



Phone Menu Map

Welcome to the North Carolina Retirement Systems.

If you are looking for phone assistance, please call (919) 814-4590.

The following are steps to access the interactive voice response system. Many members are able to take care of business with the automated system or in the secure ORBIT retirement portal. This is a quick reference guide so you can get to the option you need. Throughout the process, you may be asked to verify your member ID and personal information. We appreciate the opportunity to serve you.

Option Description

Press 1 If you need assistance with the ORBIT website.

Press 2 If you are a current or former teacher, state, county or local municipality employee OR if you are an employer calling with a member.

Press 3 To report a member death. You may also report a member death [online](#).

Press 4 To inquire about a deceased member's benefits.

Press 5 For the Firefighters' and Rescue Squad Workers' Pension Fund, North Carolina National Guard Pension Fund or elected officials' pension fund. You may contact this Department directly at (919) 814-9815.

Press 6 For the Employer Reporting Department. You may contact this Department directly at oer@nctreasurer.com.

Press 7 If you are unsure which option to select.

Press 8 To repeat the menu.

Continue the verification process when/if prompted, then:

- **Press 1** if you need assistance with the ORBIT website.
- **Press 2** for account balance and years of service information.
- **Press 3** if you are close to retirement and would like to speak with a counselor regarding your options. You may also schedule an appointment in your secure [ORBIT](#) account.
- **Press 4** for disability questions or information about your disability application.
- **Press 5** to request a form or hear contact information.
- **Press 6** for all other requests.