Annual Statement Q &A

Does email have to be work email or can it be personal email?
> TRB prefers the employer email address for administrative purposes.

Some of the email addresses are to long for the transmittal file? Will the file be extended?
> Should the domain exceed 30 characters for work email addresses, please add the member name up to the @ sign. For example Helen.Sullivan@. The file cannot be extended.
> If the email address is a personal one please include as much as you can.

My monthly TRB submission has personal email addresses.   Is that a problem? Will you accept?
> Yes, we will accept personal emails but prefer employer emails.

Should we notify employees that a test email will be coming from TRB on 1/10/2020?
> Yes, members will be receiving test emails beginning January 10, 2020.

Did you say employees have only 30 days to retrieve their statement after the initial delivery?
> Yes, members will only have 30 days to access/download their member statement.

How does an employee get a copy of a statement from previous year?
> Members can contact the TRB directly at TRB.fiscal@ct.gov.

Will Districts have the ability to print the statement should the member have difficulty?
> Yes, Districts will be receiving a master file by member name and ID to assist members.

Are districts currently receiving paper copies?
> Districts are not receiving paper copies of the annual statement.

Do teachers only receive one statement a year?
> Yes, the statement is provided in January of each year.

Who on our TRB contact list will be receiving the master statement file?
> Human Resources, Business Office, and Transmittal staff will be receiving a copy of the master file.

Are districts expected to know how to read or analyze the statement for the active member?
> Districts are not expected to read or analyze statements.   Members can send questions to TRB.fiscal@ct.gov

Is it safe to say that all test emails should be received by our employees no later than Jan 17th, and that their annual statements will be distributed by the 24th?
> Yes, test emails should be out by the 10th and emails should be received by employees no later than the January 20th.