

# Customer Service Improvements and Trends

Item 5B – Employee Trust Funds Board

Anne Boudreau, Deputy Administrator  
Division of Retirement Services



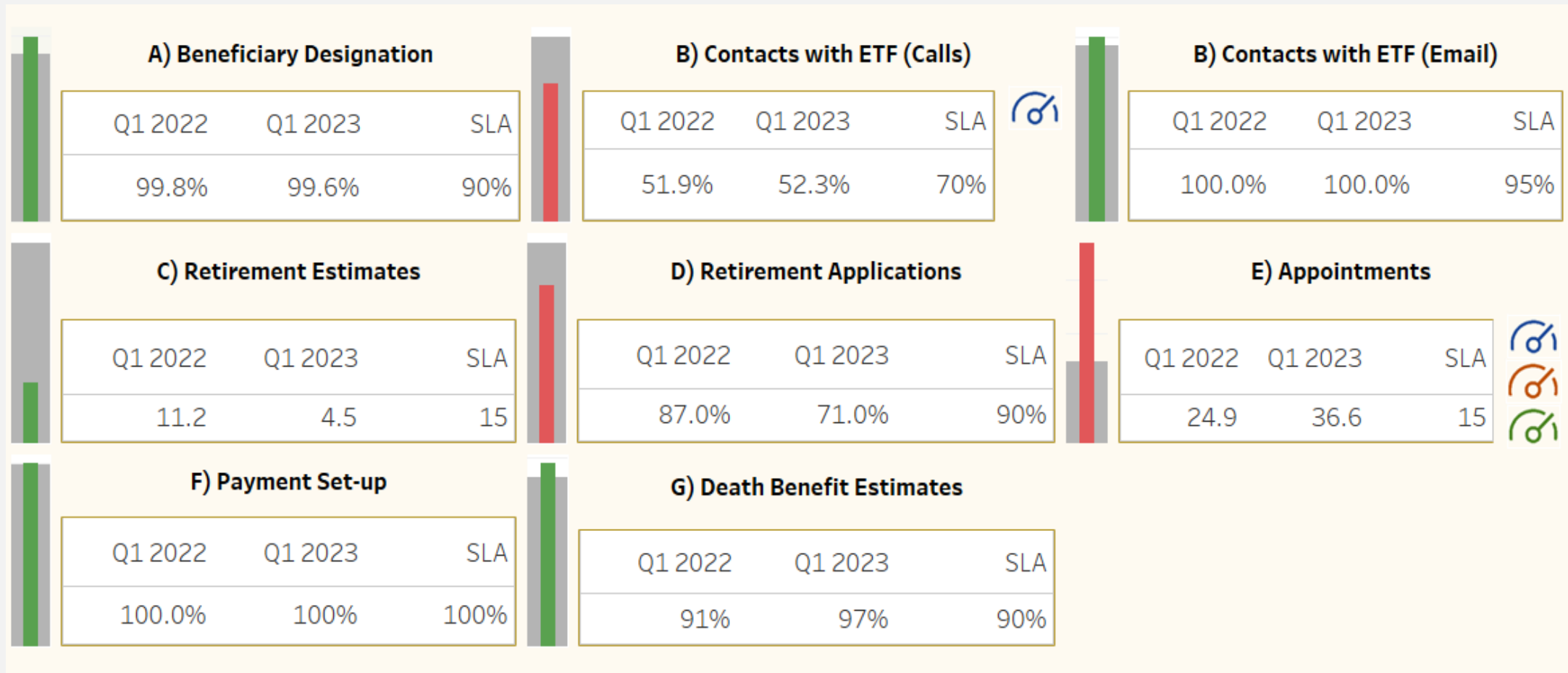
# Informational item only

- No Board action is required.

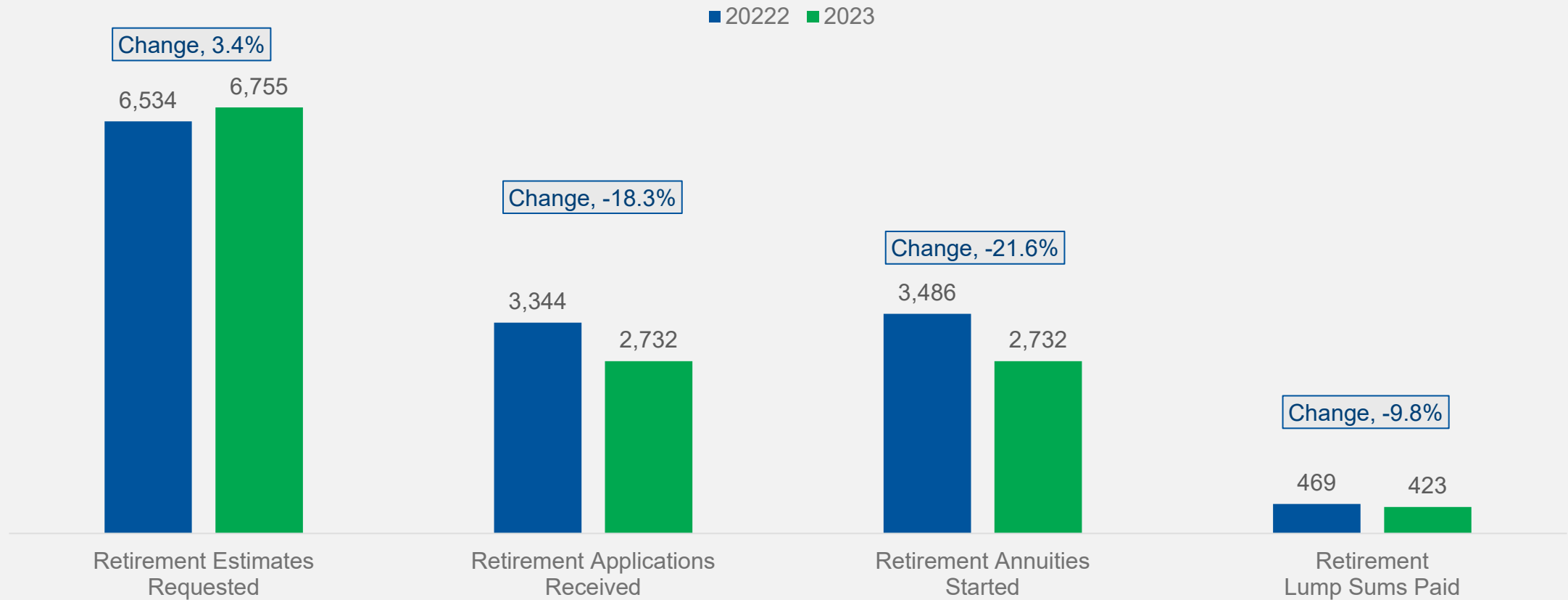


# ETF Work Volume and Retirement Trends

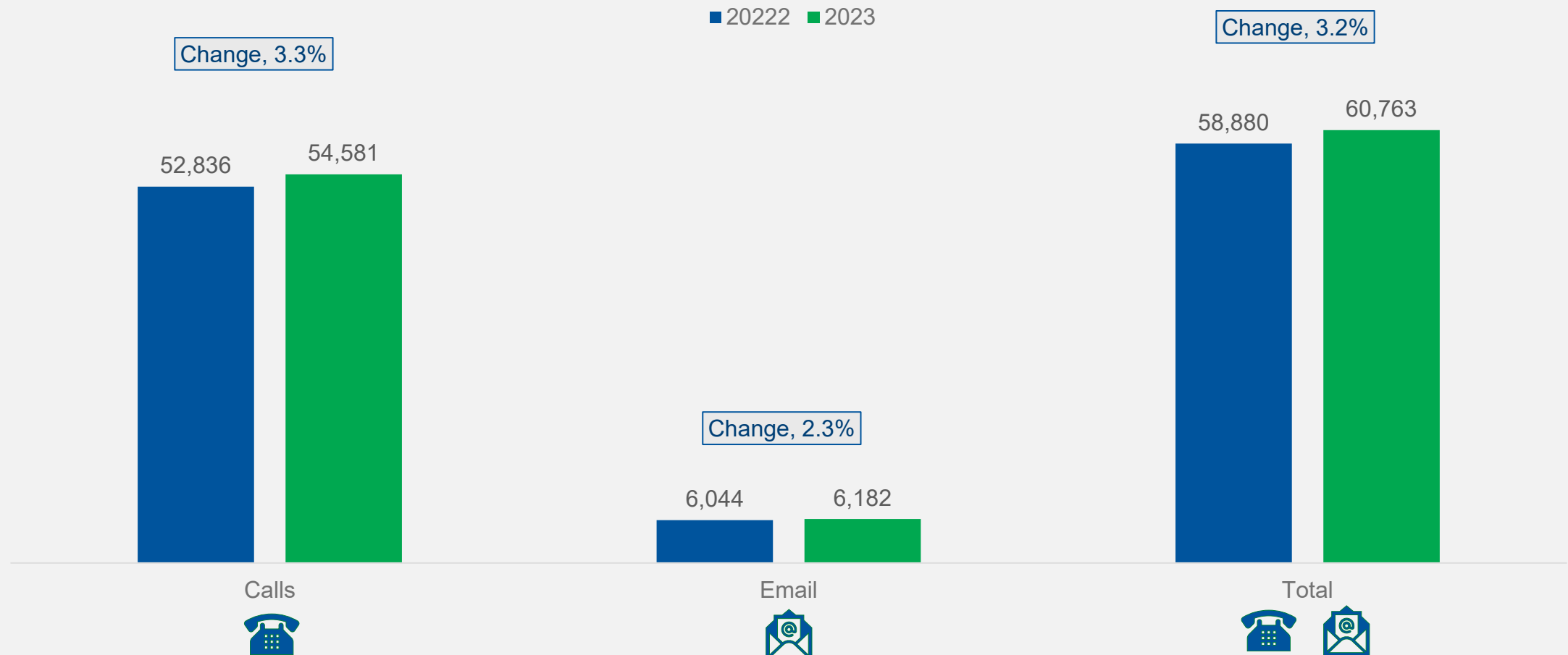
# North Star Dashboards



# Retirement Data - Quarter 1



# Customer Service - Quarter 1



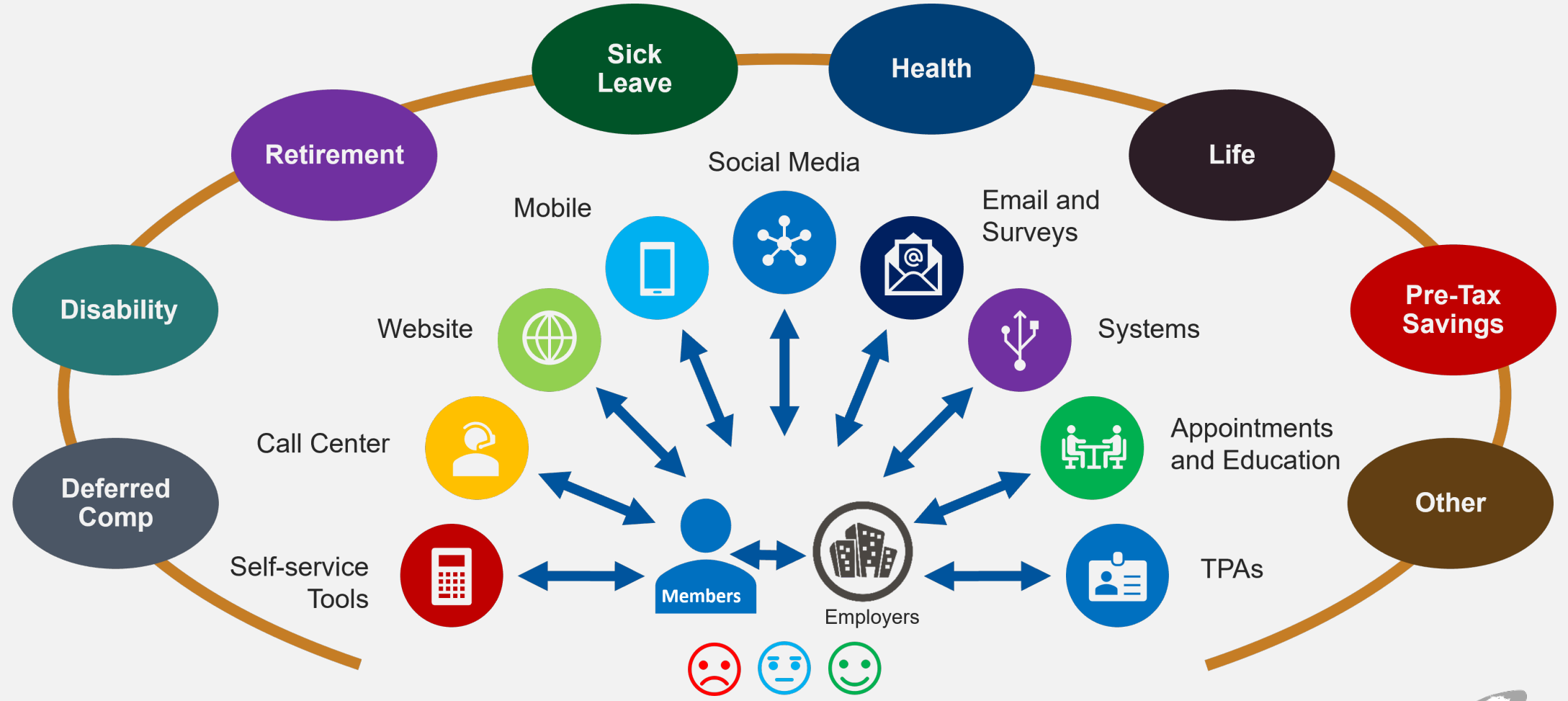


A photograph of a family of three—a woman, a man, and a young girl—walking together on a dirt path through a lush, green forest. The woman is on the left, the man is on the right, and the girl is in the center, slightly in front of them. They are all smiling and appear to be enjoying their walk. The background is filled with tall trees and dense foliage, creating a serene and natural setting. The overall tone of the image is positive and family-oriented.

# ETF Operational Improvements

# Customer Interactions

Continuous incremental improvements as we strategically build for the future-  
One ETF Voice.



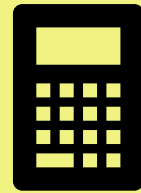


# Customer Service Improvements



Better Interface for  
Member Meetings

# Process Improvements



Successful Annual  
Reconciliation



More Accurate  
Death Information



**Questions?**

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# Thank you

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