

LIAISON MEMORANDUM

NUMBER 07-11

To: Agency Liaison Officers

From: Cindy Rougeou
Executive Director

Re: SOLARIS Implementation Announcement

Date: October 9, 2007

The Louisiana State Employees' Retirement System (LASERS) is proud to announce implementation of the next phase of our new pension administration system, known as the State of Louisiana Retirement Information System (SOLARIS). SOLARIS is a project several years in the making which will vastly improve the capabilities of your retirement system.

As with any changeover to a new computer system, there will be a period of transition for LASERS and for the agencies that we serve. We anticipate a three week "lock down" period during which certain processes will be on hold. This is to allow staff training, conversion of data, and physical transition to the new system. After this on-hold period, members and contributing agencies may notice a temporary slowdown in some services as LASERS staff work to catch up on backlogs.

These changes are expected before the end of this year. As we get closer, we will notify you of the specific dates. Below is a listing of particular processes that will, and will not be, affected.

Monthly retiree checks will not be affected by this changeover. SOLARIS has been paying retiree benefits since June 2006. Retirees and beneficiaries will continue to be paid on the first of each month.

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Processes which will be unavailable during the lock down include:

- Issuance of all refunds;
- Processing of retirement applications (retirements will be effective on the date of the application, but preparation of final calculations will be delayed);
- Issuance of replacement benefit checks;
- Changes in account information (i.e. address, direct deposit, and taxes);
- Transfers to Great-West for the optional retirement plan (ORP) and self-directed plan (SDP);
- DROP disbursements;
- Processing of purchases of service, repay refunds, transfers in and transfers out;
- Posting agency contributions to members' records; and
- Retirement estimates.

The phone center will be available to accept calls during the lock down. Also, you may continue to forward documentation, forms, applications, etc. throughout the lock down period. All paperwork will be processed as soon as normal operations resume.

SOLARIS will greatly enhance the customer service experience for LASERS members and their employing agencies. We appreciate your patience during this period of transition.