

## **When a Member Passes**

### **Whom the Beneficiary Must Notify**

The Surviving beneficiaries need to notify two agencies:

#### **California State Teachers Retirement System (CalSTRS)**

- Phone: [800-228-5453](tel:800-228-5453) or [916-414-1099](tel:916-414-1099)
- Option 2 to speak to a live agent

#### **LAUSD Benefits Administration**

- 213-241-4262
- Hours 8am-4pm

Each agency requires a certified copy of the death certificate, in addition to the deceased employee's name, social security number, and employee number; whether the person was on an active teaching status, retired, disabled or a beneficiary under the option selection; date of death; and name, address and telephone number of a contact person. It is recommended that the family request at least six certified copies of the death certificate.

A Beneficiary Information Questionnaire will be sent to the contact person within five days of the date CalSTRS receives notice of death. The questionnaire serves as an official acknowledgement of receipt of notification. When the completed questionnaire is returned to CalSTRS, it provides them with the most current information on the decedent's family and estate. The information is necessary to identify the eligible beneficiaries for various benefits. Most applications for survivor benefits can be taken over the phone. CalSTRS usually pays survivor benefits within 45 days of receiving the last required document. However, payment can be delayed if documentation (such as a marriage license or death certificate) is not received in a timely manner, or because of the absence of a valid beneficiary designation form on file with a current beneficiary address.

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