



Retirement Services Update

Fourth Quarter 2015

Anne Boudreau

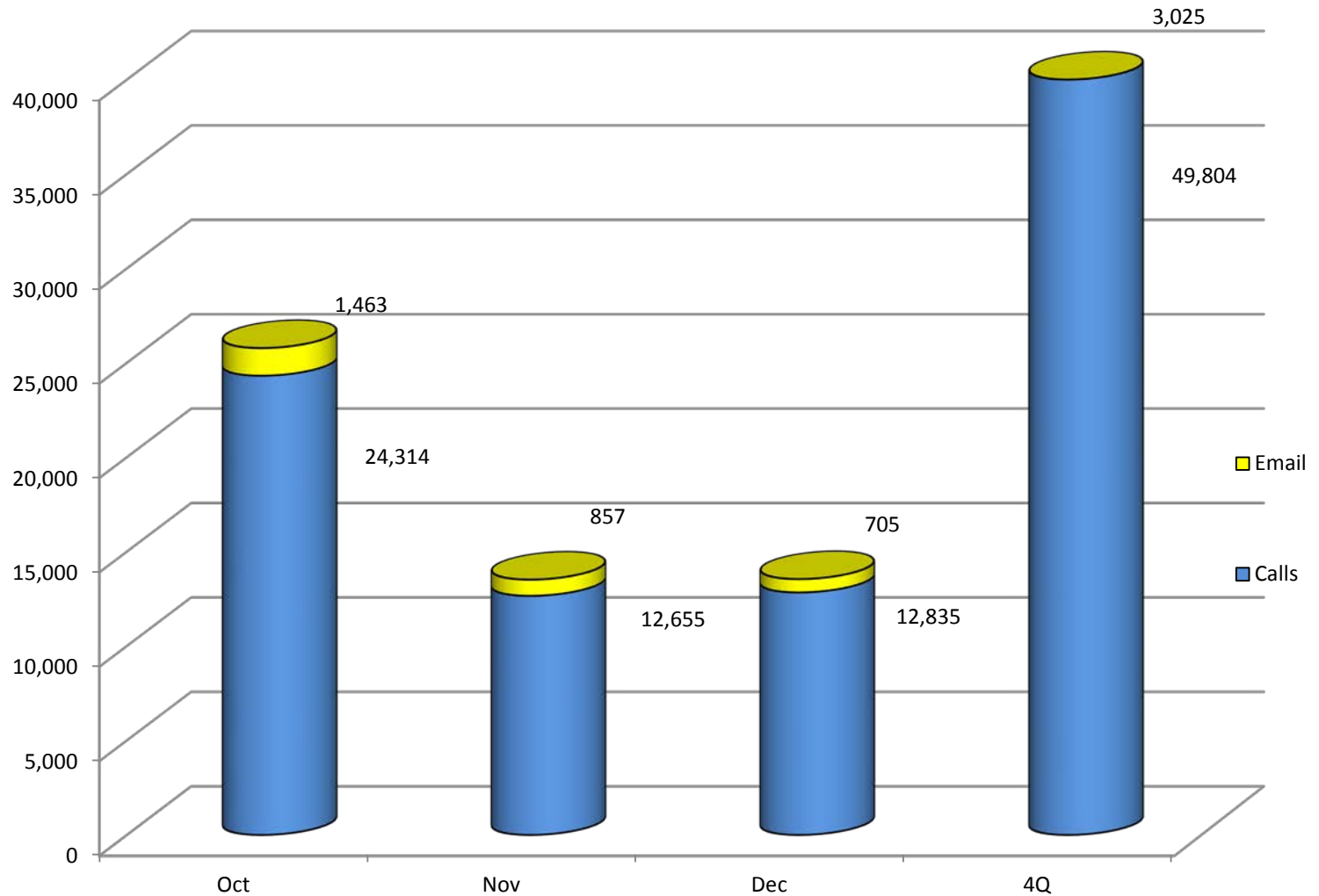
August 31, 2015



Customer Service



Member Contacts to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	61
Number of Members Served	671
<i>Average Number per Session</i>	<i>11</i>

Individual Retirement Sessions	
Number of Members Served	1,541
- with appointment	670
- without appointment	612
- via "quick service"	259
<i>Average Number per Session</i>	<i>1</i>

Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	23
Number of Attendees	1,998
<i>Average Number per Session</i>	87

Webinar Presentations	
Number of Sessions	40
Number of Attendees	1,843
<i>Average Number per Session</i>	46

Total Members Served	6,053
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File Updates for Members

	Oct	Nov	Dec	4Q
Beneficiary Designations	1,945	2,308	1,140	5,393
Military Service Affidavits	8	0	0	8
Rehired Annuitant Elections	512	258	266	1,036
Domestic Partner Affidavits	119	61	69	249
Total	2,584	2,627	1,475	6,686

File Updates for Retirees

Address Changes

Directly Requested by Annuitant	16,330
Automatically Updated (by NCOA Service)	1,928
Total	18,258

Tax Withholding Changes

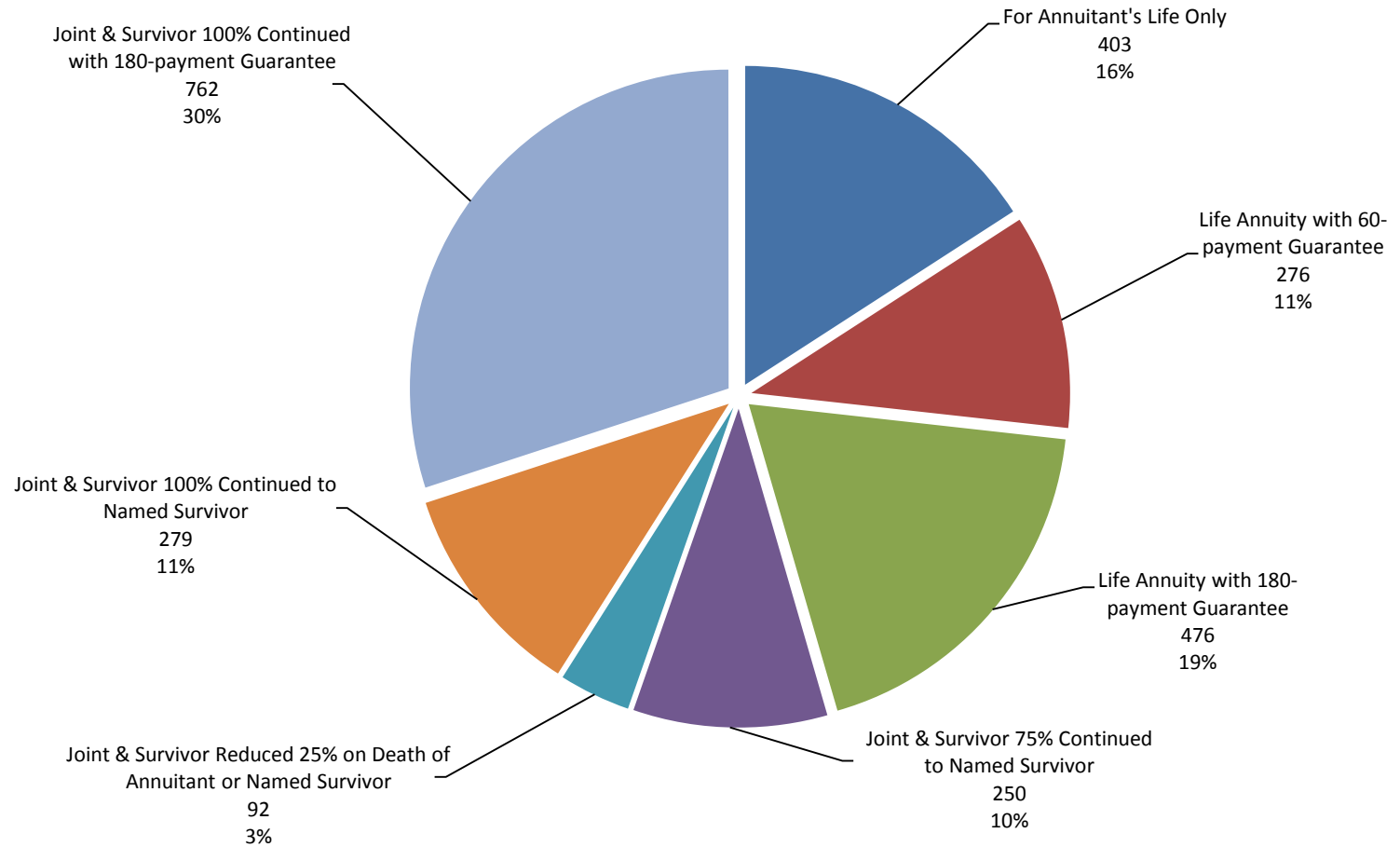
Directly Requested by Annuitant	3,889
Automatically Updated (due to tax table changes)	- NA -
Total	3,889

Health Insurance Transactions

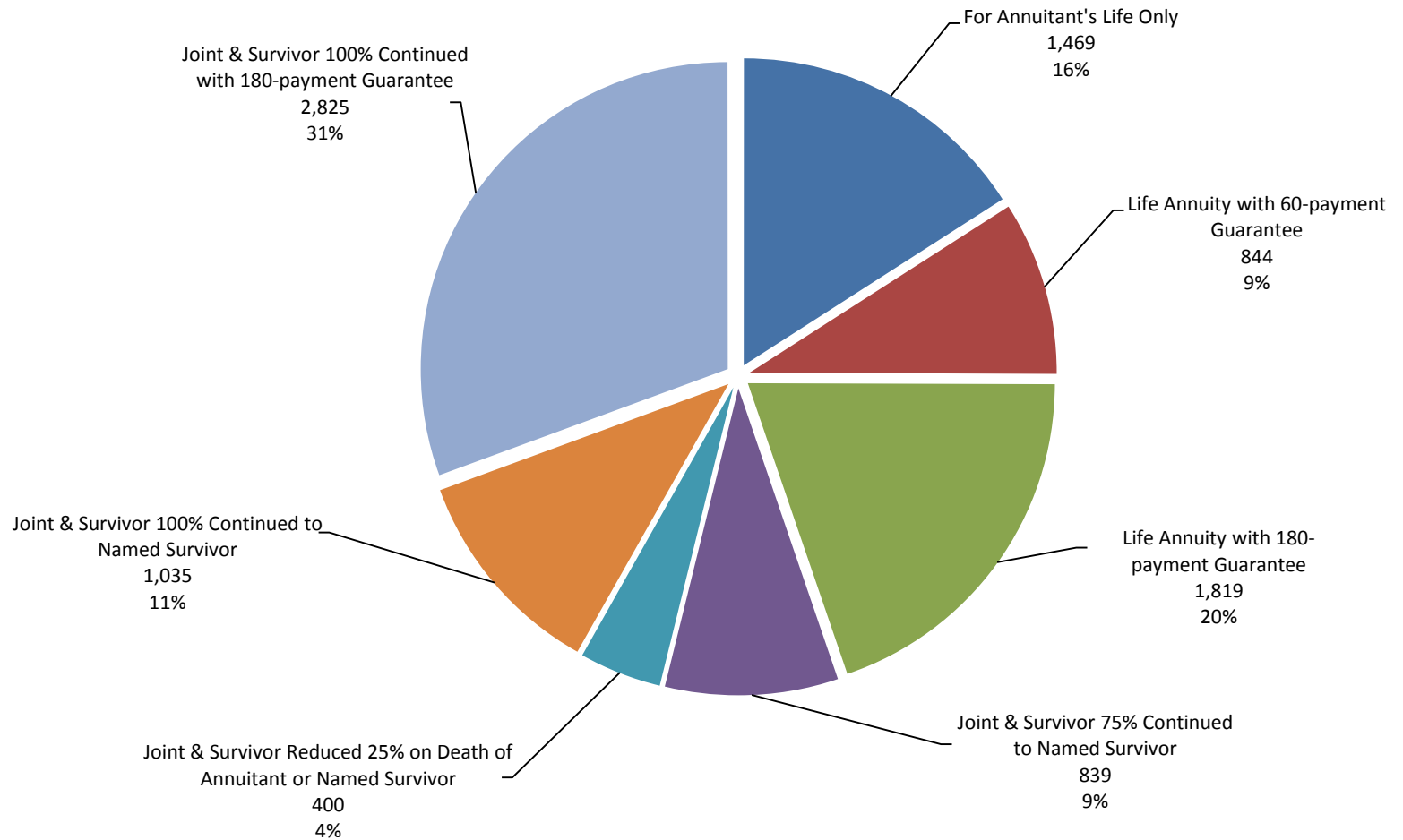
Sick Leave Transactions	51,255
Health Coverage Changes	2,180
Total	53,435

Trends

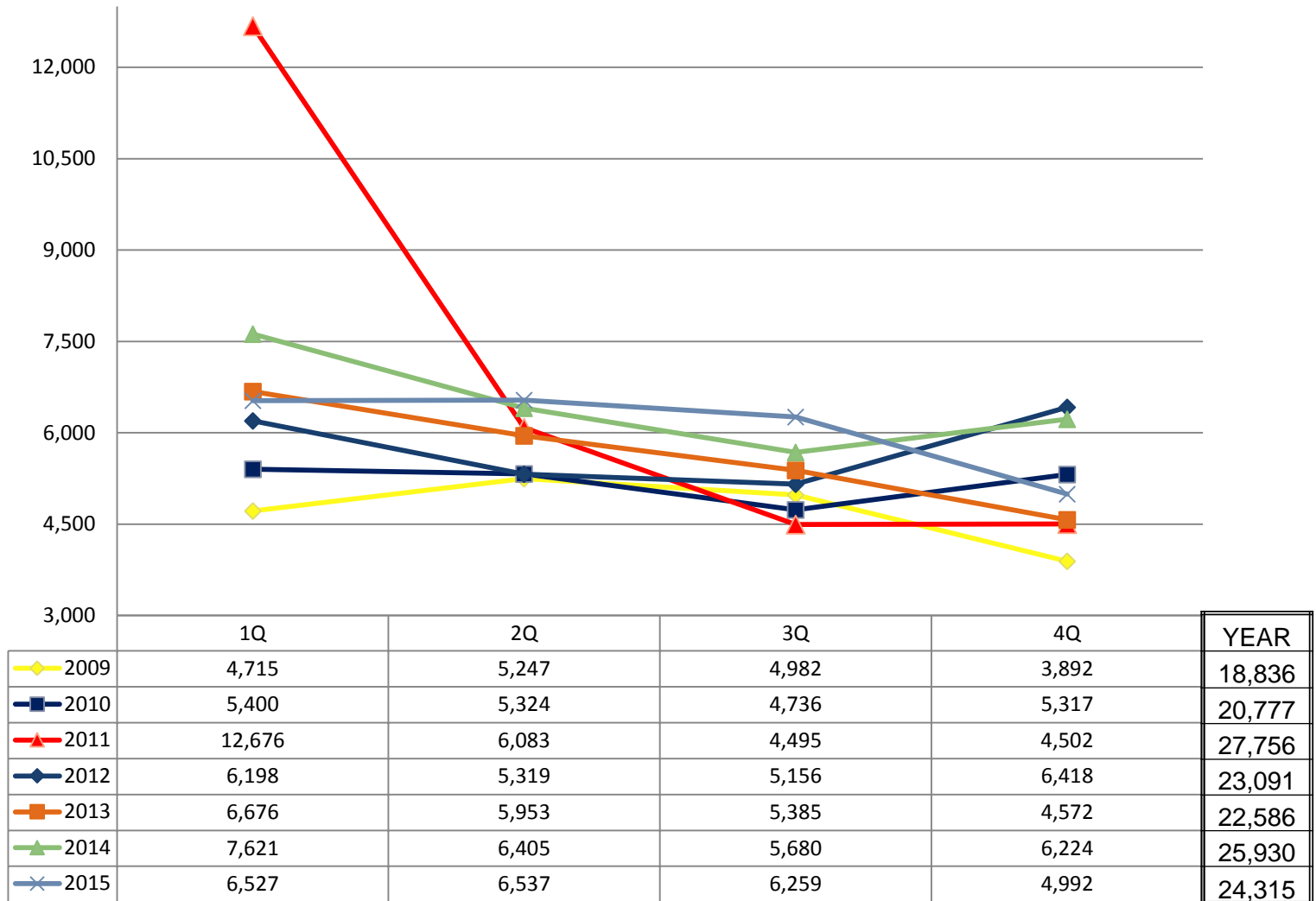
Retirement Benefit Options – Q4



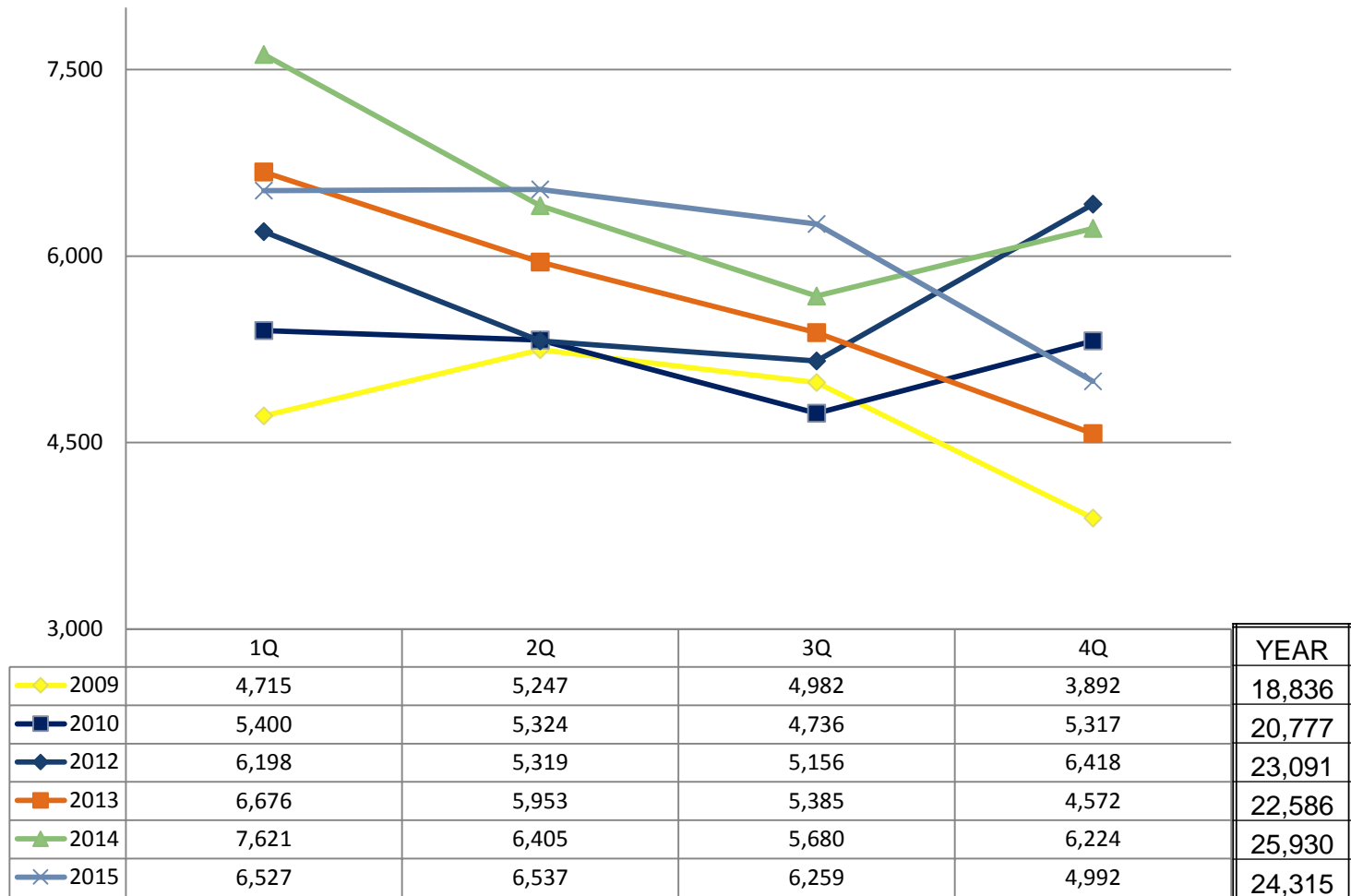
Retirement Benefit Options – 2015



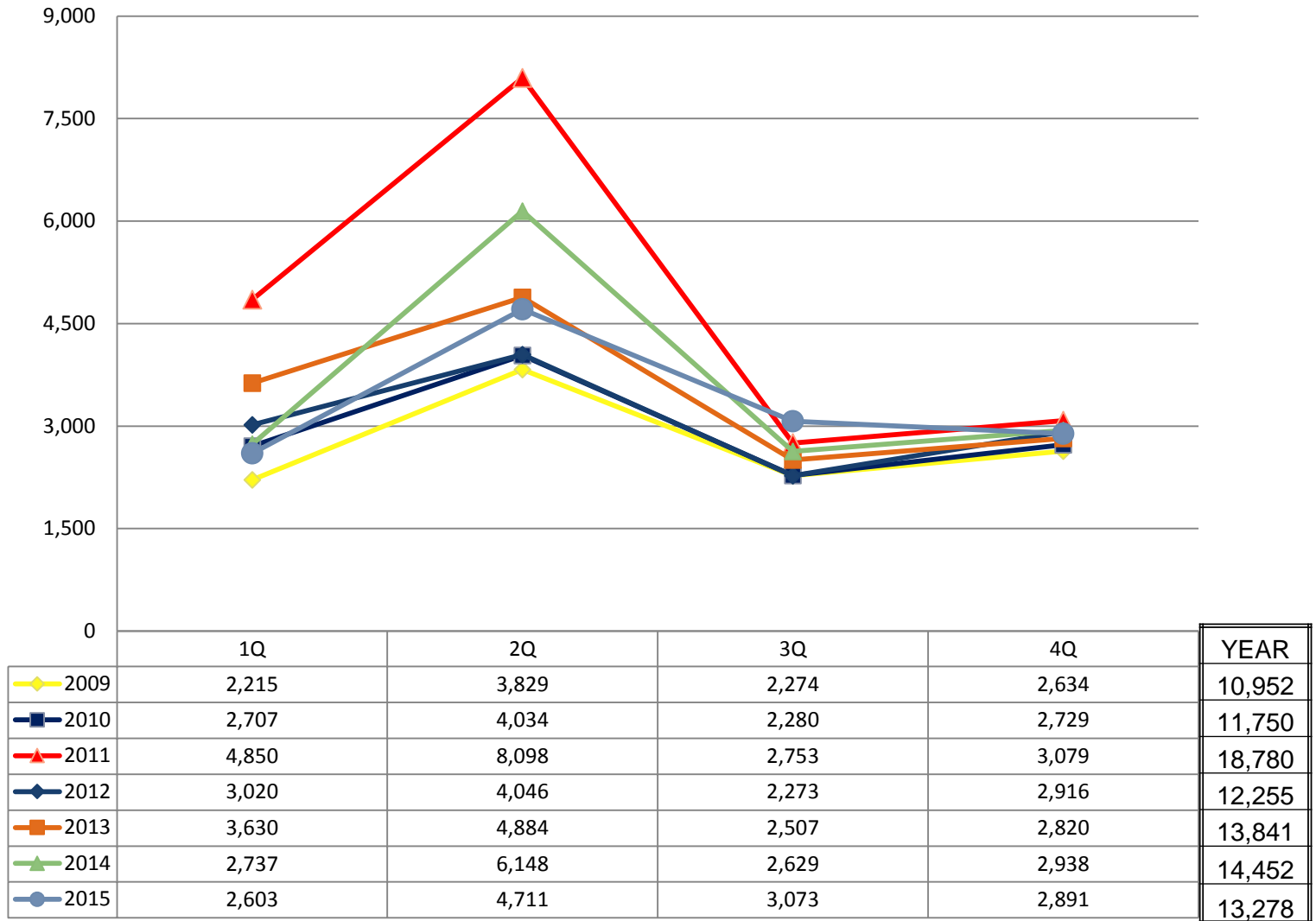
Retirement Estimate Requests



Retirement Estimate Requests (without 2011)



Retirement Applications



Questions?