



Retirement Services Update

Calendar Year 2013

Anne Boudreau

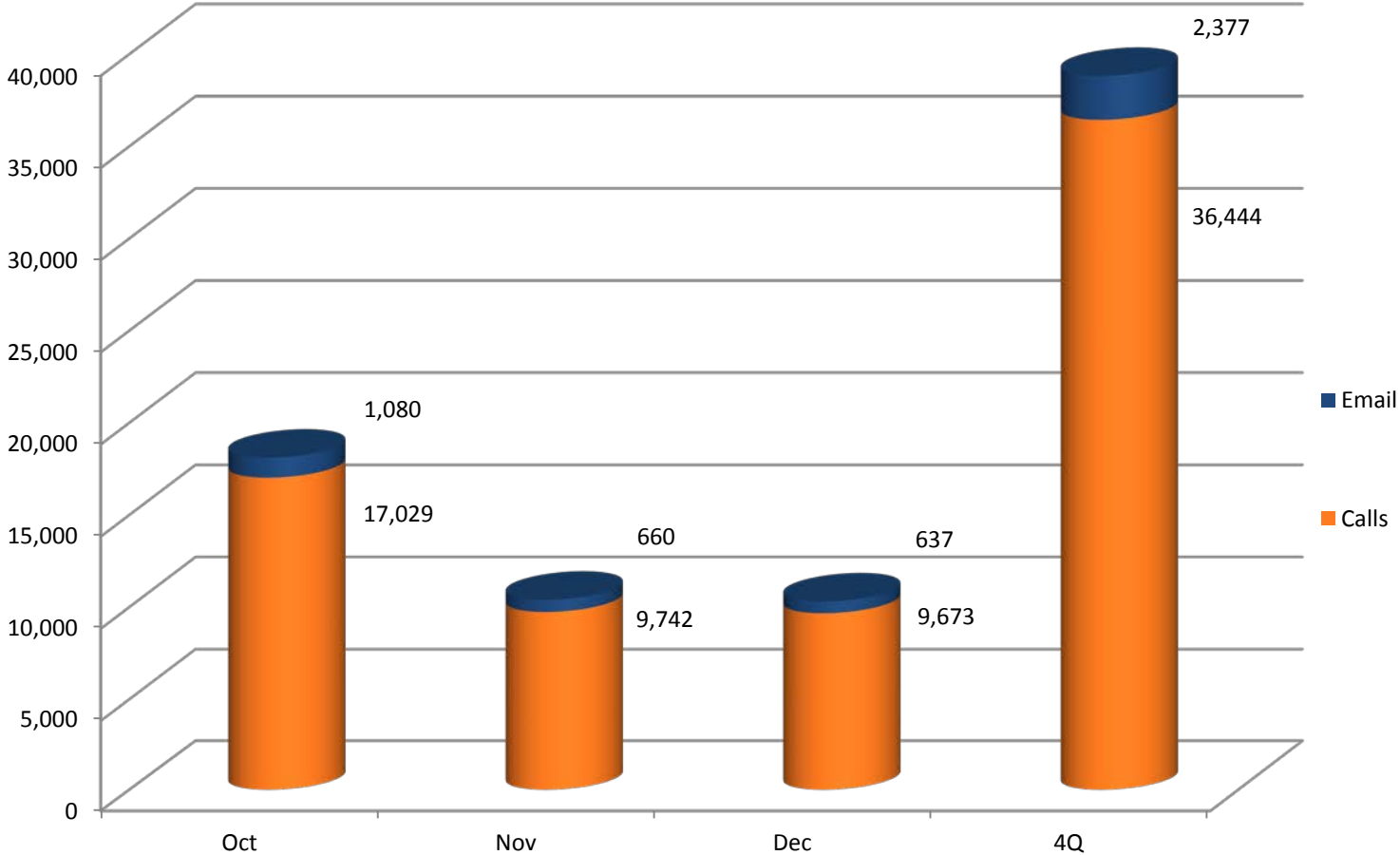
February 20, 2014



Customer Service



Member Calls to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	70
Number of Members Served	900

Field Presentations	
Number of Sessions	14
Number of Attendees	4,576

Individual Retirement Sessions	
Number of Members Served	1,257
- <i>with appointment</i>	717
- <i>without appointment</i>	540

File Updates for Members

	Oct	Nov	Dec	4Q
Beneficiary Designations	2,057	2,367	1,573	5,997
Military Service Affidavits	30	47	31	108
Rehired Annuitant Elections	550	510	193	1,253
Domestic Partner Affidavits	99	188	79	366
Total	2,736	3,112	1,876	7,724

File Updates for Retirees

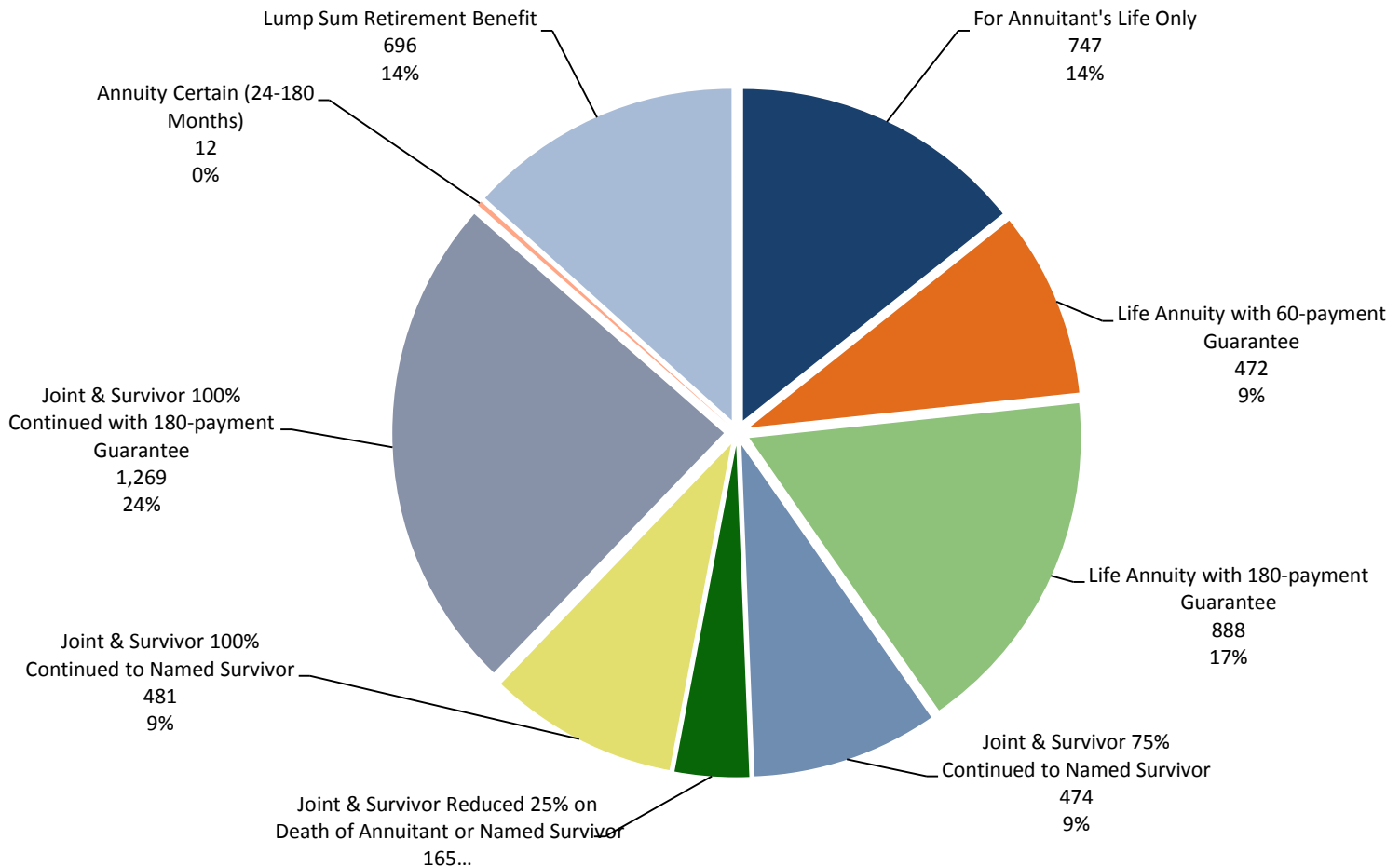
Address Changes	
Directly Requested by Retiree	14,867
Automatically Updated (NCOA Service)	1,831

Tax Withholding Changes	
Directly Requested by Retiree	3,455
Automatically Updated (tax table changes)	748,922

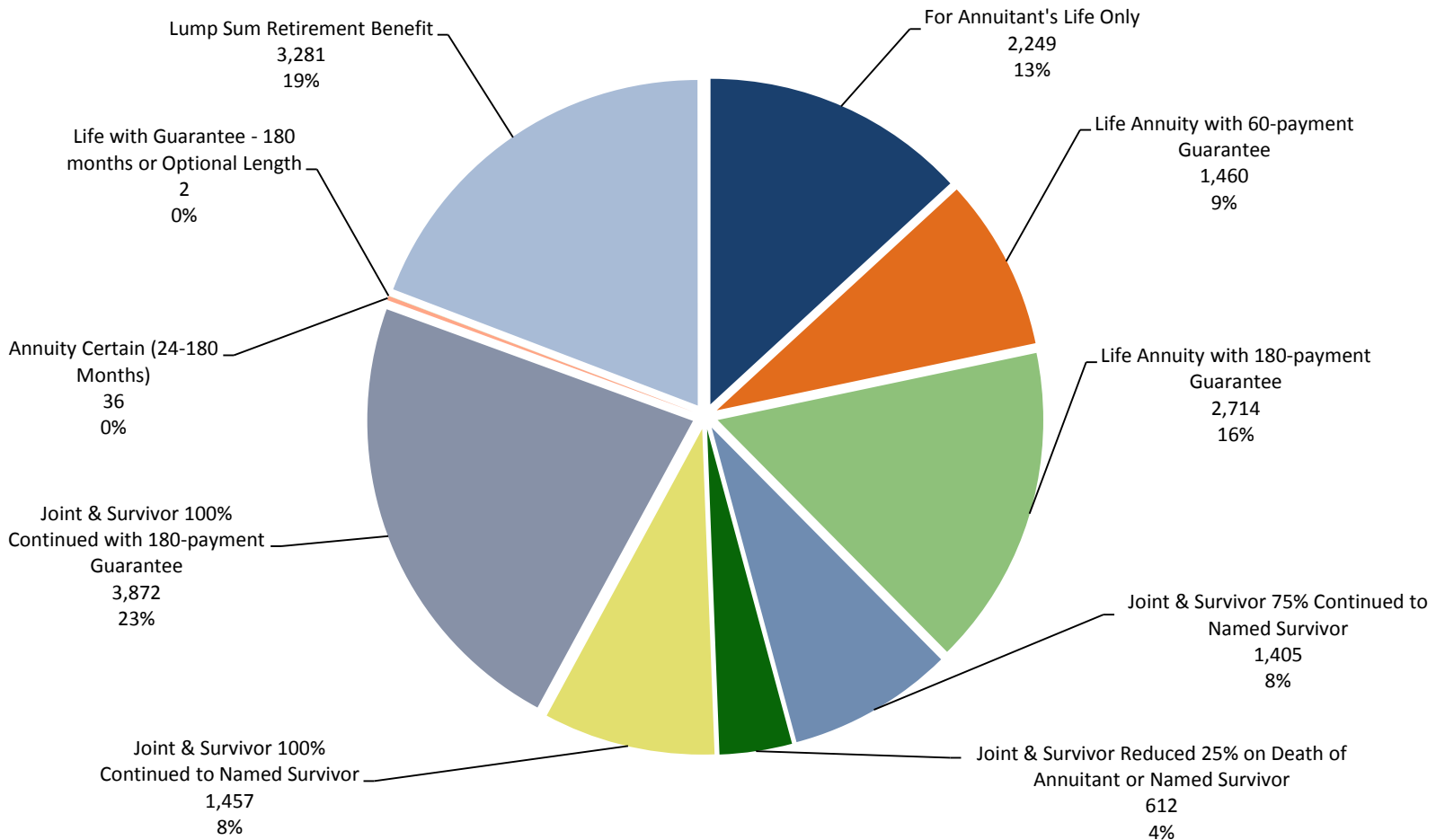
Health Insurance Transactions	
Sick Leave Transactions	47,671
Health Coverage Changes	2,588

Trends

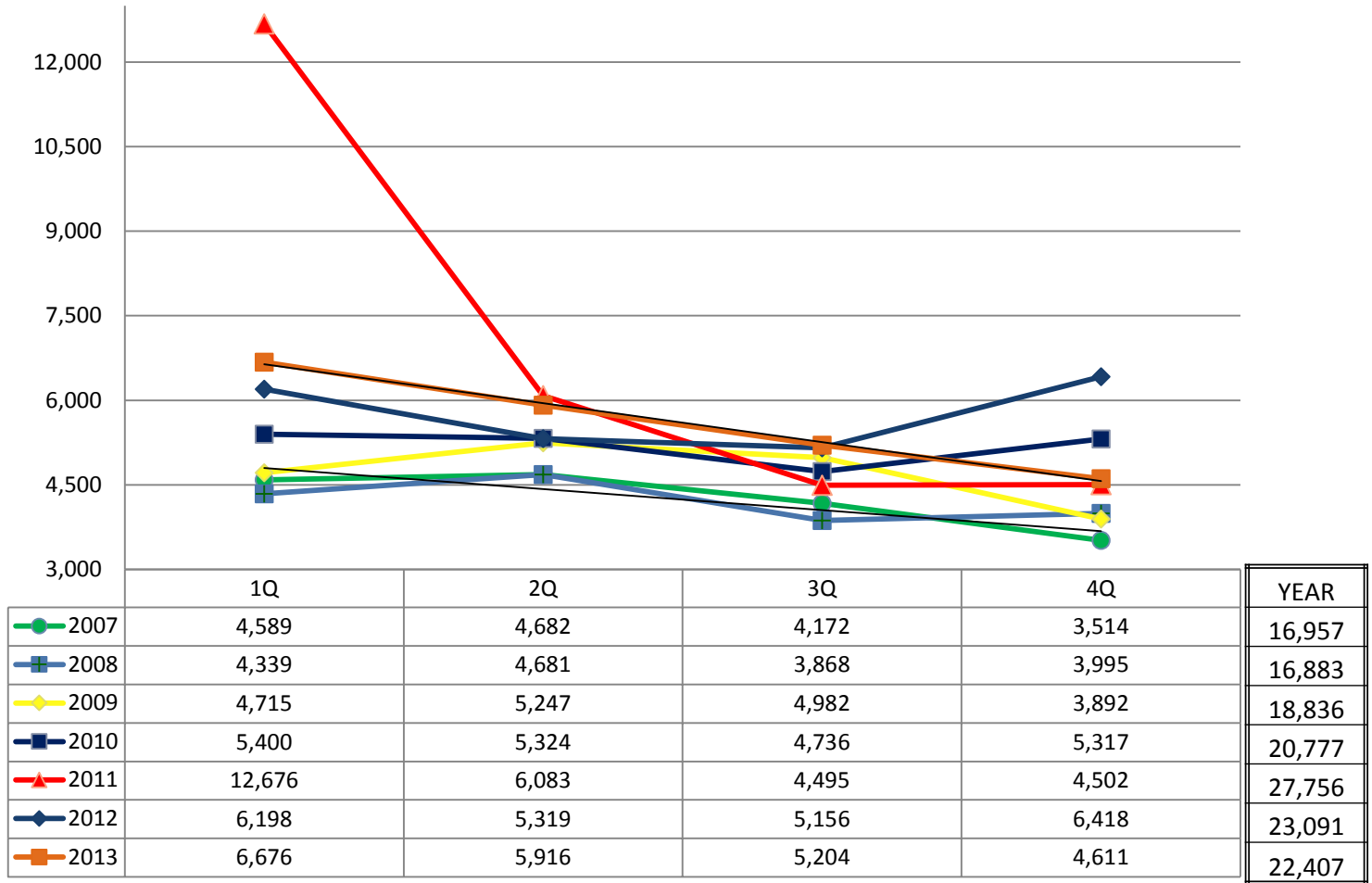
Retirement Benefit Options – Q4



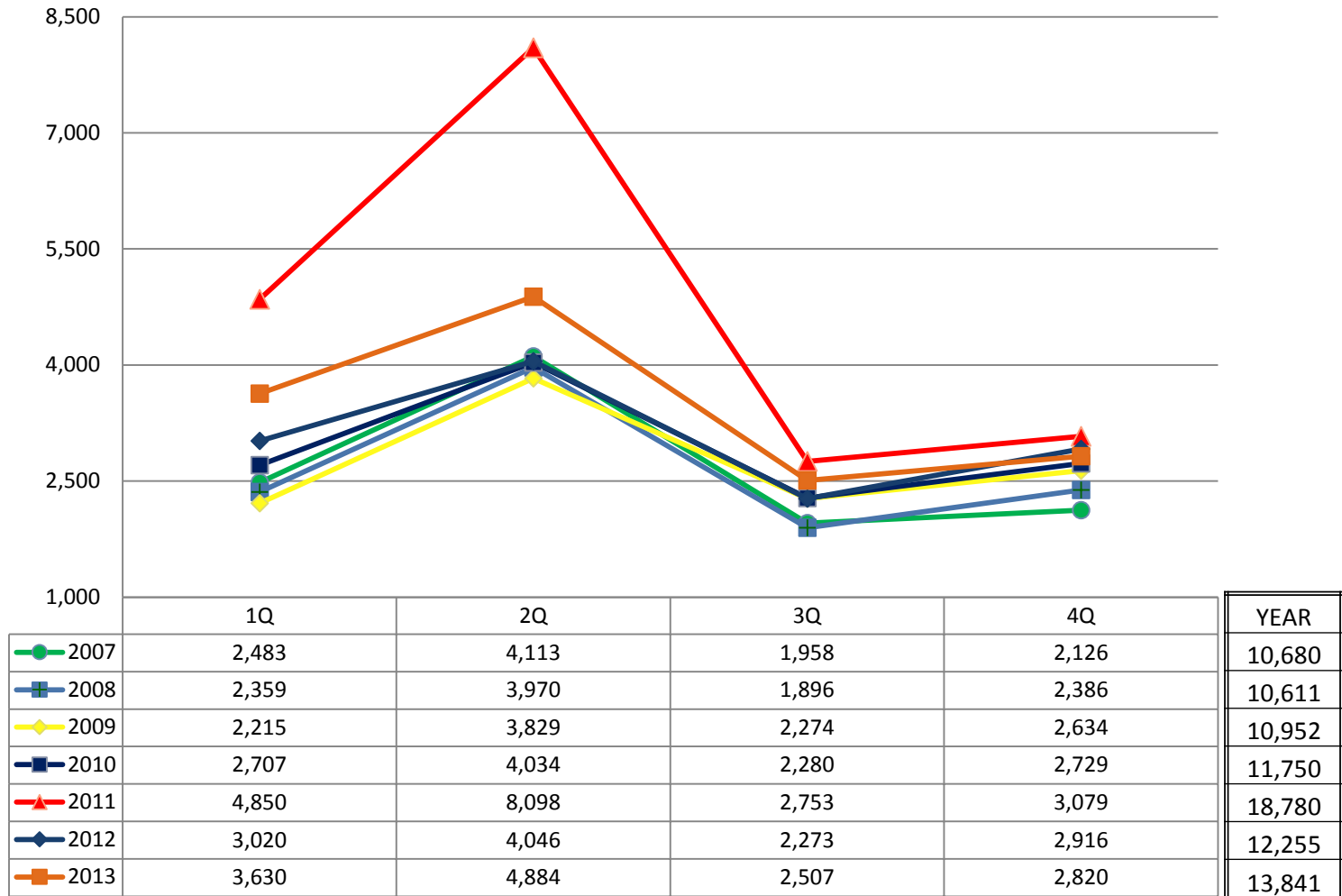
Retirement Benefit Options - 2013



Retirement Estimate Requests



Retirement Applications



Questions?