

# Protocol for Contacting the Fulton County Pension Office

Call **404-612-7606** . . . OR email [pensionunit@fultoncountyga.gov](mailto:pensionunit@fultoncountyga.gov)  
for ALL customer service inquiries



**404-612-7606**

*Have your question ready!*



[pensionunit@fultoncountyga.gov](mailto:pensionunit@fultoncountyga.gov)

*Get your answer in writing!*

The Fulton County Pension Office strives to provide the best service possible with a limited staff. Please keep the following in mind:

- **The Office has limited number of employees** to assist our 3,300+ retirees.
- **Please allow staff ample time to respond.**
- **Have your question ready and documents in hand when calling. Some complaints that “no one is answering calls”** can be attributed to retirees who tie up the lines for too long.
- **Calls average 30 to 40+ minutes, but can be shorter** if callers get to the point so that we can assist them and move to the next person.
- **Our new phone system places calls into queue** if the customer service rep is assisting another caller. After business hours, please leave a message.
- **VOICE MAIL** -- Monitored regularly throughout the day. Messages received by 3:00 p.m. are usually returned that day. Messages received after 3:00 p.m. are expected to be returned by 10:00 a.m. the following day.
- **EMAILS** -- Expect a reply email acknowledging receipt of the inquiry or stating a resolution within 24 hours.
- **If the call or email is an emergency or urgent**, we will work to provide an immediate response.

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