

CALL CENTER NAVIGATION MAP

for Retirees



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 2 to hear how much you can earn if you return to work

Press 3 to request a Form

(You can also get copies of forms on our website: orbit.myncretirement.com)

Form 333BEN: Designating beneficiaries for the Contributory Death Benefit

Form 170: Authorizing direct deposit

Form 290: Choosing income tax withholding preferences

Form 336: Designating beneficiaries for the Guaranteed Refund as a Retiree

Press 4 to request a duplicate 1099R tax form

Press 7 to select a different retirement systems account

Press 8 to repeat this menu

Automated System Menu



North Carolina
Total Retirement Plans



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