

Retirement Services Update

Third Quarter 2015

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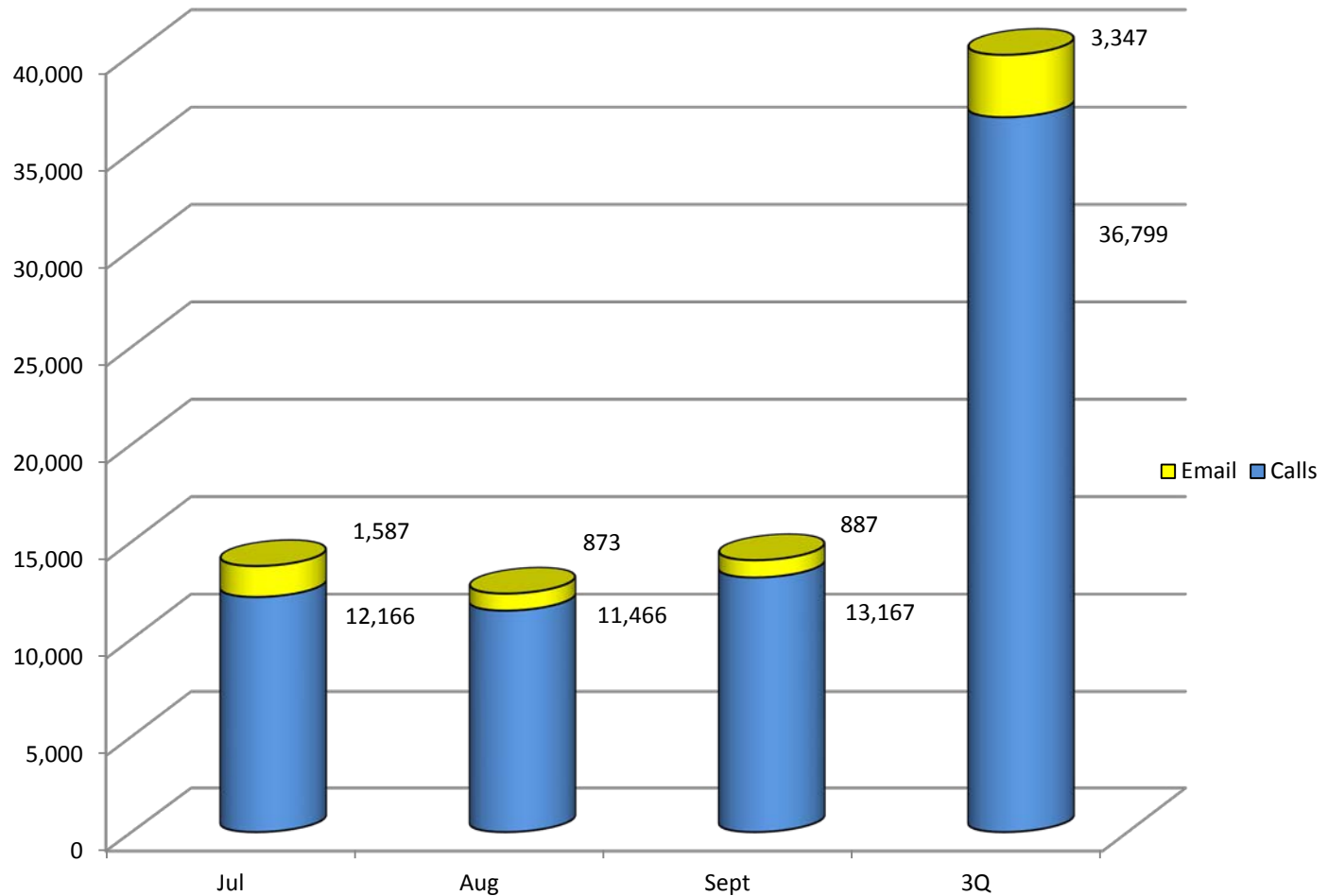
November 18, 2015



Customer Service



Member Contacts to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	70
Number of Members Served	578
<i>Average Number per Session</i>	8

Individual Retirement Sessions	
Number of Members Served	1,473
- with appointment	1,007
- without appointment	466
<i>Average Number per Session</i>	1

Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	6
Number of Attendees	738
<i>Average Number per Session</i>	<i>123</i>

Webinar Presentations	
Number of Sessions	44
Number of Attendees	2,074
<i>Average Number per Session</i>	<i>47</i>

File Updates for Members

	July	Aug	Sept	3Q
Beneficiary Designations	1,886	1,366	2,851	6,103
Military Service Affidavits	7	66	4	77
Rehired Annuitant Elections	112	130	419	661
Domestic Partner Affidavits	41	35	49	125
Total	2,046	1,597	3,323	6,966

File Updates for Retirees

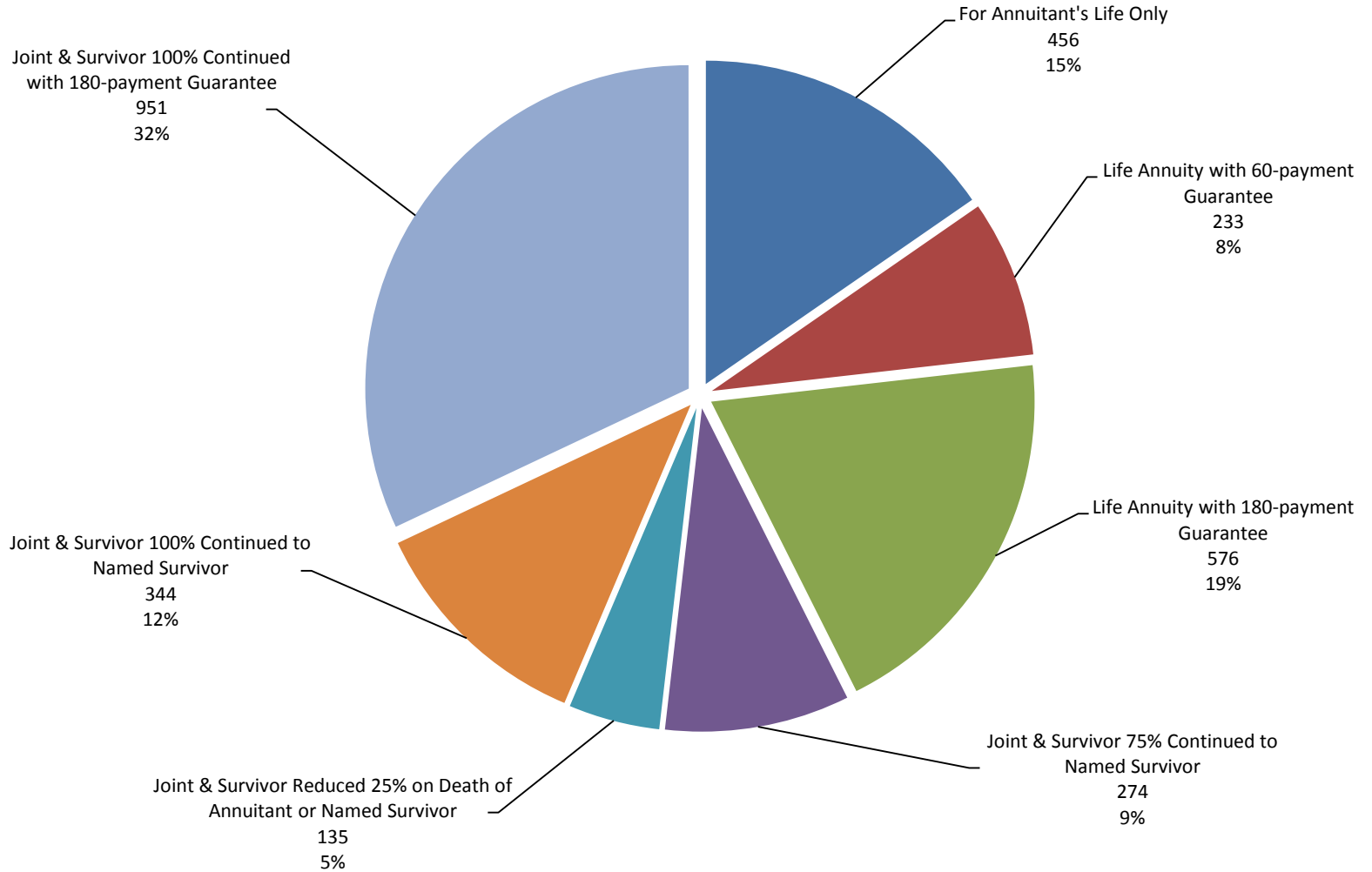
Address Changes	
Directly Requested by Annuitant	18,779
Automatically Updated (by NCOA Service)	4,125
Total	18,574

Tax Withholding Changes	
Directly Requested by Annuitant	3,299
Automatically Updated (due to tax table changes)	N/A
Total	3,229

Health Insurance Transactions	
Sick Leave Transactions	52,591
Health Coverage Changes	2,096
Total	54,687

Trends

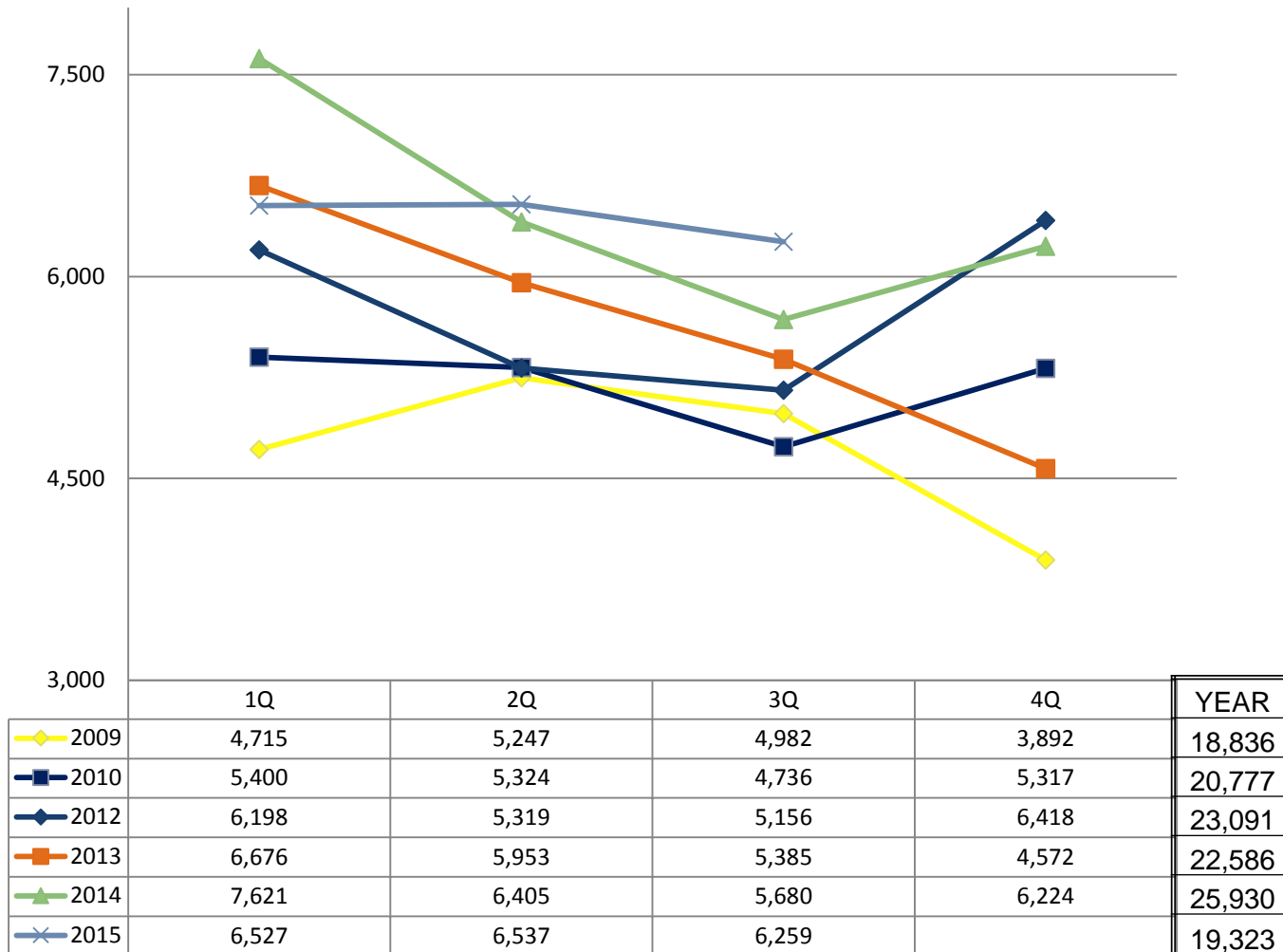
Retirement Benefit Options – Q3



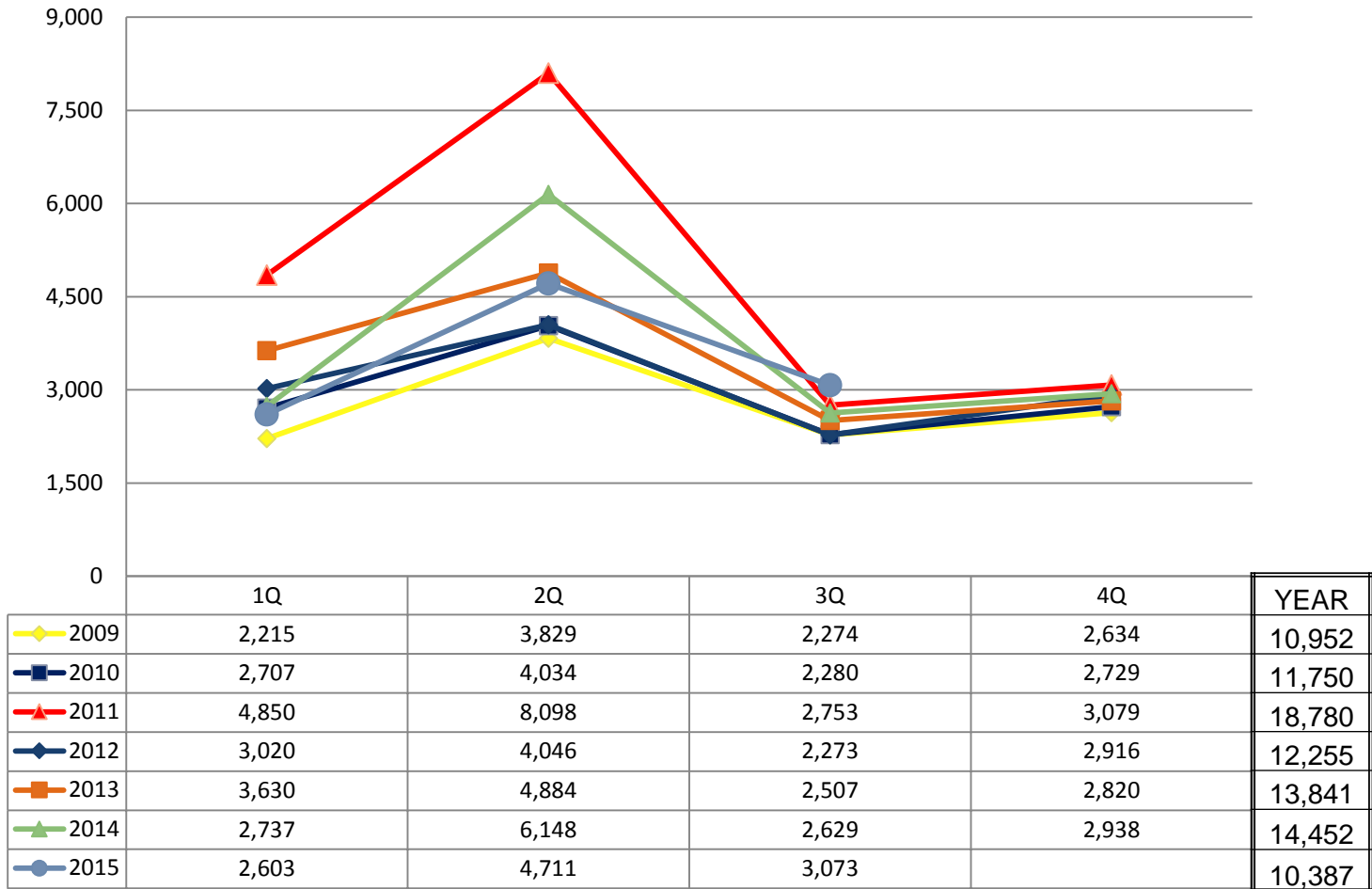
Retirement Estimate Requests



Retirement Estimate Requests (without 2011)



Retirement Applications



Questions?