



Retirement Services Update

First Quarter 2014

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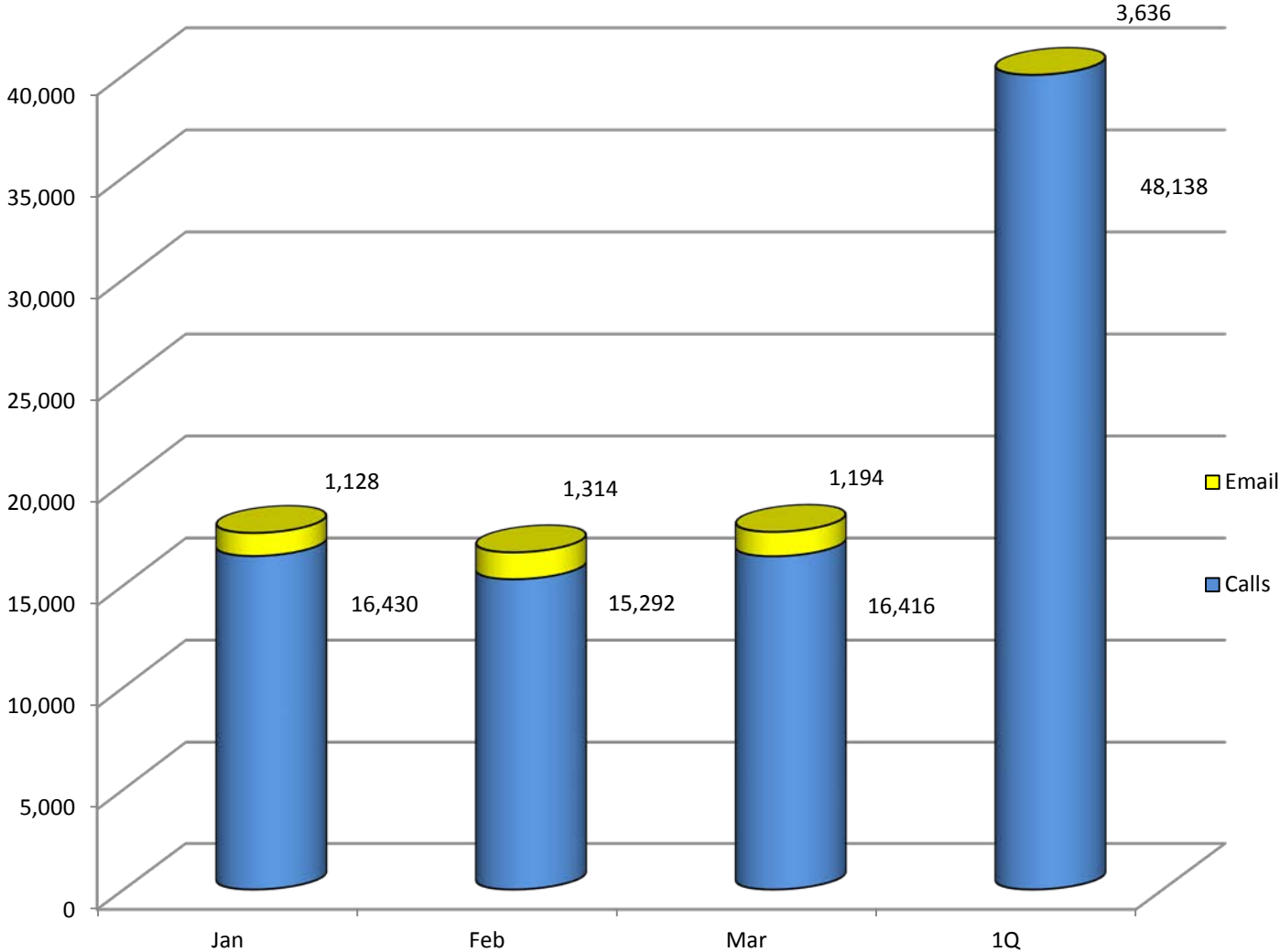
May 28, 2014



Customer Service



Member Calls to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	60
Number of Members Served	785

Field Presentations	
Number of Sessions	18
Number of Attendees	1,952

Individual Retirement Sessions	
Number of Members Served	1,355
- <i>with appointment</i>	928
- <i>without appointment</i>	427

File Updates for Members

	Jan	Feb	Mar	1Q
Beneficiary Designations	1,322	1,976	1,820	5,118
Military Service Affidavits	58	2	12	72
Rehired Annuitant Elections	68	315	169	552
Domestic Partner Affidavits	35	67	51	153
Total	1,483	2,360	2,052	5,895

File Updates for Retirees

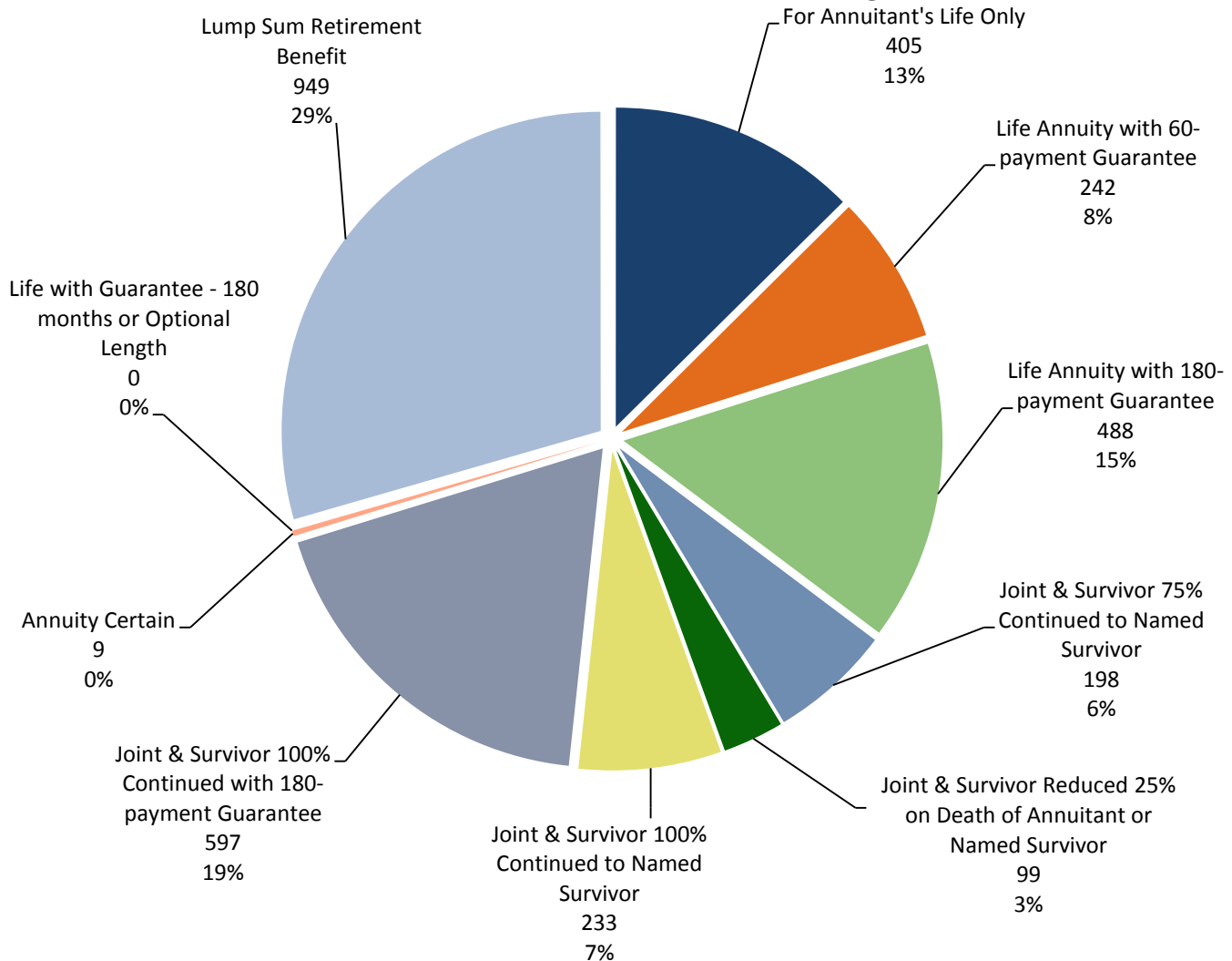
Address Changes	
Directly Requested by Retiree	15,362
Automatically Updated (NCOA Service)	3,095

Tax Withholding Changes	
Directly Requested by Retiree	9,260
Automatically Updated (tax table changes)	748,316

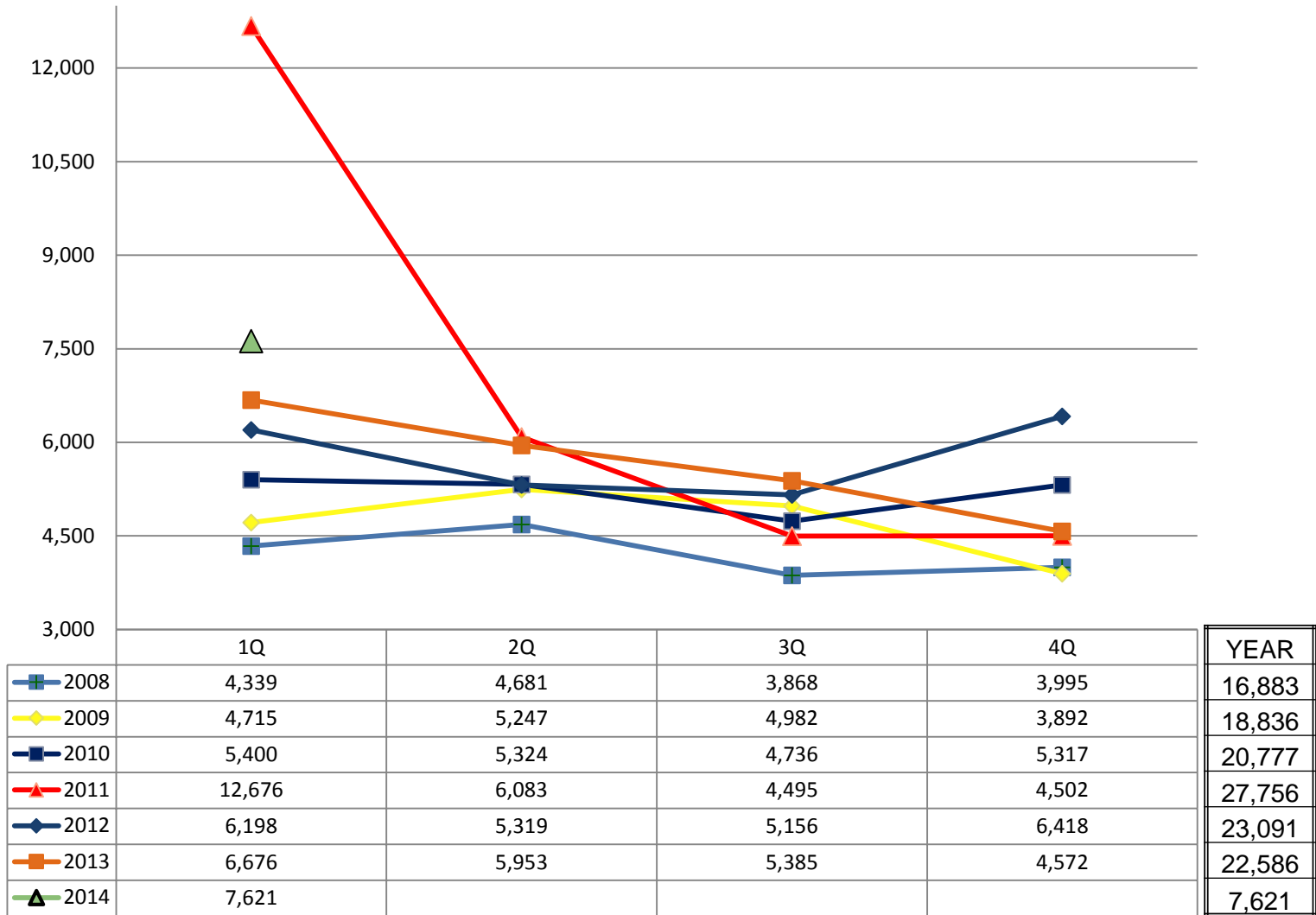
Health Insurance Transactions	
Sick Leave Transactions	48,538
Health Coverage Changes	1,915

Trends

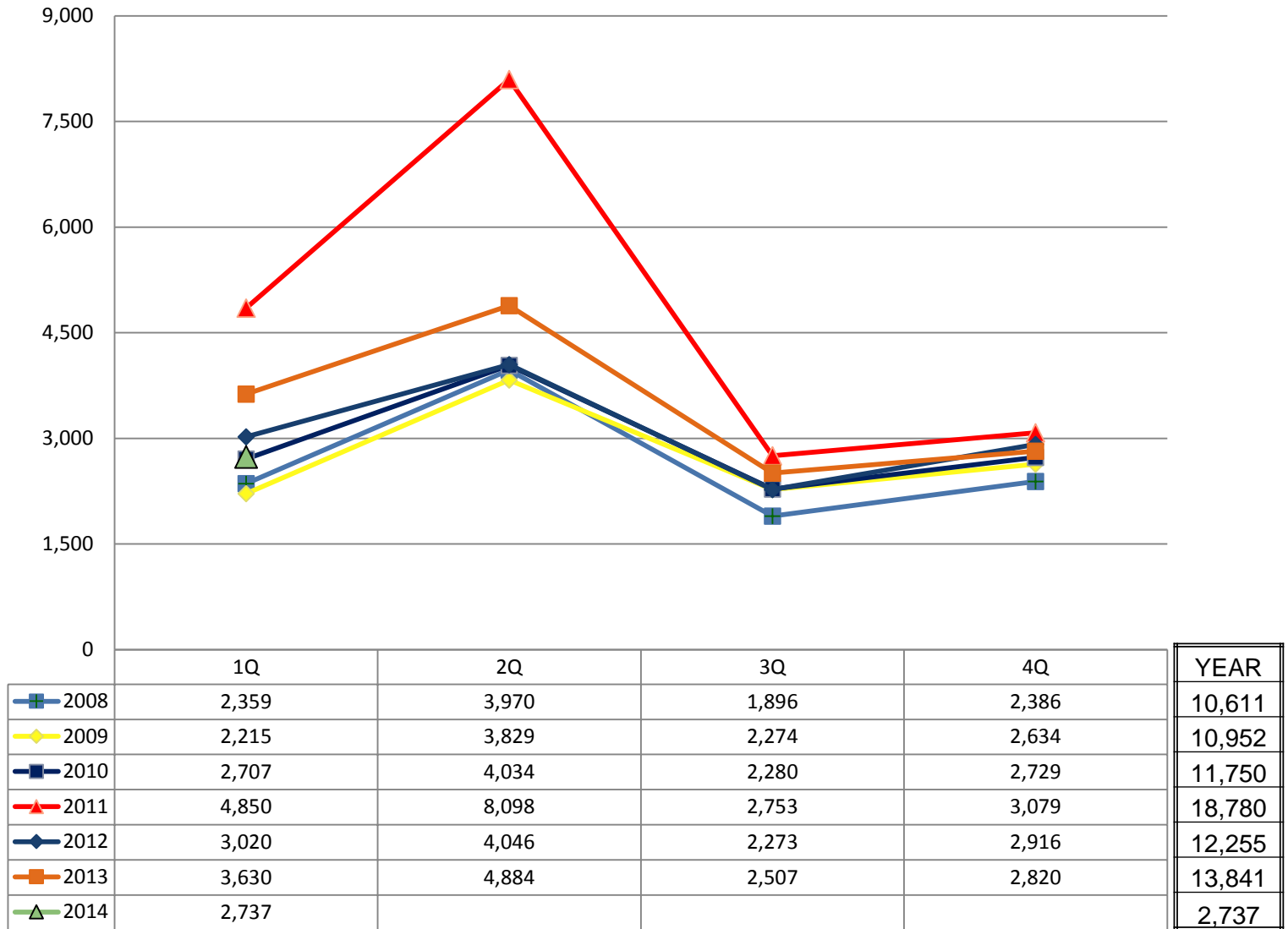
Retirement Benefit Options – Q1



Retirement Estimate Requests



Retirement Applications



Questions?