



Customer Service Update

Joint Meeting Item 4A
March 25, 2021

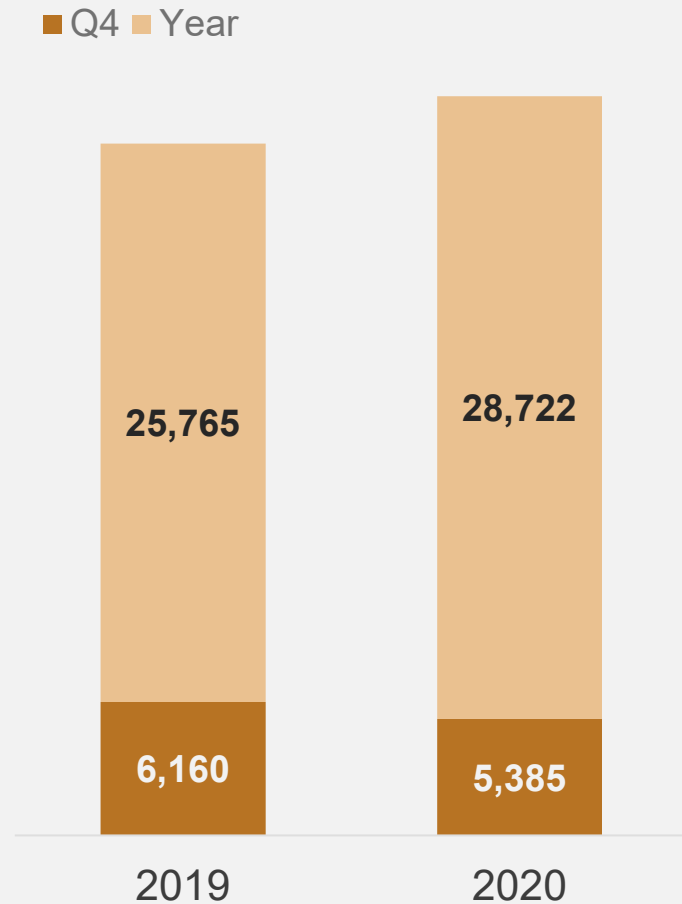
Anne Boudreau, Deputy Administrator
Division of Retirement Services





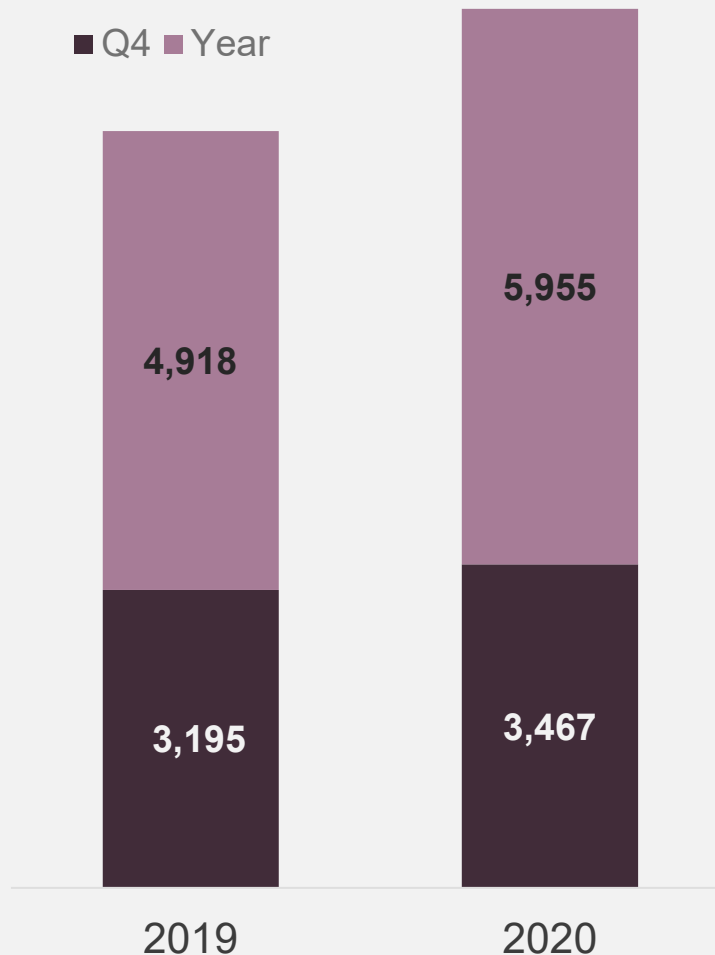
Work Volume and Production

Retirement Trends



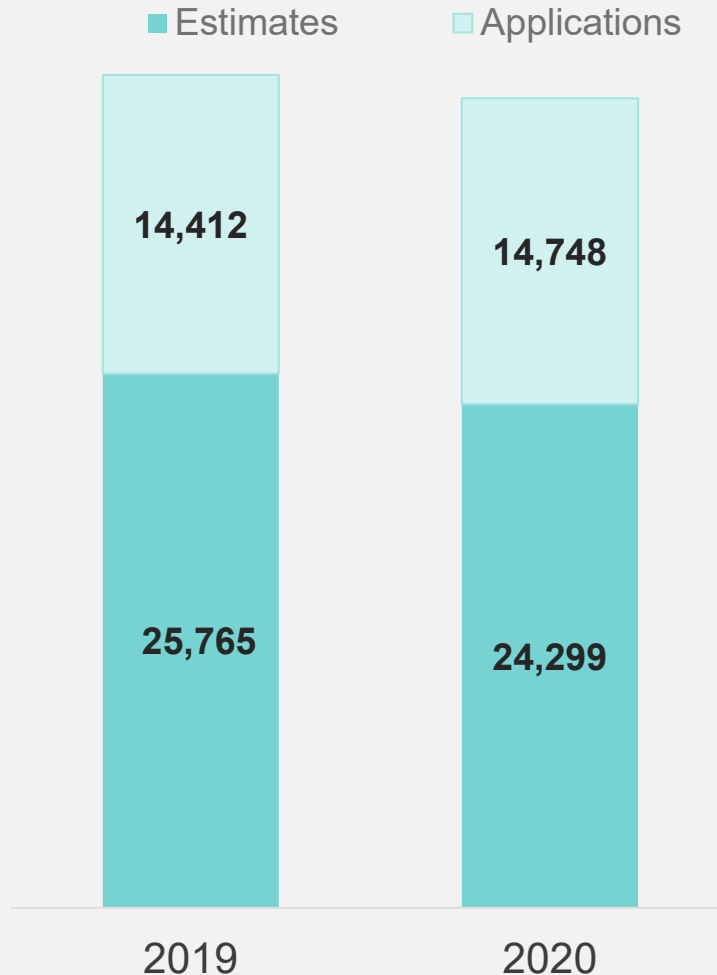
Retirement Estimates

Retirement Trends



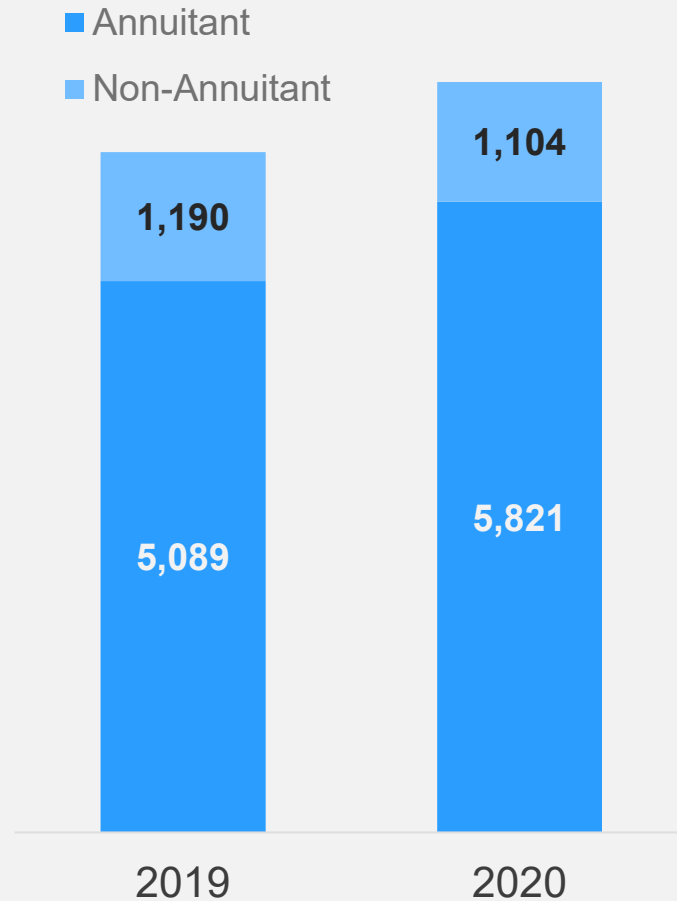
Retirement Applications

Retirement Trends



**Adjusted
Totals**

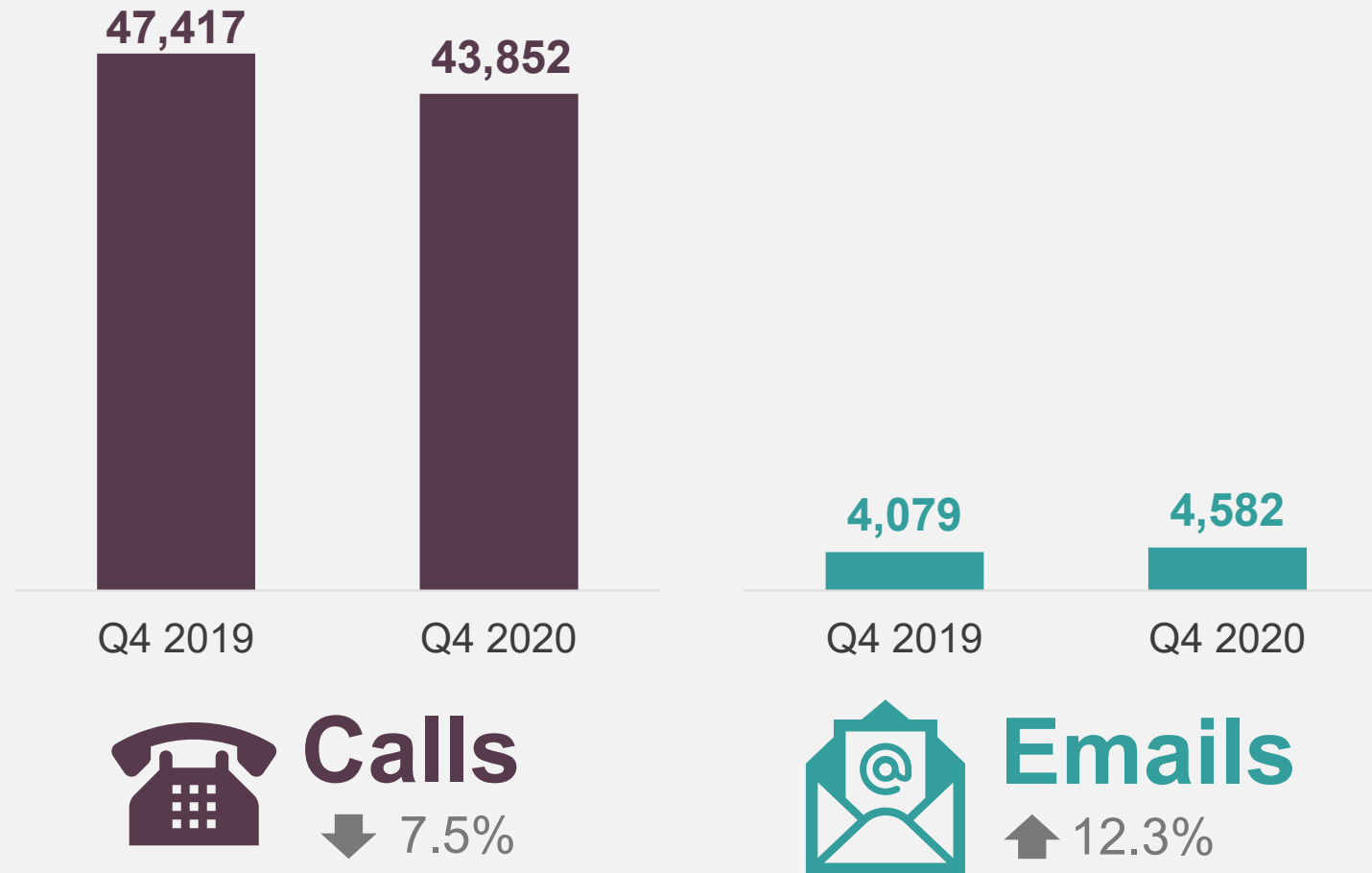
Member Deaths



**Deaths
Reported**

↑ 10.3%

Member Contacts to ETF





ETF Projects and Accomplishments

Process Improvement: Purchase of Other Governmental Service



Member Education
Up Front



Conservation of
Resources



Better Customer
Satisfaction

Process Improvement: Training Plan for Staff



Holistic View



Agile Staff



Better Customer
Satisfaction

A photograph of a family of four outdoors. A man with a mustache and a woman with short grey hair are smiling and hugging two children. The man is wearing a dark sweater over a blue and white checkered shirt. The woman is wearing a red jacket over a grey patterned top. The children are also smiling. The background is a blurred green landscape. The entire image has a blue overlay, and the word "Questions?" is written in large white text across the bottom.

Questions?

Thank you



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