



Retirement Services Update

First Quarter 2016

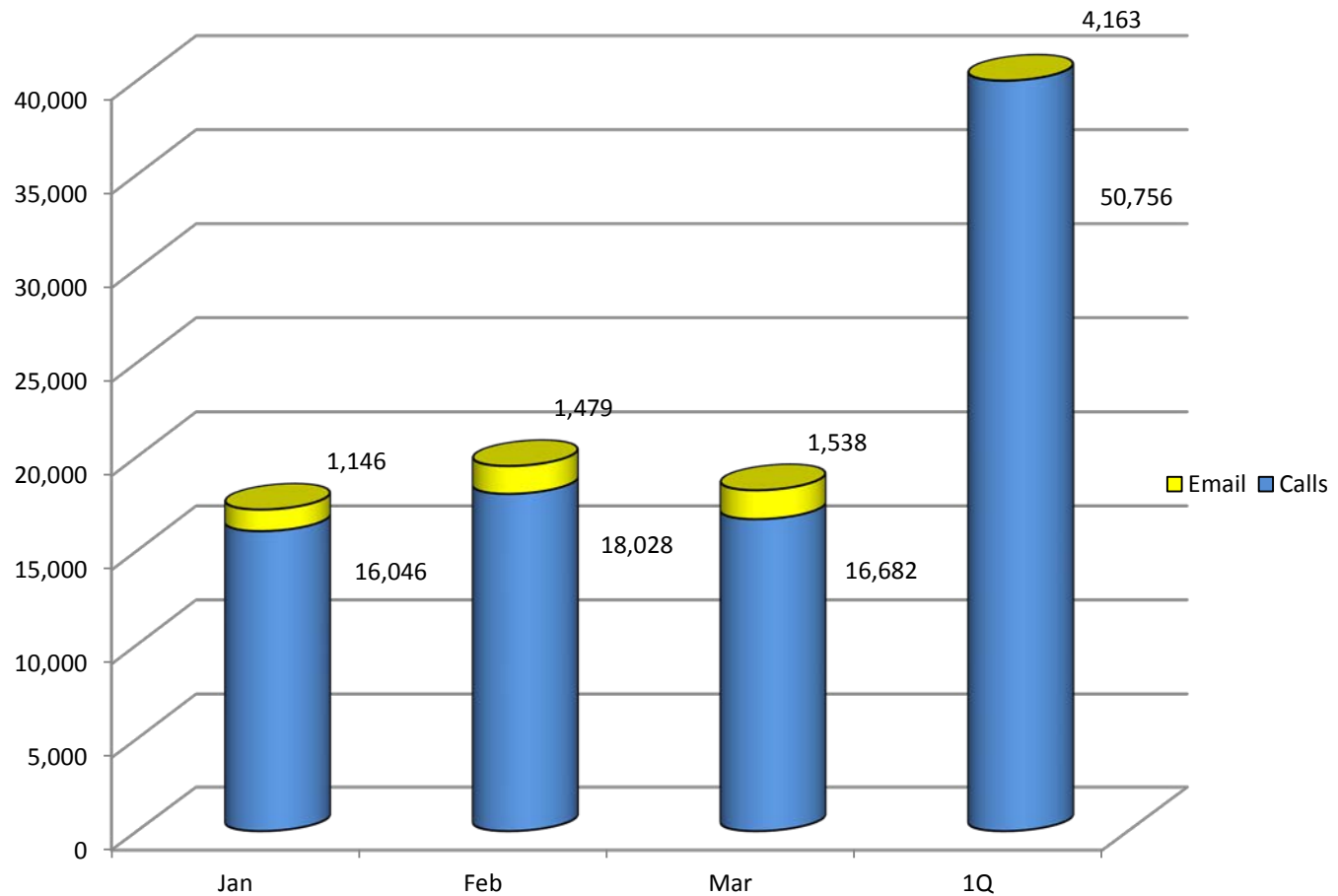
Anne Boudreau

May 26, 2016



Customer Service

Member Contacts to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	74
Number of Members Served	638
<i>Average Number per Session</i>	<i>9</i>

Individual Retirement Sessions	
Number of Members Served	1,873
- with appointment	1,156
- without appointment	717
<i>Average Number per Session</i>	<i>1</i>

Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	20
Number of Attendees	1,988
<i>Average Number per Session</i>	<i>99</i>

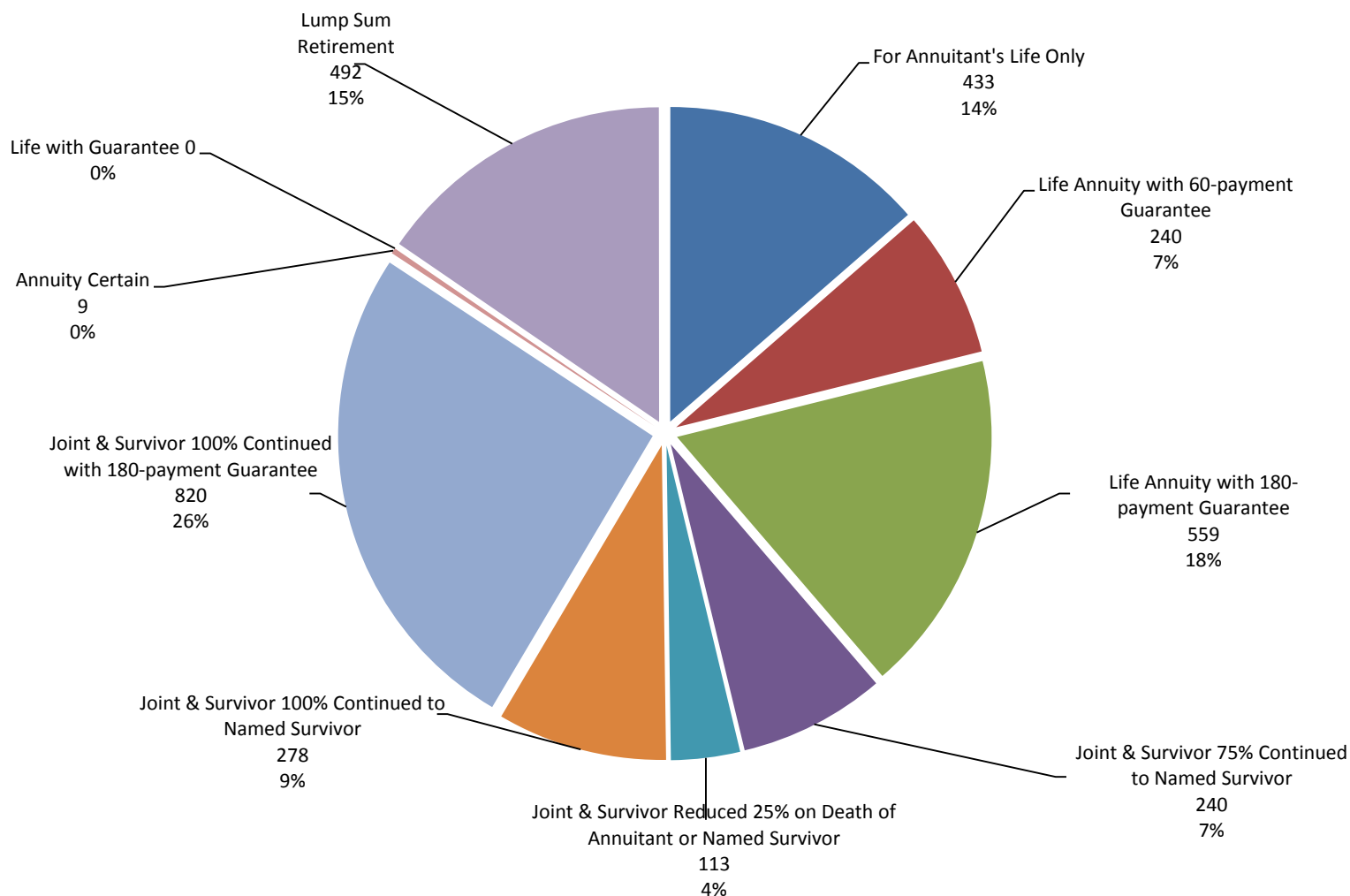
Webinar Presentations	
Number of Sessions	47
Number of Attendees	2,125
<i>Average Number per Session</i>	<i>45</i>

File Updates for Members

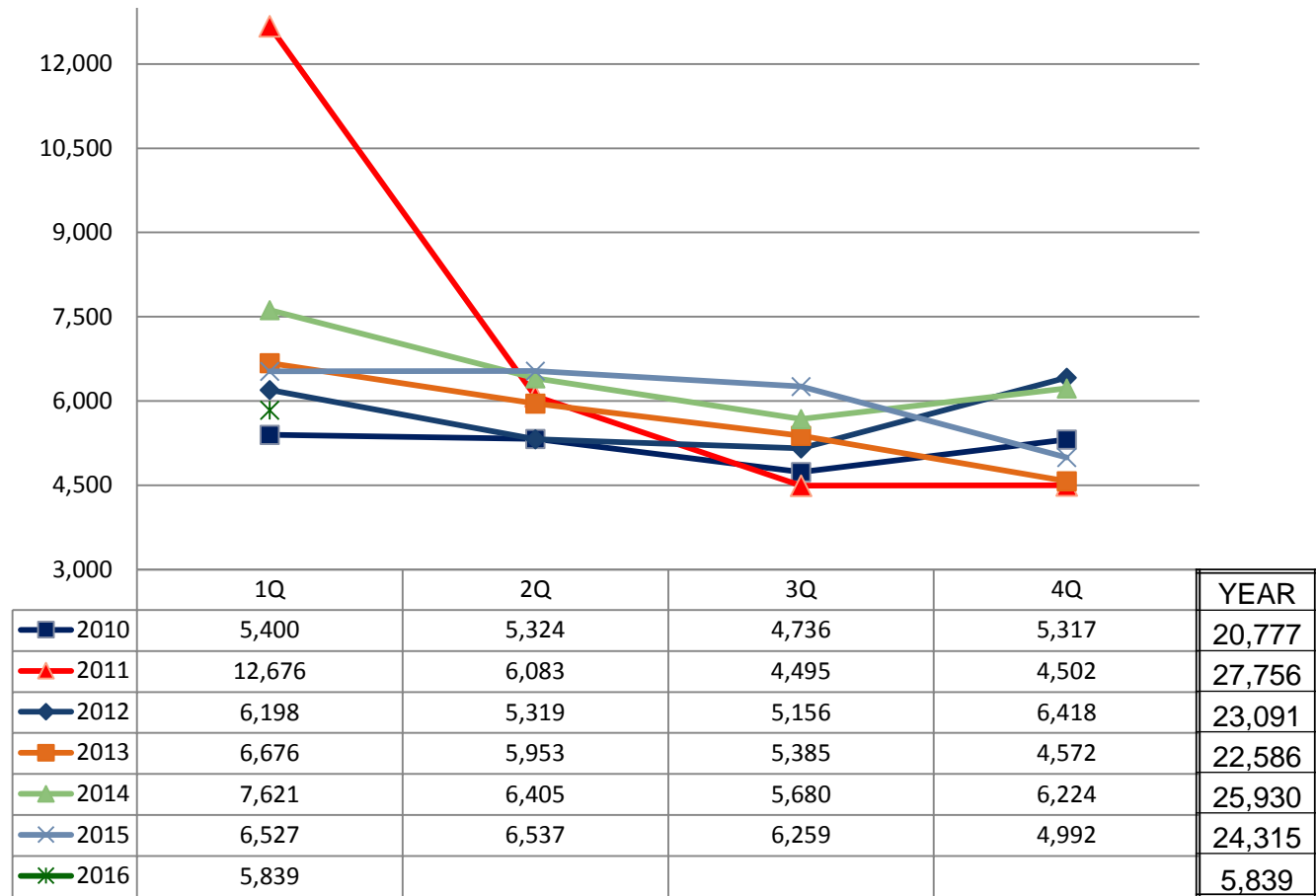
	Jan	Feb	Mar	1Q
Beneficiary Designations	2,268	1,700	2,172	6,140
Military Service Affidavits	1	1	22	24
Rehired Annuitant Elections	127	62	531	720
Domestic Partner Affidavits	28	128	31	187
Total	2,424	1,891	2,756	7,071

Trends

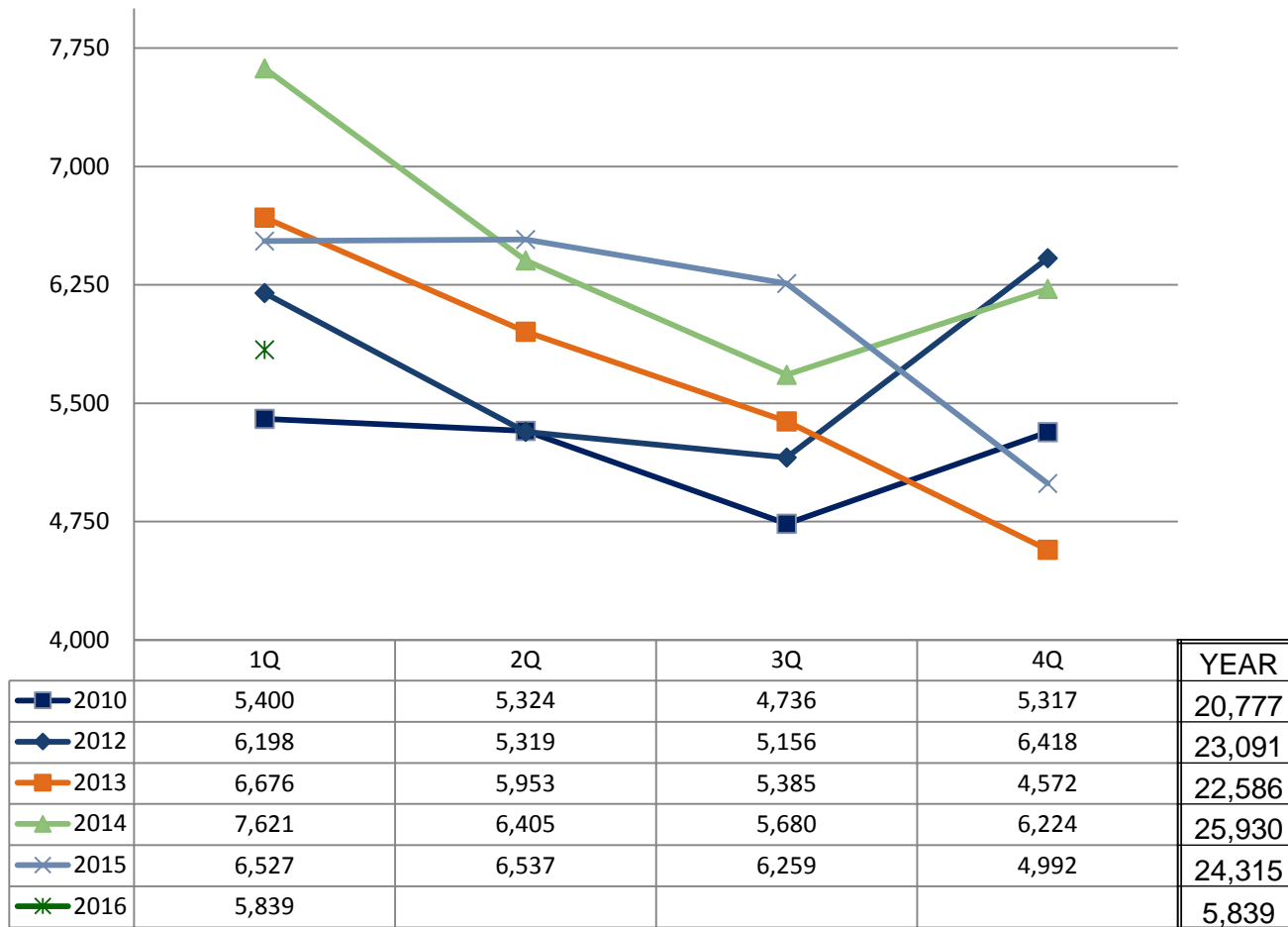
Retirement Benefit Options – Q1



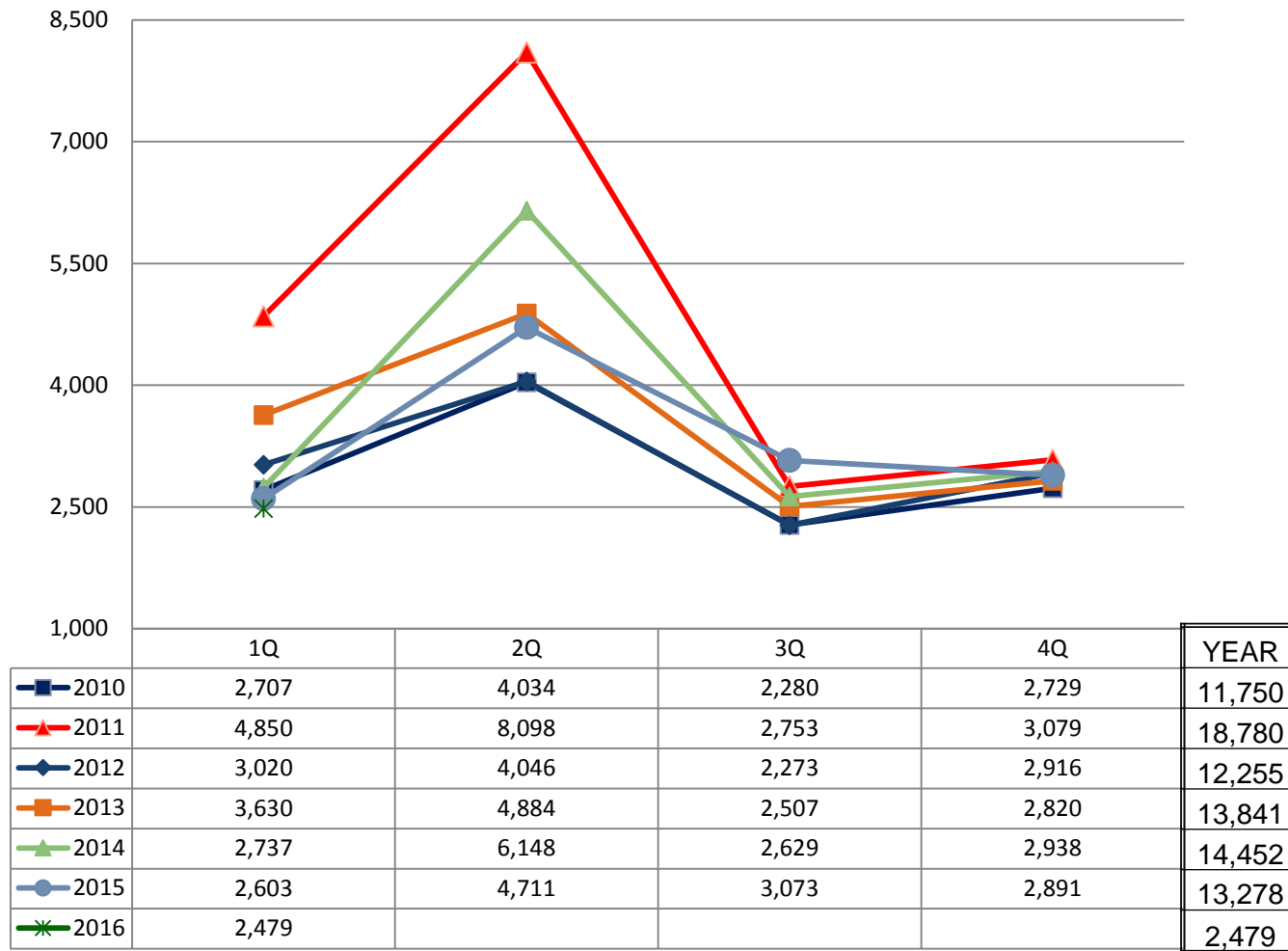
Retirement Estimate Requests



Retirement Estimate Requests (without 2011)



Retirement Applications





Questions?