



Frequently Asked Questions

What can I do to ensure HMEPS has the information I need to process my benefit request?

There are several steps you can take to ensure the paperwork you present to HMEPS is in order:

1. Get an official copy of your birth certificate.
2. Look at your City documents, Texas Driver's License, and Social Security card to ensure consistent use of your name.
3. If your name is different on your City documents, you will need to resolve the difference.

After you have accomplished the above, follow the guidelines set forth in the HMEPS Benefits Handbook. When you apply for retirement, you must furnish proof of your age. HMEPS must receive the required proof of age before you can begin receiving benefits. You must submit an original of one of the following documents (in some circumstances HMEPS may accept a readable copy):

- Birth certificate
- Delayed birth certificate
- Census report more than 30 years old
- Certificate of Naturalization
- Passport

You can apply for a delayed birth certificate through local or state agencies in the state in which you were born. In Texas, for example, you can contact the Texas Bureau of Vital Statistics. If you cannot furnish any one of the documents listed above, an original document from two of the following categories will be required (in some circumstances HMEPS may accept a readable copy):

- Birth certificate of your child, giving your age
- Baptismal certificate more than 30 years old
- Hospital record of birth
- School record at time you entered grammar school
- Life insurance policy more than 30 years old

In summary, ensuring your name is presented correctly is not a difficult process, but it can take time. It requires organization on your part, as well as initiative if you need to obtain documents from another state. But in the end it will make the process move more quickly when it comes time to submit documents to HMEPS.