



# Retirement Services Update

## Third Quarter 2016

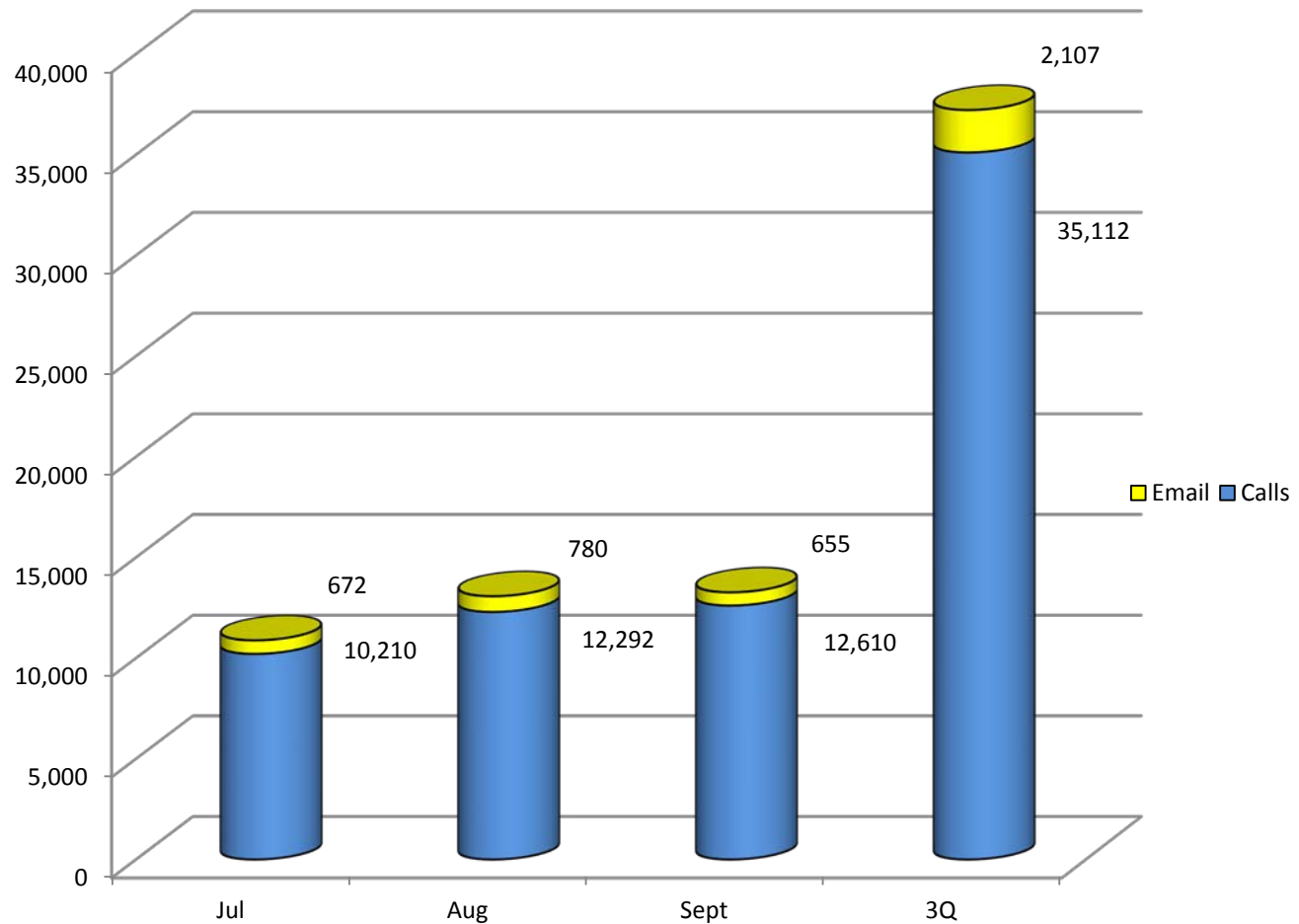
Anne Boudreau

November 18, 2016



# Customer Service

# Member Contacts to Main Line



# Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	66
Number of Members Served	546
<i>Average Number per Session</i>	<i>8</i>

Individual Retirement Sessions	
Number of Members Served	1,541
- with appointment	912
- without appointment	329
- quick service	300
<i>Average Number per Session</i>	<i>1</i>

# Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	6
Number of Attendees	655
<i>Average Number per Session</i>	<i>109</i>

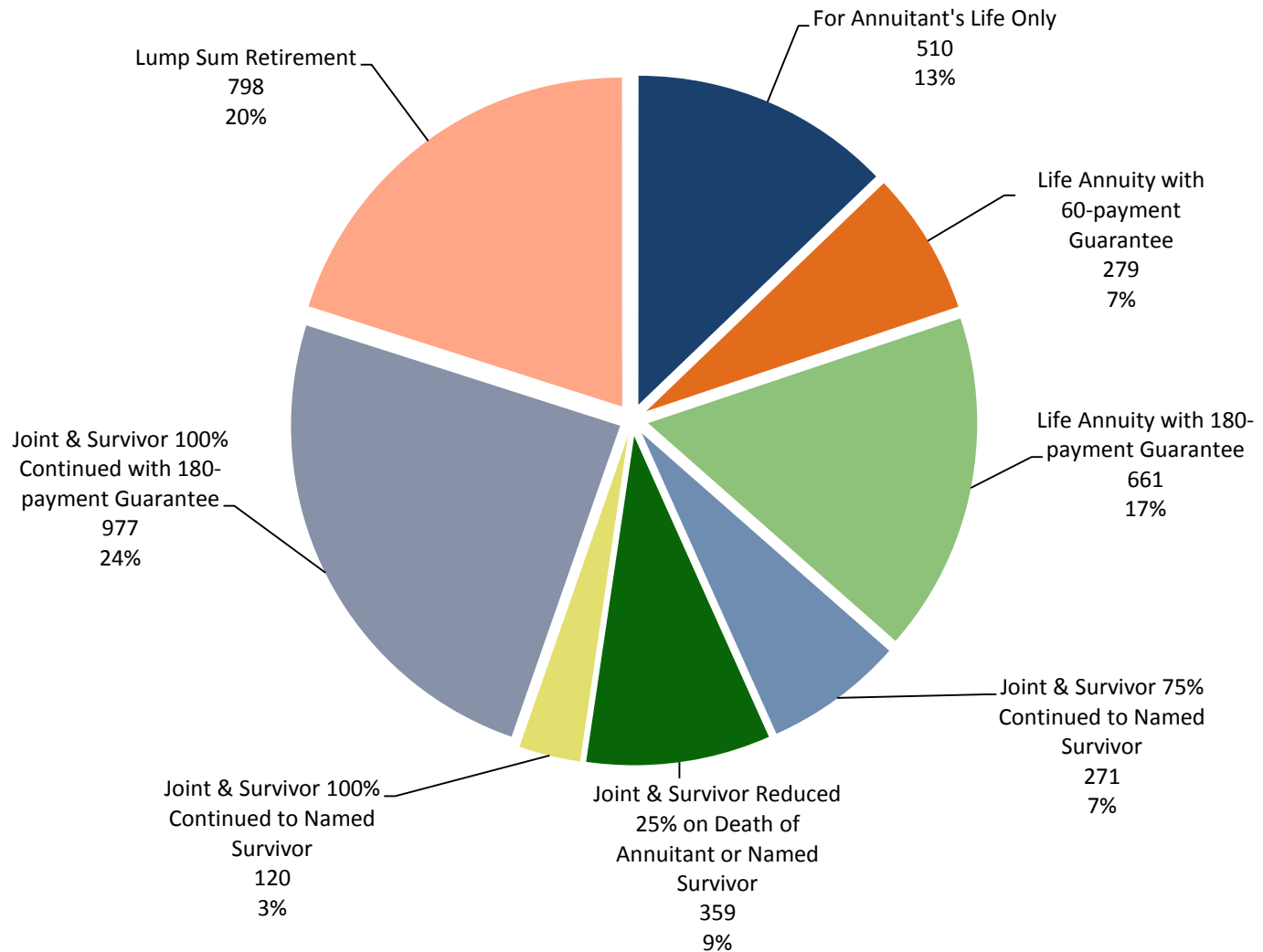
Webinar Presentations	
Number of Sessions	42
Number of Attendees	1725
<i>Average Number per Session</i>	<i>41</i>

# File Updates for Members

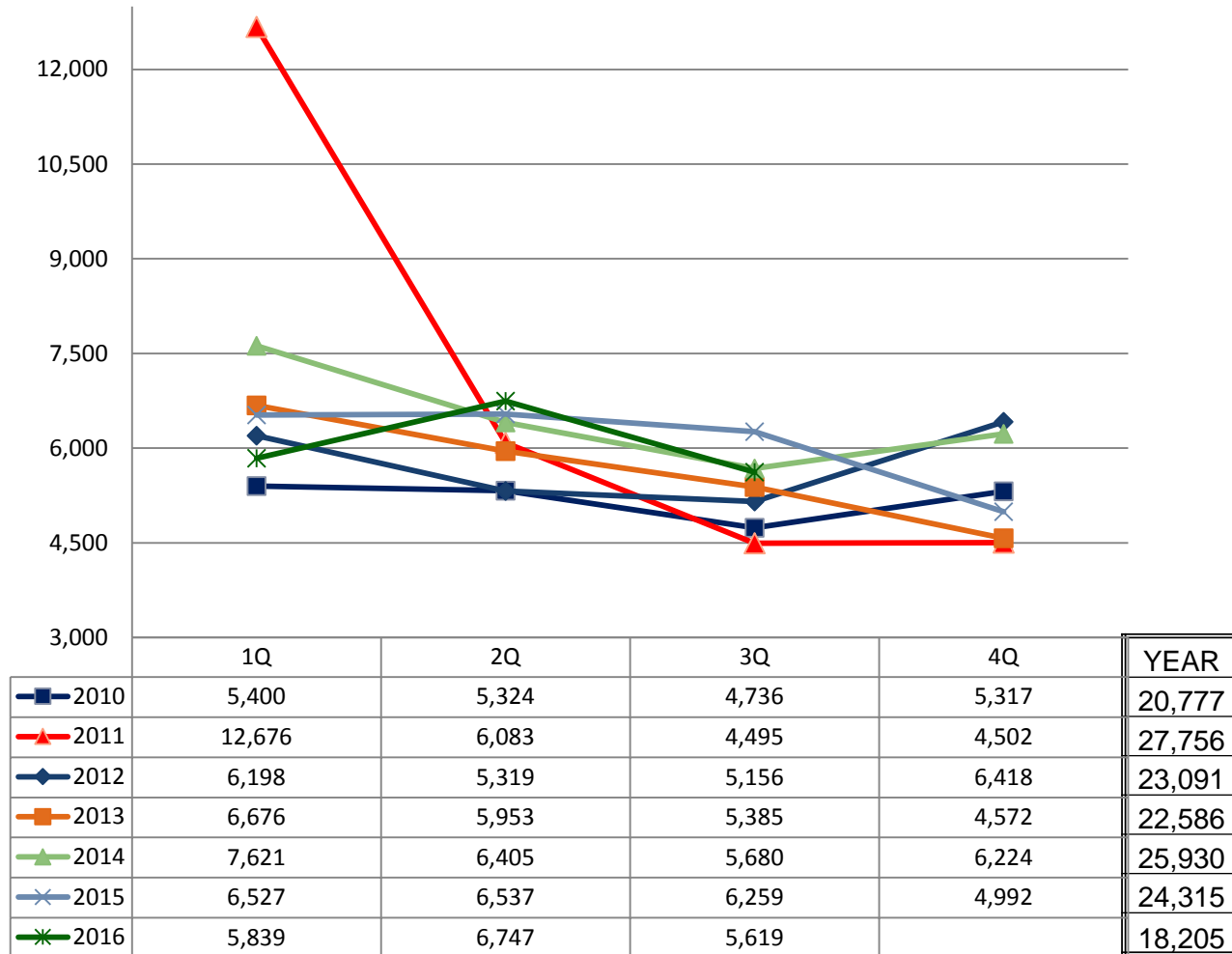
	July	Aug	Sept	3Q
Beneficiary Designations	1809	2251	2646	6706
Military Service Affidavits	1	0	2	3
Rehired Annuitant Elections	108	296	523	927
Domestic Partner Affidavits	26	50	33	109
Total	1944	2597	3204	7745

# Trends

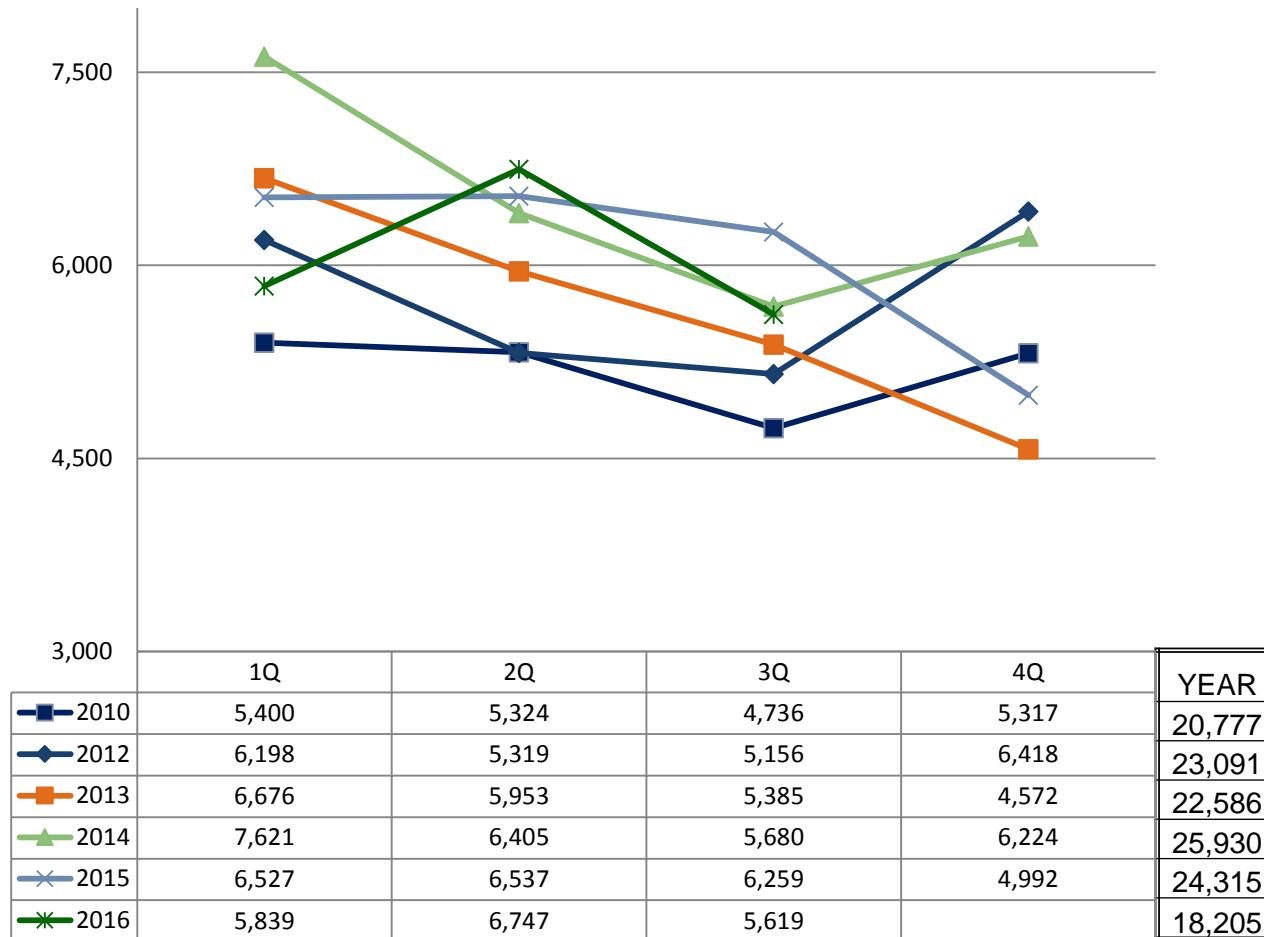
# Retirement Benefit Options – Q3



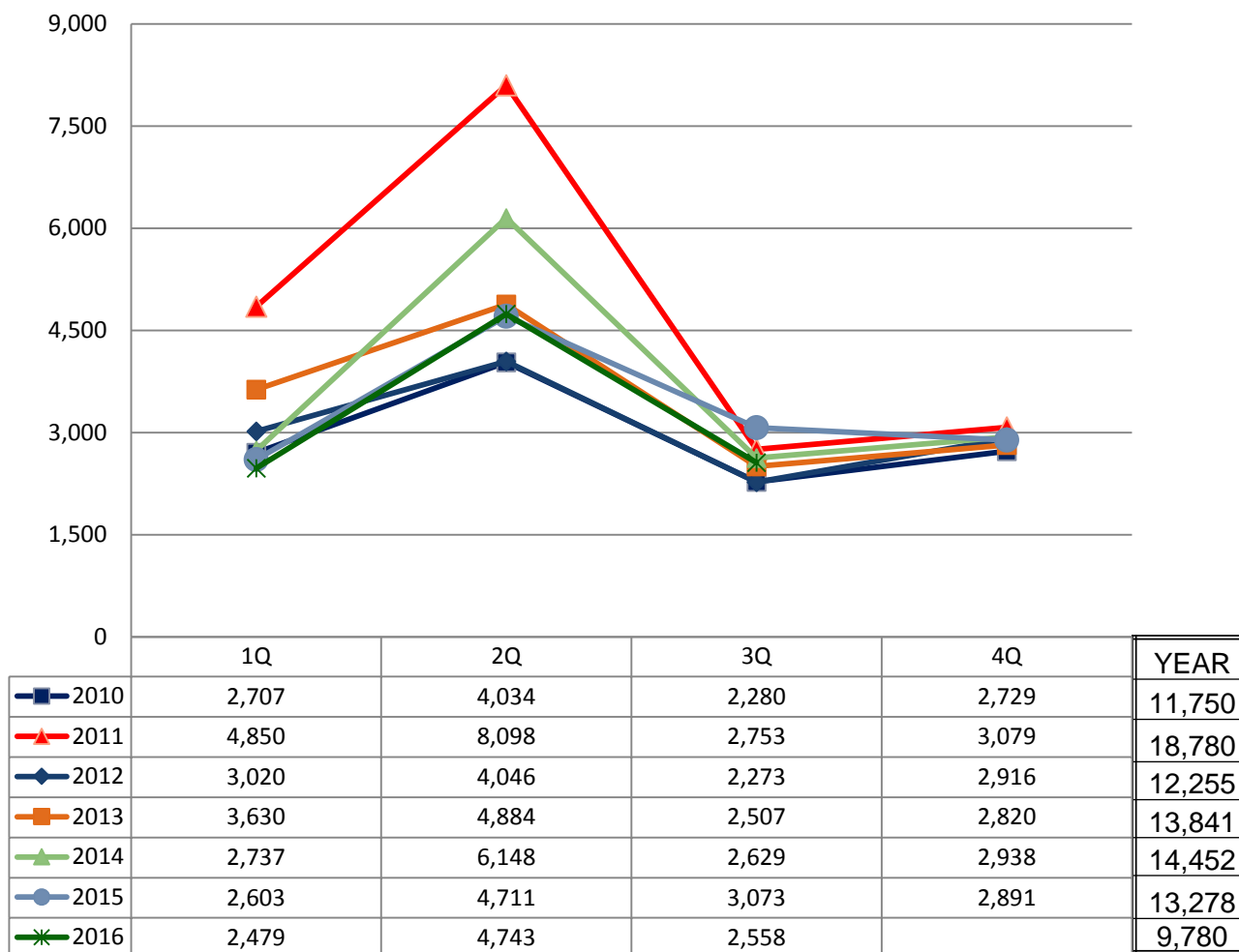
# Retirement Estimate Requests



# Retirement Estimate Requests (without 2011)



# Retirement Applications





# Questions?