



# Retirement Services Update

## Fourth Quarter 2014

Anne Boudreau

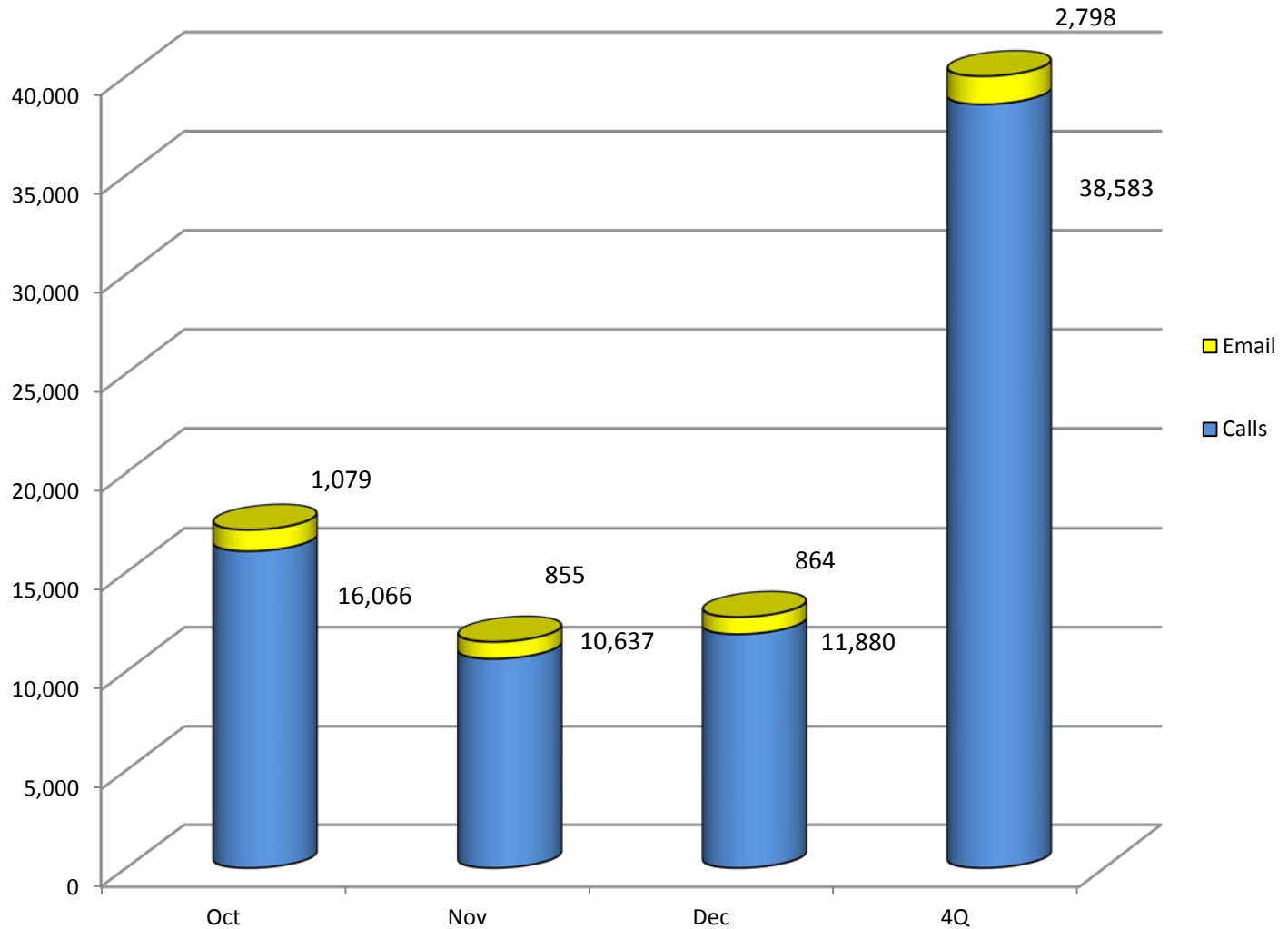
April 2, 2015



# Customer Service



# Member Contacts to Main Line



# Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	67
Number of Members Served	667
<i>Average Number per Session</i>	<i>10</i>

Individual Retirement Sessions	
Number of Members Served	1,400
- with appointment	743
- without appointment	657
<i>Average Number per Session</i>	<i>1</i>

# Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	16
Number of Attendees	869
<i>Average Number per Session</i>	<i>54</i>

Webinar Presentations	
Number of Sessions	30
Number of Attendees	1,226
<i>Average Number per Session</i>	<i>41</i>

# File Updates for Members

	Oct.	Nov.	Dec.	4Q
Beneficiary Designations	2,191	1,898	1,882	5,971
Military Service Affidavits	6	8	32	46
Rehired Annuitant Elections	358	285	176	819
Domestic Partner Affidavits	79	73	59	211
Total	2,634	2,264	2,149	7,047

# File Updates for Retirees

## Address Changes

Directly Requested by Annuitant	15,335
Automatically Updated (by NCOA Service)	1,795
<b>Total</b>	<b>17,130</b>

## Tax Withholding Changes

Directly Requested by Annuitant	3,338
Automatically Updated (due to tax table changes)	769,698
<b>Total</b>	<b>773,036</b>

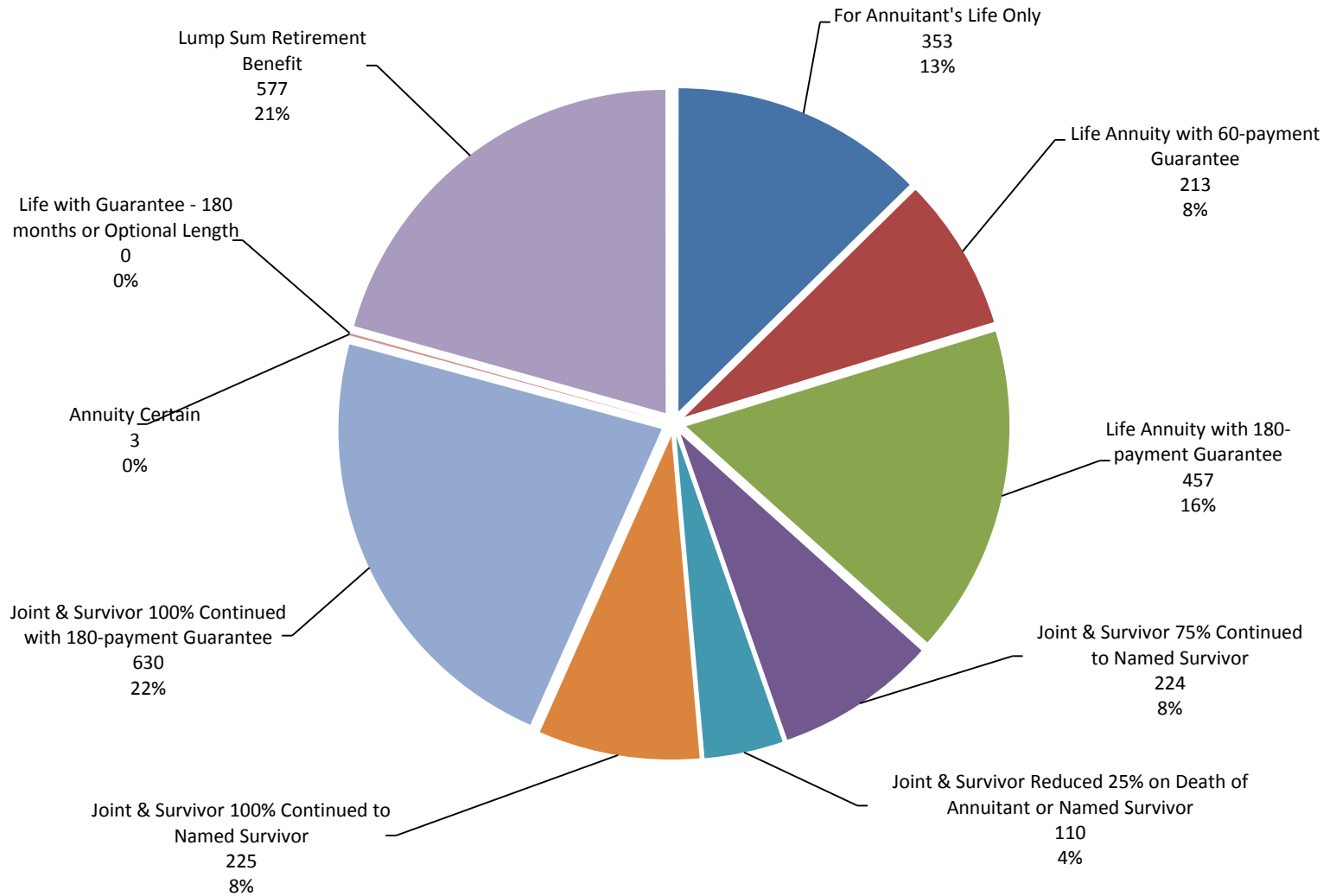
## Health Insurance Transactions

Sick Leave Transactions	48,345
Health Coverage Changes	2,858
<b>Total</b>	<b>51,203</b>

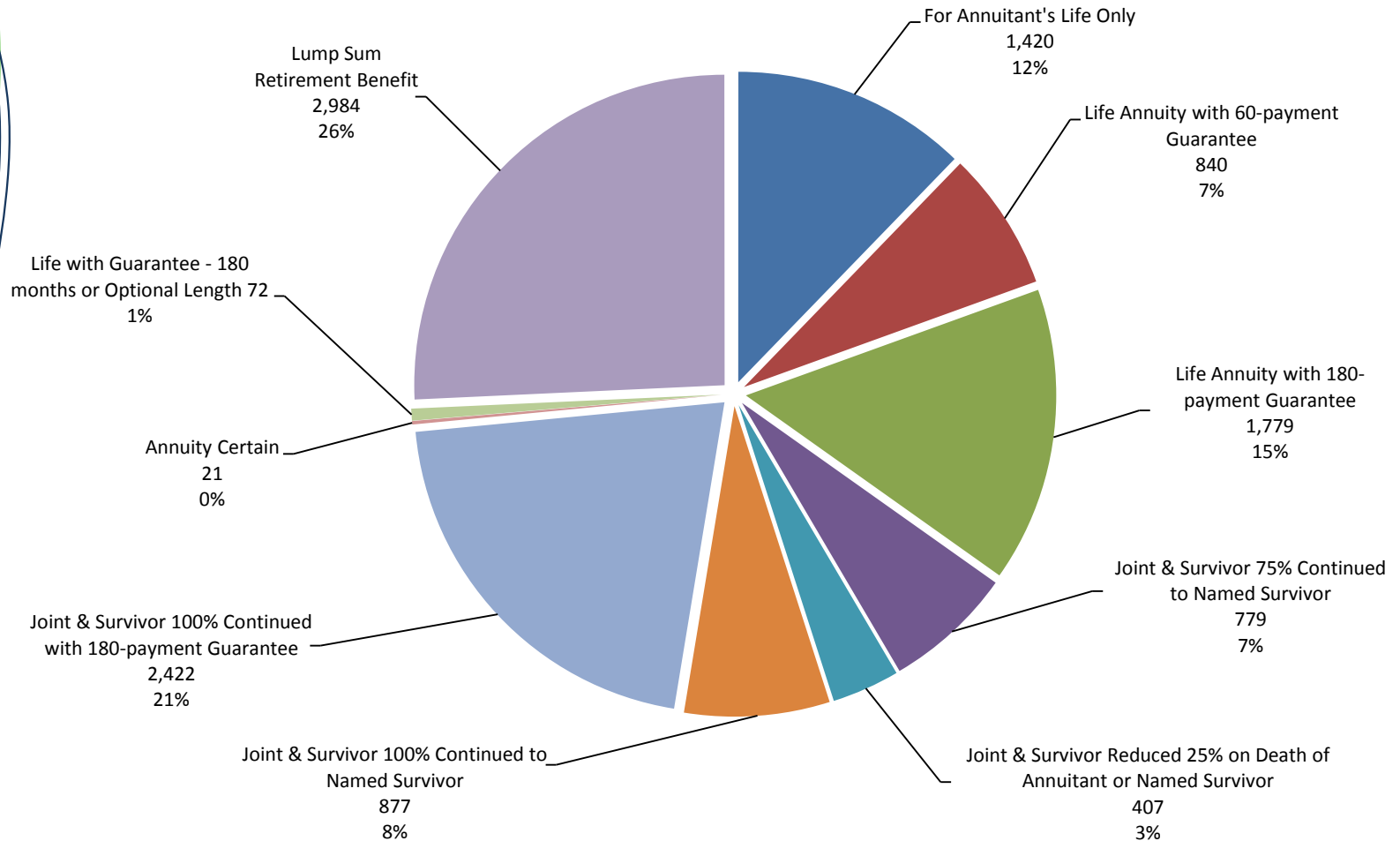
# Trends



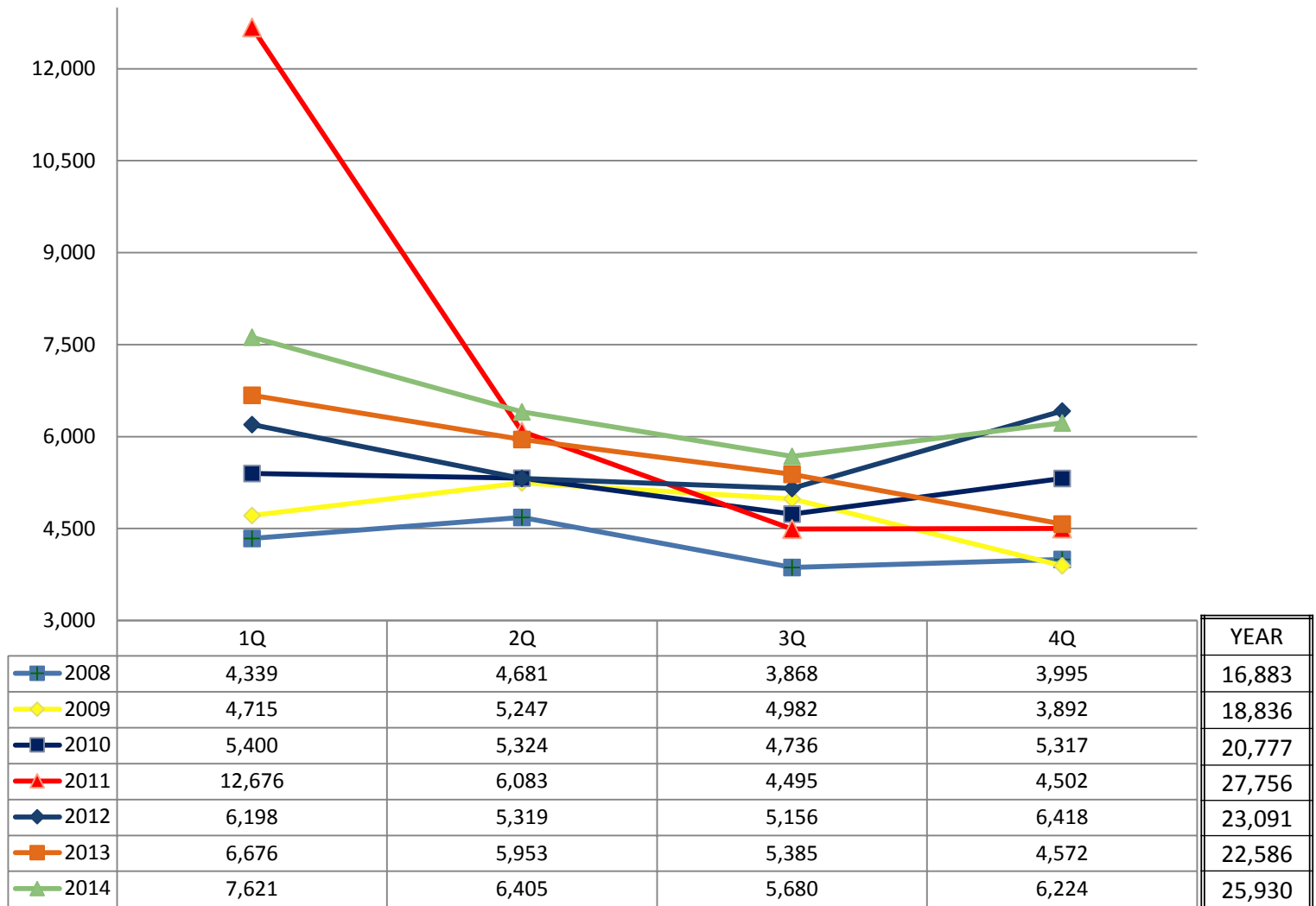
# Retirement Benefit Options – Q4



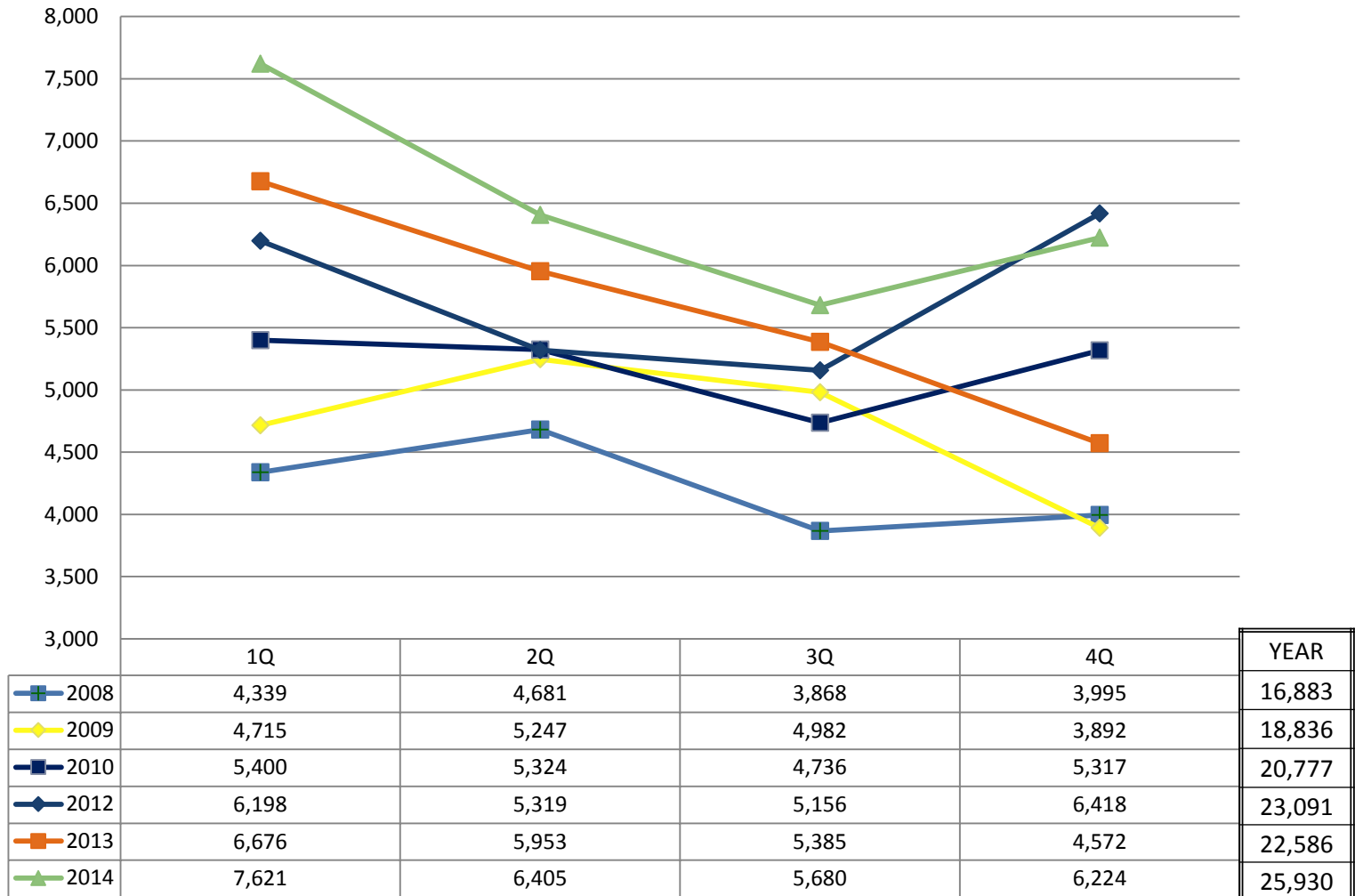
# Retirement Benefit Options – 2014



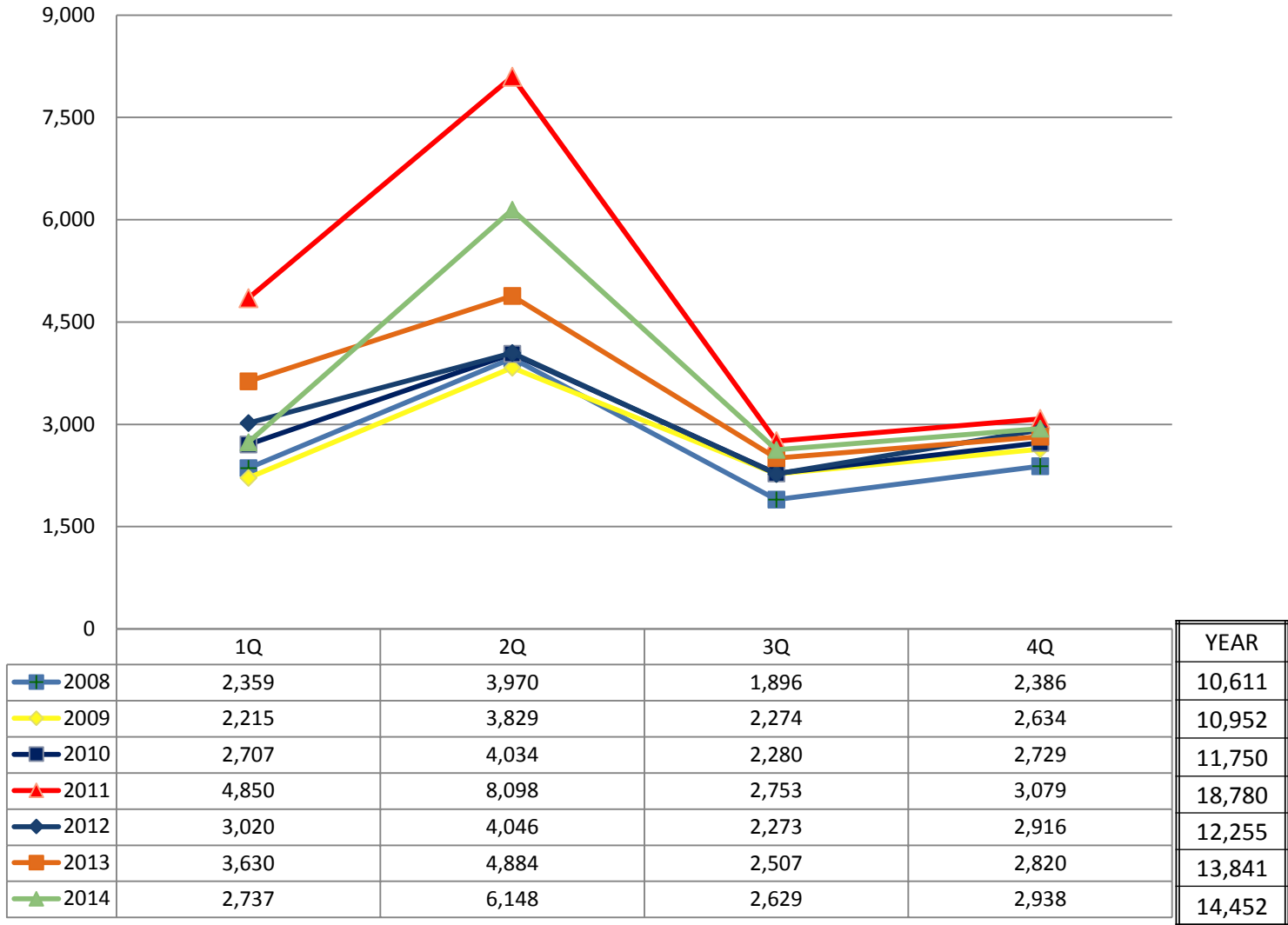
# Retirement Estimate Requests



# Retirement Estimate Requests (without 2011)



# Retirement Applications



Questions?