

# CALL CENTER NAVIGATION MAP

## *for Active Accounts*



**Dial 1-877-NC-SECURE (1-877-627-3287)**

### Listen to important messages

**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 calling as an employer

**Press 5** for the NC Fire & Rescue Pension Fund, the National Guard, or elected officials

**Press 6** if you received a letter saying you owe money to the Retirement Systems

**Press 7** if you don't know which option to select

**Press 1** if you are a Retiree

**Press 2** if you are an Active Employee

**Press 1** to hear your account balance and accrued service

**Press 2** to request a Form (You can also get copies of forms on our website: [orbit.myncretirement.com](http://orbit.myncretirement.com).)

**Form 6:** Retirement application

**Form 5:** Withdraw your retirement service credit and contributions

**Form 2C:** Designating beneficiaries for the Death Benefit and Return of Contributions

**Form 333BEN:** Designating beneficiaries for the Contributory Death Benefit

**Press 3** for questions about getting a refund

**Press 4** for questions about disability benefits

**Press 5** to make an appointment for retirement counseling (*within one year of retirement*)

**Press 7** to select a different retirement systems account

**Press 0** to speak with a counselor



**North Carolina**  
Total Retirement Plans



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA