



Customer Service Update

Joint Meeting Item 4A
June 17, 2021

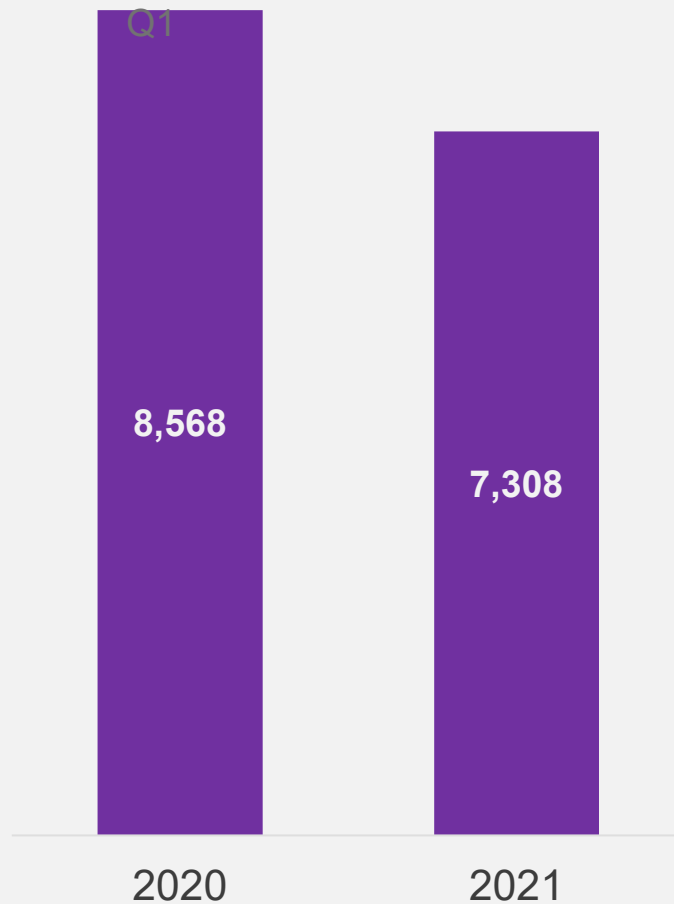
Anne Boudreau, Deputy Administrator
Division of Retirement Services





Work Volume and Production

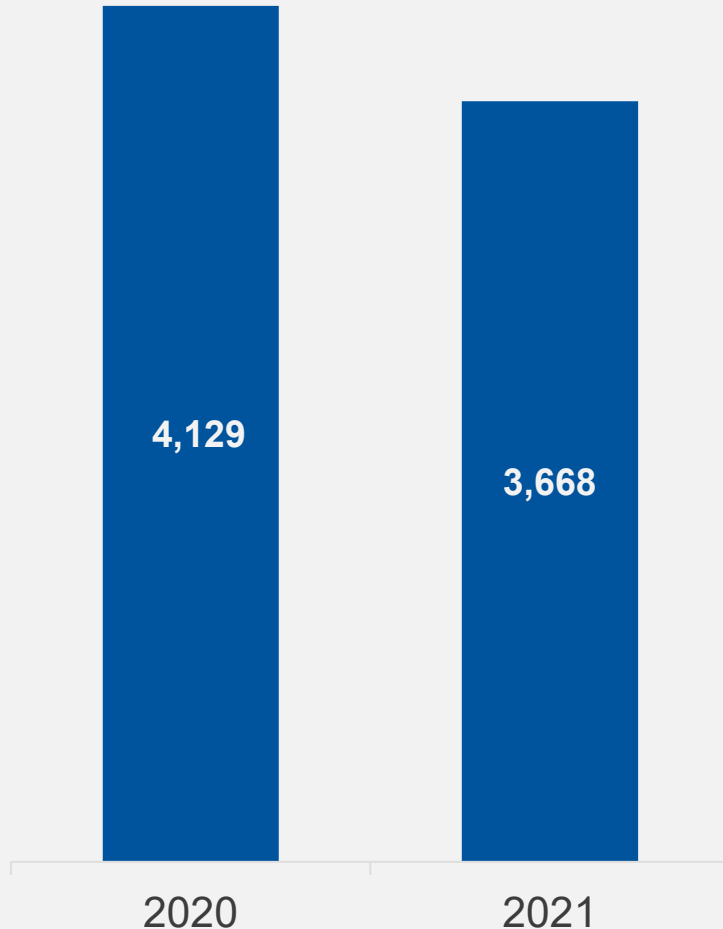
Retirement Trends



**Retirement
Estimates**

↓ 14.7%

Retirement Trends

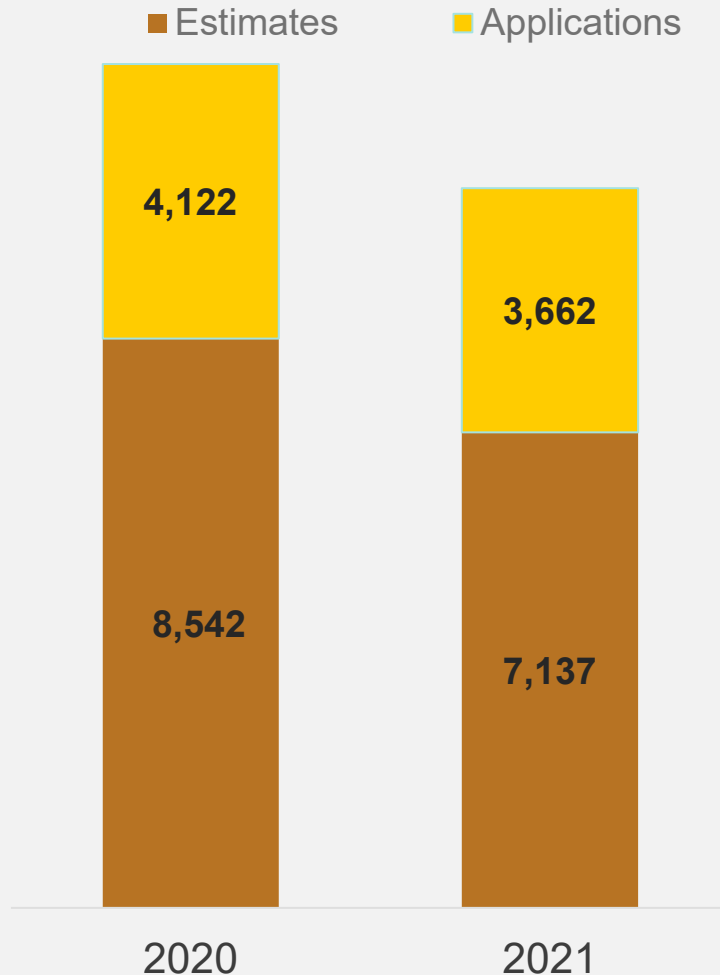


Retirement Applications



11.2%

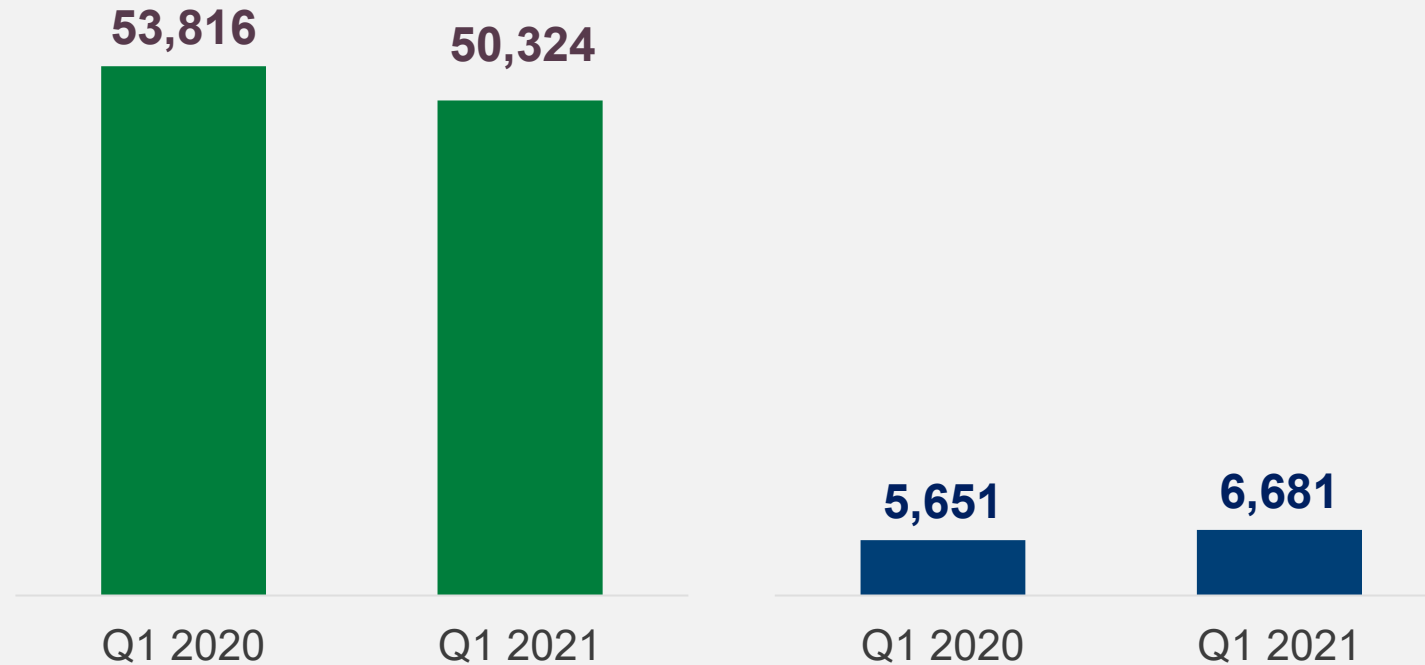
Retirement Trends



**Adjusted
Totals**

↓ 14.7%

Member Contacts to ETF



Calls

↓ 6.5%



Email

↑ 18.2%



ETF Projects and Accomplishments

Process Improvement: Employer Onboarding



Plain Language and
Checklist



Short Educational
Video



Better Customer
Satisfaction

Process Improvement: Annual Reconciliation



New
Virtual Process



More Accurate
Employer Reports



Strong Case
Management



Questions?

Thank you



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