

# Texas Emergency Services Retirement System



Jenny Moore, Chairman  
Shirley Hays, Executive Director

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

(800) 919-3372

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

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## Compact with Texans

### **Mission**

The Texas Emergency Services Retirement System (TESRS) was established in 1977 to ensure the availability of retirement benefits for volunteer firefighters who served their communities. Today, TESRS provides a mechanism for communities to fund benefits for volunteer firefighters and emergency services personnel and to recruit and retain new volunteers. For its vested members, TESRS provides a lifetime retirement annuity, including a lifetime annuity for surviving spouses, as well as on-duty and off-duty death benefits, and on-duty disability benefits.

### **Hours of Operation**

Monday – Friday 7:30 a.m. – 4:30 p.m.

### **Our Services**

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 based on a continual basis.

We send stakeholder surveys 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.

### **Customer Service Principles**

TESRS employees are committed to providing quality customer service, we communicate with our members and member departments by telephone, written correspondence, and in person. We pledge to:

- Treat you with respect in a professional and courteous manner;
- Provide you with accurate, timely and complete information; and
- Provide helpful and current information on our website.

### **Policy on Complaints**

A formal complaint is defined as 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. 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. Complaints are forwarded to the Executive Director and are tracked until they are resolved.

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An application for disability retirement benefits or a death benefit must be filed with the local board. A claim for a service retirement annuity must be filed with the executive director. A person aggrieved by a decision of a local board or of the executive director relating to eligibility for or the amount of benefits under this subtitle may appeal the decision to the state board in accordance with Texas Government Code 864.016.

## **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  
Email: [info@tesrs.texas.gov](mailto:info@tesrs.texas.gov)

## **Reporting Suspected Fraud, Waste or Abuse**

To report fraud, waste or abuse occurring at a Texas State Agency, college or university call the State Auditor's Office Hotline at 1-800-TX-AUDIT (1-800-892-8348) or visit their site at <https://sao.fraud.texas.gov/ReportFraud/>