An Employed Member Record Was Not Found

Employers will see this exception when the DRS cannot locate a member's record. This typically occurs when a member is hired at a different NHRS-covered employer without a new enrollment form being submitted to NHRS. It can also occur if a member transfers from one plan to another within the same employer, but a new enrollment form is not submitted (for example, an "Employee" member is transferred to a "Teacher" position).

This exception may also occur if a member's hire date or termination date is in the middle of a pay period.

If this exception occurred due to an enrollment issue, a new enrollment form for the member must be submitted to NHRS.

Enrollment forms are available at: https://www.nhrs.org/employers/forms

Note: Employers must also submit an enrollment form to NHRS in the following instances:

- When a new hire meets the minimum participation standards for NHRS enrollment
- When a member is returning to work after being inactive for 180 days or more
- When a member begins a new position that falls within a different group (Group I or Group II) or job class (Employee, Teacher, Police, Fire)
- When a member is taking a position with another NHRS-covered employer

If this exception occurred because a member's hire or termination date was in the middle of a pay period, NHRS must clear this exception. Please contact NHRS by phone at (603) 410-3532 or by email at exceptions@nhrs.org.