

From: [Elizabeth Jones](#)
To: [Janet Wood](#)
Subject: FW: MyTRS
Date: Tuesday, September 8, 2020 8:30:32 AM

From: John Patriarca
Sent: Sunday, September 6, 2020 7:27:59 AM (UTC-06:00) Central Time (US & Canada)
To: comments@trs.texas.gov
Cc: Sunset Advisory Commission
Subject: MyTRS

When is the subject going to be fixed? You've been working on it for what...2 years now? I just read your current newsletter, not a word about the subject. I logged in and find that I still must call someone to get a statement for an account...to be mailed?!?!?!?!?!?!? You know you're supposed to pay interest every year...am I supposed to guess at the amount?

This situation has gone on for far too long. Stop relying on phone calls, paper and the U.S. mail.

Sunset Committee – Maybe time for these folks to ride off into said sunset?

Thanks,

John Patriarca



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