

# 11. Teletalk Message Codes

The CalSTRS Teletalk information system provides recorded messages giving general information on a variety of CalSTRS subjects. To access the Teletalk system, call 800-228-5453 and then press 2. Teletalk calls are answered electronically 24 hours a day and you can choose topics easily via your telephone keypad as follows:

## Enter: For this topic:

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### 90 What's New

### 100 General Information

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- 102 Location, telephone numbers, office hours of CalSTRS
- 103 How to obtain CalSTRS booklets and forms
- 104 How to change your address with CalSTRS
- 105 Direct Deposit
- 106 What to do in the event of a lost check or missing direct deposit payment
- 107 How to have insurance premiums deducted from your check
- 108 Spousal acknowledgment of benefit selection
- 109 Community property settlements
- 110 Medicare for active CalSTRS members
- 111 CalSTRS Home Loan Program
- 112 Which benefit coverage do I have, A or B?
- 113 Subrogation information
- 114 CalSTRS Financial Education Program
- 115 Unused sick leave
- 116 Zero-Down Preferred Home Loan Program
- 117 No Points, No Fees Home Loan Program

### 150 Membership, Service Credit and Contributions

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- 152 Can someone not mandated to CalSTRS membership elect optional membership?
- 153 What is service credit and how is it determined?
- 154 Contributions to CalSTRS: what are your costs as a member?
- 155 Employer-paid member contribution

### 200 Benefits Counseling

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- 202 Benefits counseling appointment phone numbers for members in Southern California from Ventura to San Diego counties
- 203 Benefits counseling appointment phone numbers for members in the San Joaquin Valley from Kern to Calaveras counties
- 204 Benefits counseling appointment phone numbers for members in the coastal areas from Santa Barbara to Mendocino counties
- 205 Benefits counseling appointment phone numbers for members of the northern counties from Trinity to Glenn, and east to Nevada border
- 206 Benefits counseling appointment phone numbers for members of Alpine, Colusa, Mono, Sacramento, Solano and Yolo counties, and east to Nevada border

### 250 Purchase of Additional Service Credit and Redeposits

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- 252 What will it cost to purchase service credit or redeposit previously refunded contributions?
- 253 How and when is payment made for additional service credit?

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