UNIVERSITY OF CALIFORNIA Retirement Administration Service Center

Retirement Administration Service Center (RASC) Call Tree Menu Options: 1-800-888-8267*

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

Sup option 9 - All other questions

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