



# Changing your information with your service provider

## AIG Retirement Services

### Address change

#### Active or terminated participants

1. Update via online account access; or
2. Complete an [Administrative Change Form](#) and submit to AIG. To obtain the form, call the Contact Center at 800.448.2542, download via online account access or visit AIG's State ORP website, [scstateorp.aigrs.com/home](http://scstateorp.aigrs.com/home).

### Name change

#### Active or terminated participants

Complete an [Administrative Change Form](#) and submit to AIG. To obtain the form, call the Contact Center at 800.448.2542, download via online account access or visit AIG's State ORP website, [scstateorp.aigrs.com/home](http://scstateorp.aigrs.com/home).

*Name changes are not allowed via online account access.*

## Empower Retirement (formerly MassMutual)

### Address change

#### Active or terminated participants

1. Call the Participant Information Center at 800.743.5274 to report the update; or
2. Complete a [Participant Information Change form](#) and submit to Empower Retirement. To obtain the form, call the Participant Information Center at 800.743.5274, download via online account access or visit Empower's State ORP website, [www.massmutual.com/scorp](http://www.massmutual.com/scorp).

Active participants may also contact their employer to request they submit the change to Empower. Employers may log in to the Total Retirement Center to make the update or submit the change by email to the current employer contact on the [State ORP service provider contact list](#).

### Name change

#### Active or terminated participants

Complete a [Participant Information Change form](#) and submit to Empower Retirement. To obtain the form, call the Participant Information Center at 800.743.5274, download via online account access or visit Empower's State ORP website, [www.massmutual.com/scorp](http://www.massmutual.com/scorp).

Active participants may also contact their employer to request they submit the change to Empower. Employers may log in to the Total Retirement Center to make the update or submit the change by email to the current employer contact on the [State ORP service provider contact list](#).

*Name changes are not accepted via phone or online.*

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## Address change

### Active or terminated participants

1. Update via online account access; or
2. Call the Contact Center at 800.842.2252.

## Name change

### Active or terminated participants

1. Update via online account access and upload supporting documents; or
2. Call the Contact Center at 800.842.2252 to request a *Name Change Form* be sent to you by mail or email.

# Voya Financial

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## Address change

### Active participants

Submit all personal information changes to your employer's Human Resources department.

Employers may submit the change via the payroll contribution file or by email to the current employer contact on the [State ORP service provider contact list](#).

### Terminated/retired participants and alternate payees

1. Update via online account access;
2. Call the State ORP Retirement Service Center at 866.373.5338; or
3. Complete a [Name and Address Change Form](#) and submit to Voya. To obtain the form, call the State ORP Retirement Service Center at 866.373.5338, download via online account access or visit Voya's State ORP website at [stateorp.voya.com](http://stateorp.voya.com).

## Name change

### Active participants

Submit all personal information changes to your employer's Human Resources department.

Employers may submit the change via the payroll contribution file or by email to the current employer contact on the [State ORP service provider contact list](#).

### Terminated/retired participants and alternate payees

1. Complete a [Name and Address Change Form](#) and submit to Voya. To obtain the form, call the State ORP Retirement Service Center at 866.373.5338, download via online account access or visit Voya's State ORP website at [stateorp.voya.com](http://stateorp.voya.com); or
2. Submit a letter to Voya that includes your name, Social Security number, address, date of birth, proof of name change and signature. Submit the letter to Voya in the same manner as the [Name and Address Change Form](#).