

Customer Service Improvements and Trends

Item 7B

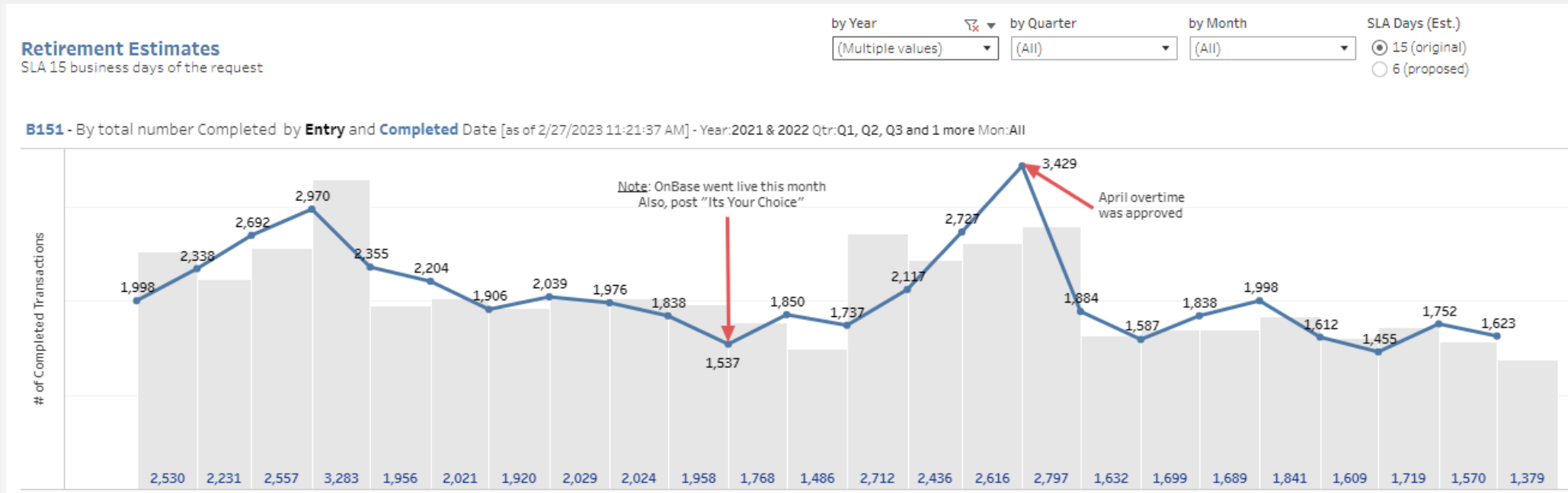
Anne Boudreau, Deputy Administrator
Division of Retirement Services



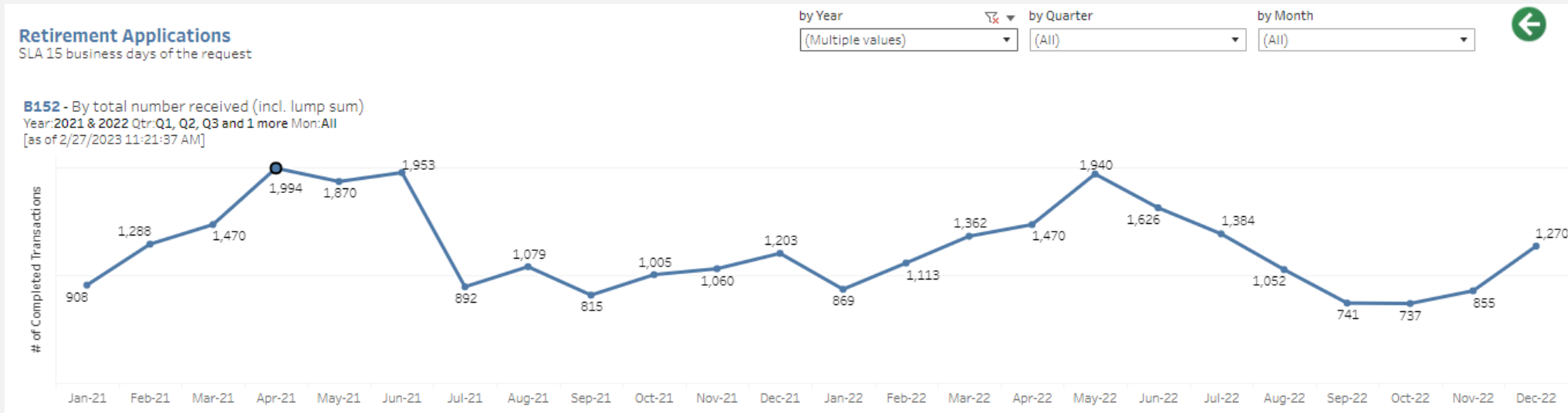


ETF Work Volume and Retirement Trends

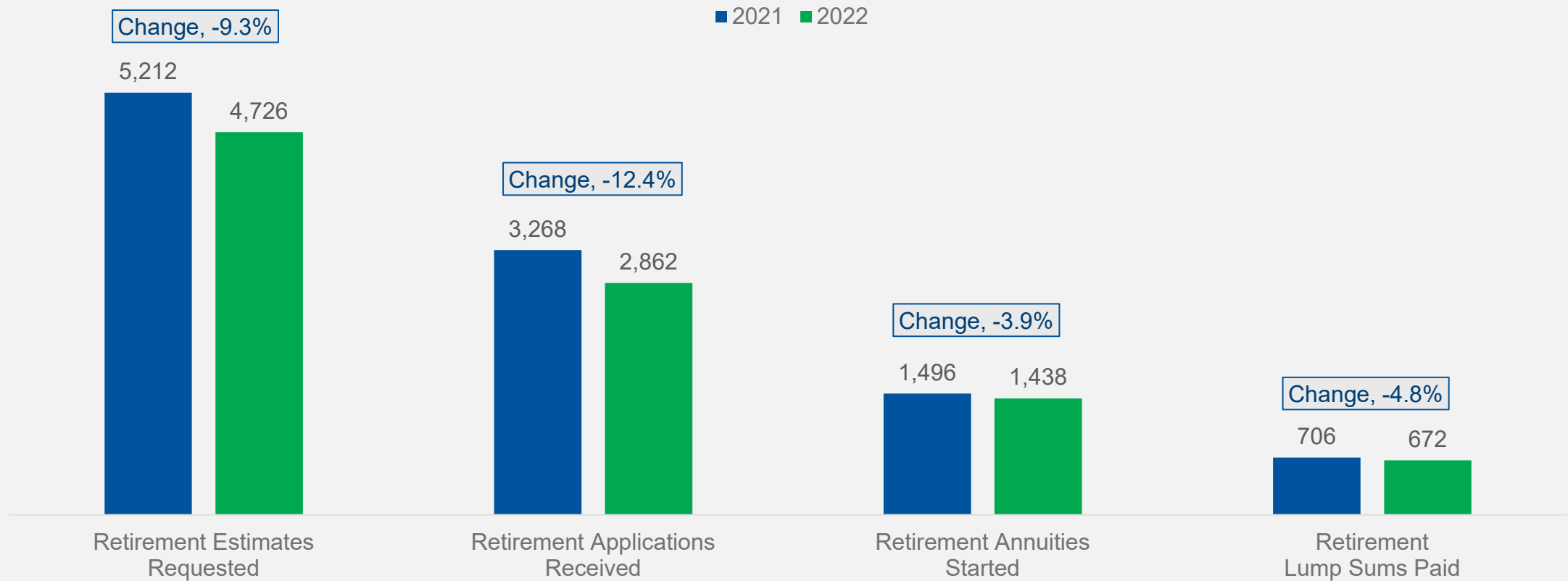
Retirement Estimates



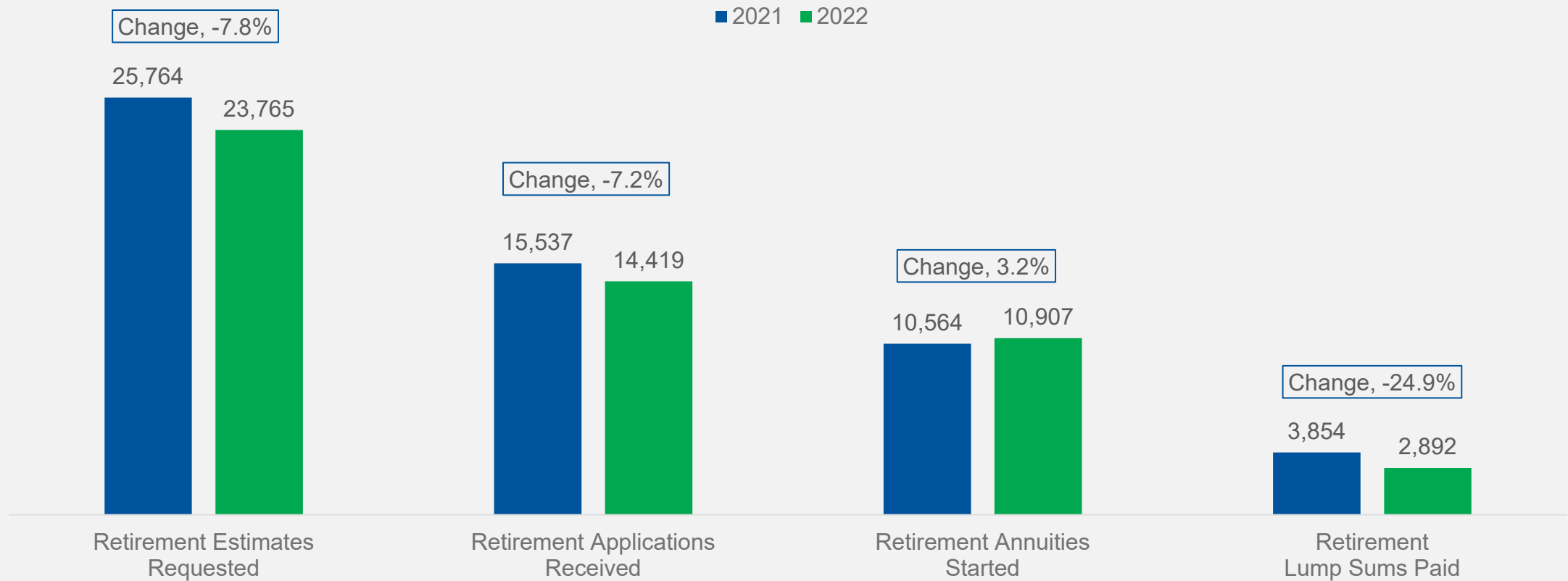
Retirement Applications



Retirement Data - Quarter 4

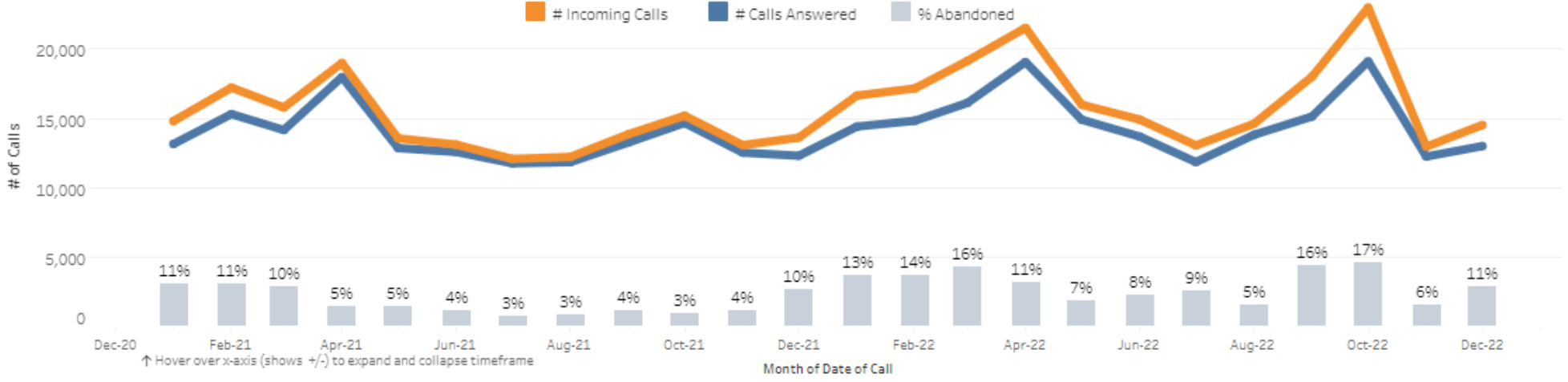


Retirement Data - Year

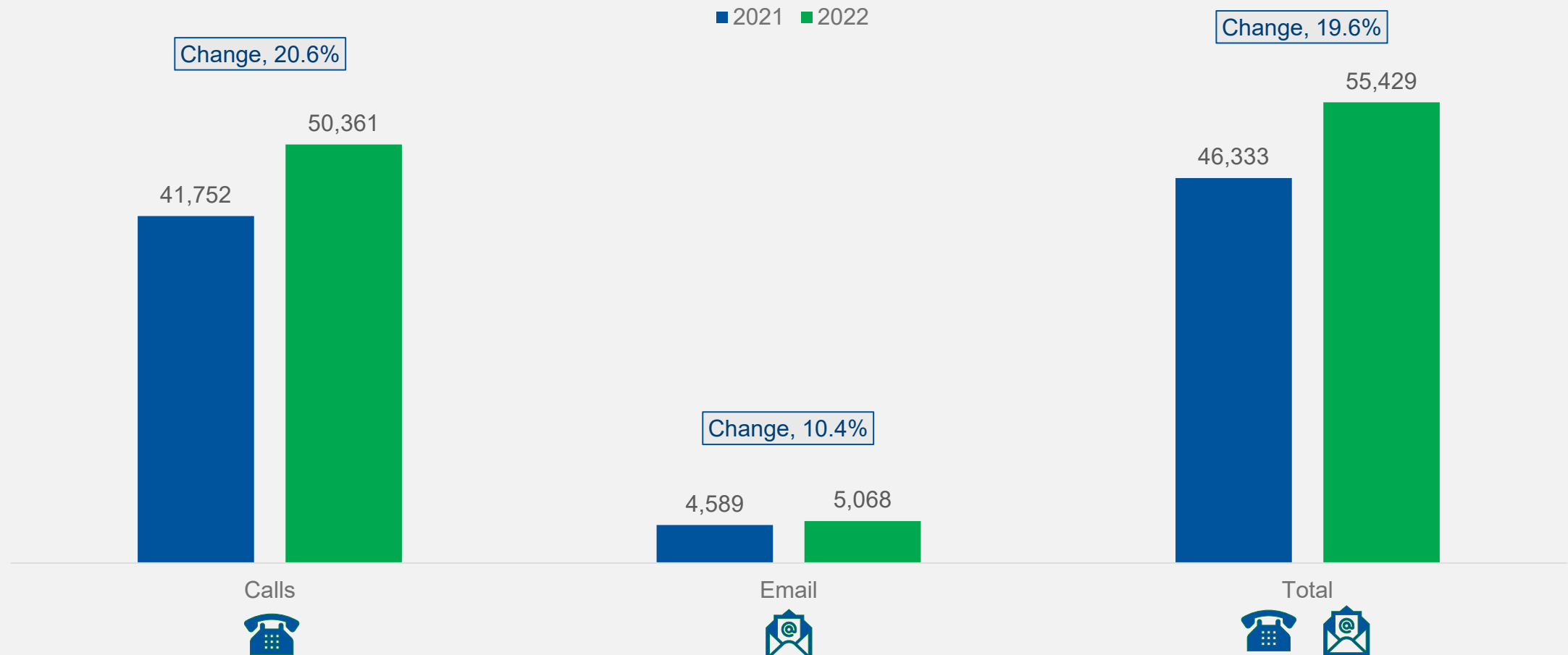


Member Calls

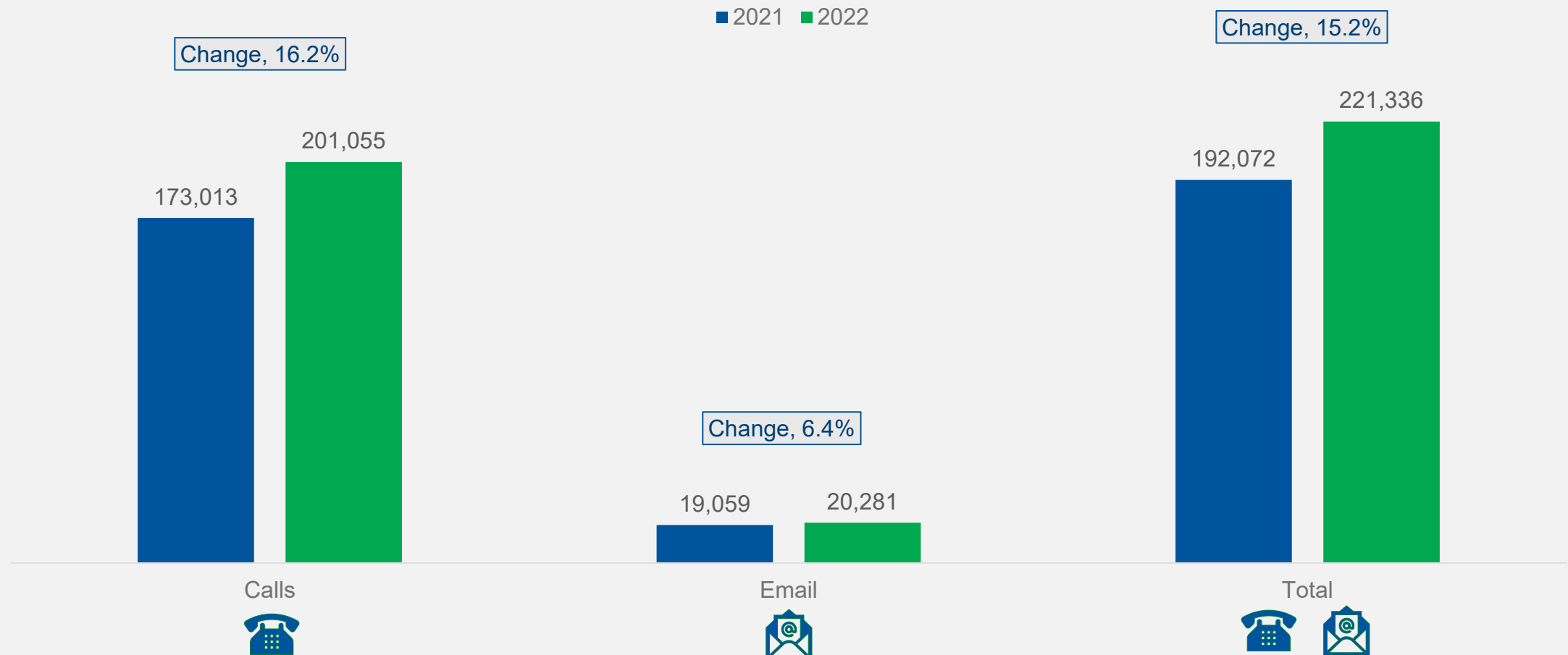
Member Call Center: **Total Calls** Compared to **Answered Calls** with Percentages (Click or highlight graph to update Member Call Center (Detail))
 [as of 2/27/2023 11:23:19 AM]



Customer Service - Quarter 4



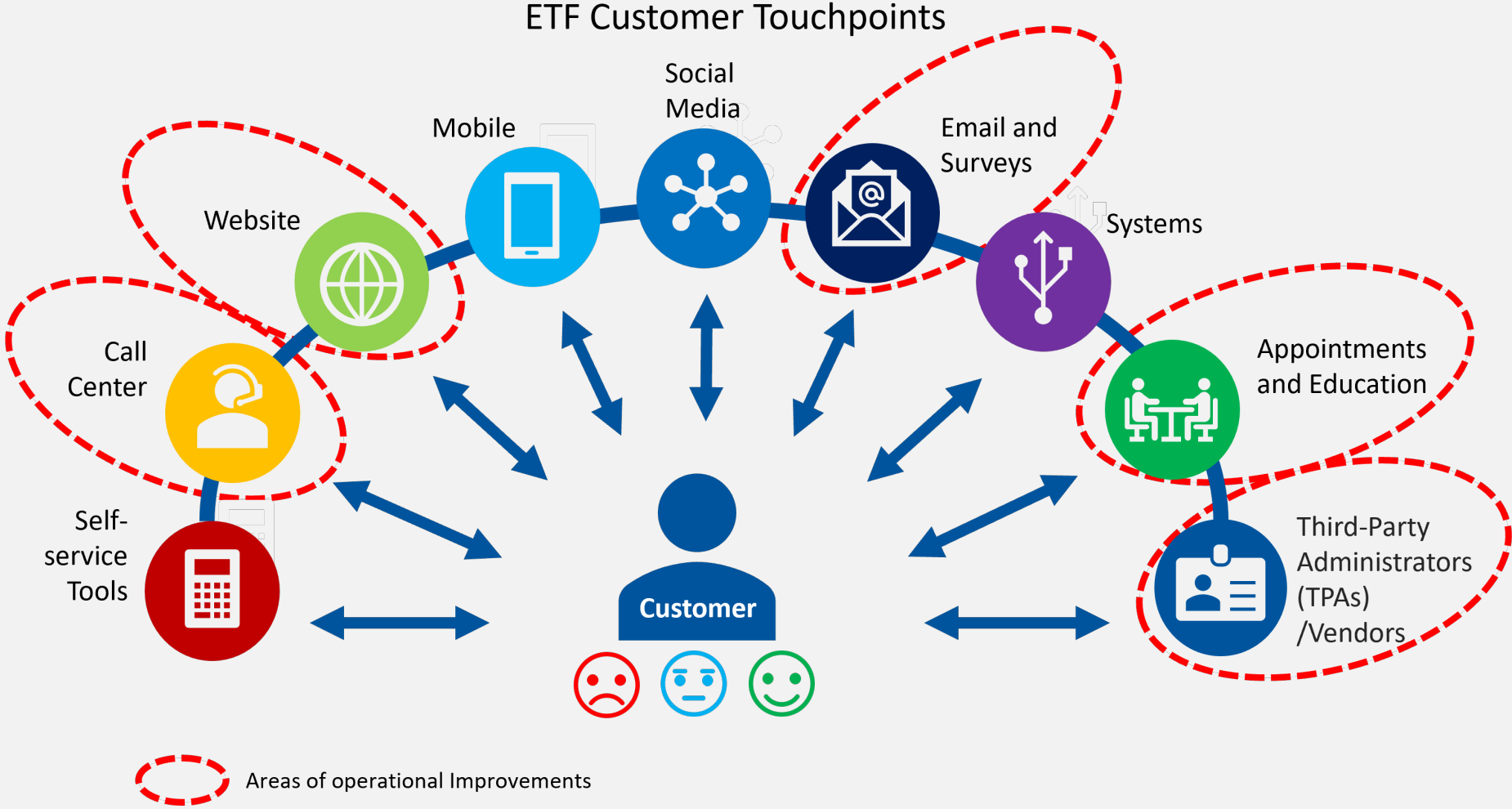
Customer Service - Year





ETF Operational Improvements

As we strategically build for the future, we make incremental operational improvements to better serve our customers



Customer Service Improvements

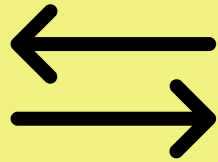


Improved Employer
Resource
Information



Return to
Outreach

Process Improvements



Direct and Automatic
Data Transmission to
Member Files



More Accurate Death
Information



Questions?

Thank you



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