Angel Backes
Account Technician III

I began my employment with MPERS in September 1999 as a Senior Secretary. Throughout my career at MPERS, I have been entrusted with various job duties that have led me to my current position of Account Technician III. As an Account Technician, my primary focus is ensuring that our retirees and their survivors are paid accurately and on time.

Another major component of my job is to load the active employee pay files we receive twice a month from SAMII, review any discrepancies that are found, and make corrections as needed. This helps to ensure that the estimates you receive from our office are as accurate as possible.

I am the person to call any time you need help with:

- Completing a W-4P Substitute
- Updating your bank account - Direct Deposit Information
- Questions regarding any deductions withheld from your benefit payment
- Benefit verifications (or as many of your banks call them, "Award Letters")
- Questions about your Cost of Living Adjustment (COLA)

Basically, my job is to help answer any questions you have about your benefit payments. My work hours are 8:00 a.m. to 4:30 p.m. and my extension is 109.

The most important tip I can give is don't wait until the last minute to make changes! The cutoff each month for payroll updates is the 15th. We process payments for almost 9,000 people each month. Therefore, if you close your account or have any other critical changes, it is extremely important that you send us your updated information by the 15th. We will do our best to work with you in the case of an emergency; however, depending on when you contact us, the payroll may already be processed and there is nothing further we can do.

An easy way to make changes to your taxes and direct deposit is through Secure Member Access! You click a few buttons and your changes are made and submitted to our office... no forms to mail!

Please feel free to contact me with any questions or concerns you may have. If I don't have the answers you need, I will do my best to direct you to the person that does..

Serving those who keep us safe.