

CALL CENTER NAVIGATION MAP

for Active Accounts



Dial (919) 814-4590

Listen to important messages, then
Press 1 to hear our contact information or if you need assistance with the ORBIT website
Press 2 if you are a current or former teacher, state employee, or local employee
Press 3 to report the death of a member
Press 4 if you are an employer calling for the Employer Reporting Department
Press 5 for the NC Fire & Rescue Pension Fund, the National Guard, or elected officials
Press 6 if you are calling about an overpayment or have questions about money owed to RSD
Press 7 if you don't know which option to select

Press 1 to request a form or hear account information in our automated system
Press 2 to schedule time with a counselor to discuss the retirement process and options
Press 3 for disability benefit assistance
Press 4 to speak with a benefits counselor
Press 8 to repeat this menu
Press 9 to return to the previous menu

Press 1 if you are a Retiree
Press 2 if you are an Active Employee

Press 1 to hear your account balance and accrued service
Press 2 to request a Form
(You can also get copies of forms on our website: orbit.myncretirement.com)
Form 6: Retirement application
Form 5: Withdraw your retirement service credit and contributions
Form 333BEN: Designating beneficiaries for the Contributory Death Benefit
Press 3 for questions about getting a refund
Press 4 for disability benefits assistance
Press 5 to schedule time with a counselor to discuss the retirement process and options
Press 7 to select a different retirement systems account
Press 8 to repeat this menu
Press 9 to return to a previous menu

Automated System Menu



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
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