

Customer Service Improvements and Trends

Joint Meeting Item 4A
December 8, 2022

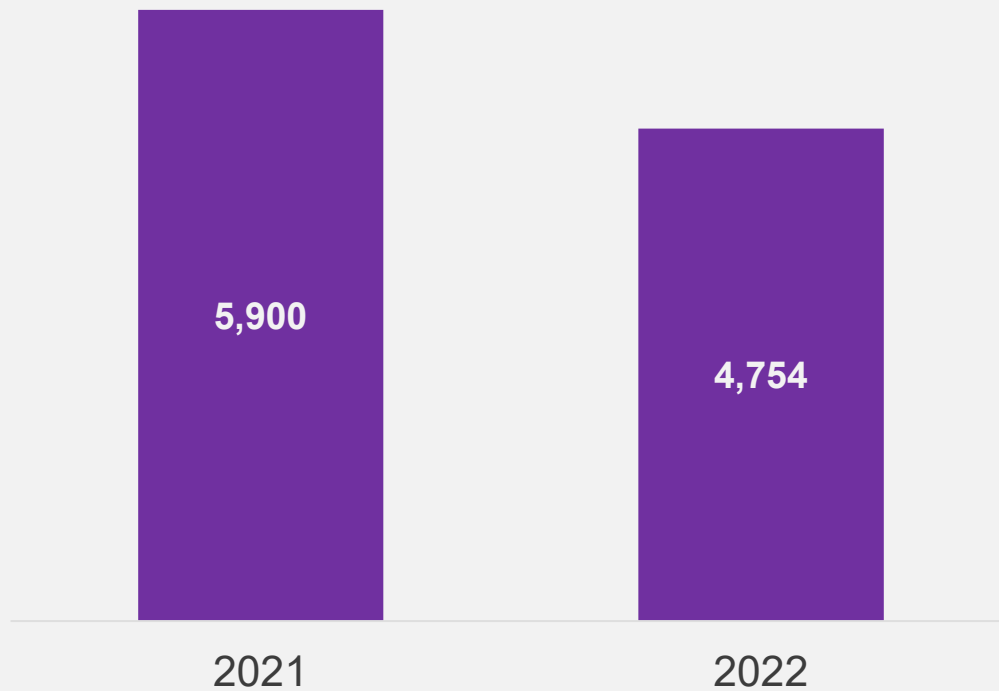
Anne Boudreau, Deputy Administrator
Division of Retirement Services





ETF Work Volume and Retirement Trends

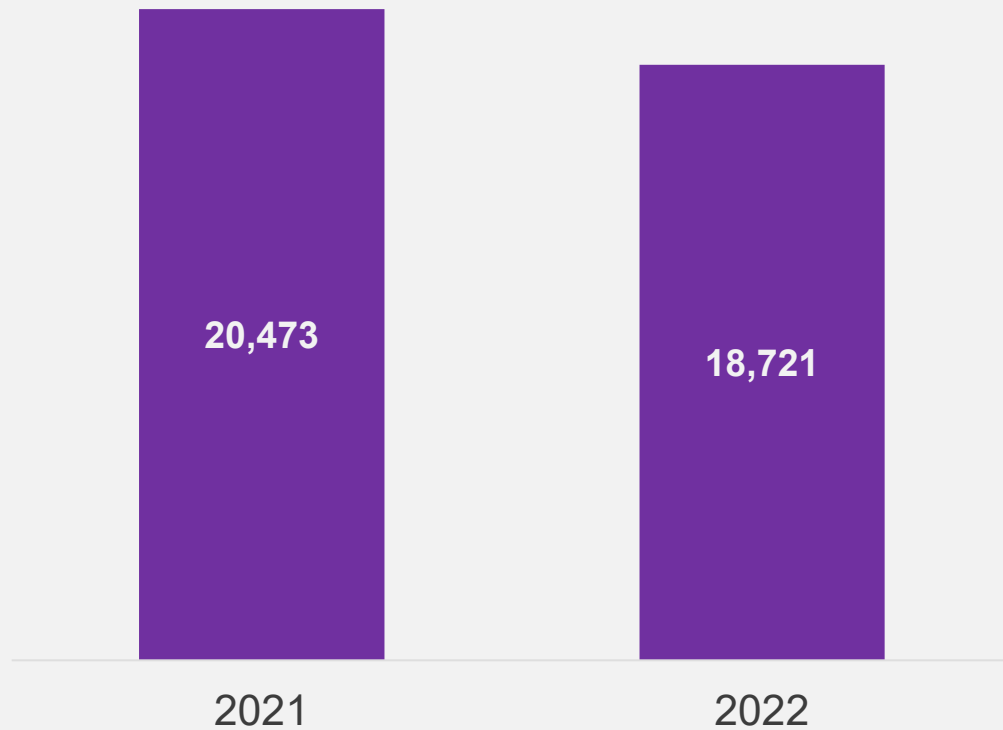
Retirement Estimates – Q3



**Retirement
Estimates**

- 19.4%

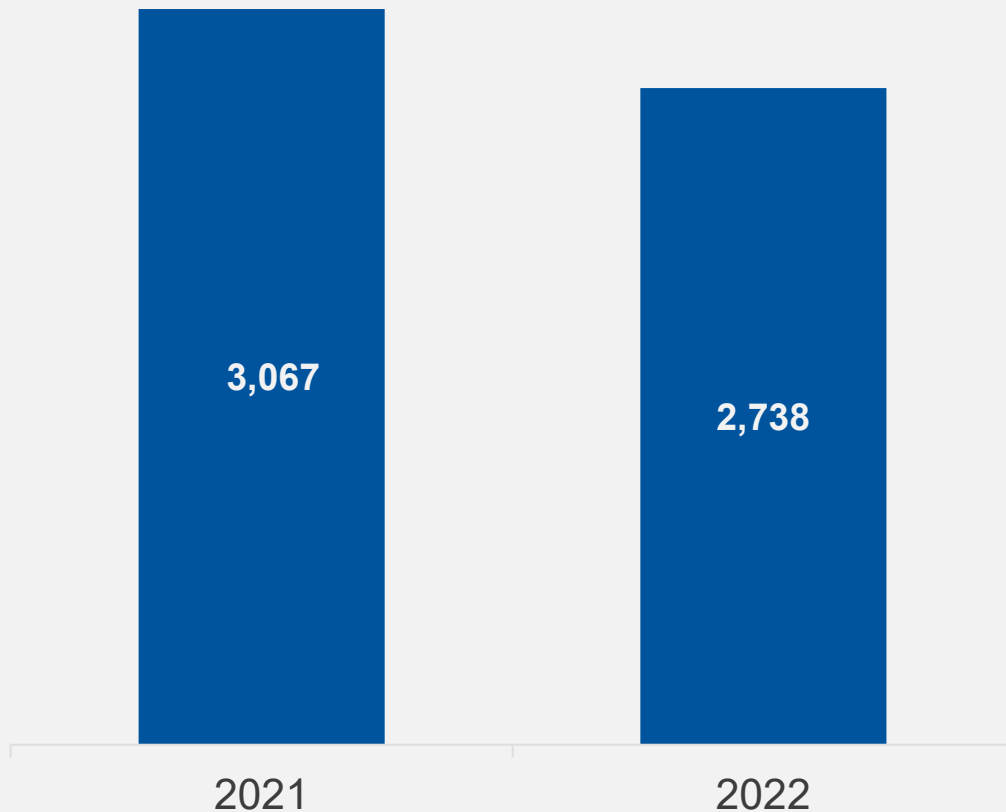
Retirement Estimates – YTD



**Retirement
Estimates**

- 8.6%

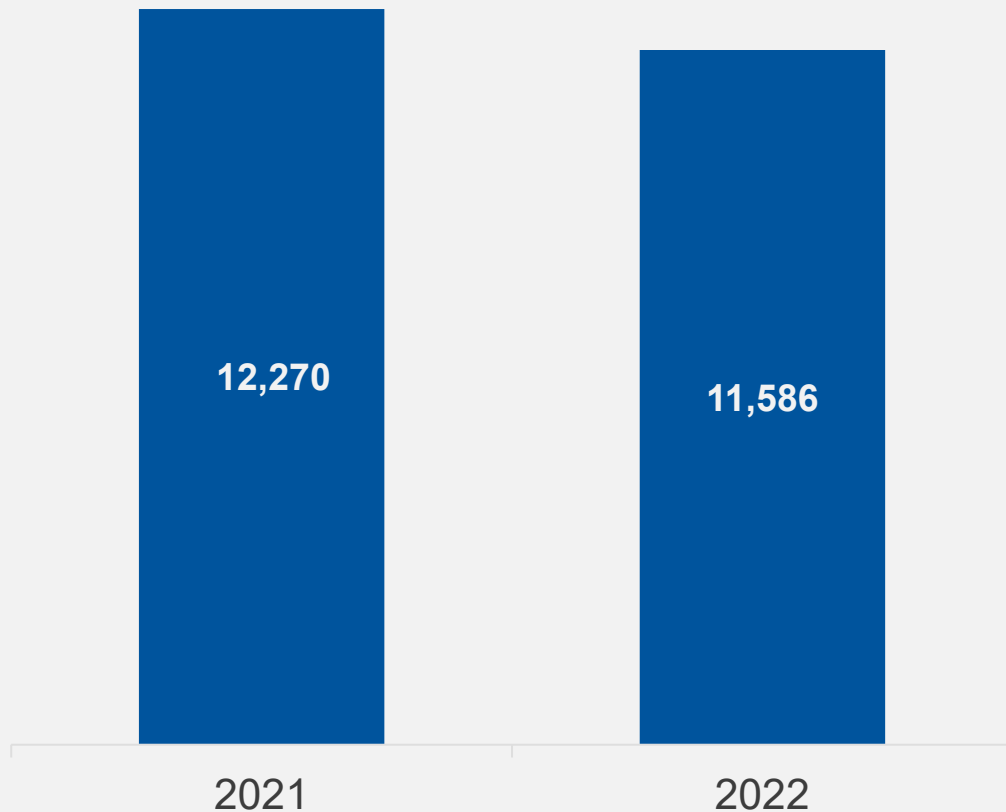
Retirement Applications – Q3



Retirement Applications

- 10.7%

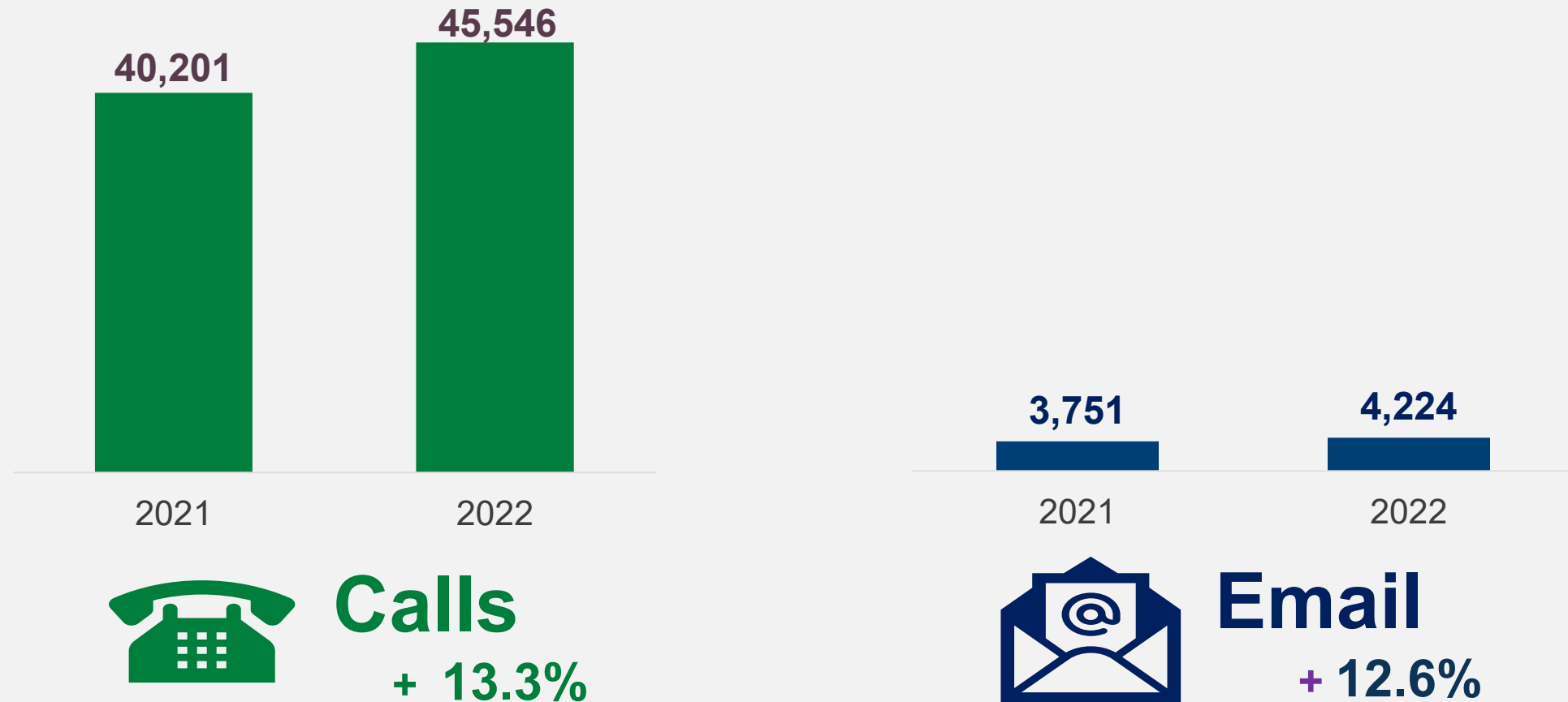
Retirement Applications – YTD



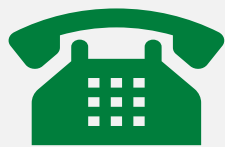
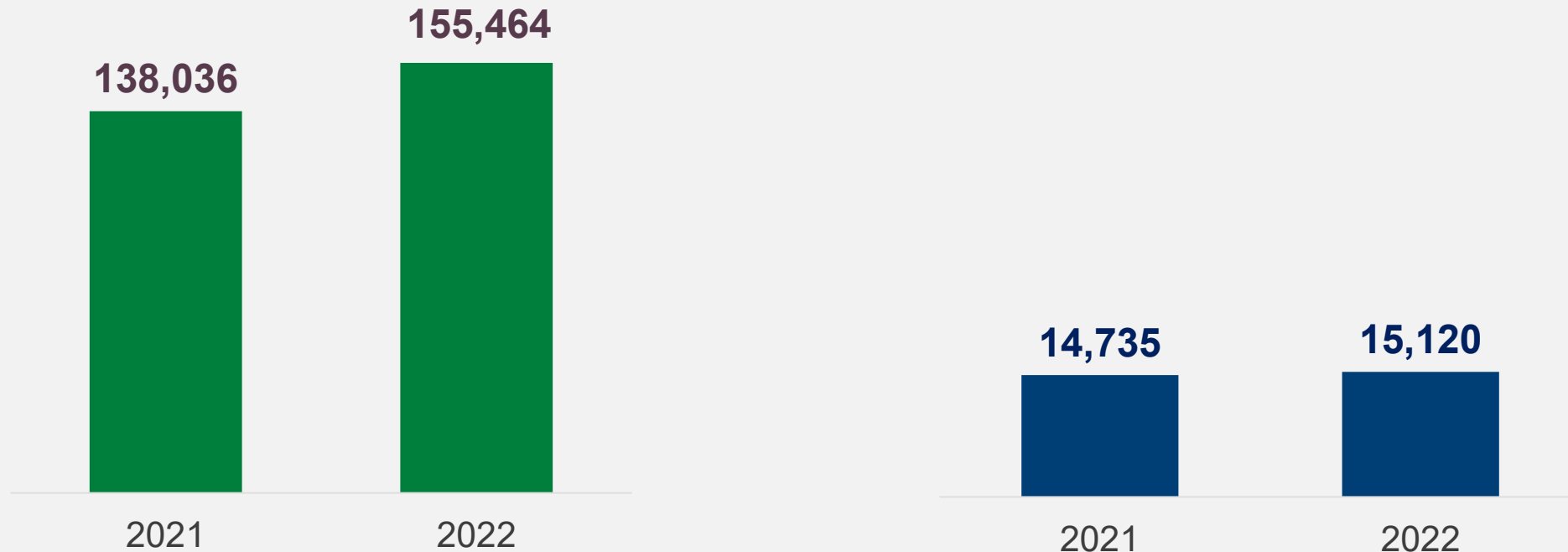
**Retirement
Applications**

- 5.6%

Member Contacts – Q3



Member Contacts – YTD



Calls
+ 12.6%



Email
+ 2.6%

Open Enrollment for 2023

It's Your Choice – All Four Weeks

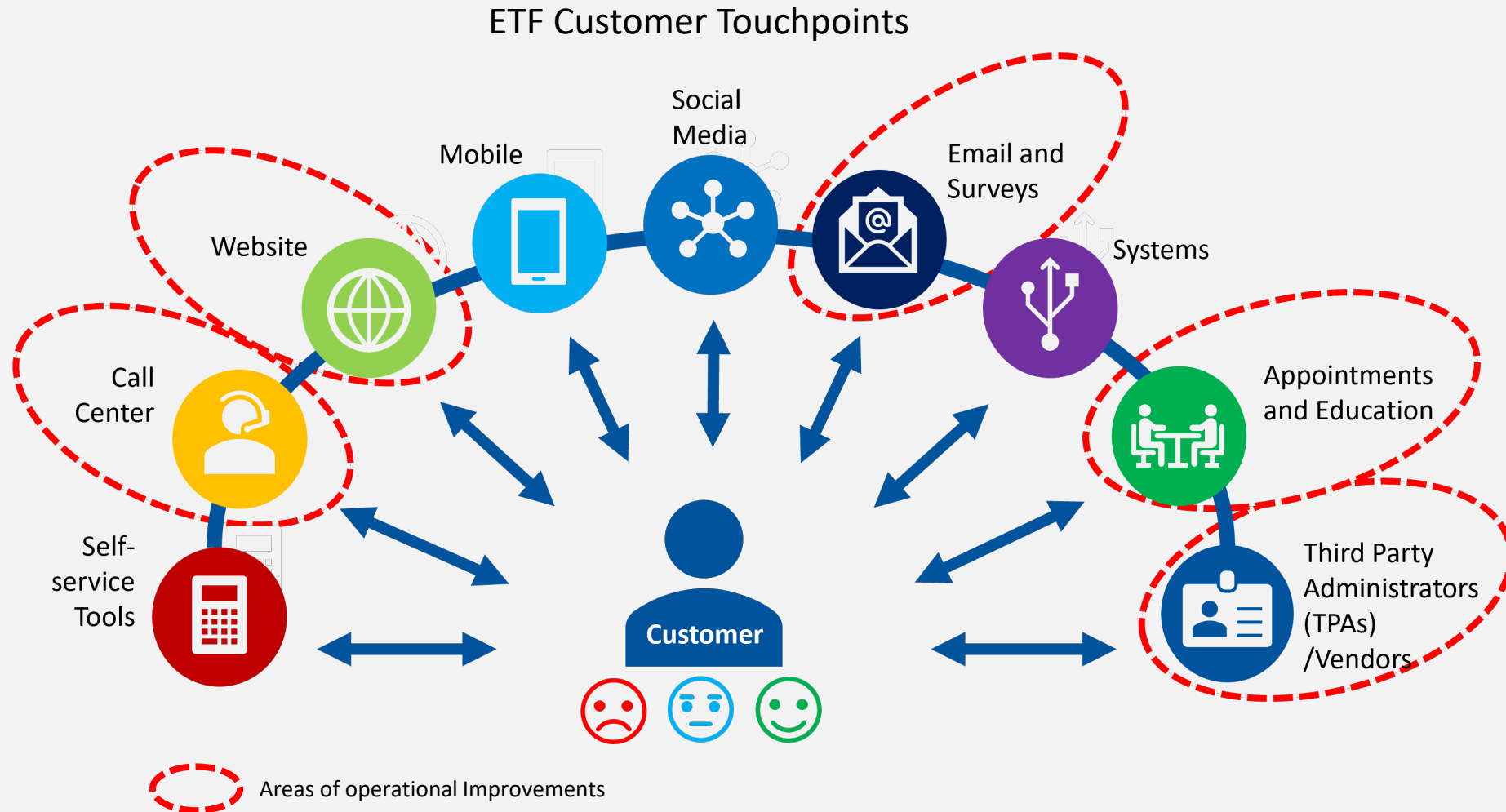
	Calls	Average Speed of Answer	Average Talk Time
2021	16,563	1:47	6:35
2022	19,994	10:17	7:50
Change	+20.7%	+476.6%	+19.0%



ETF Operational Improvements



As we strategically build for the future, we make incremental operational improvements to better serve our customers



Customer Service Improvements



Better Call Routing
Features



Targeted Employer
Discovery Sessions

Process Improvement



Accurate Death
Information



Questions?

Thank you



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1-877-533-5020