



# Retirement Services Update

## Third Quarter 2014

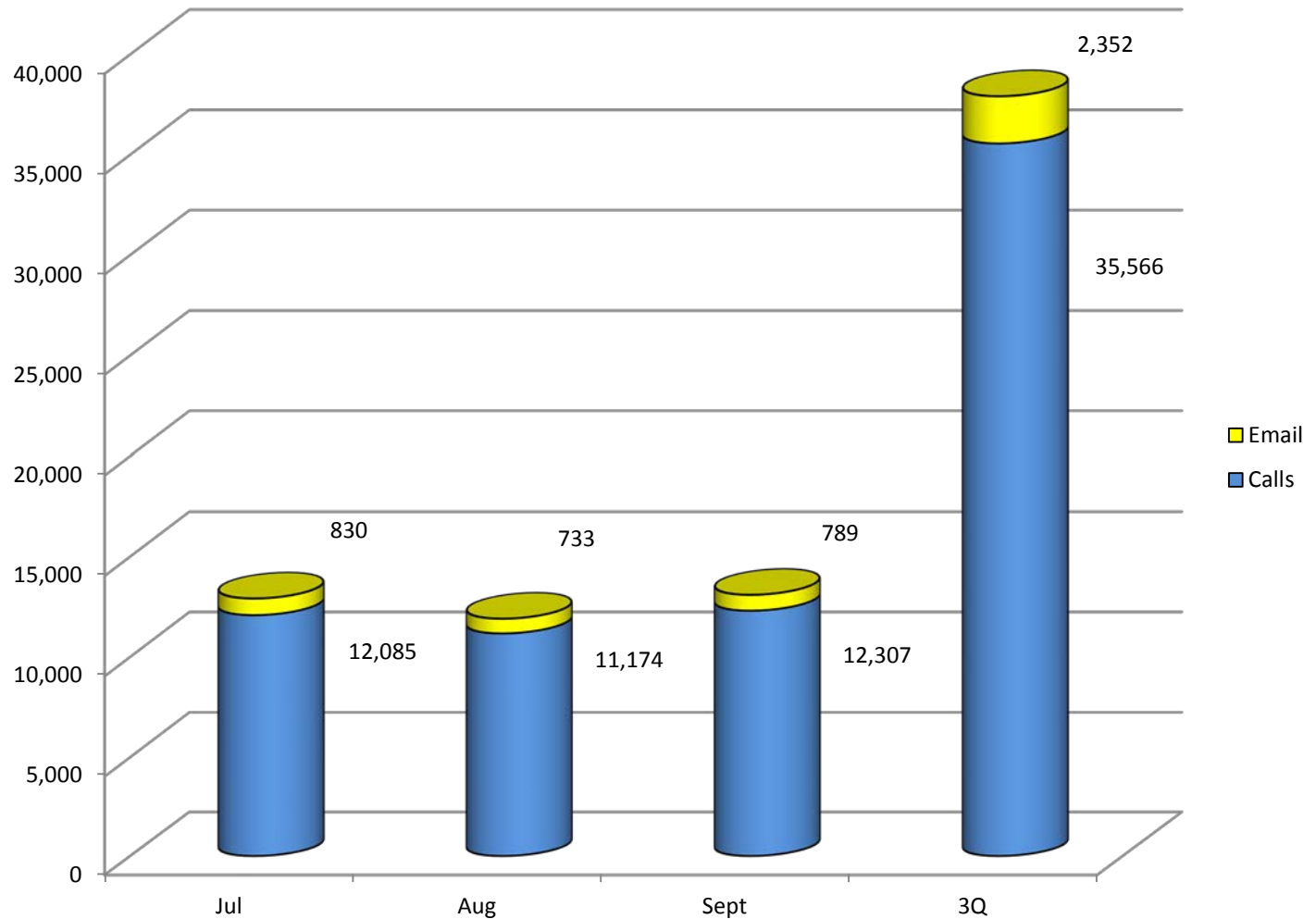
Anne Boudreau

November 11, 2014



# Customer Service

# Member Calls to Main Line



# Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	63
Number of Members Served	557

Field Presentations	
Number of Sessions	30
Number of Attendees	1,010

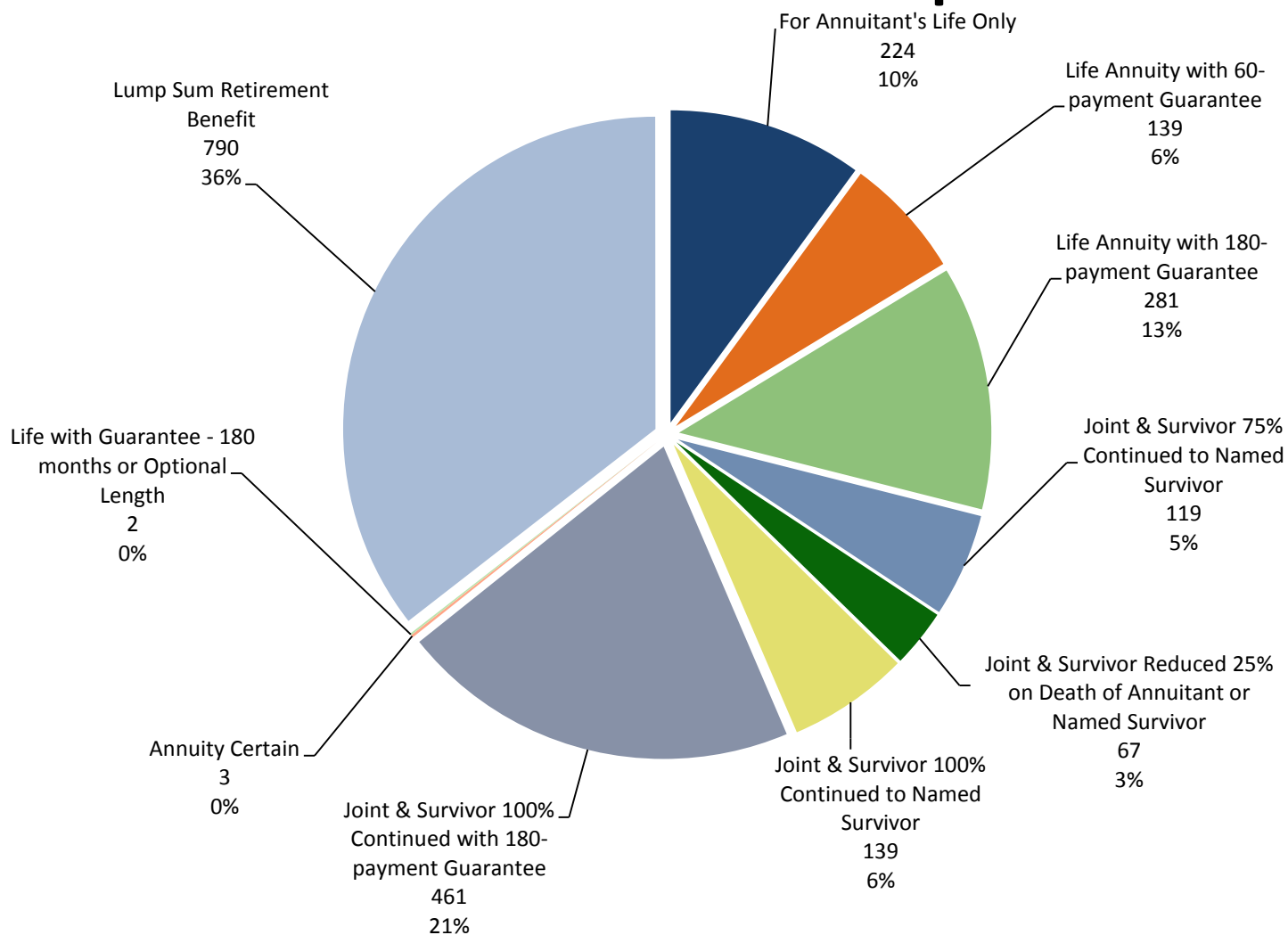
Individual Retirement Sessions	
Number of Members Served	1,295
- <i>with appointment</i>	772
- <i>without appointment</i>	523

# File Updates for Members

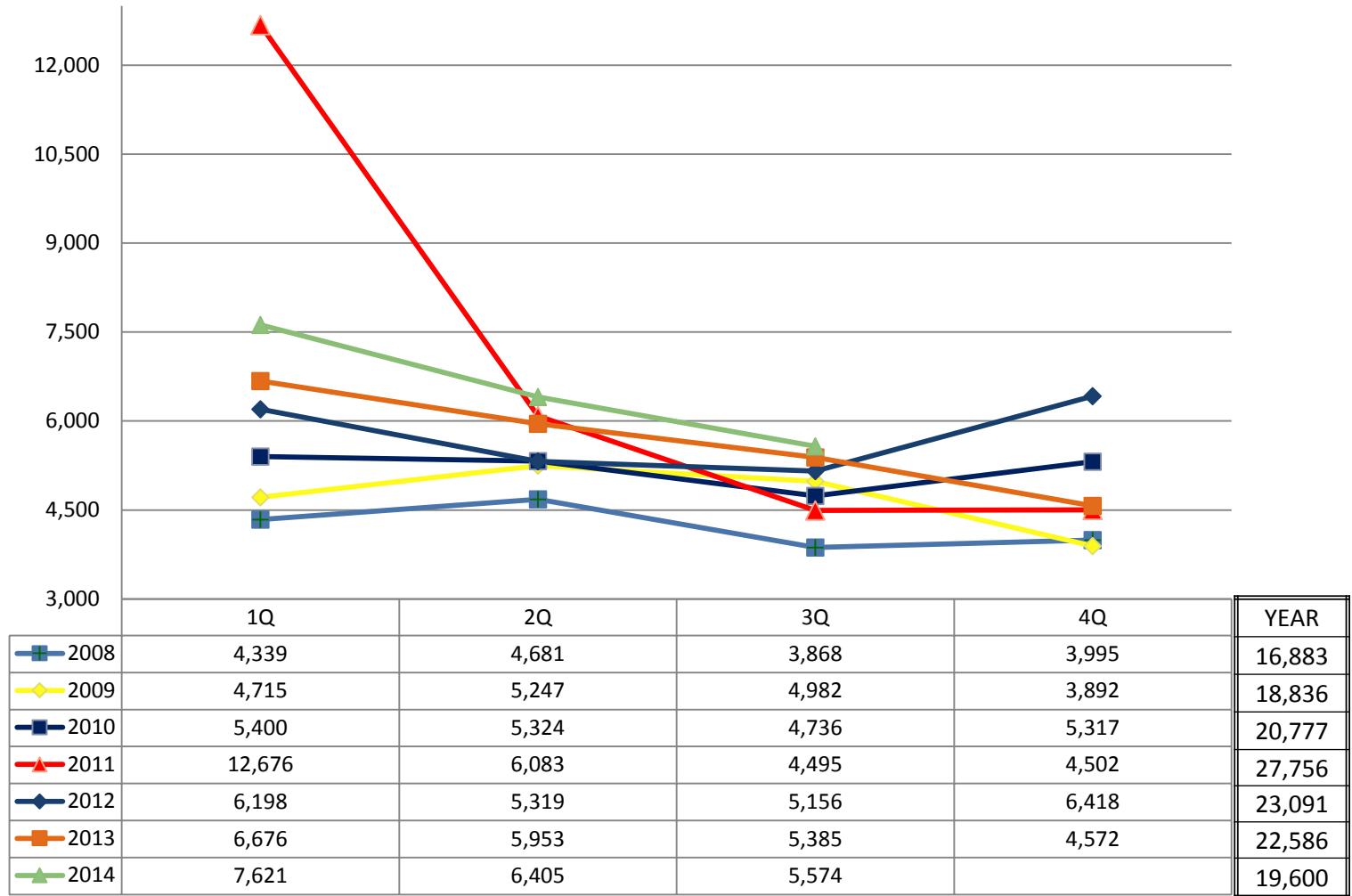
	July	Aug	Sept	3Q
Beneficiary Designations	2,069	1,817	3,309	7,195
Military Service Affidavits	2	4	7	13
Rehired Annuitant Elections	98	172	455	725
Domestic Partner Affidavits	49	47	88	184
Total	2,218	2,040	3,859	8,117

# Trends

# Retirement Benefit Options – Q3

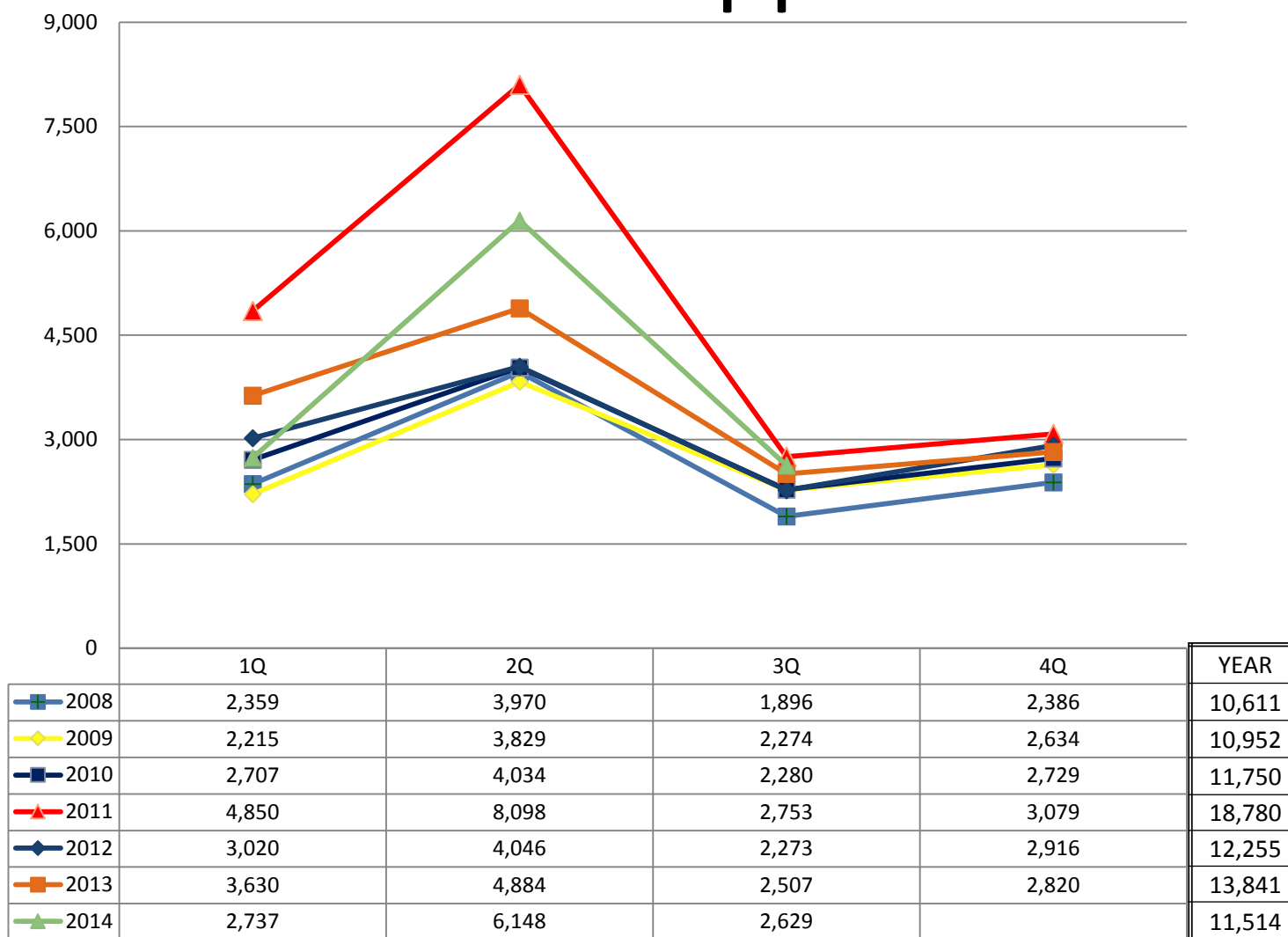


# Retirement Estimate Requests





# Retirement Applications





# Questions?