

## Frequently Asked Questions for Employees

### Q1. How/where do I update my new mailing address?

To change your mailing address with the college, complete the *Personal Info Change Form – HR* located on the I drive: <I:\Campus Forms\Personal Info Change Form - HR.pdf>. Return the completed form to the Human Resources (HR) office and present a valid photo ID.

To change your mailing address with ERS for insurance purposes, you can log into your personal [ERS online account](#) or call ERS at 877-27-4377.

To change your mailing address with TRS for retirement, you will complete the TRS [Change of Address Notification](#) (TRS 358) located on the TRS website and return the completed form to TRS at the address located on the top left corner of the form. If you have a [MyTRS](#) user ID and password, you may log in to update your address.

To change your mailing address with your ORP/TSA/TDA/403b/457 vendor, please contact your vendor directly for instructions on how to update your address.

### Q2. How/where do I update my new legal name?

To change your legal name with the college, complete the *Personal Info Change Form - HR* located on the I drive: <I:\Campus Forms\Personal Info Change Form - HR.pdf>. Return the completed form to the HR office and present your new SS card identifying your new legal name.

HR will update the employee name with ERS for insurance purposes. You should receive new insurance ID cards in approximately 7 -10 business days, if applicable.

You will need to change your legal name with TRS by sending a written letter to TRS. The written notice must contain both your SS number and your signature. You must also include a copy of a court order or marriage license that authorizes your name change. There is no TRS form for submitting a name change. You will mail this letter to: Teacher Retirement System of Texas, 1000 Red River Street, Austin, TX 78701-2698.

If you have an ORP/TSA/TDA/403b/457 retirement account, please contact your vendor directly for instructions on how to update your legal name with their company.

### Q3. How do I add/update my life insurance beneficiaries?

To update your ERS life insurance beneficiaries, you can log into your [ERS online account](#) or call ERS at 877-275-4377. You will need to provide your beneficiaries' dates of birth, mailing addresses and social security numbers. ERS will then email you a form listing your beneficiaries (check your junk email folder). You must sign the form, have a witness sign it, and return it to ERS to complete the process. Once ERS receives this signed form, they will send you a confirmation letter via email verifying that your request has been processed.

### Q4. How do I add/update my retirement beneficiaries?

To update your TRS beneficiaries, you will complete the [TRS Beneficiary Designation Form](#) (TRS 15) located on the [www.trs.texas.gov](http://www.trs.texas.gov). Completed forms are sent to Teacher Retirement System of Texas, 1000 Red River Street, Austin, TX 78701-2698.

To update your retirement beneficiaries for your OPR/TSA/TDA/403b/457 retirement account, please contact your vendor directly for instructions on how to update your beneficiaries with their company.

Q4. How do I update my Federal Withholding (W-4 Form)?

Complete a new Form W-4 (for the current year) and return to Patty Rosenfield in Payroll located in Appomattox Square, Suite 4. Patty's contact number is 409-933-8145. The form is located at COM Human Resources website: <https://www.com.edu/human-resources/new-hire-forms>.

Q6. How do I change my direct deposit?

Complete a new Direct Deposit form and return to Patty Rosenfield in Payroll located in Appomattox Square, Suite 4, and include a voided check, savings deposit slip or direct deposit authorization from your bank. Patty's contact number is 409-933-8145. The form is located at COM Human Resources website: <https://www.com.edu/human-resources/new-hire-forms> or [I:\Campus Forms](#).

Q7. Where can I find information about my insurance benefits?

You can review ERS insurance benefit information by visiting the COM Human Resources benefits website: <https://www.com.edu/human-resources/benefits>, visit the ERS website: [www.ERS.texas.gov](http://www.ERS.texas.gov), call ERS at 877-275-4377 with questions or log into your personal [ERS online account](#) to view your personal benefit summary. Website links to all insurance plans are located at the COM and ERS websites.

Q8. Where can I view my leave balance and paycheck stubs?

You should log into your [WebAdvisor](#) account to view your leave balance, payroll pay advices, W-2 Electronic Consent, W-2 Statements, time entry, facility work order requests, and room scheduling requests. All leave balances are updated monthly at the end of each month.

As a reminder, the maximum vacation leave an employee can maintain is 240 hours on their month anniversary. The maximum sick leave an employee can maintain is 960 hours on their month anniversary. Any unused Personal Business Leave (PBL) will expire after August 31<sup>st</sup> of each year.

Q9. Where can I find information about FMLA and how do I file a claim?

You can visit our COM HR Benefits website, <https://www.com.edu/human-resources/benefits>, under the FMLA section. You can also direct any questions to the HR office, Ext. 8408. If you are out of work for more than three (3) consecutive days for a serious health condition for yourself or your eligible family member, you should apply for FMLA. FMLA is available for continuous or intermittent leaves of absence. While on FMLA, you will use your accrued leave time to keep you in a paid status.

Q10. Where can I find information about our EAP program?

You can visit our COM HR Benefits website, <https://www.com.edu/human-resources/benefits>, under the EAP section. You can also direct any questions to the HR office, Ext. 8269.

Q11. Where can I find commonly used forms?

You can find commonly used COM forms on [I:\Campus Forms](#).