

CALL CENTER NAVIGATION MAP

for Retirees



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 monthly benefit amount
- Press 2** to hear how much you can earn if you return to work
- Press 3** to request a form (*You can also get copies of forms on our website: orbit.myncretirement.com.)*
- Form 333BEN:** Designating beneficiaries for the Contributory Death Benefit
- Form 170:** Authorizing direct deposit
- Form 290:** Choosing income tax withholding preferences
- Form 336:** Designating beneficiaries for the Guaranteed Refund as a Retiree
- Press 4** to request a duplicate 1099R tax form
- Press 7** to select a different retirement systems account
- Press 0** to speak with a counselor



North Carolina
Total Retirement Plans



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