



Retirement Services Update

First Quarter 2015

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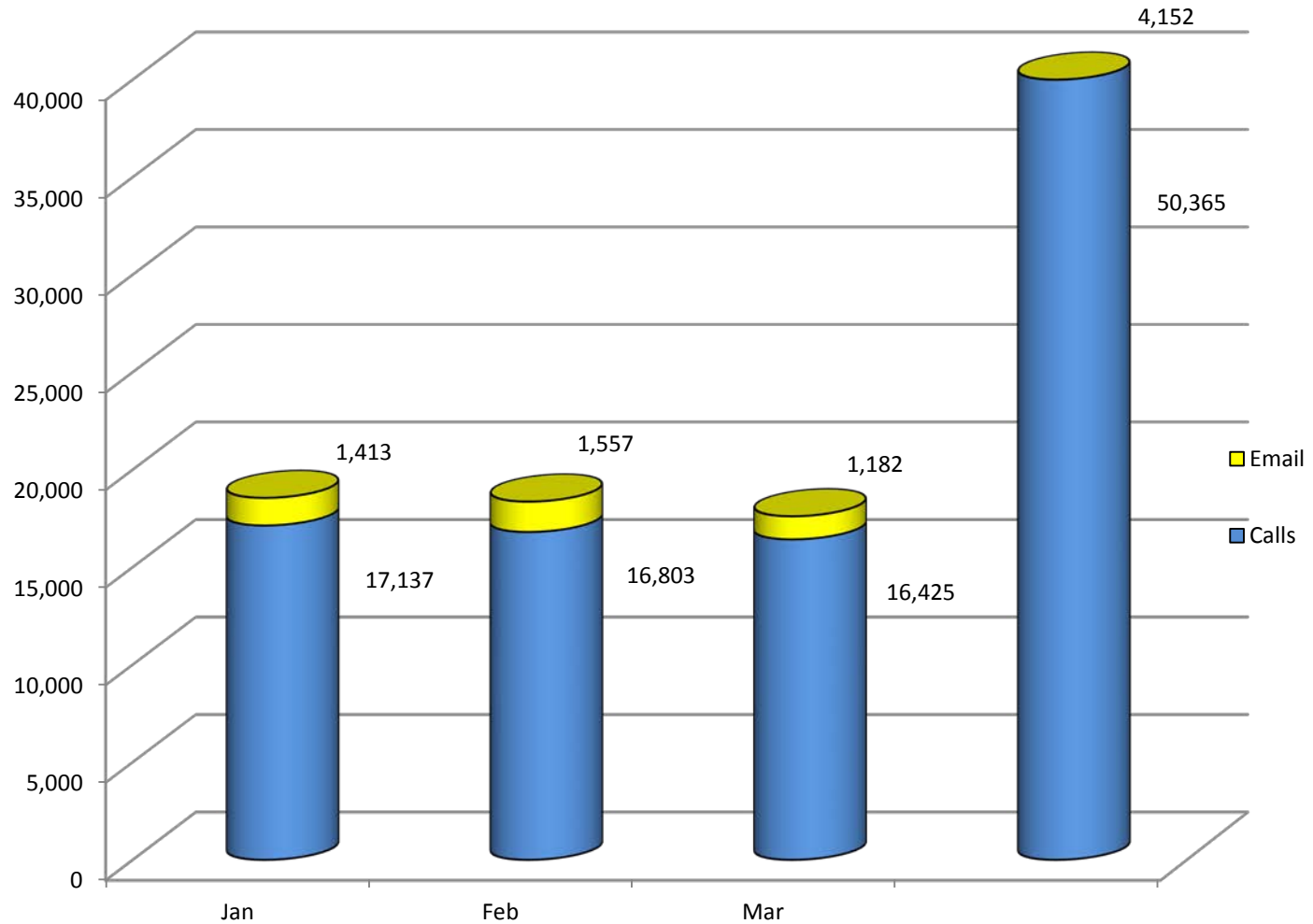
May 29, 2015



Customer Service



Member Contacts to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	75
Number of Members Served	728
<i>Average Number per Session</i>	<i>10</i>

Individual Retirement Sessions	
Number of Members Served	1,227
- with appointment	841
- without appointment	386
<i>Average Number per Session</i>	<i>1</i>

Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	18
Number of Attendees	1,006
<i>Average Number per Session</i>	<i>56</i>

Webinar Presentations	
Number of Sessions	51
Number of Attendees	2,098
<i>Average Number per Session</i>	<i>41</i>

File Updates for Members

	Jan	Feb	Mar	1Q
Beneficiary Designations	1,544	1,697	1,940	5,181
Military Service Affidavits	2	1	5	8
Rehired Annuitant Elections	125	173	239	537
Domestic Partner Affidavits	62	55	33	150
Total	1,733	1,926	2,217	5,876

File Updates for Retirees

Address Changes

Directly Requested by Annuitant	15,149
Automatically Updated (by NCOA Service)	3,425
Total	18,574

Tax Withholding Changes

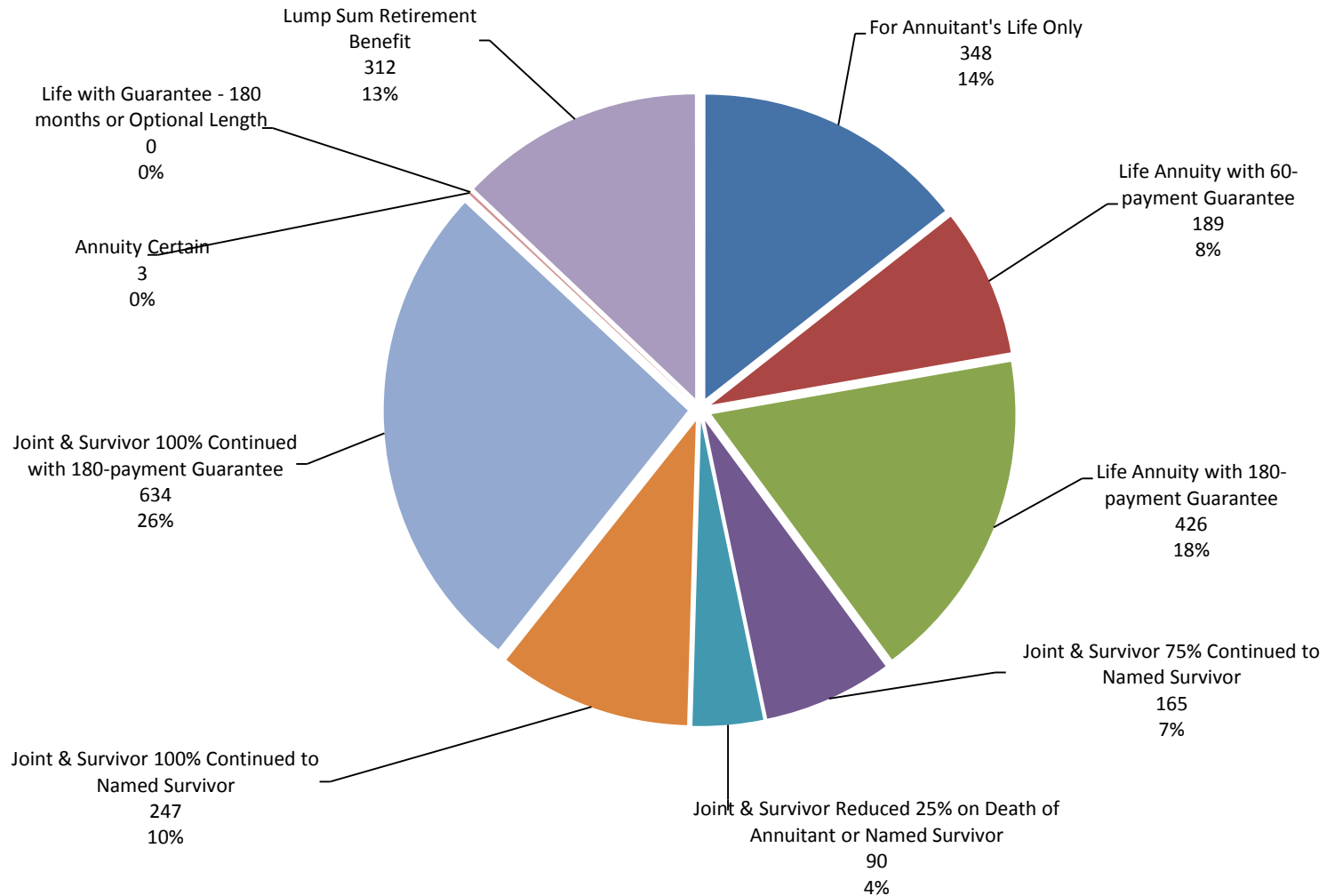
Directly Requested by Annuitant	9,637
Automatically Updated (due to tax table changes)	770,236
Total	779,873

Health Insurance Transactions

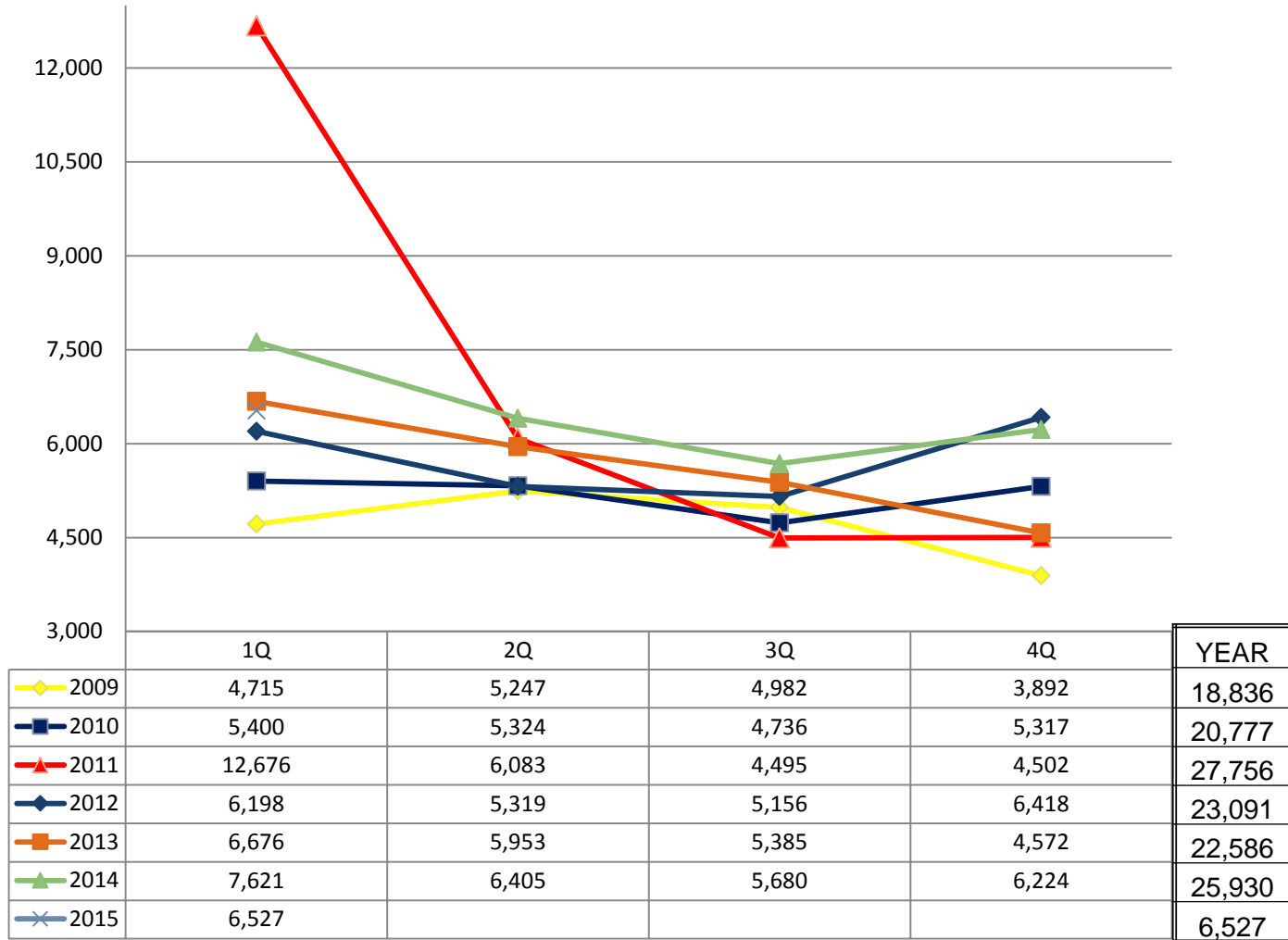
Sick Leave Transactions	51,302
Health Coverage Changes	2,866
Total	53,074

Trends

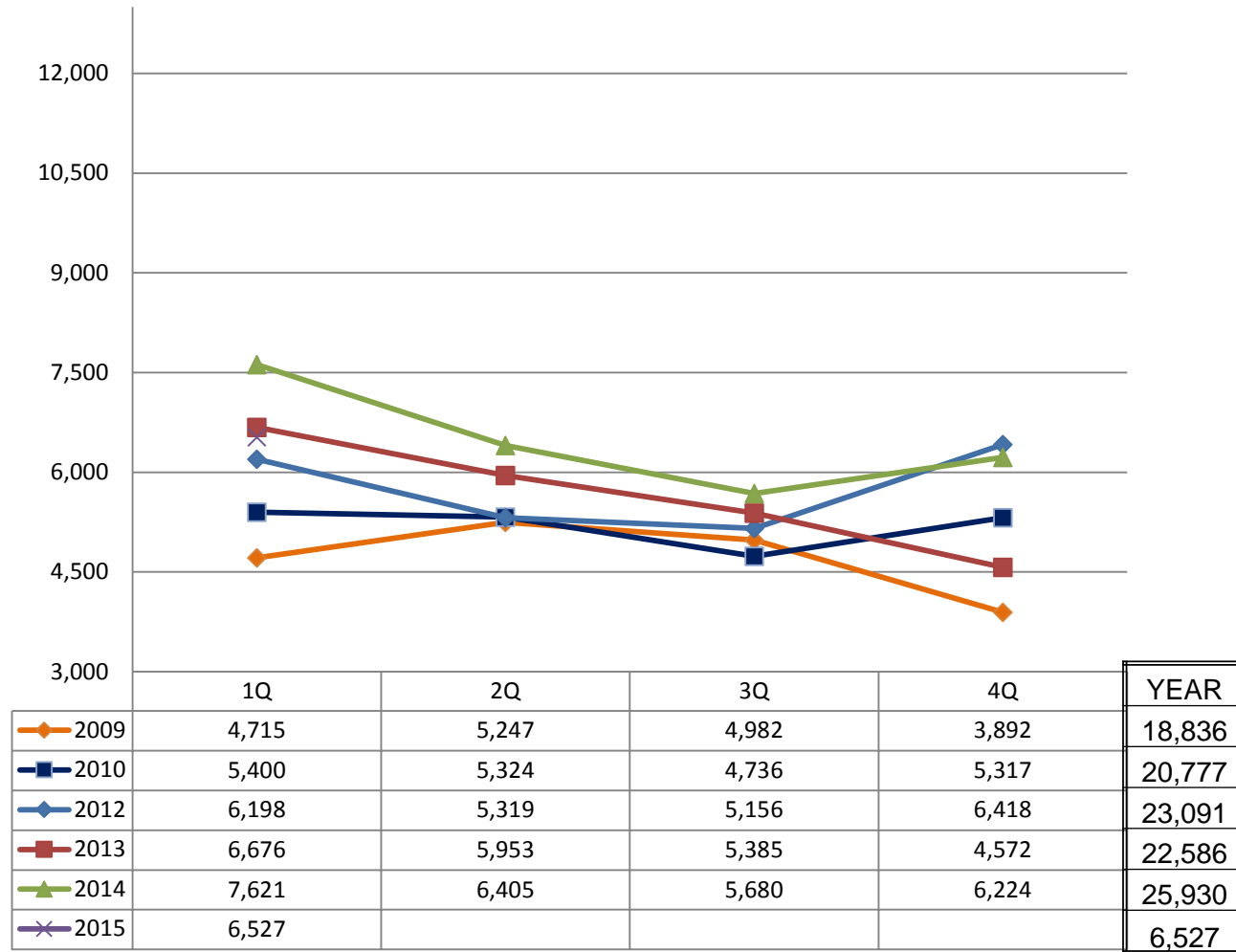
Retirement Benefit Options – Q1



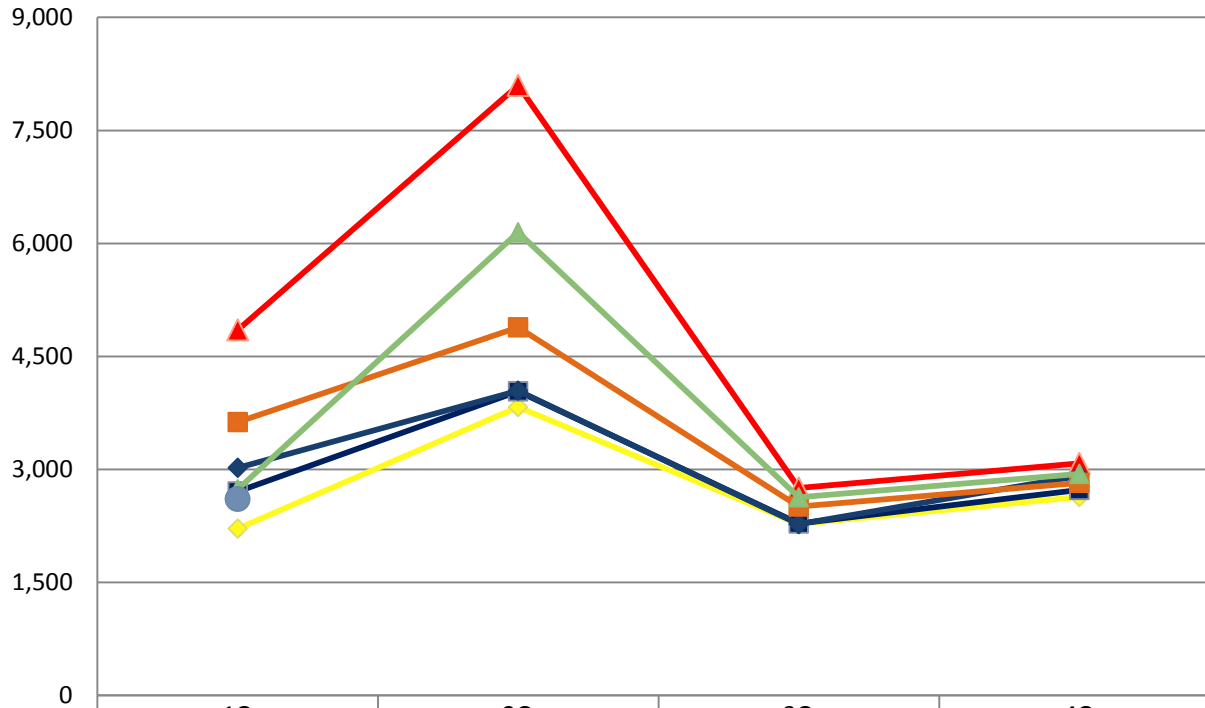
Retirement Estimate Requests



Retirement Estimate Requests (without 2011)



Retirement Applications



	1Q	2Q	3Q	4Q	YEAR
2009	2,215	3,829	2,274	2,634	10,952
2010	2,707	4,034	2,280	2,729	11,750
2011	4,850	8,098	2,753	3,079	18,780
2012	3,020	4,046	2,273	2,916	12,255
2013	3,630	4,884	2,507	2,820	13,841
2014	2,737	6,148	2,629	2,938	14,452
2015	2,603				2,603

Questions?