



Personnel Status Change Forms

Please do not submit a Personnel Status change form with a future date. If you do we will send an email to you stating:

The termination date provided is in the future (“date”), and as such we cannot accept the form (see attachment).

MainePERS cannot accept notice of a termination unless it is submitted at the same time or after your employee has formally terminated. A Personnel Status Change form that informs us of a termination is your legal certification that an employee no longer works with you, which is not possible to confirm until the person has left employment.

Please send us a new form once the member has actually terminated.

ESS Browser

Internet Browser Security Update

Like you, MainePERS takes data security very seriously. To that end, we are adding new internet browser security requirements in order to access the Employer Self-Service (ESS) portal. Browsers, like Google Chrome, Firefox, and others, are the vehicles we all must use to connect to the internet. New browser vulnerabilities are discovered daily and malicious actors regularly exploit flaws in websites to collect data. As a result, software developers regularly update their browser products to mitigate risks they become aware of. It is all of our responsibility to maintain security. For this reason, it is important to ensure that everyone uses the most current browser version that is available to access the ESS portal.

Soon, we will activate on-screen security alerts for any user whose browser is out of date. If you are using an older browser, you will be notified when logging into ESS that you should update it as soon as possible. If there are any reasons why you are unable to update, please let us know.



Caller ID Spoofing

Recently, it has come to our attention that calls have been made to members of the general public from telephone numbers that appear to be from MainePERS, but these calls are not from MainePERS. One was reported to be selling insurance to the call recipient.

This technique is called “Caller ID spoofing.” Caller ID spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity by using another number. There is nothing MainePERS can do to prevent someone from using a MainePERS’ telephone number for Caller ID spoofing.

To be clear, MainePERS will never ask for your personal information in an unsolicited call. MainePERS will never ask to sell you something. We will never ask for passwords. If you receive a suspicious call asking for your personal or non-public information, ask to call them back. If it is a spoofed number, they will likely hang up. Please share this with your employees.



Employee Address Changes

Late in 2018, MainePERS adopted the practice of having all address changes for active employees either be signed by the employee or submitted by their employer via ESS. This additional safeguard helps ensure the legitimacy of requests received. It also helps prevent us from mailing information to the wrong address. When one of your employees contacts MainePERS, if we discover the home contact information we have on file for them is not current, we ask them to make the update either by mailing a signed change form directly to us, or by asking you to update it using ESS.

We believe helping protect the personal information provided to us is one of the most important things we do, and we truly appreciate the role you play in partnering with us in this effort. We work every day, all day, to keep this information safe. Fraudsters, however, are constantly coming up with new ways to obtain personal information and steal money. Sometimes these thieves look for information that may seem unimportant at first glance. However, when these thieves start combining it with information they find in other places, it may be just what they need to steal from you or others.

If for some reason you are not able to update an employee's address via ESS, please help guide them to the appropriate form ([MM-0002 Member/Benefit Recipient Data Update](#)) on our web site. We will only act upon an original, signed form; not a faxed or electronic copy.

As always, if you are experiencing technical difficulties in ESS, Employer Services is available to help. Contact us by email at employer@mainepers.org or call us at 1-800-451-9800 for help.

Contact Information for Executives

If you have not already done so, please enter the contact information (name, phone number, and email address) in ESS for the chief executive and the chief officer over financial matters in your organization.

Occasionally, MainePERS needs to communicate items of importance to the individuals in these positions. Having their contact information available in our records makes that communication process much easier. Common chief executives are Town Managers, School Superintendents, and Executive Directors; in ESS, select "Executive" as the contact role for this individual. Finance Directors, Business Managers, and Chief Financial Officers are common chief officers over financial matters; in ESS, select "Finance" as the contact role for this individual.

Thank you for assisting us with this important contact information!



Data Breaches

A few employers have been in the unenviable position of resolving data or system breaches in recent months. These situations present real challenges as they are being experienced, and affect all aspects of an employer's conduct of business. A data security issue also affects vendors and partners, including MainePERS.

Reporting any issue at the time you become aware of it is an essential part of maintaining data security. Please call us as soon as you discover a problem.