



## A HOLIDAY MESSAGE FROM SBCERA'S CEO

DECEMBER 2019

As we celebrate the holiday season, I want to thank you for making this a wonderful year for the San Bernardino County Employees' Retirement Association (SBCERA). Whether you are just starting your career, already enjoying retirement, or somewhere in between—you are all part of what makes SBCERA special.

During my time with SBCERA, I have had the joy of serving alongside a talented team of people. We're passionate about serving you and we want to make sure it shows. So during this past year, we adopted a new **Strategic Plan**. This plan defines our values and outlines our big initiatives for the next several years.

As part of this plan, we conducted a Customer Service Survey a few months ago. We're already putting your feedback into action with projects we expect to complete in the coming year—a new website, better online retirement tools, improvements to our phone system, and other customer service upgrades. Thank you to all who participated in this important survey. Your voice matters and we want to hear from you. You can always email us at [memberservices@sbcera.org](mailto:memberservices@sbcera.org) with more feedback and ideas.

As we look forward to 2020, we'll celebrate SBCERA's 75th year in operation. Our fund has reached another all-time high with approximately \$10.6 billion in assets. It's our job to make sure that this money helps provide all of our 40,000-plus members with retirement security for many years to come. We take this job seriously and are committed to accountability and transparency in how we conduct our business.

As CEO of your retirement system, I am confident you will be pleased with the progress we are making and will continue to make in 2020. From my family to yours, I wish you a safe and memorable holiday season!

Sincerely,  
Debby Cherney, Chief Executive Officer