

# Sparrow Pension Center

Call: (800) 921-0369

9:30 a.m. – 5:30 p.m. ET, Monday through Friday

Voicemail messages will be returned the next business day. Please have your Social Security Number (SSN) ready when you call.

Please contact the Pension Center when you need to:

- Ask questions about your pension benefit
- Request a retirement application to start your Pension benefit<sup>1</sup>
- Run an estimate of your monthly pension annuity for future retirement
- View your pension profile by visiting <https://www.mercerpensionlens.com/Sparrow>
- Update your beneficiary in the event of a death, marriage, divorce, etc
- Report a death of a Sparrow retiree or eligible pension participant
- Report a divorce-related court order (QDRO)
- Report or request an address, name, direct deposit or tax deduction change
- Report a missing pension payment or stop payment request
- Request a copy of the Summary Plan Description (SPD) or Letter of Verification of monthly payment (*for existing retirees only*)
- Request to have a pension check re-issued
- Request to check status of pension payment
- **Request a copy of your most recent 1099-R tax form**

***IMPORTANT: please refer to your Retirement Flow Chart for applicable processing timelines when a signed retirement application has been submitted for processing to the Sparrow Pension Center. The Retirement Flow Chart is mailed to you, by the Sparrow Pension Center, with a copy of the Retirement Application when you request to commence your pension benefit.***

This notice does not represent a guarantee of benefits from the Plan. Your entitlement to, and the amount of, any benefit payable will be determined under the provisions of the Plan document.

<sup>1</sup> It is highly recommended that you contact the Sparrow Pension Center 90 days before you wish to start your pension benefit payment.

Revised December 2025

