

**SAN DIEGO COUNTY EMPLOYEES RETIREMENT ASSOCIATION**  
**MEMBER TELEPHONE TRANSACTION POLICY**

**I. PURPOSE**

To establish parameters for the use of recorded telephone communications for processing authorized transactions affecting a member's account.

**II. POLICY**

A. In accordance with Government Code section 31527(j), recorded telephone communications may be used to process authorized transactions affecting a member's account if the Board approves procedures to adequately protect the member and the system, including adequate validation and authentication of member identity and permanent retention of recorded communication.

**III. RULES**

- A. Authorized Transactions: Recorded telephone communications may be used to process the following member transactions: (1) Change tax election; (2) Change of Address; (3) Provision of E-mail Address; and (4) Any other member transactions authorized by the Board.
- B. Members and Legal Representatives Only: Only members and their legal representatives may make telephonic requests for member information or member account transactions authorized under this Policy.
- C. Validation and Authentication of Identity: No telephonic requests for member information or member account transactions may be processed without first validating and authenticating the identity of the caller as either the member or the member's legal representative. Staff shall verify and authenticate caller identity in accordance with the member identification policy and procedure.
- D. Recorded Communication: All telephonic requests shall be recorded and retained according to the record retention policy.

**REVIEW**

The Board will review this policy at least every three (3) years to ensure it remains relevant and appropriate.

**HISTORY**

December 3, 2015                      Adopted