




# Customer Service Update

Joint Meeting Item 4A  
June 20, 2019

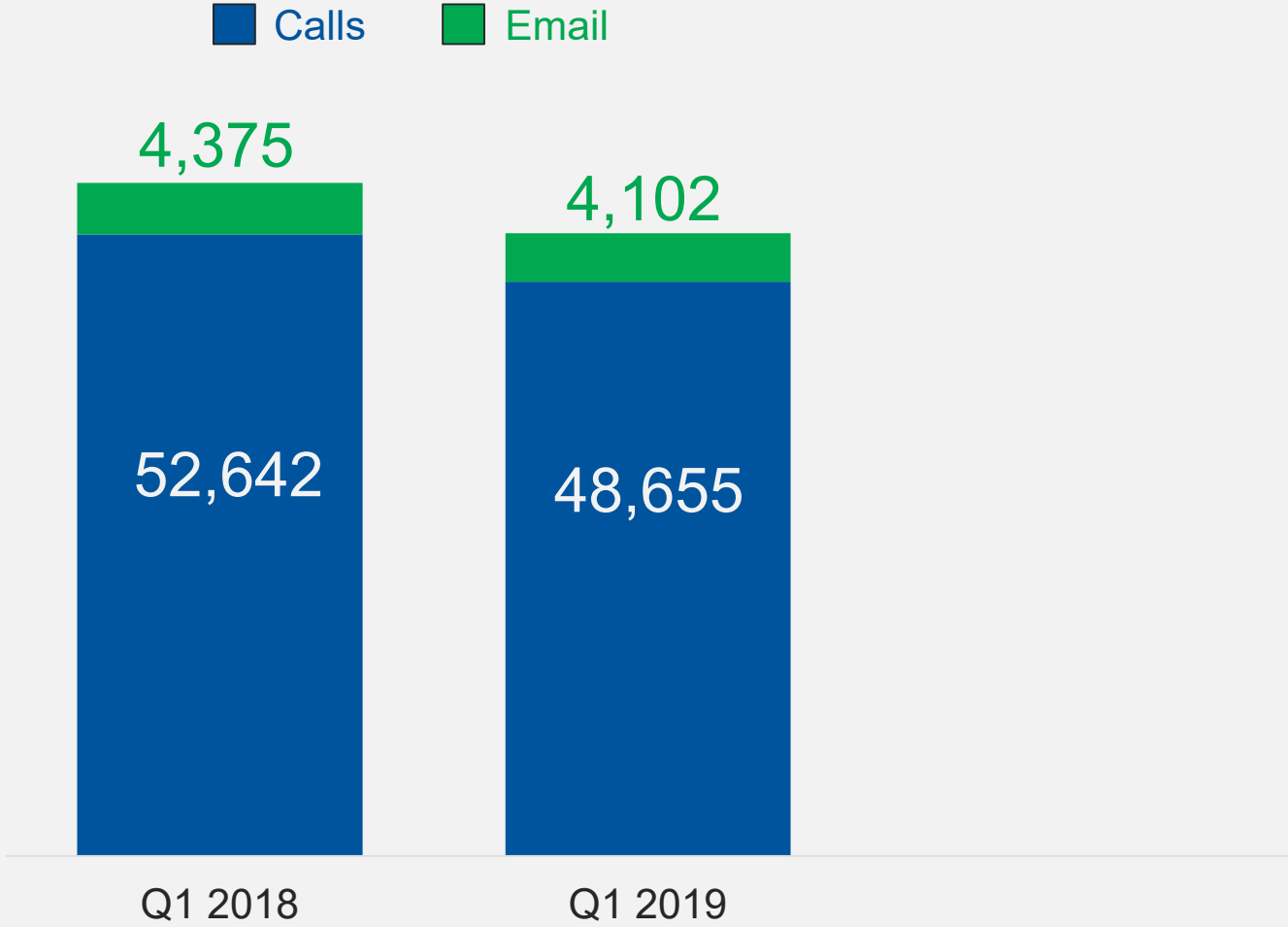
Anne Boudreau, Deputy Administrator  
Division of Retirement Services



A photograph of a call center agent, a young man with a beard, smiling while talking on a mobile phone. He is sitting at a desk with a laptop. In the background, another agent is visible, also on a phone. The image has a blue tint.

# Work Volume and Production – Call Center

# Member Contacts to ETF

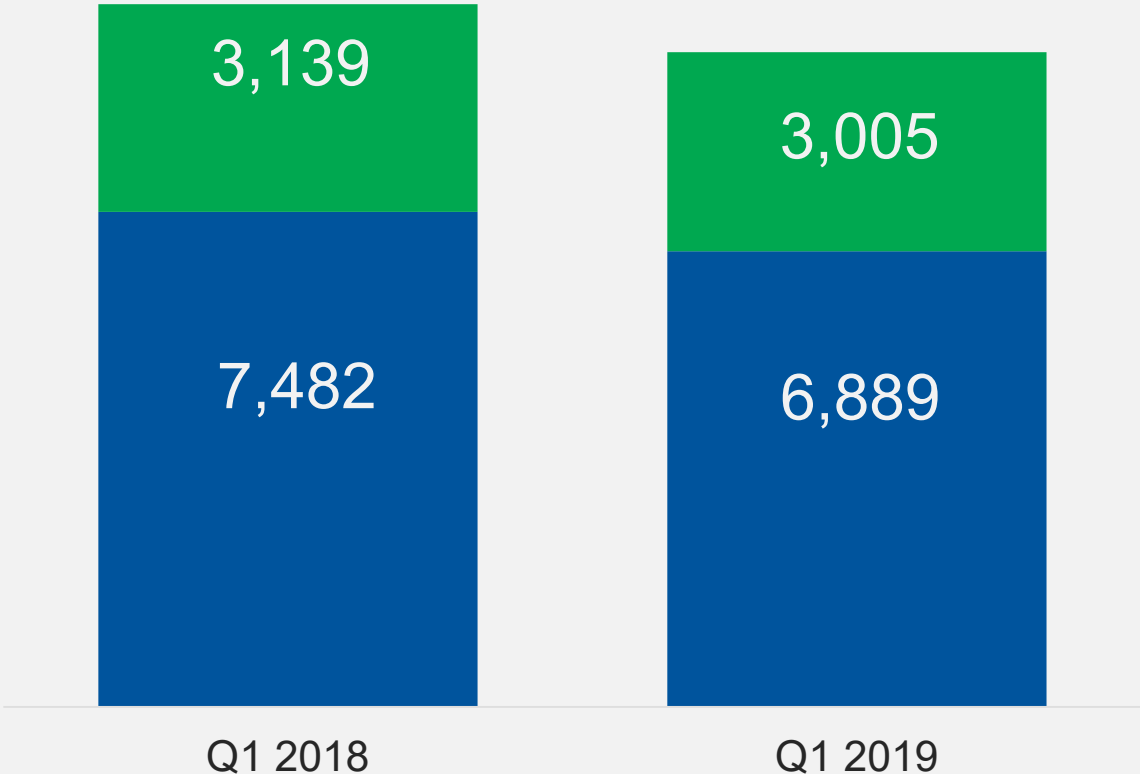


A man with a beard, wearing a light blue long-sleeved shirt, is seated in a wheelchair and smiling while talking on a mobile phone. He is in an office environment. In the background, another man is seated at a desk, also on a phone, and a woman is partially visible. There are computer monitors and a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

# Trends - Retirement

# Trends - Retirement

■ Retirement Estimates   ■ Retirement Applications



A man with a beard and short hair is smiling while talking on a mobile phone. He is wearing a light blue shirt. In the background, another man is sitting at a desk, pointing at a computer monitor. The scene is set in an office with a blue tint.

# DRS Projects and Accomplishments

# DRS Projects

- Annual Reconciliation
  - Goals of Process
  - Initiatives to Improve Process
  - Results

# Results of Annual Reconciliation

Data from 1,537 employers



Reconciled!

By the earliest date ever



With 1/3 fewer staff



than last year

And 1/3 of employer reports



arriving in balance



# DRS Projects

- New Staff and Training Model
  - Cooperative Effort
  - Improvements to Process
  - Benefits



Questions?

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# Thank you

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