

FIVE Ways of Contacting the Department of Employee Trust Funds

(1.) Self-Service Toll-Free Telephone Services

Available 24 hours a day, seven days a week. You must have a touch-tone telephone to use these systems.

Self Serve Line: Call 1-877-383-1888 or 266-2323 (local Madison) to request forms and brochures. Wisconsin Retirement System annuitants may also change their home mailing address or tax withholding election through this self-service line.

Telephone Message Center: Call 1-800-991-5540-or 264-6633 (local Madison) to hear detailed recorded messages covering a variety of Wisconsin Retirement System topics.

Note: You will not be able to talk to a "live" person using these systems. To speak to a benefits specialist, call the telephone numbers listed below.

(2.) Access the Internet site

at <http://etf.wi.gov>. A tremendous amount of information is on-line regarding the Wisconsin Retirement System and other benefit programs. You may even e-mail the Department through this site.

(3.) Call During Office Hours

Office Hours: 7:45am to 4:30pm, Monday through Friday (except holidays)

Toll Free: 1-877-533-5020

Madison: Main Line: (608) 266-3285

To make an appointment: (608) 266-5717

TTY (Teletypewriter for hearing & speech impaired): (608) 267-0676

Milwaukee: To make an appointment: (414) 227-4294

(4.) Write Us

Department of Employee Trust Funds
P.O. Box 7931
Madison, WI 53707-7931

(5.) Visit Us

(An appointment is recommended)

Madison: 801 West Badger Road

Milwaukee: 819 North Sixth Street, Room 550