

Customer Service Update

Joint Meeting Item 4A
March 21, 2019

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Division of Retirement Services





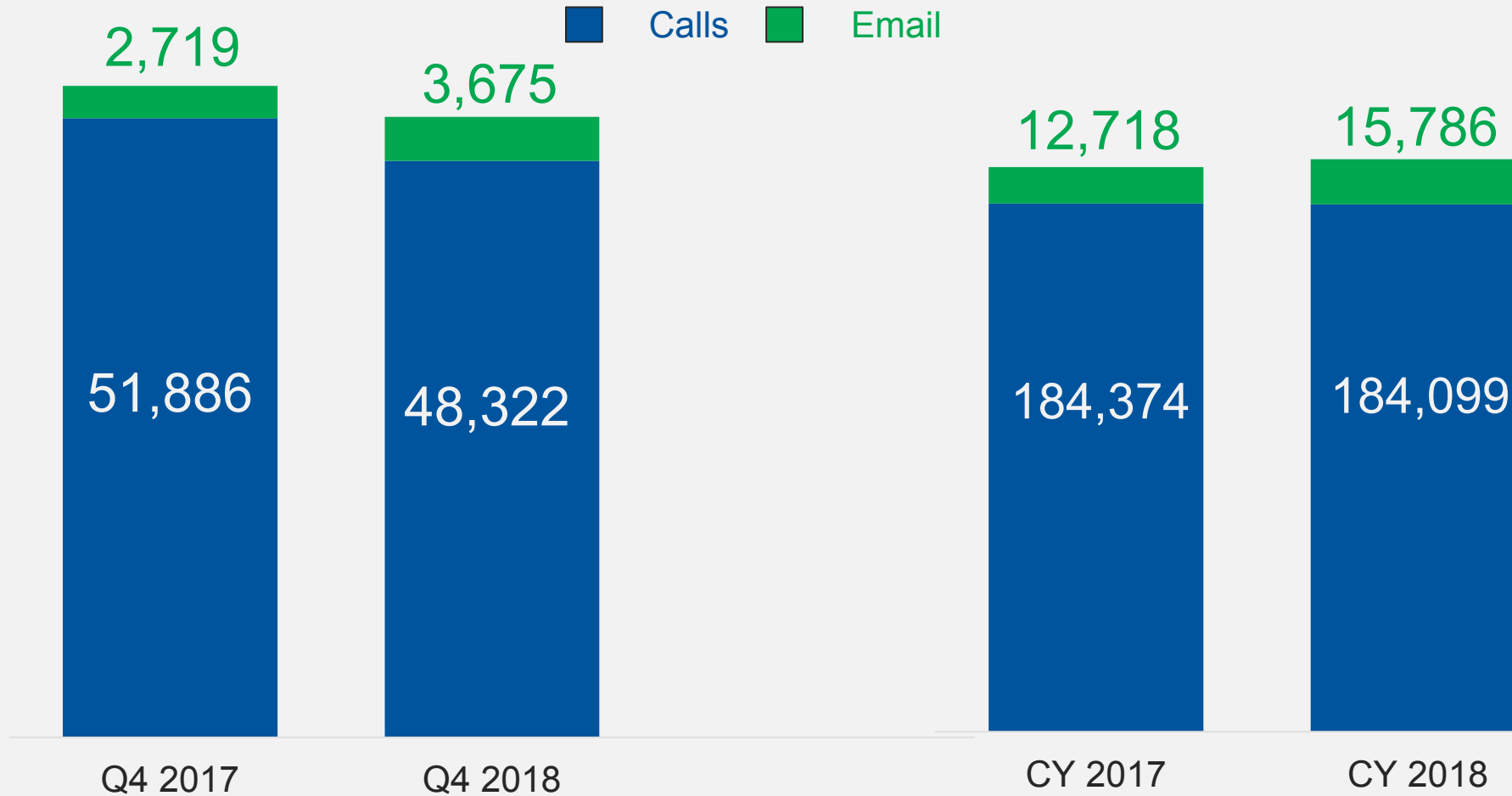
Work Volume and Production

Member Contacts

Q4	2017	2018	Change
Calls	51,886	48,322	-6.9%
Email	2,719	3,675	+35.2%
Total	54,605	51,997	-4.8%

YTD	2017	2018	Change
Calls	184,374	184,099	-0.1%
Email	12,718	15,786	+24.1%
Total	197,092	199,885	+1.4%

Member Contacts

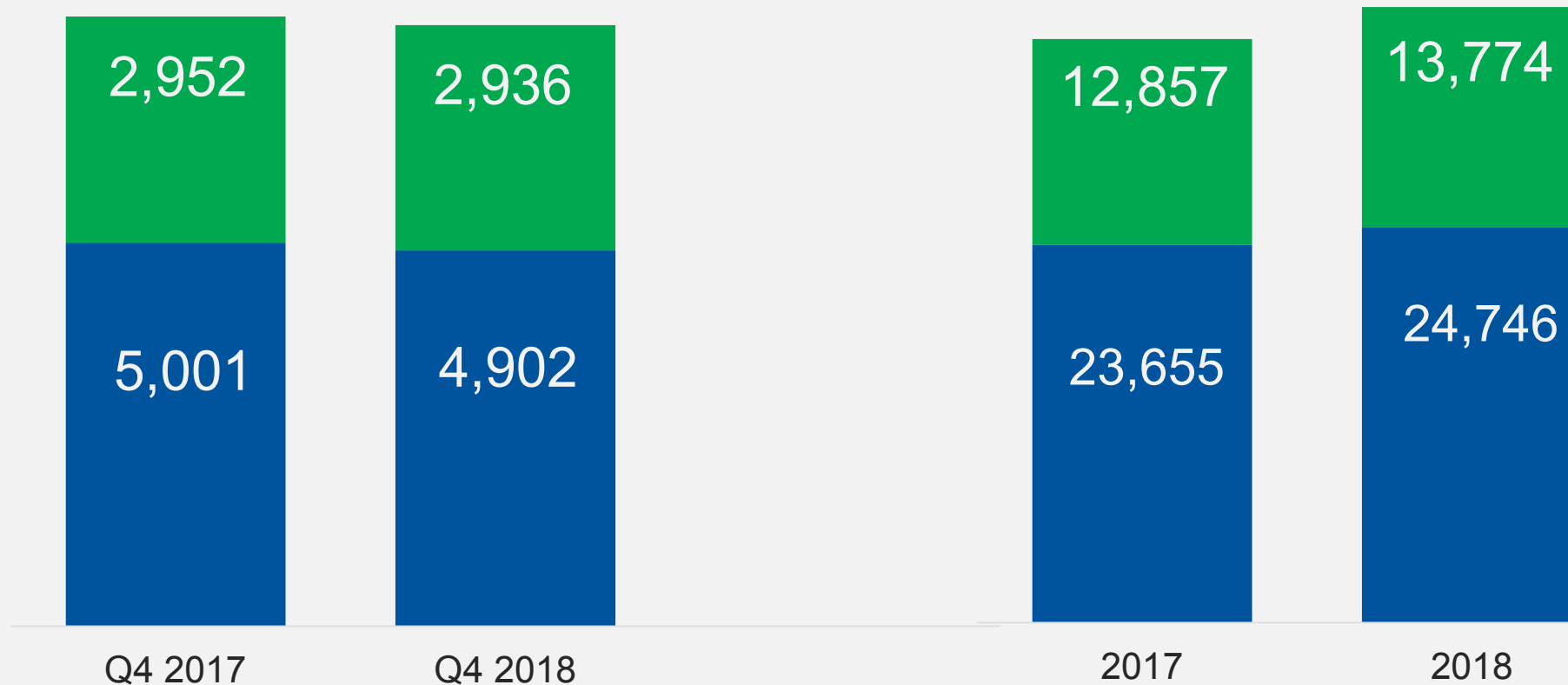


Trends - Retirement

Q4	2017	2018	Change
Retirement Estimates Requested	5,001	4,902	-2.0%
Retirement Applications Received	2,952	2,936	-0.5%
YTD	2017	2018	Change
Retirement Estimates Requested	23,655	24,746	+4.6%
Retirement Applications Received	12,857	13,774	+7.1%

Trends - Retirement

■ Retirement Estimates ■ Retirement Applications



A man with a beard, wearing a light blue long-sleeved shirt, is seated in a wheelchair and smiling while talking on a mobile phone. He is in a call center environment. In the background, another man is seated at a desk, also on a phone, and a woman is partially visible. There are computer monitors, a water bottle, and a sign that says "SERVICE COMMERCIAL" on the desk. The entire image has a blue tint.

Customer Feedback

Member Feedback

From Member Surveys:

The person who helped me was wonderful and professional. I was confused.... (She) did not make me feel disrespected because I had to ask questions. She was gentle with her responses.

Member Feedback

From Member Surveys:

He made the complexity of retirement crystal clear.



DRS Projects and Accomplishments

DRS Projects

- Employer Reporting
 - Impact of Errors
 - The “ONE” System
 - Viewing and Changing Transactions
- Gains
 - Employer Control
 - Cleaner Data
 - Less Manual Intervention by ETF Staff



Questions?

Thank you



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