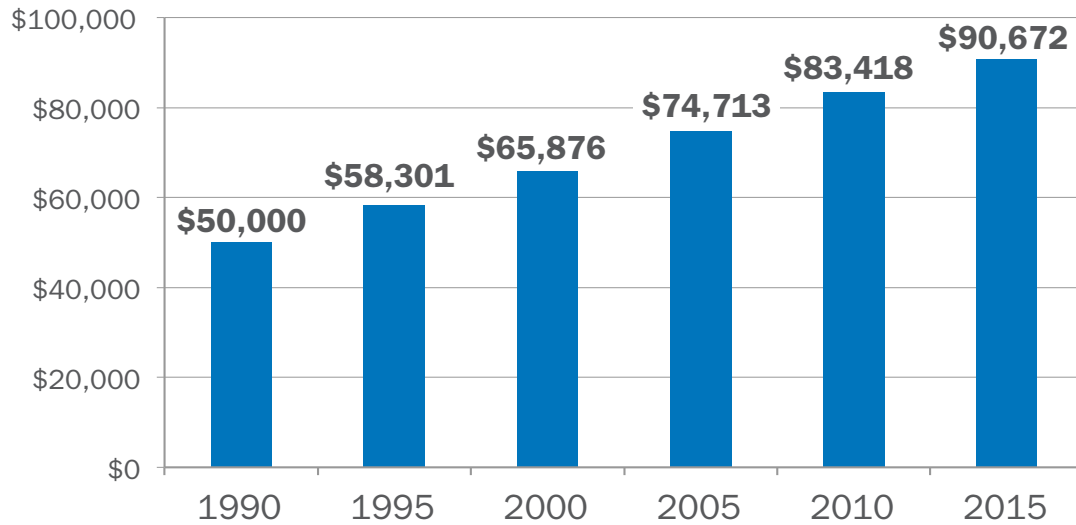
Notes

The impact of inflation on income



Did you know?

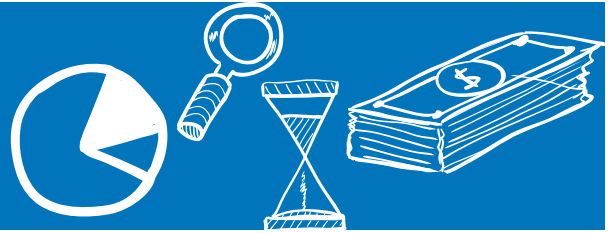
Someone who retired in 1990 with an annual income of \$50,000 would need almost \$91,000 in 2015 to purchase the same amount of goods and services and maintain a similar lifestyle.



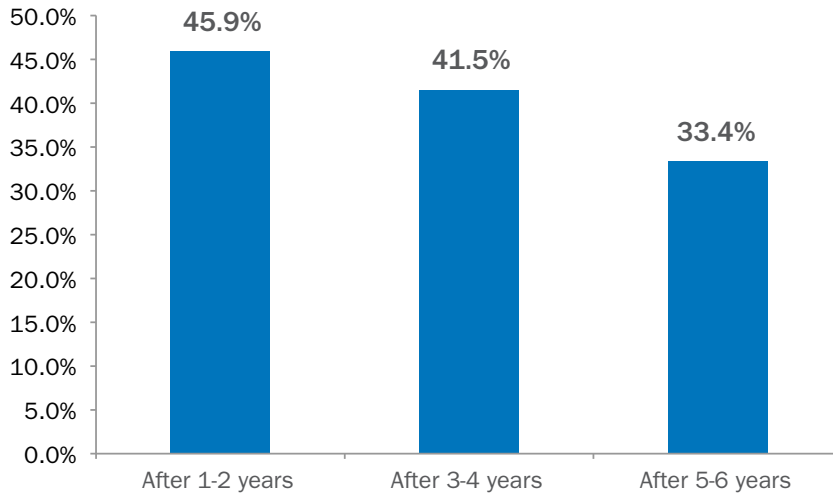
Source: data.bls.gov/cgi-bin/cpicalc.pl

Notes

Succumbing to overspending



Percentage of households whose spending increased in the years following retirement



Source: Employee Benefit Research Institute estimates from the Health and Retirement Study and the Consumption Activities and Mail Survey, 2005–2013

Why the overspending?

- Retirees may want to splurge as they enter retirement by traveling or spending on their hobbies.
- While working, you're earning income from 9 a.m. to 5 p.m. In retirement, you can spend money all day.
- While you're working, you spend the most money on the weekends. When retired, every day is like the weekend.

Notes

Ways to reduce the possibility of underestimating expenses



Investments to help protect against inflation



Consider working with a financial professional to find ways to protect your portfolio against inflation.

Treasury Inflation-Protected Securities

U.S. Treasury securities protect bondholders from inflation by automatically increasing the principal according to the inflation rate as tracked by the Consumer Price Index. While the interest rate does not increase, the dollar amount paid does because the principal is increasing. TIPS are one of the safest investments available, so their rate of return is very low.

Stocks

Stocks can be an effective hedge against inflation. Companies can generally pass rising costs on to consumers. Based on this, stocks have a reasonable chance of keeping pace with rising inflation. Sectors of the economy that usually benefit from inflation include energy, food, health care, building materials and technology.

Real estate

Over the long term, real estate is usually an excellent investment response to inflation. Real estate is the ultimate hard asset and often has its greatest price appreciation during periods of high inflation. This is especially true when rents rise and renters become increasingly interested in owning as a way to get tax benefits that can help offset inflation. You can invest directly in properties or in REITs, real estate investment trusts.

Commodities

The premise behind owning commodities for inflation protection is straightforward: If prices for goods are rising, an investment that captures price changes in food, energy and basic materials will thrive at the same time.

Mutual funds

Mutual funds allow investors to pool their money for a diversified selection of securities such as stocks, bonds, money market funds and similar assets. These funds are run by professional managers who invest the fund's capital to generate capital gains and income. There are mutual funds specifically designed to protect investors from inflation. Investing in mutual funds can be more convenient and provide more diversification than investing in individual securities.

Inflation-protected annuities

You can use a portion of your retirement assets to secure guaranteed lifetime income by purchasing an annuity. Annuities sometimes offer a way to help mitigate the risk of losing purchasing power due to inflation by allowing your annuity income to increase based on rising inflation.



TIP

See the Resources section on pages 55–58.

Retirement puzzle obstacle

**Misjudging
financial risk**



Market _____
Falling _____

Notes

Exercise

Sustainable retirement income



Albert and Marissa met with their financial adviser who was trying to explain how market risk can affect their nonguaranteed income sources in retirement. Their adviser provided three potential scenarios that could occur as they enter retirement:

1. They retire when the market has negative returns.
2. They retire when the market has positive returns.
3. The market doesn't matter because they're earning a guaranteed return of 3%.

Looking at the three scenarios in the grid below, let's help Albert and Marissa with these questions:

1. What are the similarities between the three scenarios?
2. What are the differences between the three scenarios?
3. Of the three scenarios, which would you prefer if you were in Albert and Marissa's shoes?

Three scenarios

All the scenarios below have the following in common:

- Account balances begin with \$100,000.
- Same amount of money withdrawn every year.
- Returns, balances and withdrawals are provided over a 10-year timeline.

	Annual withdrawal adjusted 3% for inflation	Scenario 1: Retire in a down market		Scenario 2: Retire in an up market		Scenario 3: Retire with a guaranteed return	
		Returns	Balance	Returns	Balance	Returns	Balance
Today			\$100,000		\$100,000		\$100,000
1	\$5,000	-12%	\$83,600	12%	\$106,400	3%	\$97,850
2	\$5,150	-10%	\$70,605	11%	\$112,388	3%	\$95,481
3	\$5,305	-12%	\$57,464	12%	\$119,933	3%	\$92,882
4	\$5,464	5%	\$54,601	7%	\$122,482	3%	\$90,041
5	\$5,628	6%	\$51,912	-8%	\$107,506	3%	\$86,946
6	\$5,796	12%	\$51,649	-3%	\$98,659	3%	\$83,584
7	\$5,970	6%	\$48,420	-1%	\$91,761	3%	\$79,942
8	\$6,149	12%	\$47,343	-4%	\$82,188	3%	\$76,006
9	\$6,334	11%	\$45,520	2%	\$77,371	3%	\$71,763
10	\$6,524	12%	\$43,675	2%	\$72,264	3%	\$67,196

Ways to reduce the misjudging of financial risk



Diversification is a balanced investment diet



Albert and Marissa both like a certain company named after a fruit. They buy that company's phones, tablets, watches and laptops. They also go a step further and invest all their savings in the company's stock. Their investment strategy is like a diet of only chocolate. Their financial adviser introduces them to the concept of diversification.

Diversification is similar to a balanced diet. The right mix of food groups on your plate can help you be healthier now and in the long run. Eating too much of one food will deprive your body of key nutrients. People who put their money in one investment risk losing principal due to a lack of variety in their portfolio. Your ideal portfolio would have a diversified mix of assets selected to meet your investment goals, including your tolerance for risk and time horizon.

How can Albert and Marissa diversify?

Invest in index mutual funds or exchange traded funds

Index mutual funds and ETFs typically focus on a particular asset class (stocks, bonds) or sector. They can specialize in smaller segments like clean energy stocks or small business stocks. Index mutual funds and ETFs can invest in an all-market index fund or an index that owns a little bit of all publicly traded companies in a U.S. index fund. They can invest in stocks, bonds or a mix of the two. Index mutual funds and ETFs can be a simple, inexpensive way to diversify.

Invest outside the U.S.

Albert and Marissa can diversify by exposing their portfolio to Europe, Asia and emerging markets. This can be done by adding international and emerging market index mutual funds and ETFs.

Go for variety, not quantity

Merely adding investments will not automatically diversify their portfolio. Marissa and Albert need different types of investments, such as stocks, bonds, real estate, international investments and cash. These are called asset classes.

CalSTRS Pension2

Albert and Marissa can also contact the CalSTRS Pension2 team for help selecting a diversified Easy Choice Portfolio that matches their time horizon and tolerance for risk. Pension2 is CalSTRS' defined contribution plan and offers low-cost and flexible 403(b), 457(b) and Roth 403(b) and Roth 457(b) investment plans.



TIP

To learn more about diversification, see the Resources section on pages 55–58.

Three strategies for withdrawing money in retirement



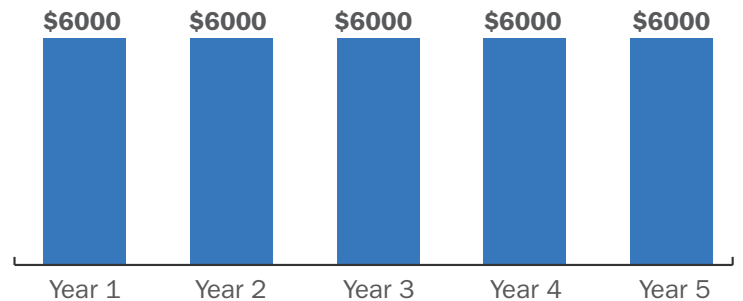
Albert and Marissa each have a pool of assets in their nonguaranteed income accounts. They met with their financial adviser to plan a drawdown strategy for these accounts as they transition into retirement. The right move will strike a balance between having enough income to support their lifestyle and being conservative enough that the income will last the rest of their lives.

Here are three strategies:

Fixed dollar withdrawals—take out a dollar amount for a specific period of time

Things to consider:

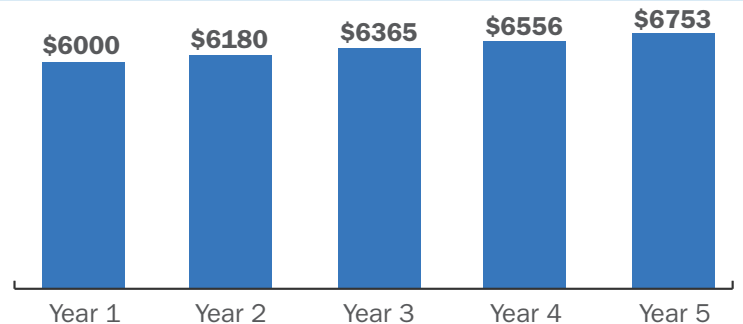
- Straightforward and simple to implement
- Predictable income
- Your income won't grow with inflation
- Could erode your investment principal, depending on the dollar amount



Inflation-adjusted withdrawals—increase the dollar amount each year by rate of inflation

Things to consider:

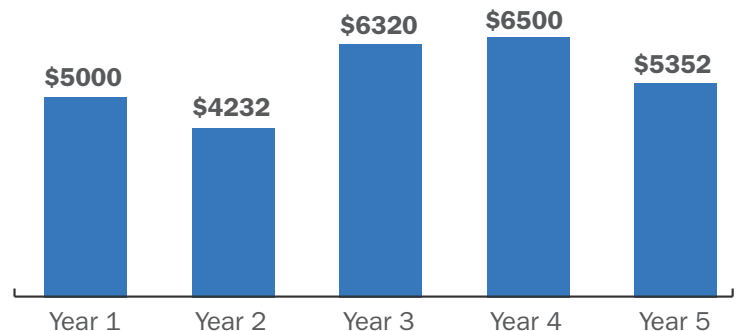
- Provides growing income stream
- Maintains standard of living
- Requires annual recalculation
- Could erode your investment principal, depending on the dollar amount



Fixed-percentage withdrawals—withdraw a fixed percentage of your balance each year

Things to consider:

- If the percentage withdrawn is below the rate of return, income and account value will grow
- Income will vary year to year
- Could deplete your account if your withdrawal rate is higher than returns



TIPS

Taking modest withdrawals during your first five to 10 years of retirement could increase the likelihood of your assets lasting the rest of your life.

A flexible withdrawal strategy may also lead to a better long-term outcome. If you stick to a fixed withdrawal amount each year and ignore periods of negative returns, you could end up depleting your assets.

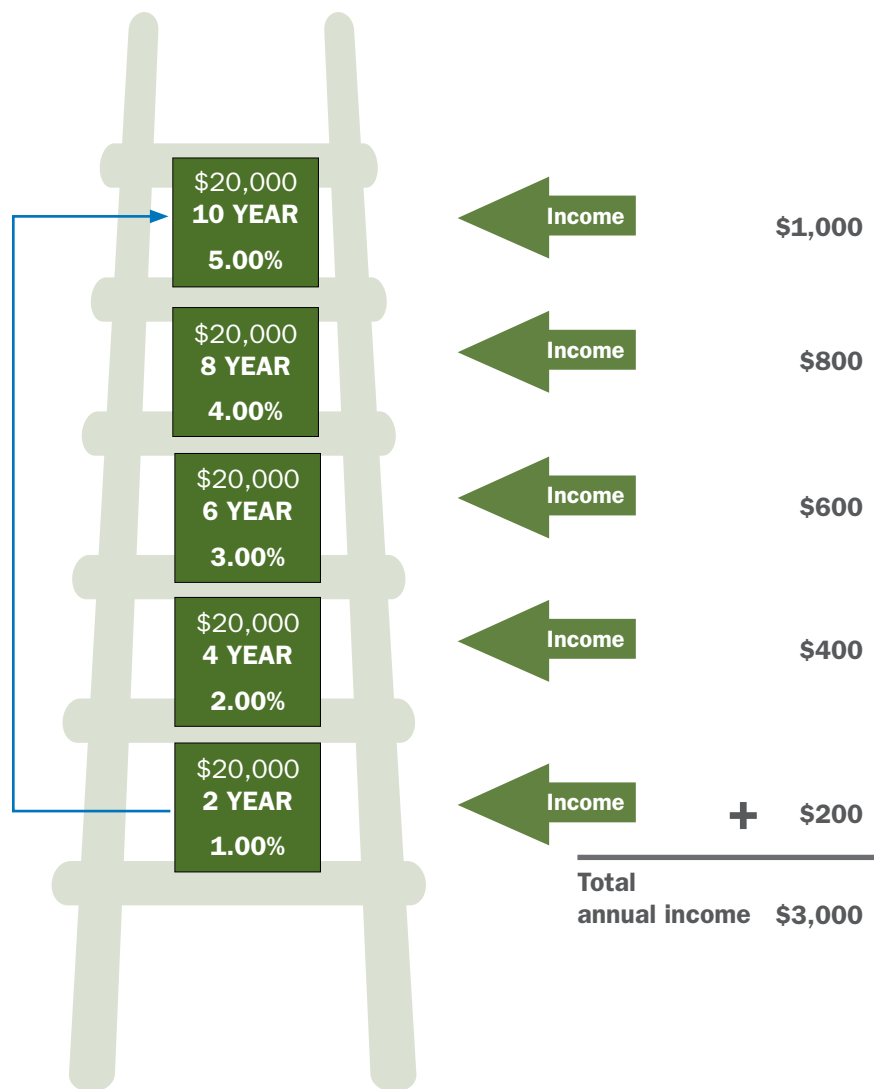
Fixed-income laddering strategy



Fixed-income investments = Investments that provide a return in the form of fixed periodic payments and the eventual return of principal at maturity. The most common types of fixed-income securities are bonds and CDs, certificates of deposit.

Fixed-income laddering strategy = A portfolio of fixed-income investments in which each investment has a different maturity date. This strategy may help manage interest rate risk and give you the flexibility to invest in different credit and interest rate environments.

Maturing principal is reinvested in a new bond at the long end of the ladder to capture higher interest rates, if interest rates increase.



TIP

Income can be used for living expenses or saved and used to purchase more fixed-income investments.

Retirement puzzle obstacle

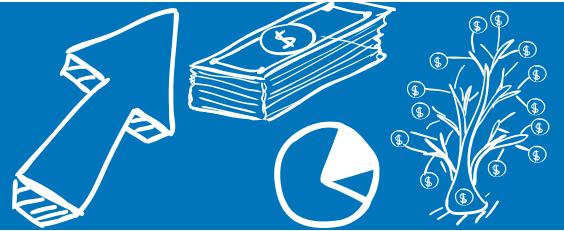
Failing to plan



- Incorrectly anticipating to _____ in retirement**
- Underestimating _____ in retirement**
- Not planning for unexpected _____ responsibility**

Notes

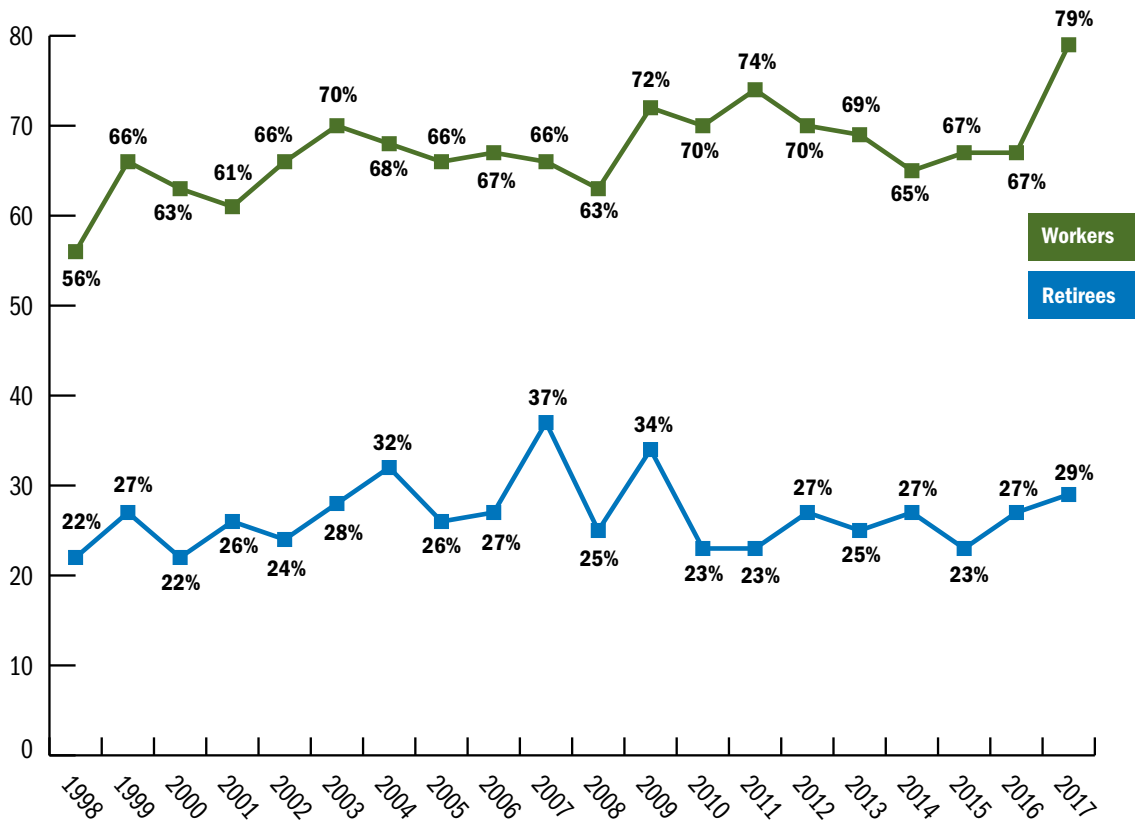
Working in retirement



Are you planning to work for pay in retirement?

Difference in expectations versus experiences in working for pay in retirement

Do you think you will do any work for pay after you retire? Have you worked for pay since you retired?



Source: Employee Benefit Research Institute and Greenwald & Associates, 1998–2017 Retirement Confidence Survey.

Did you know?

Most retirees working for pay in retirement said they did so for positive reasons—90% because they wanted to stay active and involved and 82% because they enjoyed working. They also had financial reasons—67% worked to buy extras, 42% to make ends meet, 23% because the value of their savings or investments decreased, and 13% to keep health insurance or other benefits.

—2017 Retirement Confidence Survey, Employee Benefit Research Institute

Underestimating your years in retirement



The average retired CalSTRS member

	Male	Female
Expected length of retirement (years)		

How many years do you expect to live after retiring? _____

Life expectancy has been increasing steadily, so consider a conservative assumption, especially if you're female, and your family history.

Unexpected financial responsibility

Do you have a plan for the unexpected?

- Loss of spouse (death or divorce)
- Provide financial assistance for family
- An accident or illness causes a disability

Ways to reduce the risk of failing to plan



To-do list

- Ensure your retirement plan doesn't rely too heavily on income from working in retirement.
- Consider purchasing insurance—life, supplemental health care, long-term care.
- Look into survivor benefits you can provide your family, and benefits you may be eligible for as a survivor.
- Ensure both spouses are involved in the retirement income planning.
- Set aside enough savings.

Help with protecting your assets



Five persuasion tactics used in scams and frauds

Match the persuasion tactic with the explanation.

Phantom riches

Don't be swayed by a seller's claim that everyone from their mother to their mechanic are in on the deal. A pitch that focuses on who and how many people are interested, rather than why the investment is sound should be viewed with skepticism.

Source credibility

Be wary of an investment pitch that guarantees a certain return or promises a spectacular profit. No legitimate salesperson can make those kinds of promises. An ethical salesperson will admit every investment involves risk.

Social consensus

Refuse to be rushed into anything. If the salesperson says it's a limited time offer, or that there's a limited supply, consider it a red flag. The seller is attempting to make the investment appear more valuable by implying it's in scarce supply due to great demand.

Reciprocity

Don't assume a salesperson is legitimate because of a fancy title, corner office, or multiple framed certificates. Fraudsters hope that by appearing successful, you won't bother checking their credentials. Perform your due diligence by researching their credentials and professional history.

Scarcity

Never feel obligated to make an investment because the seller gives you something free. Salespeople count on those freebies to guilt you into reciprocating.

Source: How to Spot the Five Persuasion Tactics Used in Investment Fraud, FINRA Investor Education Foundation



TIP

According to FINRA, the Financial Industry Regulatory Authority, victims of investment fraud tend to be male, married and educated, and earn more than \$30,000 a year.

8 scams that target retirees

Here are eight of the major scams that target seniors. By understanding how scam artists work, you can avoid fraud and protect your hard-earned money. You'll also find some helpful dos and don'ts.

1

Medicare and health insurance fraud

Medicare and health insurance fraud typically is in three areas:

- Medical equipment, where manufacturers offer you “free” products, then charge your insurance company or Medicare. Often this equipment was never needed and may never be delivered. A physician’s signature is required certifying that the equipment was needed, so unscrupulous representatives will fake signatures or bribe dishonest doctors for their signatures.
- “Rolling labs” set up at health clubs, shopping malls and other places where seniors may frequent that persuade you to take unnecessary tests, then bill your health insurance company or Medicare.
- Services not performed, where unethical providers bill insurers for services you never received by altering valid bills or submitting fake ones.



Dos

- Before agreeing to medical services or equipment, ask your doctor if you need the product or service. Ask the cost and what you'll be expected to pay out-of-pocket.
- Carefully review your insurer's explanation of benefits statement. Call your insurer and provider if you have questions.
- Give your insurance or Medicare number only to your doctor or other Medicare providers who provided medical services.
- Keep accurate records of all your health care appointments.
- Keep informed. Know if your physician ordered equipment or services for you. If you aren't sure, call your doctor's office and ask.

Don'ts

- Never sign blank insurance claim forms.
- Never give blanket authorization to a medical provider to bill for services rendered.
- Don't do business with door-to-door or telephone salespeople who tell you their medical services or equipment are free.

2

Counterfeit prescription drugs

According to the National Association of Boards of Pharmacy, the number of websites classified as not recommended by NABP—those selling prescription medications out of compliance with state and federal laws and/or NABP patient safety and pharmacy practice standards—is now more than 10,660. The FDA warns against purchasing drugs that aren't from U.S.-based, state-licensed pharmacies.



Dos

- If buying medications online, check to see if the site has the Verified Internet Pharmacy Practice Sites accreditation program, or VIPPS, seal of legitimacy.
- Contact the California State Board of Pharmacy at pharmacy.ca.gov or the National Association of Boards of Pharmacy at nabp.net to ensure the company you're purchasing medications from is based in the U.S. and licensed.
- Contact your pharmacist or physician if your prescription drug looks suspicious.
- Be aware that “special deals” may be associated with fake drugs.

3

Funeral and cemetery fraud

The FBI warns seniors about two types of funeral and cemetery fraud. In the first one, scam artists read obituaries and call or attend the funeral services of strangers to take advantage of widows or widowers. Claiming the deceased owed them money, the scammers try to extort the funds to settle the fake debts. In a second one, funeral homes take advantage of family members' unfamiliarity with the costs of funeral services to add unnecessary charges to the bill. For example, dishonest funeral directors may insist that a casket is necessary even for direct cremations, which can be done with a cardboard casket.



Dos

- Take time to call and shop around before making a purchase. Ask to see the general price list, which is required under federal law, and compare prices.
- Take a friend with you to offer some perspective to help you make decisions.
- Learn about the different types of caskets before you buy one, and understand that caskets aren't required for direct cremations.
- Carefully read all contracts and purchasing agreements before signing, and make certain all of your requirements have been put in writing.
- Make sure you understand the cancellation and refund terms and about portability options, if you prepay for services and move before you need services.
- If you have a complaint about a funeral home, crematory or state-regulated cemetery, try to resolve it first with management. If you can't, submit a complaint to the California Department of Consumer Affairs' Cemetery and Funeral Bureau. You'll find the complaint form online at cfb.ca.gov or call 800-952-5210 or 916-574-7870 to have the form sent to you.

Learn more at cfb.ca.gov/consumer/funeral.shtml

4

Telemarketing fraud

Telemarketing scams often involve offers of free prizes, inexpensive vacations, even health care products. The FBI shares these warning signs and urges you to say “no thank you” and hang up if you hear them:

- “You must act now or the offer won’t be good.”
- “You’ve won a 'free' gift, vacation or prize. But you have to pay for 'postage and handling' or other charges.”
- “You must send money, give a credit card or bank account number, or have a check picked up by courier.”
- “You don’t need to check out the company with anyone.”
- “You don’t need any written information about the company or its references.”
- “You can’t afford to miss this high-profit, no-risk offer.”



Dos

- Always ask for, and wait until you receive, written material about any offer or charity.
- Research unfamiliar companies before donating or providing personal information.
- If you don’t understand what you’re being offered to buy or donate to, ask someone whose financial advice you trust.
- Before doing business with telemarketing companies, verify the accuracy of the caller’s name, business affiliation, telephone number and business license number. Con artists often may provide false information, so be wary.
- Check out the California Attorney General’s tips and registry of charities at oag.ca.gov/charities and the National Fraud Information Center’s tips at fraud.org.

Don’ts

- Don’t buy from a company you aren’t familiar with. Legitimate businesses understand you want more information about their company and are happy to provide it.
- Don’t pay in advance for services. Pay only after they are delivered.
- Never send money or give out personal information, such as credit card numbers, bank account numbers, dates of birth, or Social Security numbers, to unfamiliar companies or unknown persons.

5

Investment fraud

Watch for unscrupulous salespeople who are overly friendly and target seniors or others who believe it's not polite or find it difficult to say "no."



Dos

- Take the time to research and ask questions.
- Understand the investment, the risk, and ask about fees, commissions and how easy it is to pull your money out of the investment.
- Verify the salesperson is licensed to sell securities in California and research disciplinary history. Do a background check at brokercheck.finra.org. Also see page 50.

Don'ts

- Don't take the salesperson's integrity at face value.
- Don't fall prey to sales pitches that may exploit your fears regarding savings and medical costs.

6

Reverse mortgage/Foreclosure/Refinance scams

Seniors can be targets for mortgage scams because they are often on a fixed income and a lower mortgage payment may offer relief. Reverse mortgage or mortgage assistance scams can come from seemingly legitimate sources such as television and radio ads or through the mail. Dishonest salespeople may approach unsuspecting seniors at churches, clubs or other organizations.



Dos

- Ignore unsolicited mortgage relief promotional materials.
- Do your own research and find your own mortgage lender if you want to refinance or look into a reverse mortgage.
- Keep in mind mortgage relief internet searches may lead to scams.
- Contact your original mortgage holder whenever you receive correspondence regarding changes to verify the accuracy of the letter.

Don'ts

- Don't send payments to a new lender until you verify the change.
- Never pay upfront fees for mortgage modification.
- Don't be lured by flashy documents or professional appearance.
- Never sign a document you don't understand.

7

Security alerts/Payments/Prize scams

Because seniors have a reputation for paying their bills on time, swindlers try to take advantage by tricking them into providing confidential information. They may call, pretending to be with the telephone company or bank, claiming there was a problem with a payment and ask to verify bank account information. Or they may claim to be calling about a possible credit card security breach and ask for financial information. Because they're eager to clear up the issue, people often fail to identify and verify the caller before providing personal account information.



Dos

- Most companies prohibit representatives from asking for personal information over the phone, so never provide it.
- Call companies directly using the phone number provided on official documents to verify a problem.
- Ask questions and do your own research before making a decision.

8

Grandparent scam

Some scammers will call and pretend to be a grandchild to get money from seniors. Usually they'll ask open-ended questions, hoping the individual will provide enough information for them to convince the senior they are indeed their grandchild. In some cases, the con artists may know basic information gleaned from social media sites and with the information the unsuspecting grandparent provides, may be enough to establish a relationship. The scammers then claim to be in trouble or provide some other pretense to ask for money.



Dos

- Ask questions hard for an imposter to answer correctly—name of a pet or mother's birthday.
- Contact the person who the caller claims to be directly before providing money.

Check out these websites for more ways to avoid being a victim of fraud:

[fbi.gov/scams-safety/fraud/seniors](https://www.fbi.gov/scams-safety/fraud/seniors)

[ncoa.org/economic-security/money-management/scams-security/top-10-scams-targeting-seniors/](https://www.ncoa.org/economic-security/money-management/scams-security/top-10-scams-targeting-seniors/)

[sec.gov/investor/seniors/guideforseniors.pdf](https://www.sec.gov/investor/seniors/guideforseniors.pdf)

Pay for financial advice or do it yourself?

Many people would like the guidance and advice of a financial professional while others would prefer to handle their financial planning themselves. If you're not sure whether you should pay for financial advice or do it yourself, here are some things to consider:

PAY FOR FINANCIAL ADVICE	DO IT YOURSELF
<p>Takes the work off your shoulders</p> <p>Some people don't have the time or desire to actively design and manage their financial life. The right financial professional can help you set financial and personal goals, assess your current financial situation, develop a realistic and comprehensive plan, put your plan into action, and more.</p>	<p>Professional advice costs</p> <p>Will the advice and services provided by a financial professional add more value than the fees and commissions you pay? Some say no and are fine doing the research, planning and decision-making themselves.</p>
<p>Provide knowledge and experience</p> <p>Financial professionals can draw on their education, training, tools and experience with clients and market conditions. Most importantly, the right financial professional can steer you away from common mistakes.</p>	<p>Minimum asset requirements</p> <p>Although the perception that financial planning is only for the affluent is false, some financial professionals won't provide services to clients who fall below a minimum asset requirement.</p>
<p>Peace of mind</p> <p>Working with a financial professional could provide you with the peace of mind knowing you developed a plan and strategy that can be monitored and adjusted to fit changes in your financial situation or the economy.</p>	<p>Tools and resources are available</p> <p>The CalSTRS Financial Awareness workshops will help empower you to make your own financial decisions. Your 403(b) provider may also provide free advice and services. If you have a CalSTRS Pension2 403(b) or 457(b) plan, you have access to free financial advice by phone, online or in-person. A number of free websites and apps can help you track your spending and set savings goals. Some let you link your bank, retirement and credit card accounts.</p>
<p>Motivate you to plan and take action</p> <p>The right financial professional should motivate you to achieve the future lifestyle you desire by helping you assess your current situation, establish your destination, and create a plan to get you there. They also can keep you focused and on track during any rough patches.</p>	<p>Many don't implement the advice paid for</p> <p>According to a 2013 Employee Benefit Research Institute survey, 23% of workers said they received professional investment advice from a paid adviser. Of these, just 27% said they followed the advice.</p>
<p>Emotional coach</p> <p>Emotional coaching can make a significant difference in the health of your portfolio and finances over the long term. A good financial professional will help preserve the perspective needed to make sound decisions, particularly if faced with an unexpected life event or economic downturn, to maintain the goals of your financial plan.</p>	<p>You'll pay more attention to your financial life</p> <p>If you have the knowledge and time, no one will ever be more invested in your financial health than you. The responsibility of creating your own plan should motivate you to pay more attention to your budgeting, saving and investing. Those who spend more time creating their financial plan are more likely to maintain it over the long term.</p>

How to choose a financial professional

Getting started

Do you need the help of a qualified and honest financial professional, but don't know where to start? You're not alone. It's not easy to know who to trust with your hard-earned money.

Here are six steps to help you choose the best financial professional for your needs

1. Determine your goals
2. Know your financial professionals
3. Understand how you'll pay
4. Know where to look
5. Ask the right questions
6. Check background and history

For more information:

sec.gov/investor/alerts/ib_top_tips.pdf

1. Determine your goals

Before you begin looking for a financial professional, you'll need to know what you expect to gain from the relationship. What advice do you want help with? Retirement planning? Investments? Estate planning? Financial professionals provide many types of services so it's important you determine your needs ahead of time. Start by writing down your short-term and long-term goals so you can begin to identify your needs.

Consider attending the CalSTRS Save for Your Future workshop to learn more about establishing short-term and long-term savings goals. You'll find our short-term and long-term savings goals worksheet available at [CalSTRS.com/general-information/worksheets](https://www.calstrs.com/general-information/worksheets).

2. Know your financial professionals

Financial planner

A financial planner typically prepares financial plans for clients. The kinds of services financial planners offer can vary widely. Some will assess every aspect of your financial life—saving, investments, insurance, taxes, retirement and estate planning—and then help you develop a detailed plan for meeting all your financial goals. Other professionals may call themselves financial planners, but they may only be able to recommend that you invest in a narrow range of securities, including stocks and bonds, and sometimes products that aren't securities, such as insurance annuities.

Services

A financial planner can help with investments, insurance, estate planning, budgeting, retirement planning, saving for college, tax planning and other money topics.

Certification/Registration

Some financial planners have credentials like a CFP, Certified Financial Planner. Financial planners working in California who give investment advice to their clients must also register with the Securities and Exchange Commission or the California Department of Business Oversight, and sometimes the California Department of Insurance.

Investment advisers

Investment adviser and financial consultant are generic titles that don't imply any particular investment education, industry credential or registration with any governing organization. When talking to an investment adviser, find out what professional designations they may hold and what rules and regulations apply to their practice before entrusting your investment business to them. Stock brokers are often called investment advisers or financial consultants.

Services

Investment advisers provide tailored investment advice and manage investment portfolios. Some also offer financial planning services or brokerage services if they are licensed to do so.

Certifications/Registration

Investment advisers working in California who manage \$100 million or more in assets must register with the Securities and Exchange Commission. Those who manage less are regulated by the California Department of Business Oversight. Because they primarily buy and sell securities, they typically don't have to register as investment advisers. But some do, which is why it's important to find out exactly which services they provide and what they charge.

Financial professionals working in California who offer or sell investments are required to register with, or be certified by, the California Department of Business Oversight, and may also be required to register with the Securities and Exchange Commission or California Department of Insurance.

Brokers

Brokers, also called stock brokers or registered representatives, buy or sell securities as directed by their client.

Services

The services brokers offer vary widely. Full-service brokerage firms usually charge more fees, but they tend to have large research operations their brokers can tap into when providing recommendations. These firms may also offer investment planning or other services. Discount brokerage firms are typically cheaper, but you may do your own research. Brokers and registered representatives are primarily salespeople. When they recommend you buy or sell a particular investment, they must have reason to believe that the recommendation is suitable for you based on factors like your income, portfolio and overall financial situation.

Certifications/Registration

In general, brokers must register with the SEC and be members of FINRA. They also must pass a series of exams administered by the National Association of Securities Dealers, a self-regulatory organization.

Insurance agents

Insurance agents are salespeople who can help you obtain life, health or property insurance policies and other insurance products, including annuities. Insurance agents described as "captive" work exclusively for one insurance company and can sell only the policies and products that company offers. Independent insurance agents can represent multiple companies and typically recommend insurance policies that offer the best coverage for your circumstances.

Services

Insurance agents sell a variety of insurance and financial products, including property insurance, casualty insurance, life insurance, health insurance, disability insurance, long-term care insurance, mutual funds and annuities.

Certifications/Registration

In California, insurance agents and companies must register with the California Department of Insurance. This agency has sales and marketing rules and requires agents and companies to file financial reports to determine their ability to honor claims. If insurance agents offer products that are considered securities, such as variable annuity contracts or variable life insurance policies, they must also be licensed as a registered representative with FINRA and comply with its rules.

What's the difference between a CFP, ChFC, CPA, PFS or any of the other financial certifications? With all the acronyms out there, keeping them straight can be difficult. Here's a look at three popular designations:

Certified Financial Planner

Those with the Certified Financial Planner, or CFP, designation have met the standards of competency and ethics in financial planning as determined by the nonprofit Certified Financial Planner Board of Standards. In addition to passing the CFP certification exam, candidates must complete qualifying work experience and agree to adhere to the CFP board's code of ethics and professional responsibility and financial planning standards.

Chartered Financial Consultant

Individuals with the Chartered Financial Consultant, or ChFC, designation have demonstrated their knowledge of financial planning as determined by The American College, a nonprofit educator. In addition to successfully passing an exam, candidates must have at least three years of experience in a financial industry position. Like those with the CFP designation, ChFC professionals help individuals analyze their financial situations and goals.

Certified Public Accountant and Personal Financial Specialist

Certified Public Accountants, or CPAs, have passed exams in accounting and tax preparation. CPAs with demonstrated additional training in financial planning can become certified as Personal Finance Specialists. The PFS credential is awarded by the American Institute of Certified Public Accountants to CPAs who have taken the additional training and have earned the CFP, ChFC or PFS designation.

3. Understand how you'll pay

Before you agree to work with a financial professional, whether it's a broker, financial planner or an investment adviser, make sure you understand how your financial adviser gets paid. Financial professionals generally are paid by commission, fee only or fee plus commission.

Regardless of what kind of adviser you hire to help you meet your financial goals, there's no "best" form of compensation. It's up to you to determine the type of compensation that is most appropriate for your needs and that you're comfortable with. You can ask your adviser for input. Start by asking the total amount of fees you'd pay under each compensation method in a given period.

Commission

Advisers who are paid by commission receive a commission on the investment products you buy from them. They are required to disclose any arrangements they have with other firms when recommending products or services that could generate commissions.

If you work with an adviser who is paid on commission, ask yourself whether their advice is in your best interest, or is it the most profitable product for the adviser? You should also ask about the costs and fees for typical stock and bond funds they would recommend.

Fee only

Fee-only financial professionals charge flat or hourly fees for the services or advice they deliver. They may also charge a percentage of the assets they manage for you.

Fee-based plus commission

These professionals charge a flat or hourly fee and also receive commission on the sale of recommended products and services. Fee-based compensation may include an asset management fee linked to the performance of your account. If the financial plan implemented through the services of your adviser grows in value, their fee also grows, giving the adviser an incentive to grow your assets.

4. Know where to look

A good place to start when shopping for an investment professional is your friends, family and colleagues. Ask them for the names of people they've used for financial planning services. Ideally, those you ask should have the same needs and values as you since your friends or family members will be making recommendations based on their own situation and risk tolerance, which may be different from yours. You'll want to ask:

- How long they've done business with them.
- What types of services were provided.
- What drove them to choose that particular person or firm.
- Have they ever had any problem with the person and, if so, how well and quickly it was resolved.

You can also consider asking your tax specialist or attorney for their recommendations, and follow up with the same questions above.

Be sure not to say yes to the first financial professional you speak to or who speaks to you. Meet with all your potential candidates to learn more about them face to face before making your decision.

Here are some additional resources to help you find your financial professional:

National Association of Personal Financial Advisors
napfa.org/

Financial Planning Association
plannersearch.org

Certified Financial Planner Board of Standards
cfp.net

Securities and Exchange Commission
adviserinfo.sec.gov/

5. Ask the right questions

Before you hire a financial professional to create a financial plan, manage your portfolio, or purchase investments or provide services, ask the following questions:

How do you charge for your services, and how much?

Not only do you want to know if the financial professional is paid by commission or fees, you also want to find out their specific fees so you can compare them with other candidates. Also ask about any fees or expenses associated with the investment products they may sell.

Why did you pursue your specific licenses, credentials or other certifications?

This question will give you better insight into their past, and why they chose the path they did.

Do you or your firm specialize in a certain type of client?

Depending on your situation, a certain firm may target a niche of clients that could be beneficial to you. For example, if you are environment-conscious, you may want to work with an advisor or planner that specializes in sustainable or responsible investing. Or you may feel more comfortable working with an adviser in your age range.

Do you have a sample financial plan?

Financial plans vary widely, from pages of graphs and charts that may be overwhelming to a simple snapshot of your financial situation. Keep in mind the samples you see may not represent their usual work.

What is your investing philosophy?

You want an adviser or planner who has a similar tolerance to risk. Even though they say they can adjust their philosophy to meet your needs, you should be wary. Also, past successes do not guarantee future successes.

Will I be working only with you, and how often will we remain in contact?

The success of a financial advisor or planner often hinges on interpersonal communication. It's important for the person who is managing your finances to know you on a personal level, and understand your ever-changing needs. Likewise, you should feel comfortable sharing your financial and personal goals with them.

Could I have three clients' names as references?

It's important to call or email these references. Ask how they found the adviser, the length of time they worked with the adviser, what kind of help they get, what they believe are the adviser's strong and weak points and whether they would recommend that adviser to someone in your situation.

What are your services?

Services could include retirement planning, securities management, estate planning, tax planning, insurance, long-term-care advice and more.

How often do you evaluate my situation and provide an up-to-date forecast?

A yearly evaluation should be expected. You may want more frequent updates, so be sure to ask if you do.

What makes your client experience unique?

Ask why you would want to work with them. The adviser's answers will also give you a good idea of their strengths and if they are ones you seek in a planner.

What happens to my account if something happens to you?

This is a fear for many clients, especially those who rely on phone calls to stay in touch. It's important to understand who the next point of contact is and how liquid your assets are.

How long have you been a financial adviser?

It's valuable to learn how long the financial adviser has been in the industry. If they are working for a firm, it's also important to know how long they have been working with that firm. Also ask if they have any professional certifications, licenses or designations.

6. Check their background and disciplinary history

While most financial advisers and firms are honest, just like other professions, there are those firms and individuals who are not. Besides checking references from clients, you can do your own background checks into criminal, regulatory or ethical violations. State and federal laws require brokers, advisers and firms to be registered or licensed:

- In general, investment advisers working in California who manage \$100 million or more in assets must register with the Securities and Exchange Commission. Those who manage less than \$100 million must register with the California Department of Business Oversight. In addition, some advisers are required to register with the California Department of Insurance.
- Form ADV is the form investment advisers must complete to register with both the SEC and the state. Part 2 of the form, a brochure written by the adviser, includes services offered, fee schedule, disciplinary information, conflicts of interest, and the educational and business backgrounds of personnel. Form ADV, including the informational brochures, are available at adviserinfo.sec.gov.

Your resources:

Complaints, California Department of Business Oversight

dbo.ca.gov

Broker check, FINRA

brokercheck.finra.org

Form ADV

Before you hire someone to be your investment adviser, always carefully read the adviser's Form ADV. You can find a copy of an investment adviser's most recent Form ADV at

adviserinfo.sec.gov/

Certified Financial Planner Board of Standards

letsmakeaplan.org/

New rule extends the fiduciary standard to all financial professionals who give retirement advice

A new rule from the U.S. Department of Labor extends the fiduciary standard to all financial professionals who give retirement advice, even if they aren't required to be held to that high standard by the laws that regulate their business. This means these advisers must put your interests ahead of their own when it comes to overseeing your retirement accounts, including 403(b)s and 457(b)s.

The new rule places you and your adviser on the same side of the table.

What is a fiduciary?

The fiduciary standard. A fiduciary is a financial professional who is required by laws that govern their titles to put your interests ahead of their own. Fiduciaries must also disclose their fees, how they're paid and any conflicts or potential conflicts of interest that might influence your decision to use their services.

Fiduciaries may still work for a fund that allows them to sell only the fund's proprietary products. As long as they disclose that to you, they are still a fiduciary, even if there are investments outside of the fund that are better for you. The Certified Financial Planner Board of Standards issues Rules of Conduct for fiduciaries. Among them is a rule that requires CFPs to define what services they will provide and only offer advice in areas in which they are competent.

The suitability standard. All other financial professionals are held to the lower "suitability" standard, meaning they must consider your financial situation, investment experience and investment objectives, but they don't have to put your interests ahead of theirs—and they aren't required to tell you how they've profited from the sale.

Those who fall under the suitability standard are just required to reasonably believe that a recommended investment or strategy is suitable for you, based on information obtained through reasonable diligence. Stock brokers, who may also be called financial advisers or wealth managers, are subject to this lower legal standard (if they don't provide retirement advice). They include financial advisors working at large brokerage firms. These financial professionals are regulated under the Securities Exchange Act of 1934.

How to find out if an adviser is a fiduciary

Often, you can't tell whether your adviser is a fiduciary based on their title or the services they offer. When it comes to advice with other accounts or services, however, always ask if your financial professional is a fiduciary.

You'll find tips on how to tell if your adviser is working in your best interest at:

<https://www.dol.gov/sites/dolgov/files/EBSA/about-eb-sa/our-activities/resource-center/fact-sheets/a-fiduciary-guide-for-individual-consumers.pdf>

You can also ask to see a fiduciary agreement in writing.

The U.S. Department of Labor anticipates investor costs to decrease over time, and trust in advisers should increase due to more transparency in the disclosure of compensation.



Our three-part workshop series takes an in-depth look at specific areas of financial planning, including saving money leading up to retirement, planning income and expenses in retirement, and protecting the retirement plans you've set in motion.

[CalSTRS.com/workshops](https://www.calstrs.com/workshops)

Resources

Retirement planning

10 ways to prepare for retirement

<http://www.dol.gov/sites/default/files/ebsa/about-ebsa/our-activities/resource-center/publications/top-10-ways-to-prepare-for-retirement.pdf>

Retirement planning, budgeting, asset management, fraud and more

retireonyourterms.org (select "Get Started")

Retirement planning, budgeting, saving, credit and debt, insurance and more

360financialliteracy.org (select "Get Started")
myretirementpaycheck.org/

Economic security, home equity, money management

www.ncoa.org/economic-security/

Taking the mystery out of retirement planning

dol.gov/sites/dolgov/files/EBSA/about-ebsa/our-activities/resource-center/publications/taking-the-mystery-out-of-retirement-planning.pdf

Guaranteed income sources

Retirement Planner: Plan for Your Retirement

ssa.gov/planners/retire/

Variable Annuities: What You Should Know

sec.gov/investor/pubs/sec-guide-to-variable-annuities.pdf

What Are Annuities?

investor.gov/investing-basics/investment-products/annuities

Nonguaranteed income sources

401(k) basics

<https://www.finra.org/investors/learn-to-invest/types-investments/retirement/401k-investing/401k-basics>

Bonds

finra.org/investors/bonds

investor.gov/investing-basics/investment-products/bonds

CDs

sec.gov/investor/pubs/certific.htm
investor.gov/investing-basics/investment-products/certificates-deposit-cds

Commodities

cftc.gov/consumerprotection/resources/index.htm

Mutual funds

investor.gov/investing-basics/investment-products/mutual-funds

Questions you should ask about your investments

sec.gov/investor/pubs/sec-questions-investors-should-ask.pdf
investor.gov/researching-managing-investments

Stocks

finra.org/investors/stocks
investor.gov/investing-basics/investment-products/stocks

TIPS

treasurydirect.gov/indiv/products/prod_tips_glance.htm

Working in retirement

ssa.gov/planners/retire/whileworking.html
CalSTRS.com/general-information/working-after-retirement
CalPERS.ca.gov/page/retirees/working-after-retirement

Retirement expenses

Budgeting

practicalmoneyskills.com/personalfinance/savingspending/budgeting/
aarp.org/money/budgeting-saving/home_budget_calculator/
consumer.gov/content/make-budget-worksheet

Retirement income strategies

Bond laddering

dummies.com/how-to/content/what-is-bond-laddering.html

Managing your money in retirement

aarp.org/content/dam/aarp/money/budgeting_savings/2011-12/Manage-Your-Money-Right-in-Retirement-AARP.pdf

Required minimum distributions

<https://www.irs.gov/retirement-plans/plan-participant-employee/retirement-topics-required-minimum-distributions-rmds>

Withdrawal strategies

<https://www.tiaa.org/public/learn/retirement-planning-and-beyond/withdrawal-strategies>

Retirement risks/Obstacles

Managing postretirement risks

soa.org/globalassets/assets/files/research/projects/post-retirement-charts.pdf

Dealing with divorce in retirement

ssa.gov/planners/retire/divspouse.html

<https://www.irs.gov/retirement-plans/plan-participant-employee/retirement-topics-divorce>

Dealing with the death of a spouse in retirement

ssa.gov/pubs/EN-05-10084.pdf

Diversification

finra.org/investors/diversifying-your-portfolio

investor.gov/introduction-markets/roadmap-saving-investing/diversify-your-investments

sec.gov/investor/pubs/assetallocation.htm

Inflation

<http://www.bls.gov/bls/inflation.htm>

dol.gov/general/topic/statisticsinflation

Reality of investment risk

finra.org/investors/reality-investment-risk

Retiring in a low interest rate environment

myretirementpaycheck.org/navigating-retirement-crises/retiring-when-interest-rates-are-low.aspx

Scams and fraud

AARP Fraud Watch Network

aarp.org/money/scams-fraud/fraud-watch-network.html

Avoiding fraud

investor.gov/investing-basics/avoiding-fraud

fbi.gov/scams-safety/fraud/seniors

Elder fraud and financial exploitation

stopfraud.gov/protect-yourself.html

How to avoid becoming a victim

nasaa.org/2706/how-to-avoid-becoming-a-victim/

How to spot fraud

medicare.gov/ (select "Forms, Help and Resources," then "Report Fraud and Abuse")

Scams targeting seniors

consumer.ftc.gov/articles/0192-reverse-mortgages

Scams to avoid

aarp.org/money/scams-fraud/info-12-2013/scams-to-avoid-each-month-photo.html

Senior section on investing

investor.gov/seniors

Tips for avoiding scams

finra.org/investors/early-retirement-seminars-101-smart-tips-spotting-retirement-scams

Top investor traps

<https://www.nasaa.org/5232/nasaa-identifies-top-10-investor-traps/?qoid=newsroom>

Insurance

CalSTRS: Electing an option

[CalSTRS.com/post/electing-option](https://www.calstrs.com/post/electing-option)

Guide to long-term care insurance

[rureadyca.org/consumer-rate-guide-long-term-care-insurance](https://www.rureadyca.org/consumer-rate-guide-long-term-care-insurance)

Insurance education

[insurance.ca.gov/01-consumers/105-type/index.cfm](https://www.insurance.ca.gov/01-consumers/105-type/index.cfm)

Life insurance education

[lifehappens.org/insurance-overview/](https://www.lifehappens.org/insurance-overview/)

Long-term care information

[longtermcare.gov/](https://www.longtermcare.gov/)

[nia.nih.gov/health/what-long-term-care](https://www.nia.nih.gov/health/what-long-term-care)

Medicare

[Medicare.gov](https://www.Medicare.gov)

Medicare advocacy and education for Californians, Medigap

[cahealthadvocates.org/](https://www.cahealthadvocates.org/)

Online presentation of Medicare basics

[ssa.gov/pubs/EN-05-10043.pdf](https://www.ssa.gov/pubs/EN-05-10043.pdf)

Supplemental Medicare insurance

<https://www.medicare.gov/supplements-other-insurance>

Financial advice

Broker background check

[brokercheck.finra.org](https://www.brokercheck.finra.org)

Broker and investment advisers

[sec.gov/investor/brokers.htm](https://www.sec.gov/investor/brokers.htm)

Find a financial adviser

[findanadvisor.napfa.org](https://www.findanadvisor.napfa.org)

How to check out your broker or investment adviser

[nasaa.org/2709/how-to-check-out-your-broker-or-investment-adviser/](https://www.nasaa.org/2709/how-to-check-out-your-broker-or-investment-adviser/)

Prepare yourself for an informed conversation with a certified financial planner

[letsmakeaplan.org/learning-center](https://www.letsmakeaplan.org/learning-center)

Glossary

<p>401(k)/Roth 401(k)</p>	<p>401(k): A retirement savings plan sponsored by an employer. It lets you save and invest some of your paycheck before taxes are taken out. You don't pay taxes on your contributions or earnings until you withdraw money from your 401(k) account.</p> <p>Roth 401(k): An employer-sponsored investment savings account funded with after-tax money. After reaching age 59½, any withdrawals you make are tax-free.</p>
<p>403(b)/Roth 403(b)</p>	<p>403(b): A defined contribution retirement plan for employees of government and tax-exempt groups, including schools. You make contributions to your 403(b) account pre-tax from your paycheck. You don't pay taxes until you withdraw money from your account.</p> <p>Roth 403(b): Same as above, except you fund your Roth 403(b) account with after-tax money. At retirement, your withdrawals are tax-free.</p>
<p>457(b)/Roth 457(b)</p>	<p>457(b): A nonqualified, deferred compensation plan established by state and local governments, and tax-exempt employers. You make pre-tax contributions to your account from your paycheck. Your contributions and earnings are not taxed until you receive distributions from your account.</p> <p>Roth 457(b): Same as above, except you fund your Roth 457(b) account with after-tax money. At retirement, your withdrawals are tax-free.</p>
<p>Annuity</p>	<p>A contract between you and an insurance company designed to meet retirement and other long-range goals under which you make a lump-sum payment or series of payments. In return, the insurer agrees to make periodic payments to you beginning immediately or at some future date. Annuities typically offer tax-deferred growth of earnings and may include a death benefit that will pay your beneficiary a specified minimum amount, such as your total purchase payments. Tax is deferred on earnings growth. When gains are withdrawn, they are taxed as ordinary income, not capital gains. If you withdraw your money early from an annuity, you may pay substantial surrender charges to the insurance company, as well as tax penalties. There are generally three types of annuities—fixed, indexed and variable.</p> <p>Fixed annuity: The insurance company agrees to pay you no less than a specified interest rate during the time that your account is growing.</p> <p>Indexed annuity: The insurance company credits you with a return based on changes in an index, such as the S&P 500 Composite Stock Price Index. Indexed annuity contracts also provide that the contract value will be no less than a specified minimum, regardless of index performance.</p> <p>Variable annuity: You can choose to invest your purchase payments from among a range of different investment options, typically mutual funds. The rate of return on your purchase payments, and the amount of the periodic payments you eventually receive, will vary depending on the performance of the investment options you selected.</p>
<p>529 plan</p>	<p>A college savings plan sponsored by a state or state agency. Savings can be used for tuition, books and other education-related expenses at most accredited two- and four-year colleges and universities, U.S. vocational and technical schools, and eligible foreign institutions.</p>
<p>Asset allocation</p>	<p>Asset allocation involves dividing an investment portfolio among different asset categories such as stocks, bonds and cash. The process of determining which mix of assets to hold in your portfolio is a personal one. The asset allocation that works best for you at any given point in your life will depend largely on your time horizon and ability to tolerate risk.</p>
<p>Assets</p>	<p>A personal asset is something of value that belongs to you. A classic example of a personal asset is a home, but personal assets can take a wide range of forms. The value of personal assets is often taken into account when you apply for a loan or other financial assistance, and when your net worth is calculated. Many people are surprised by the total value of their personal assets when they are added up.</p>

Bonds	A bond is a debt investment in which an investor loans money to an entity, typically corporate or governmental, which borrows the funds for a defined period of time at a variable or fixed interest rate. Bonds are used by companies, municipalities, states and sovereign governments to raise money and finance projects and activities. Owners of bonds are debtholders, or creditors, of the entity that issued the bond.
Broker/dealer	A person or firm in the business of buying and selling securities operating as both a broker and a dealer, depending on the transaction. The term broker-dealer is used in U.S. securities regulation parlance to describe stock brokerages because most of them act as both agents and principals. A brokerage acts as a broker, or agent, when it executes orders on behalf of clients; it acts as a dealer, or principal, when it trades for its own account.
Brokerage account	An arrangement between an investor and a licensed brokerage firm that allows the investor to deposit funds with the firm and place investment orders through the brokerage, which then carries out the transaction on the investor's behalf. As the investor, you own the assets contained in your brokerage account and usually must claim any annual capital gains as income for that year.
Certificate of deposit, CD	A savings certificate that entitles you to receive interest. A CD has a maturity date, a specified fixed interest rate and can be issued in most any amount. CDs are generally issued by commercial banks and insured by the FDIC, the Federal Deposit Insurance Corporation. The term of a CD generally ranges from one month to five years.
Certified Financial Planner, CFP	Certified Financial Planner is a professional certification mark for financial planners who have successfully completed initial and ongoing training and certification, and are held to ethical and educational standards set by the CFP Board of Standards.
Certified Public Accountant, CPA	An individual who has passed the uniform CPA examination administered by the American Institute of Certified Public Accountants, and who has received state certification to practice accounting. To achieve this designation, an individual usually has to complete five years of education, and a certain degree of work experience. Additionally, once an individual becomes a CPA, they typically must complete a certain number of hours of continuing education each year.
Chartered Financial Consultant, ChFC	A professional designation representing completion of a comprehensive course in financial education, examinations and practical experience. Chartered Financial Consultant designations are granted by The American College, a nonprofit educational institution.
Commission	A service charge assessed by a broker or investment advisor in return for providing investment advice and/or handling the purchase or sale of a security. Most major, full-service brokerages derive most of their profits from charging commissions on client transactions. Commissions vary widely from brokerage to brokerage.
Commodity	A commodity is any homogenous good traded in bulk on an exchange. Grain, precious metals, electricity, oil, beef, orange juice and natural gas are examples of traditional commodities. Foreign currencies, emissions credits, bandwidth and certain financial instruments are also part of today's commodity markets.
Cost of living adjustment, COLA	An adjustment made to some guaranteed income sources to adjust benefits to counteract the effects of inflation.
Defined benefit plan	A plan in which an employer or sponsor promises a specified monthly benefit on retirement that is predetermined by a formula based on the employee's earnings history, tenure of service and age rather than relying on individual investment returns.
Defined Benefit Supplement Program	This program, a hybrid cash balance plan for Defined Benefit Program members, provides additional savings for retirement. Contributions on earnings in excess of one year of service, and limited-term salary increases for some members, will be credited to your Defined Benefit Supplement account.
Diversification	A risk management strategy that mixes a wide variety of investments within a portfolio. The rationale behind this strategy is that a portfolio with different kinds of investments will, on average, yield higher returns and pose a lower risk than any individual investment found within the portfolio.

Estate planning	The collection of preparation tasks that serve to manage an individual's asset base in the event of their incapacitation or death, including the bequest of assets to heirs and the settlement of estate taxes. Most estate plans are set up with the help of an attorney experienced in estate law. Estate planning tasks include creating a will, limiting estate taxes by setting up trust accounts in the name of beneficiaries, establishing a guardian for living dependents, setting up funeral arrangements and establishing durable power of attorney to direct other assets and investments.
Estate tax	A tax levied on an heir's inherited portion of an estate if the value of the estate exceeds an exclusion limit set by law. The estate tax is mostly imposed on assets left to heirs; it doesn't apply to the transfer of assets to a surviving spouse. The right of spouses to leave any amount to one another is known as the "unlimited marital deduction."
Exchange traded fund, ETF	The simplest definition of an exchange traded fund is that it's an investment that's built like a mutual fund but trades like an individual stock.
Fee-based compensation	Payment to a financial adviser at a set hourly rate or an agreed-upon percentage of assets under management for a financial plan.
Fee-only compensation	The fee-only investment advisor is a type of investment professional who charges a flat hourly rate ("a la carte" rate) for services instead of receiving compensation from commissions on investment transactions.
Fiduciary	A fiduciary is responsible for managing the assets of another person or a group of people. Asset managers, bankers, accountants, executors, board members and corporate officers are considered fiduciaries when entrusted in good faith with the responsibility of managing another party's assets.
Financial adviser	One who provides financial advice or guidance for compensation. Financial advisers can provide many different services such as investment management, income tax preparation and estate planning. They must carry a Series 65 license to conduct business, in addition to other licenses and registration requirements, depending on the services provided.
Financial counselor	Financial counselor is another term used to refer to people who call themselves financial planners or financial advisers. Essentially, they counsel an individual or family about how to best organize their finances.
Financial plan	In general usage, a financial plan is a comprehensive evaluation of an individual's current pay and future financial state by using current known variables to predict future income, asset values and withdrawal plans.
Financial planner	A qualified investment professional who helps individuals and corporations meet their long-term financial objectives by analyzing the client's status and setting a program to achieve that client's goals. Financial planners specialize in tax planning, asset allocation, risk management, retirement and/or estate planning.
FINRA	FINRA, the Financial Industry Regulatory Authority, is dedicated to investor protection and market integrity through effective and efficient regulation of the securities industry. The independent, not-for-profit organization authorized by Congress to protect U.S. investors by making sure the securities industry operates fairly and honestly.
Fraud	A person or thing intended to deceive others, typically by unjustifiably claiming or being credited with accomplishments or qualities.
Garrett Planning Network	A national network of hundreds of hourly-based, fee-only financial planners.
Guaranteed income	Guaranteed retirement income includes Social Security retirement benefits, pension income and annuity income—sources of income guaranteed for as long as you live in retirement.
Indexed mutual fund	A type of mutual fund with a portfolio constructed to match or track the components of a market index such as the S&P 500 Index.
Inflation	Inflation is defined as a sustained increase in the general level of prices for goods and services. It's measured as an annual percentage increase. As inflation rises, every dollar you own buys a smaller percentage of a good or service.
Inflation-protected annuity	An inflation-protected annuity is similar to a regular immediate annuity except payments are indexed to the rate of inflation.

Investment adviser	As defined by the Investment Advisors Act of 1940, any person or group that makes investment recommendations or conducts securities analysis in return for a fee, whether through direct management of client assets or written publications. An investment adviser who has sufficient assets to be registered with the SEC is known as a Registered Investment Advisor, or RIA. Investment advisers are prohibited from disseminating advice known to be deceitful or fraudulent, and from acting as a principal on their own accounts by buying and selling securities between themselves and a client without prior written consent. May also be referred to as a "financial adviser."
Investment portfolio	A portfolio is a collection of financial assets such as stocks, bonds and cash equivalents, as well as their mutual, exchange-traded and closed-fund counterparts. Portfolios are held directly by investors and/or managed by financial professionals.
IRA/Roth IRA/Rollover IRA	An IRA, or Individual Retirement Account, is an account that allows you to save for retirement. Traditional IRA —Gives you tax advantages. Contributions to a traditional IRA may be fully or partially tax deductible. Generally, earnings and gains are not taxed until distributed to you. Roth IRA —Offers a future tax break, tax-free income in retirement. Your contributions are not tax-deductible upfront, but your distributions are tax-free. Rollover IRA —Often used by those who change jobs or retire and have assets accumulated in their employer-sponsored retirement plan, such as a 401(k), 403(b) or 457(b).
Laddering fixed income	A portfolio of fixed income securities with a series of staggered maturities. The objective of laddering is to systematically schedule maturity dates so a portion of the portfolio matures at regular intervals and becomes available for reinvestment in different interest rate environments. With this approach, you can take advantage of any increase in interest rates by reinvesting these amounts at the higher rate. Should interest rates fall, you can lessen the drop in returns by having the remaining amounts still invested at higher rates.
Life insurance	Insurance that pays out a sum of money either on the death of the insured person or after a set period.
Long-term care insurance	Coverage that provides nursing-home care, home-health care, personal or adult day care for individuals above the age of 65 or with a chronic or disabling condition that needs constant supervision.
Market risk	The possibility for an investor to experience losses due to factors that affect the overall performance of the financial markets. Market risk, also called "systematic risk," cannot be eliminated through diversification, though it can be hedged against.
Mutual fund	An investment vehicle made up of a pool of funds collected from many investors for the purpose of investing in securities such as stocks, bonds, money market instruments and similar assets. Mutual funds are operated by money managers, who invest the fund's capital and attempt to produce capital gains and income for the fund's investors. A mutual fund's portfolio is structured and maintained to match the investment objectives in its prospectus.
National Association of Personal Financial Advisors	A U.S. financial planning trade organization created in 1983 to expand the use of fee-only financial advisers by individual consumers. NAPFA established the first set of professional standards for fee-only financial advisers and updates them to reflect changes in industry practices. According to its website, NAPFA's core values are as follows: competency, comprehensive financial planning, objective Fee-Only compensation, a client-centered fiduciary relationship, and complete disclosure of fees.
North American Securities Administrators Association	Organized in 1919, this is the oldest international organization devoted to investor protection. Membership in this voluntary association covers 67 state, provincial and territorial securities administrators in the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Canada and Mexico. In the U.S., the organization protects consumers who purchase securities or investment advice, and their jurisdiction extends to a wide variety of issuers and intermediaries who offer and sell securities to the public.

Nonguaranteed income	Nonguaranteed income can come from sources such as 403(b)s, 401(k)s, IRAs and stocks, among others, in which the values of these accounts are subject to the performance of the investment strategy selected and the market. Even some investments considered to be conservative are nonguaranteed; while relatively stable, the return and future income amount is simply not set in stone.
Personal Financial Specialist, PFS	A specialty credential awarded by the American Institute of Certified Public Accountants to CPAs who specialize in helping individuals plan all aspects of their wealth. PFS applicants study estate planning, retirement planning, investing, insurance and other areas of personal financial planning.
Phantom riches (persuasion tactic)	Dangling the prospect of wealth, enticing you with something you want but can't have. "These gas wells are guaranteed to produce \$10,800 a month in income."
Premium	The specified amount of payment required periodically by an insurer to provide coverage under a given insurance plan for a defined period of time. The premium is paid by the insured party to the insurer, and primarily compensates the insurer for bearing the risk of a payout should the insurance agreement's coverage be required.
Power of attorney	A power of attorney is a legal document that gives someone you choose the power to act in your place. If you ever become mentally incapacitated, you'll also need what are known as "durable" powers of attorney for medical care and finances.
Rate of return	The gain or loss on an investment over a specified period, expressed as a percentage increase over the initial investment cost. Gains on investments are considered to be any income received from the security plus realized capital gains.
Reciprocity (persuasion tactic)	Offering to do a small favor for you in return for a big favor. "Because you're such a good friend of mine, I'm going to give you a break on my commission. Why don't you join me for lunch, my treat, and we can iron out the details?"
Required minimum distribution	A required minimum distribution, or RMD, is the amount the federal government requires you to withdraw each year—usually after you reach age 72—from retirement accounts, including traditional IRAs, simplified employee pension or SEP IRAs and SIMPLE IRAs, as well as many employer-sponsored retirement plans.
Scam	A fraudulent scheme performed by a dishonest individual, group or company in an attempt to obtain money or something else of value. Traditional scams are confidence tricks, where an individual misrepresents themselves as someone with skill or authority, such as a doctor, lawyer or investor. With the internet, new forms of scams emerged such as lottery scams, scam baiting, email spoofing, phishing, requests for help and other email fraud.
Scarcity (persuasion tactic)	The scarcity tactic operates on the worth people attach to things. Scarcity suggests items are of more value when they are less available. "Trust me, you need to get in on this now or you're going to miss out on this exclusive opportunity. The investment is going fast and you need to move on this right away to get that solid return."
Securities and Exchange Commission	The mission of the U.S. Securities and Exchange Commission is to protect investors, maintain fair, orderly and efficient markets, and facilitate capital formation.
Social consensus (persuasion tactic)	Leading you to believe that other savvy investors have already invested. "Do you know Betty and Jim from the club? They've invested in it, too. I'm telling you, everyone is getting in on this deal."
Source credibility (persuasion tactic)	Trying to build credibility by claiming to be with a reputable firm or have a special credential or experience. "As a specialist in senior living issues and an executive at this firm, I would never recommend something that doesn't produce."
Stocks	A type of security that signifies ownership in a corporation and represents a claim on part of the corporation's assets and earnings.
Supplemental health insurance	Supplemental health insurance is a type of insurance policy designed to cover the gaps your regular health insurance may have due to deductibles and copayments. It covers additional expenses that your primary insurance doesn't cover, such as lost income and living expenses. Those who should consider this type of insurance are the self-employed, families with children, those financially unprepared to handle large medical bills or time off from work due to illness or injury, and those on Medicare.
Survivor income options	Survivor income options allow you to distribute your retirement benefit over your life and the life of your established beneficiaries.

Systematic withdrawal plan	With a systematic withdrawal, shares of your investment are liquidated, or sold, as needed to supply the stated amount of your withdrawal. If you own several mutual funds (or several subaccounts inside a variable annuity), then shares are sold proportionately to what you own. This helps keep your overall asset allocation in balance.
Treasury Inflation-Protected Securities	A treasury security that is indexed to inflation in order to protect investors from the negative effects of inflation. TIPS are considered an extremely low-risk investment since they are backed by the U.S. government and since their par value rises with inflation, as measured by the Consumer Price Index, while their interest rate remains fixed. Interest on TIPS is paid semiannually. TIPS can be purchased directly from the government through the Treasury Direct system in \$100 increments with a minimum investment of \$100 and are available with 5-, 10- and 30-year maturities.
Wealth manager	Wealth management is a practice that in its broadest sense describes the combining of personal investment management, financial advisory, and planning disciplines directly for the benefit of high-net-worth clients.
Withdrawal rate	A withdrawal rate is the percentage that is withdrawn each year from an investment portfolio. If you take \$20,000 from a \$1 million portfolio, your withdrawal rate that year is 2% (\$20,000 divided by \$1 million).
Will	A legally enforceable declaration of how a person's property is to be distributed after death. In a will, a person can also recommend a children's guardian.

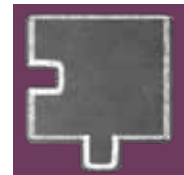
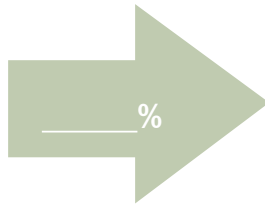
My retirement puzzle



**Guaranteed
income sources**

\$ _____
monthly total

*Total taken from page 13 of the workbook



Must-Haves

\$ _____
monthly total

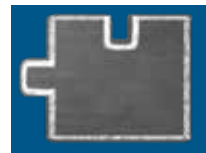
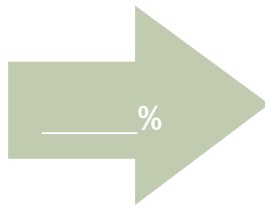
*Total taken from page 9 of the workbook



**Nonguaranteed
income sources**

\$ _____
monthly total

*Total taken from page 13 of the workbook



Wants

\$ _____
monthly total

*Total taken from page 9 of the workbook

My action plan

	Reviewed	Completed	
1	<input type="checkbox"/>	<input type="checkbox"/>	Complete my retirement expense worksheet
2	<input type="checkbox"/>	<input type="checkbox"/>	Complete my retirement income worksheet
3	<input type="checkbox"/>	<input type="checkbox"/>	Complete my retirement puzzle
4	<input type="checkbox"/>	<input type="checkbox"/>	Research solutions to your retirement puzzle scenario
5	<input type="checkbox"/>	<input type="checkbox"/>	Review obstacles provided and investigate mitigation strategies
6	<input type="checkbox"/>	<input type="checkbox"/>	Read eight scams that target retirees
7	<input type="checkbox"/>	<input type="checkbox"/>	Review how to choose a financial professional
8	<input type="checkbox"/>	<input type="checkbox"/>	Review Resources and Glossary
9	<input type="checkbox"/>	<input type="checkbox"/>	Register for the Save For Your Future Workshop
10	<input type="checkbox"/>	<input type="checkbox"/>	Register for the Plan For Your Future Workshop

Albert and Marissa's retirement puzzle



**Guaranteed
income sources**

\$ _____
monthly total

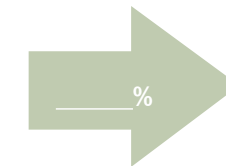
*Total taken from page 15 of the workbook



**Nonguaranteed
income sources**

\$ _____
monthly total

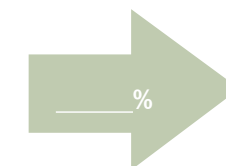
*Total taken from page 15 of the workbook



Must-Haves

\$ _____
monthly total

*Total taken from page 11 of the workbook



Wants

\$ _____
monthly total

*Total taken from page 11 of the workbook



CalSTRS resources



WEB

CalSTRS.com
Click *Contact Us* to email
myCalSTRS.com
403bCompare.com
Pension2.com



CALL

800-228-5453
7 a.m. to 6 p.m.
Monday through Friday
916-414-1099
Calls from outside the U.S.
888-394-2060
CalSTRS Pension2[®] personal
wealth plan
855-844-2468 (toll free)
Pension Abuse Reporting Hotline



WRITE

CalSTRS
P.O. Box 15275
Sacramento, CA 95851-0275



VISIT

Member Services
100 Waterfront Place
West Sacramento, CA 95605

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CalSTRS office at
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STAY CONNECTED

