Option 1 – UC Retirement at Your Service (UCRAYs) Online Access
- All UCRAYs access-related questions, such as assistance with Account Unlock and Password Reset

Option 2 – Confirming receipt of a document(s) or requesting a Tax Document
- Sub option 1 - Confirming receipt of documents submitted to RASC
- Sub option 2 - Requesting tax documents

Option 3 - Survivor and Beneficiary Support
- Sub option 1 - Reporting a death
- Sub option 2 - All other survivor and beneficiary support-related questions

Option 4 - Retiree Health Insurance, including questions about Medicare
- Sub option 1 - Medicare (automated script with a choice to speak with a representative)
  - How Medicare works with UC Retirement
  - General Medicare information
- Sub option 2 – All other insurance-related questions
- Seasonal sub option – Open Enrollment (typically in October/November each year)

Option 5 – Retirement, including questions about retirement, a retirement in process, or the UC Retirement Plan
- Sub option 1 – Status of a retirement in process
- Sub option 2 – UC Retirement Savings Program – questions related to the Tax-Deferred 403(b) Plan, the 457(b) Deferred Compensation Plan and the Defined Contribution Plan. (Managed by Fidelity - 1-866-682-7787)
- Sub option 3 – All other retirement-related questions

Option 9 – All other questions
- Sub option 1 - Tax Withholding – assistance updating tax withholdings
- Sub option 2 - Change of Address – assistance updating an address
- Sub option 3 - Direct Deposit – assistance updating a direct deposit account
- Sub option 9 - All other questions

*Hours of Operation: Monday–Friday, 8:30 a.m. to 4:30 p.m. (PT)