

San Mateo County Employees' Retirement Association | Summer 2025

SAMCERA

TIMES

RETIREE & BENEFICIARY NEWSLETTER



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Coming Soon: SamCERA's New Website & URL!

We're excited to announce the launch of our new website at www.samcera.gov at the end of June. Designed with members in mind, the new site makes it easier than ever to find retirement information, access resources, and stay up to date with SamCERA news.

Please update your bookmarks - our new official web address is www.samcera.gov.

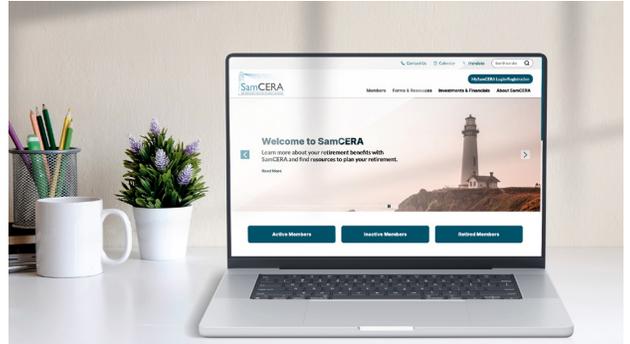
What's New:

- Improved user experience with a cleaner, more intuitive design
- Mobile-Friendly and fully responsive
- Streamlined Navigation with easy to use menus
- Translation available in 17 languages
- Accessibility that meets modern standards, making content easier to access for everyone
- New Features like event sign-ups, interactive maps with directions, and more!

Have feedback about the new website?

We're always looking to improve your experience.

Let us know how we're doing by emailing communications@samcera.org.



Although our official website URL is changing, our emails will continue to come from @samcera.org for the time being.

Introducing Multi-Factor Authentication

As part of our ongoing commitment to keep your information secure, we recently introduced Multi-Factor Authentication (MFA) on the MySamCERA member portal and mobile app. Visit the member portal at its new URL - www.mysamcera.gov.

What is MFA?

MFA is a secure login process that requires you to verify your identity using two steps instead of just a password. This extra layer of protection makes it much more difficult for unauthorized individuals to access your account - even if your password has been stolen or guessed.

How does it work?

Beginning June 2, 2025, when you log in to the member portal:

1. Enter your username and password.
2. Choose to receive a verification code via text or phone call.
3. Enter the code to complete your login and access your MySamCERA account.

Note: Message and data rates may apply depending on your mobile service provider.

What if I do not receive a verification code?

Only members who have a registered account on MySamCERA will receive a verification code.

If you have an existing account and have not received your verification code, please contact us at 650-599-1234.

How do I update my phone number?

Retired members can submit a Change of Address form to update their phone number.

Am I required to use MFA?

Yes, you must use MFA to access your MySamCERA account. This added layer of security makes your account more secure than using a password alone.

Learn more about MFA

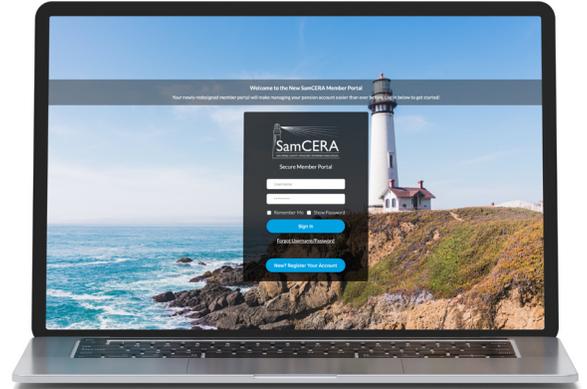
Visit www.samcera.gov/MFA to learn more about multi-factor authentication for your MySamCERA account.

Protect Your SamCERA Account: Stay Safe from Scams and Fraud

At SamCERA, your retirement security is a top priority. As online scams and phishing attempts become more sophisticated, it's important to stay vigilant and know how to protect your account.

Be on the lookout for:

- Suspicious emails, texts, or messages that ask for personal information.
- Urgent requests to click on unfamiliar links or to verify your identity.
- Promises of benefits or account help in exchange for payment or sensitive details.



Remember:

- SamCERA will never ask you for your MySamCERA login password or your MFA verification code.
- Never click on links or respond to messages if you're unsure about the source.
- If something doesn't feel right, don't engage. Contact us directly using the official contact information on our website.

Protect your account by:

- Using a strong, unique password and update it regularly.
- Bookmarking our official site to avoid fake or spoofed versions.
- Staying informed about common scam tactics.

Not sure if a message is real?

We're here to help. Contact SamCERA directly to verify any communication from us that you're unsure about before taking any action. By staying alert and cautious, you can help keep your retirement account secure.

What we're doing to help protect you:

To enhance the security of your MySamCERA account, we've implemented the following security measures:

- Stronger password requirements to ensure your account is better protected against unauthorized access
- Multi-factor authentication (MFA) was recently enabled to add an extra layer of protection whenever you log in to your account

These improvements are part of our ongoing commitment to keeping your information safe. If you ever need assistance or have questions, our team is here to help!

Tip: If you believe you've been the victim of phishing or other form of cyber fraud, report it to your local law enforcement agency immediately and contact the three major credit bureaus—Equifax, Experian, and TransUnion.



Reminder: Stronger Password Requirements

We're strengthening the security of your MySamCERA account with an important update to password requirements. Stronger password requirements are now in place. If you're resetting your password or creating a new account, your password will need to be between 16-64 characters and include at least 1 numeric character, 1 uppercase letter, and 1 lowercase letter.



100 Marine Parkway, Suite 125
Redwood City, CA 94065

2025 Retiree Pay Dates

Benefits are paid at the end of the month (last business day) for the current month's benefits.

Statements are available to view and print on the MySamCERA member portal.

Learn more at www.mysamcera.gov.

| Benefit Month | Direct Deposit Date |
|----------------------|----------------------------|
| June | June 30 |
| July | July 31 |
| August | August 29 |
| September | September 30 |
| October | October 31 |
| November | November 28 |
| December | December 31 |

2025 Holiday Office Closures

Juneteenth - June 19, 2025

Independence Day - July 4, 2025

Labor Day - September 1, 2025

Columbus Day/Indigenous Peoples' Day -
October 13, 2025

Veterans Day - November 11, 2025

Thanksgiving Day - November 27, 2025

Day After Thanksgiving - November 28, 2025

Christmas Day - December 25, 2025

CONTACT SAMCERA

Office Hours

Monday - Thursday
7:30 a.m. to 5:30 p.m.

Address

100 Marine Parkway, Suite 125
Redwood City, CA 94065

Phone

650-599-1234 or 800-339-0761

Email

samcera@samcera.org

Website & Member Portal

www.samcera.gov
www.mysamcera.gov