

# Texas Emergency Services Retirement System



Frank Torres, Chairman  
Kevin Deiters, Executive Director

P.O. Box 12577 Austin, TX 78711-2577

(800) 919-3372

[www.tesrs.texas.gov](http://www.tesrs.texas.gov)

## Compact with Texans

The mission of the Texas Emergency Services Retirement System (TESRS) is to provide an actuarially sound, professionally managed and administered retirement system. The agency collects contributions from member departments; invests surplus monies, and administers the retirement fund. In addition, it distributes monthly annuity checks to retirees, maintains records for active emergency services personnel, and recruits new departments on a continual basis.

### **TESRS Principles:**

#### **Support for Strong Families**

TESRS will support pension plan improvements that provide participants and beneficiaries with comprehensive retirement, death, and disability benefits. The agency will pursue policies that will make such benefits helpful in the recruitment and retention of volunteer fire fighters and emergency services personnel.

#### **Retirement Assistance:**

For any questions or concerns, call TESRS at (512) 936-3372 in Austin or (800) 919-3372 toll-free. Trained staff will help you with information about any benefits or issues.

### **Complaints:**

#### **TESRS Policy on Complaints**

Complaints are forwarded to the Executive Director and are tracked until they are resolved. Most of the boards of trustees for the volunteer fire and emergency services departments handle complaints from their members at the local level. Any disputes over benefits are handled under Section 7 of Article 6243e.3 and Section 22 of Article 6243e. We send stakeholder survey's to all departments in our system, their members, and retirees. This survey includes a section on customer satisfaction, which the agency will use as a tool to improve its operations and customer service. Any customer may log a complaint with any staff member, including information provided in a telephone call, letter, email or face-to-face communication. All complaints are logged, tracked and resolved.

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## **Definition of Complaint:**

A "complaint" means a written or oral expression by a participant of dissatisfaction with any aspect of the system's operation and/or service delivery systems, including but not limited to: appeal of an adverse determination regarding eligibility for benefits; dissatisfaction with customer service, procedures or communications; or delivery of 'third-party services engaged by the system. A complaint is not a misunderstanding or an issue of misinformation that is promptly resolved by supplying the necessary information to the satisfaction of the participant.

## **Customer Service Contact:**

Texas Emergency Services Retirement System  
P.O. Box 12577 Austin, TX 78711  
Telephone: (512) 936-3372  
Toll Free: (800) 919-3372  
Fax: (512) 936-3480