

**From:** [Elizabeth Jones](#)  
**To:** [Janet Wood](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Friday, September 25, 2020 3:03:33 PM

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From: sunset@sunset.texas.gov On Behalf Of Texas Sunset Commission  
Sent: Friday, September 25, 2020 3:02:54 PM (UTC-06:00) Central Time (US & Canada)  
To: Sunset Advisory Commission  
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEACHER RETIREMENT SYSTEM TEXAS

First Name: Bernice

Last Name: Gould

Title:

Organization you are affiliated with:

Email:

City: Fort Worth

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed:

TRS needs to move out of it's downtown, very pricey leased space, to less expensive leased space. It needs to funnel that savings into teacher retirement health insurance. Today, teachers must meet an annual deductible, plus an additional \$500 deductible/copay for every hospitalization incurred in the given plan year. Example: 5 hospitalizations in one year costs the retiree an additional \$2,500 per year in costs. My retirement benefit amounts to \$611 per month. The result of this poor policy means that I will need to ignore needed hospitalizations when required for health care.

Low level customer service agents are incompetent. Example: yesterday, I spoke to someone named Courtney. She was reading directions from a script that was supposed to take me to links on TRS webpages for health insurance information. I told her that I'd be available in the afternoon. Courtney called and left a message on my voicemail that she was returning my call and that I needed to call 888-237-6762, press option 5.

When I called this number as she directed, I was told that I could not speak with Courtney because she did not put any notes in the TRS system regarding our conversation the day before. I was not allowed to speak to a "Manager".

Any Alternative or New Recommendations on This Agency:

- 1) Fire incompetent customer service reps
- 2) Train the competent customer service reps to listen to beneficiaries and act on beneficiary concerns,
- 3) Demand that all customer service reps enter notes about telephone conversations with retirees or they will be subject to immediate termination
- 4) move TRS out of it's pricey, downtown lease into a less financially burdensome lease cost to save the retirees money.
- 5) Funnel savings from less pricey lease into better health care for retirees.

My Comment Will Be Made Public: I agree