

Customer Service Improvements and Trends

Item 5C – Employee Trust Funds Board

Anne Boudreau, Deputy Administrator

Division of Retirement Services

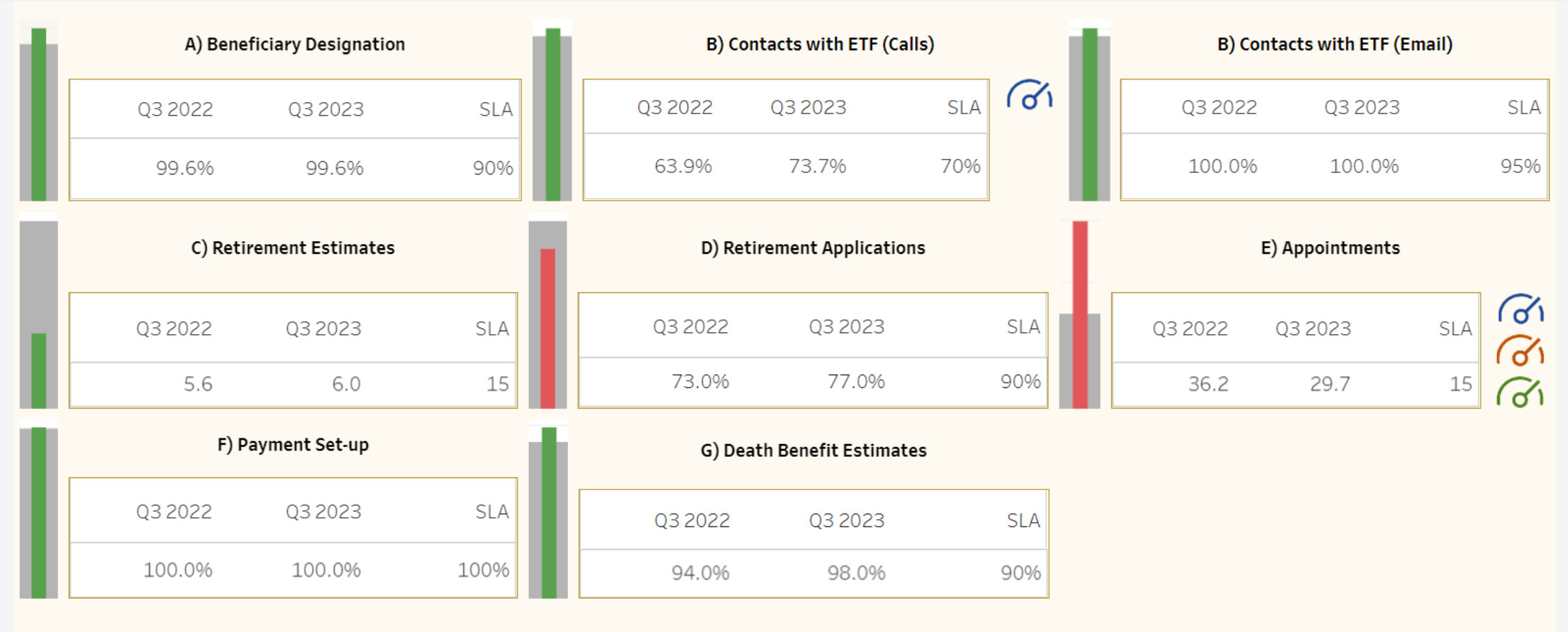


Informational item only

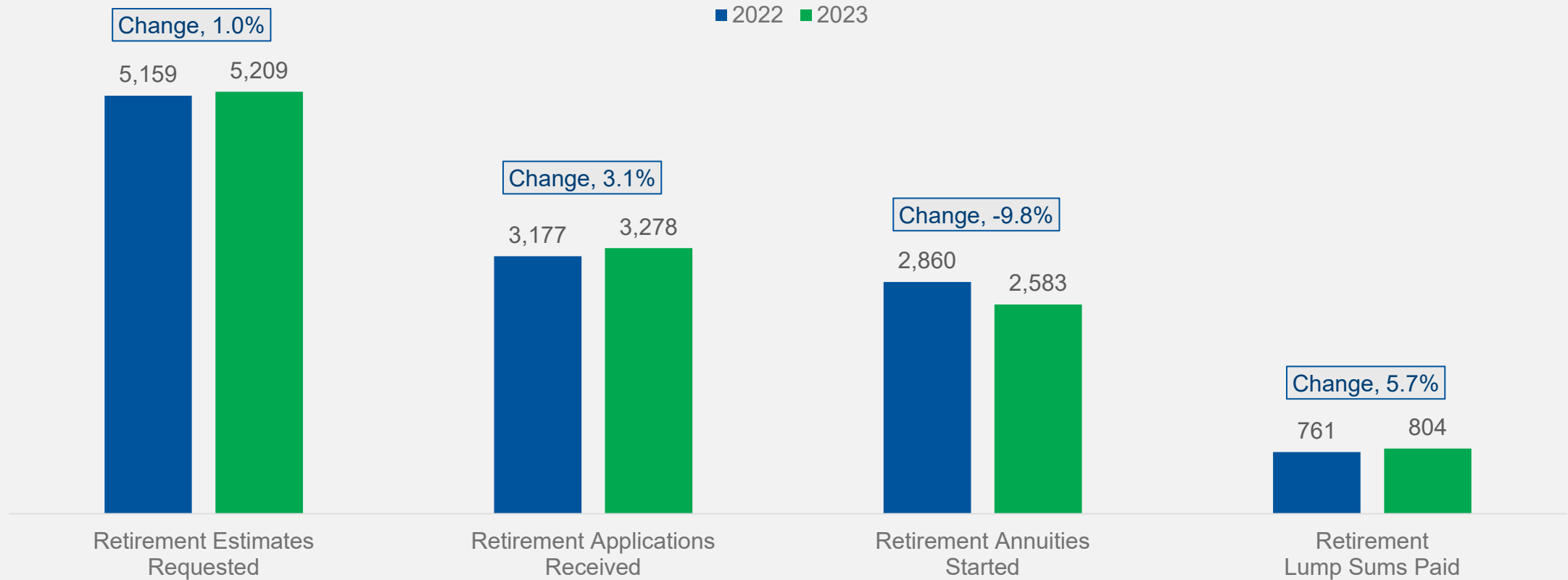
No Board action is required.

ETF Work Volume and Retirement Trends

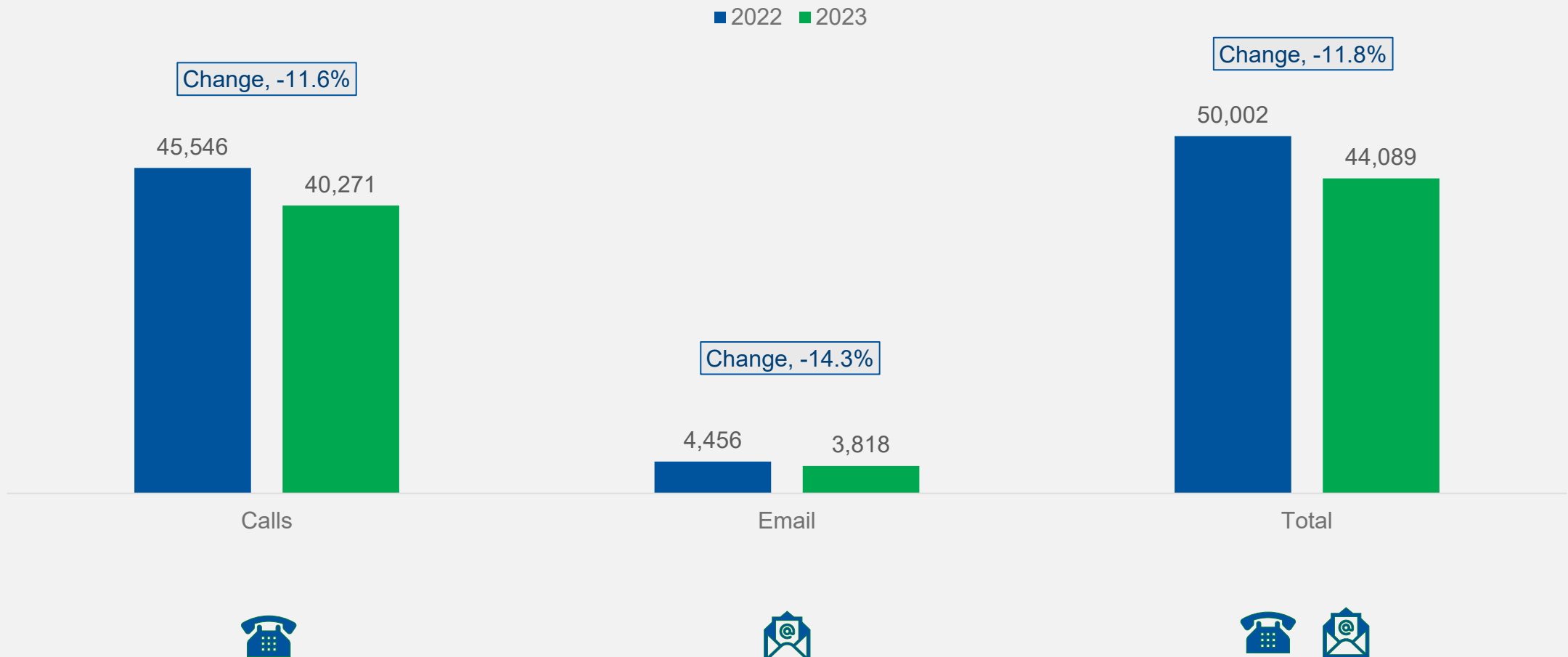
North Star Dashboards



Retirement Data - Quarter 3



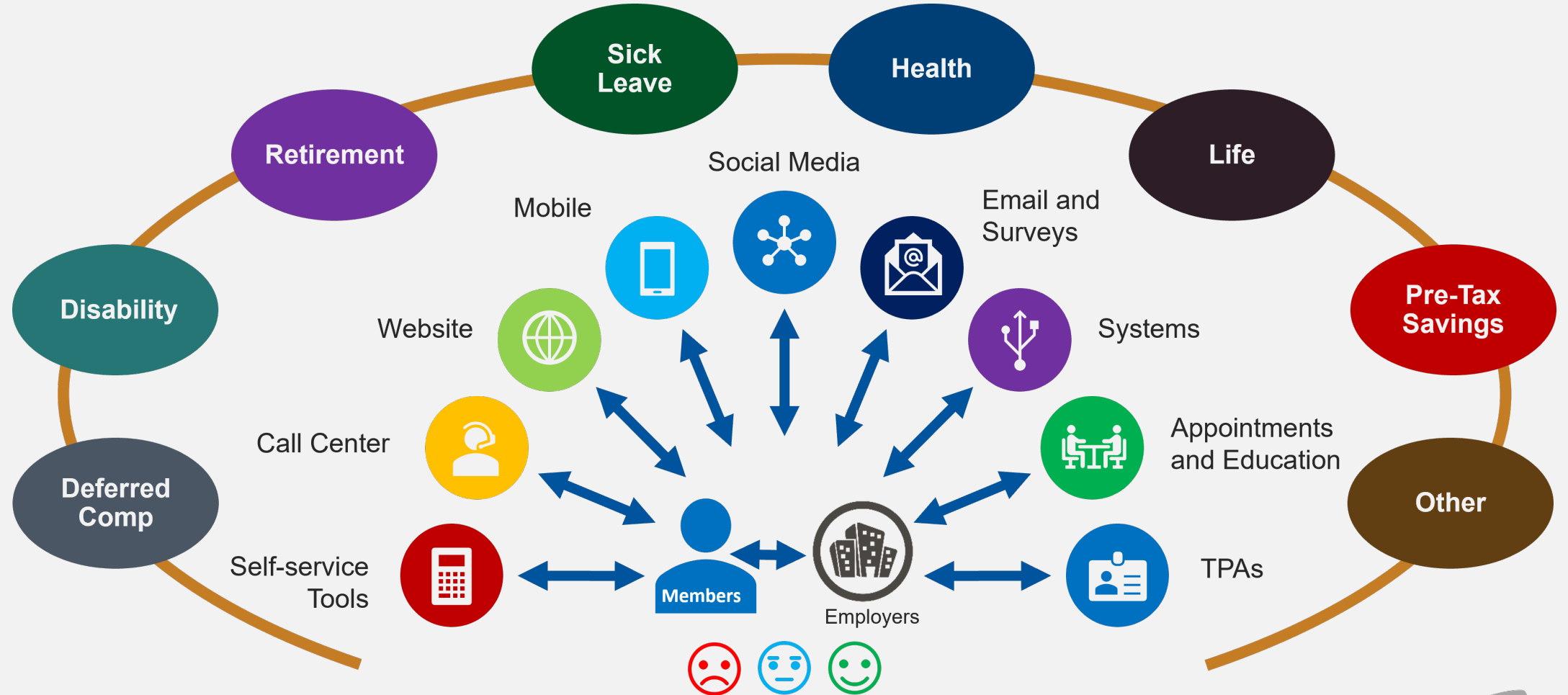
Customer Service - Quarter 3



ETF Operational Improvements

Customer Interactions

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



Customer Service Improvements



Health Insurance
Change
Acknowledgement

Process Improvements



More Accurate
Death Information

The background is a dark blue gradient with numerous out-of-focus light spots in shades of blue and purple, creating a bokeh effect.

Questions?

Thank you



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