

FIREFIGHTERS' RETIREMENT SYSTEM

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HURRICANE IDA RECOVERY

Please know that the thoughts and prayers of the FRS board of trustees and staff are with the families of our members and retirees who are recovering from Hurricane Ida.

Direct Deposit. Fortunately, the FRS direct deposit was successfully completed the week before Hurricane Ida. Your money (monthly benefit) was deposited with your designated financial institution before the storm. We now rely on your financial institution to make that money available to you as soon as possible. If you are in a hurricane effected area and you already received your monthly deposit, then we are grateful that the system worked, notwithstanding the storm.

Checks. For the few members who receive paper checks, please know that your check was successfully hand delivered to the main processing station of the US Postal Service in Baton Rouge on Sept 1st, which is the regular day that the checks would have been mailed. We now rely on the USPS to deliver your check as soon as possible.

Refunds. If your application for a refund had been submitted timely in August and was processed through the system for payment in September, then your check was also included in the USPS mailing discussed above.

If you have not received your monthly deposit or check, or if your financial institution was destroyed or is otherwise closed for business, preventing access to your account, then please call, fax or email the FRS office and let's discuss any emergency options available to you.

Unfortunately, the FRS office lost electricity and phone service after Hurricane Ida passed through Baton Rouge at Category 2. We were and still are very concerned for you and your families. If you called the FRS office and only heard a ring tone, please know that the phones were not working on our end and voice mail was completely knocked out. We had no way of knowing about your call and felt terrible that we could not be of assistance at that moment. We know you experienced power outages, gas shortages, loss of internet, limited cell phone service and property damage. Even in that situation, we kept the FRS office staffed each day to be available as soon as phone service was restored. FRS has now resumed full operations. Please contact us if there is any way we can be of service or if you just want to share your hurricane experience with our caring staff. Thank you and please stay safe.