SFDCP resources to support you during these challenging times

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The City and County of San Francisco’s Deferred Compensation Plan (SFDCP) understands how unsettling these times are and that you may have questions and concerns about your retirement savings. Please know that we remain committed to being here for you. While we’ve had to adjust some of our daily operations in response to the changing environment, serving your needs remains our priority.

As of last week, we’ve temporarily closed our 1145 Market Street location due to the “Shelter in Place” Order. However, SFDCP Retirement Counselors and Staff will continue to support your needs virtually during this time. We also continue to support you by phone Monday through Friday 5am to 5pm PST at 888-SFDCP-4U (733-2748), but wait times may be longer than usual due to record levels of participant interaction. To make it easier for you to get quick help and information, we want to make you aware of some online resources and services available to you:

Online scheduler for phone/virtual appointments.

SFDCP Retirement Counselors are now available for phone or virtual appointments! Find your department dedicated Counselor. Counselors can conduct meetings with you via telephone, Zoom or Skype. Simply state your preference when requesting an appointment.

Timely expert perspectives.

To help you make informed decisions about your retirement savings, here are some useful links and articles to help long-term investors stay the course:

- Register for a live webinar session on navigating market volatility
- Read this article to help get more comfortable with market volatility
- Learn about the benefits of dollar cost averaging

Digital support.

Log in to sfdcp.org anytime to access your account information or make contribution changes. Once you’ve logged in, you can use the Live Chat feature to directly message with a plan representative.

We are in this together and remain focused on what’s most important: helping you achieve your financial retirement goals. Please don’t hesitate to reach out to your SFDCP Counselor or call 888-SFDCP-4U (733-2748) for assistance.

Thank you and be well.