



TEACHERS' AND STATE EMPLOYEES' RETIREMENT SYSTEM & LOCAL GOVERNMENTAL EMPLOYEES' RETIREMENT SYSTEM

Operations Update

December Metrics Results



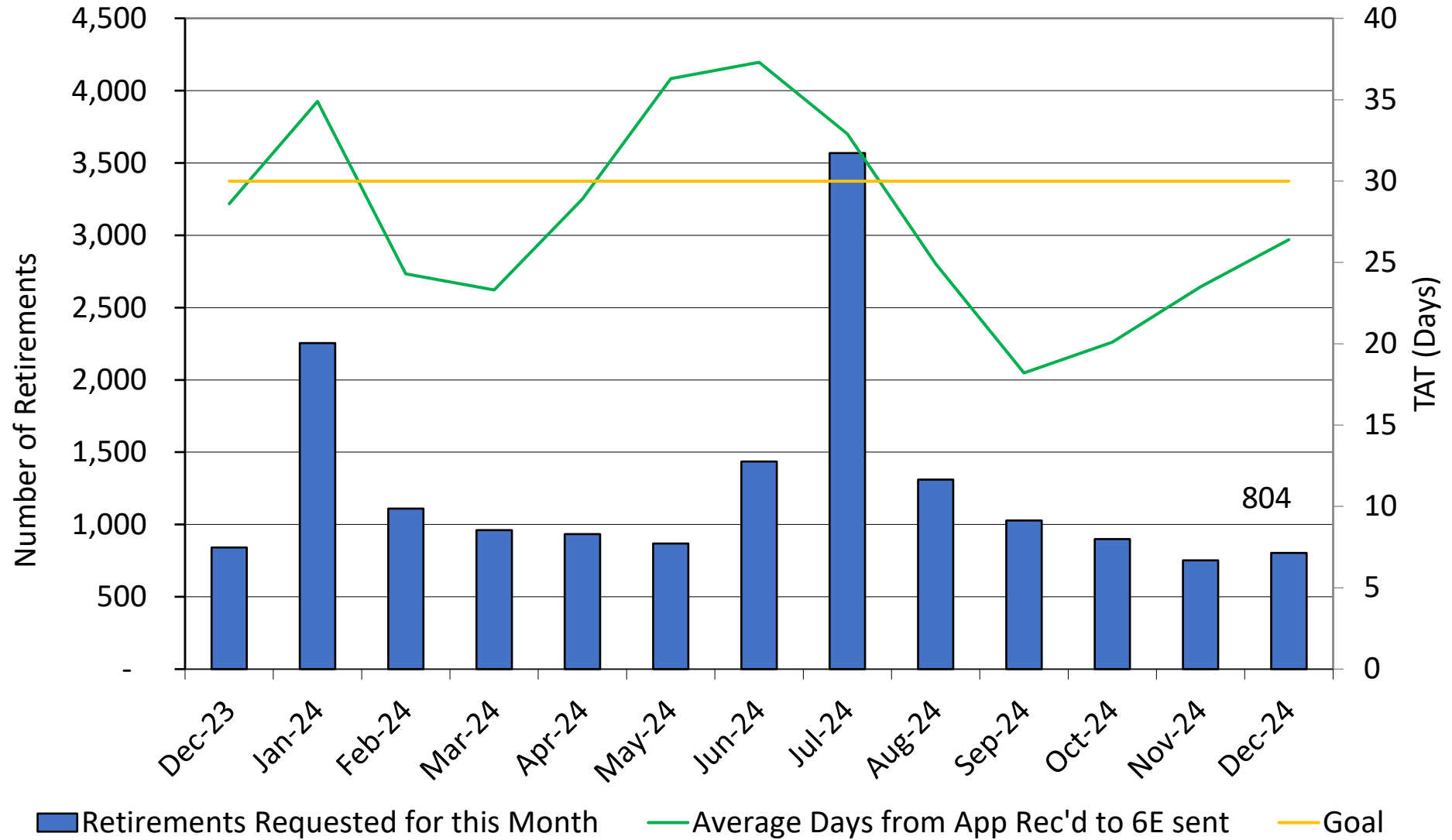
North Carolina
Retirement Systems



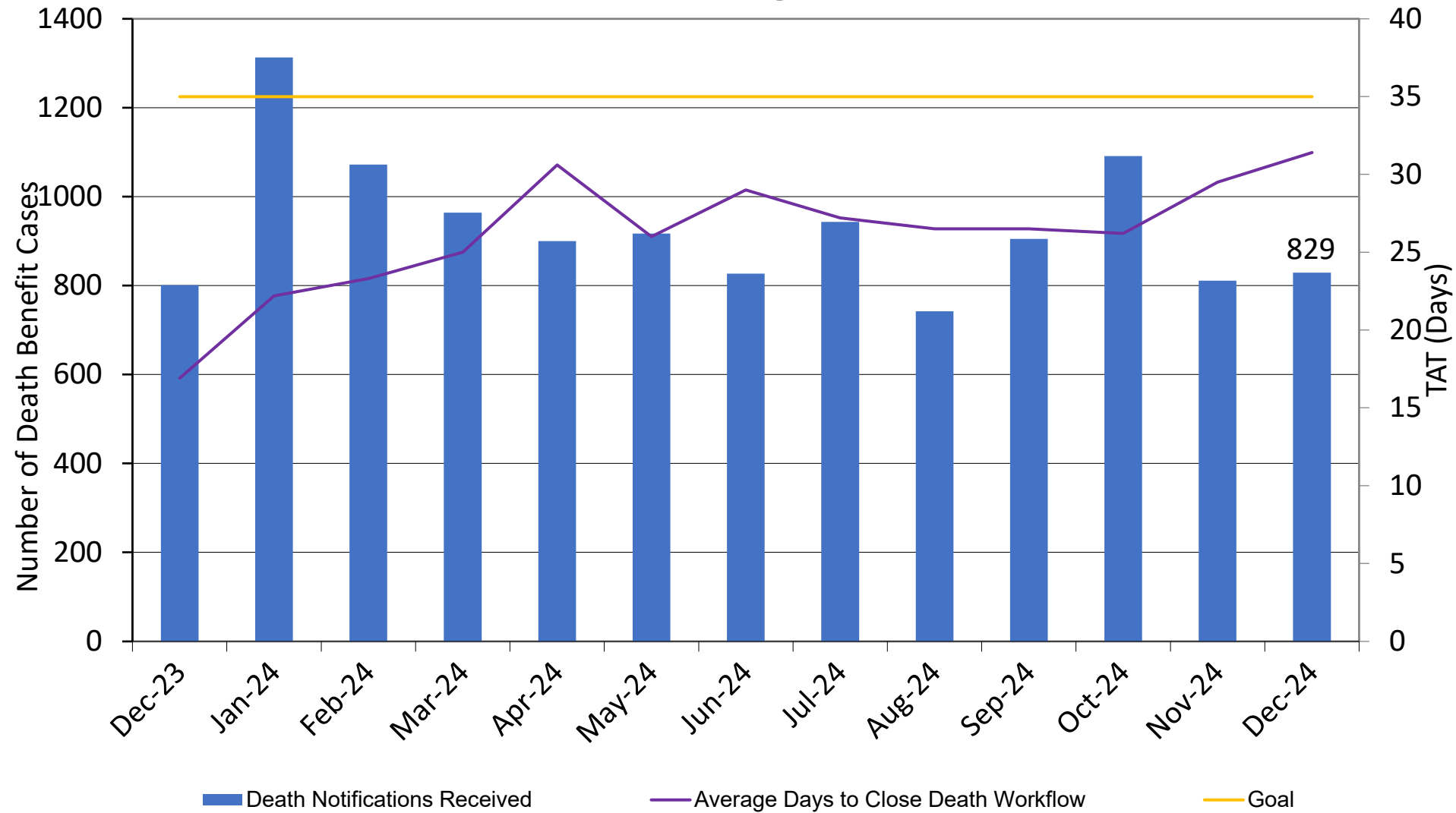
Operations



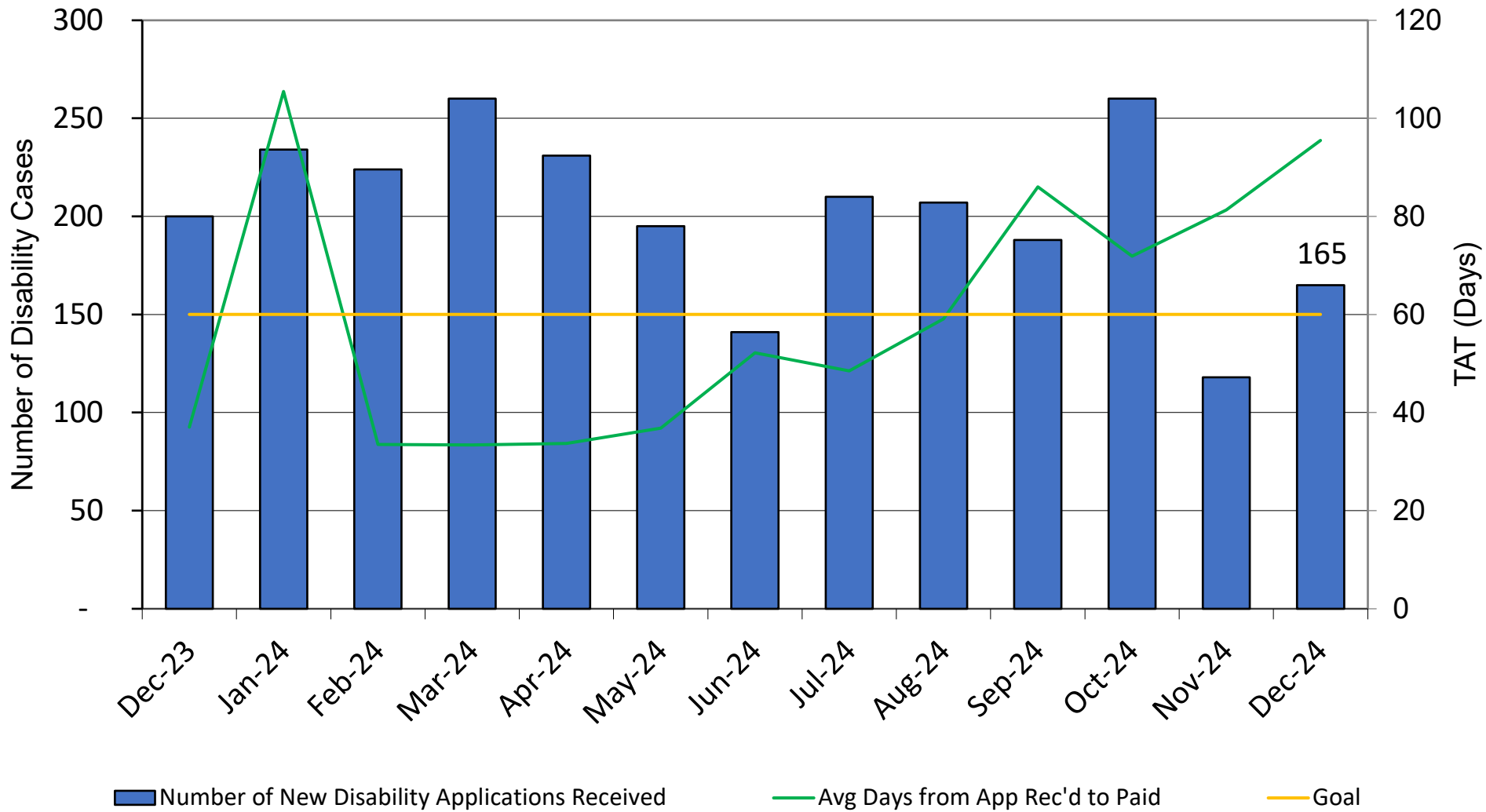
Retirement Processing - Retirements Requested, TAT



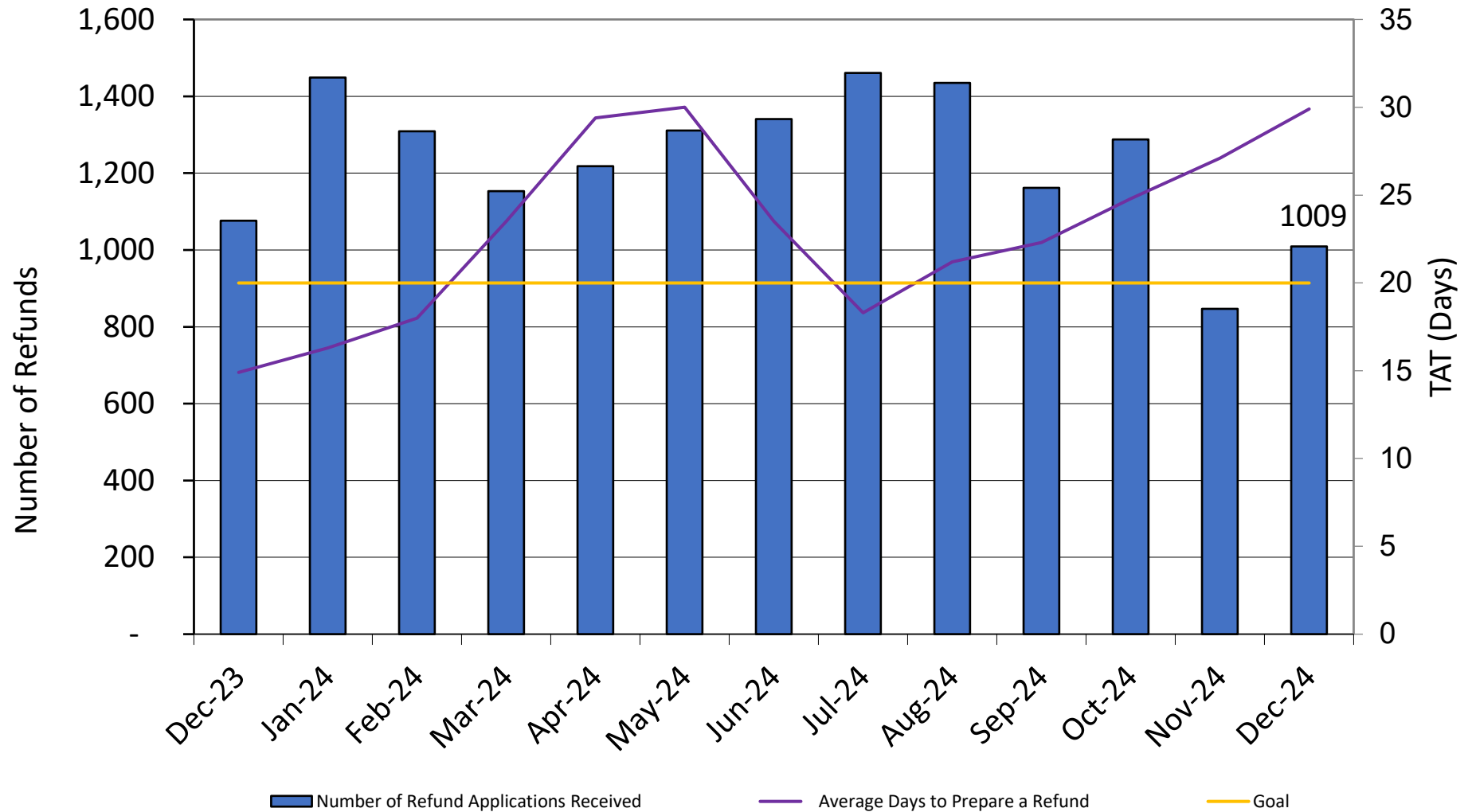
Benefit Processing - Death Notifications



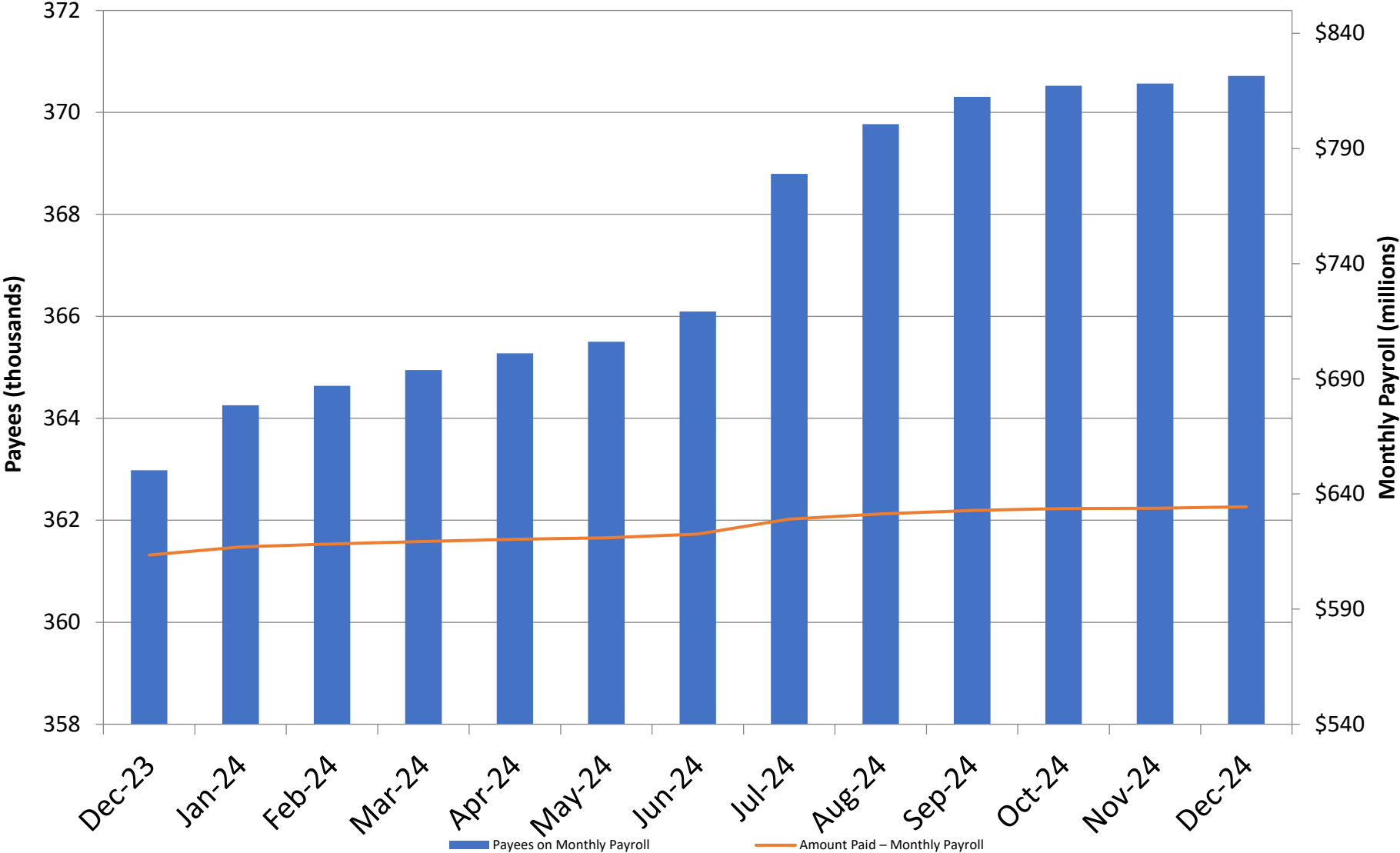
Benefit Processing - Disability Applications



Benefit Processing - Refund Requests



Payroll Processing - Monthly Payroll

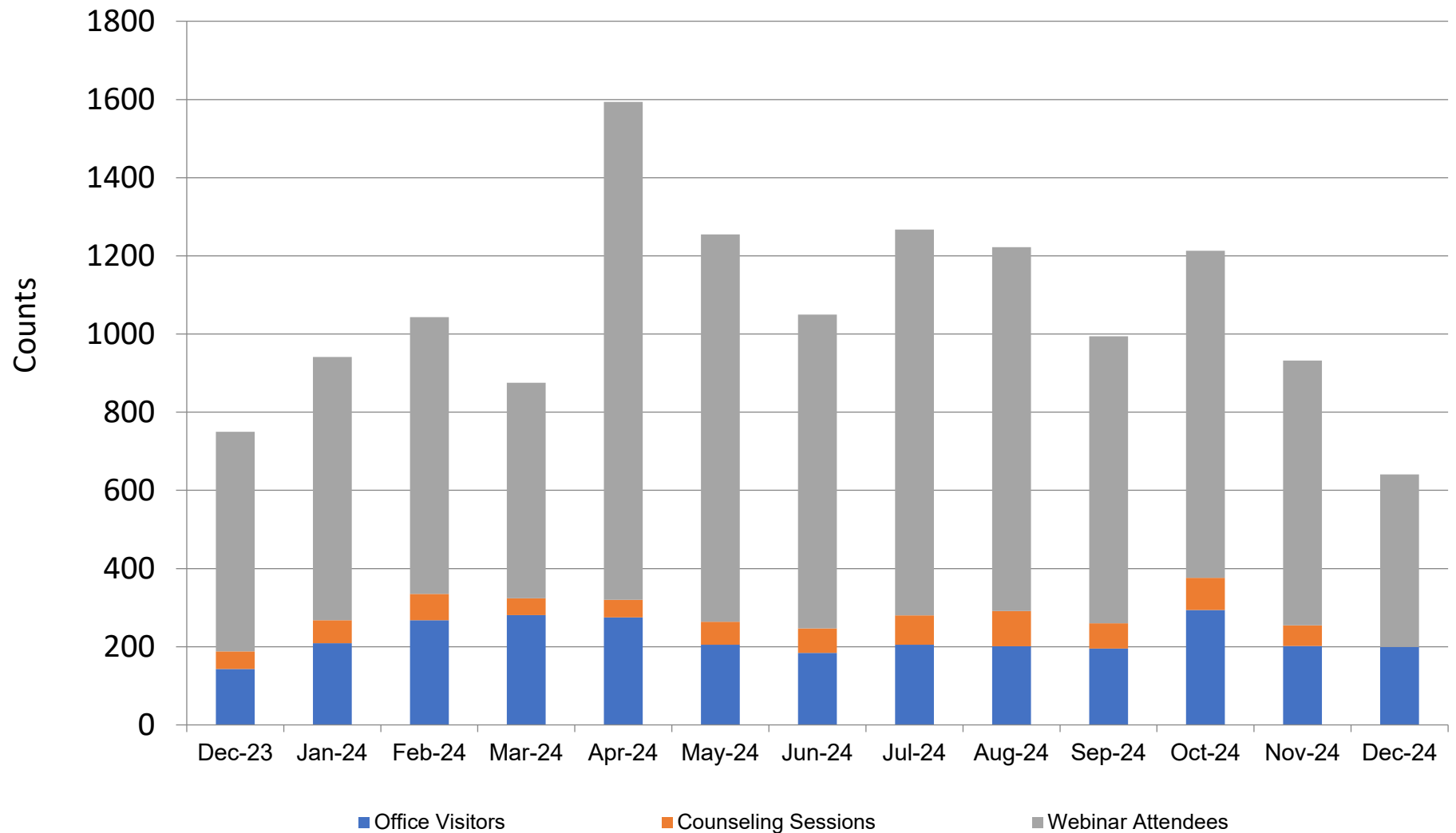




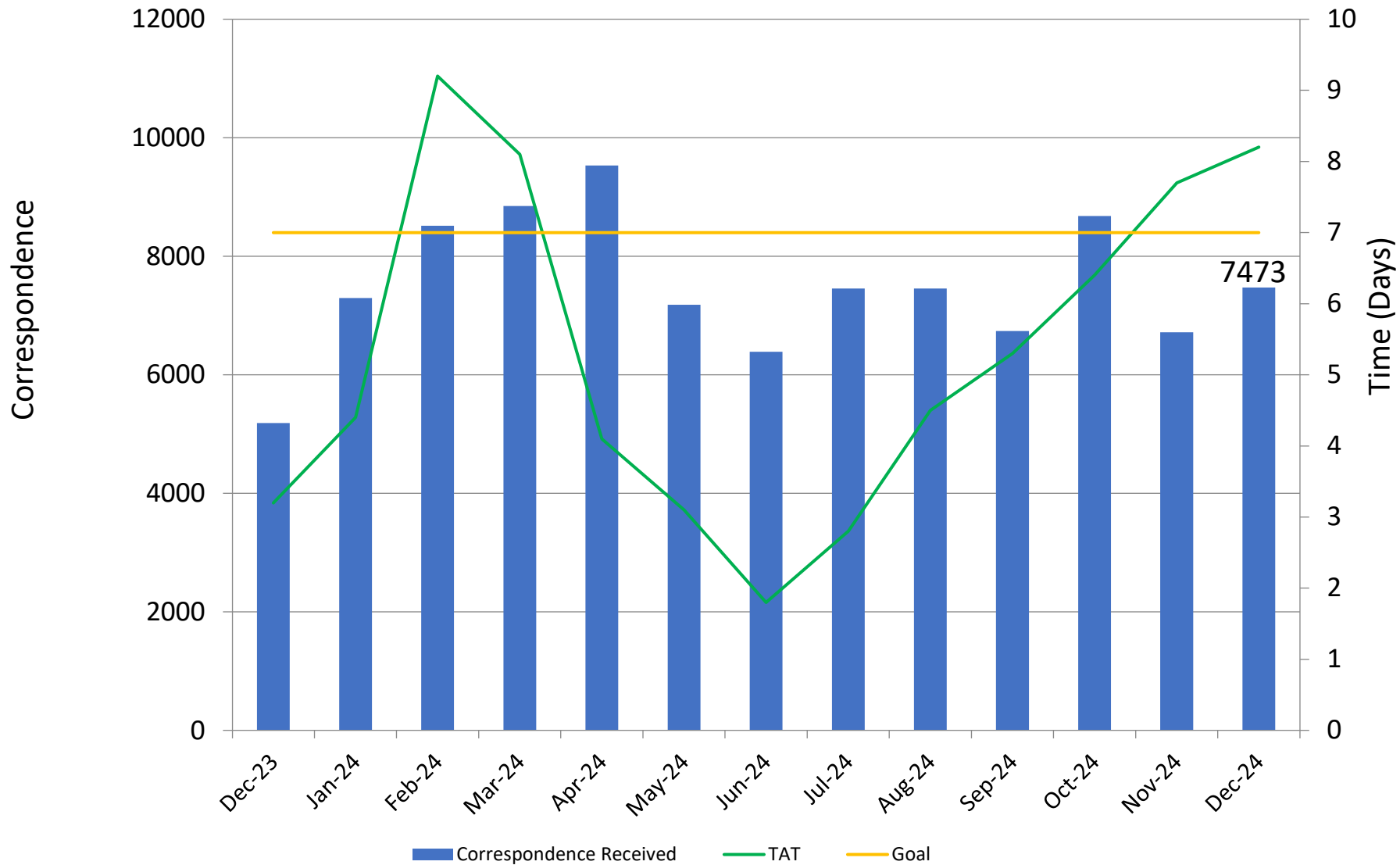
Member Services



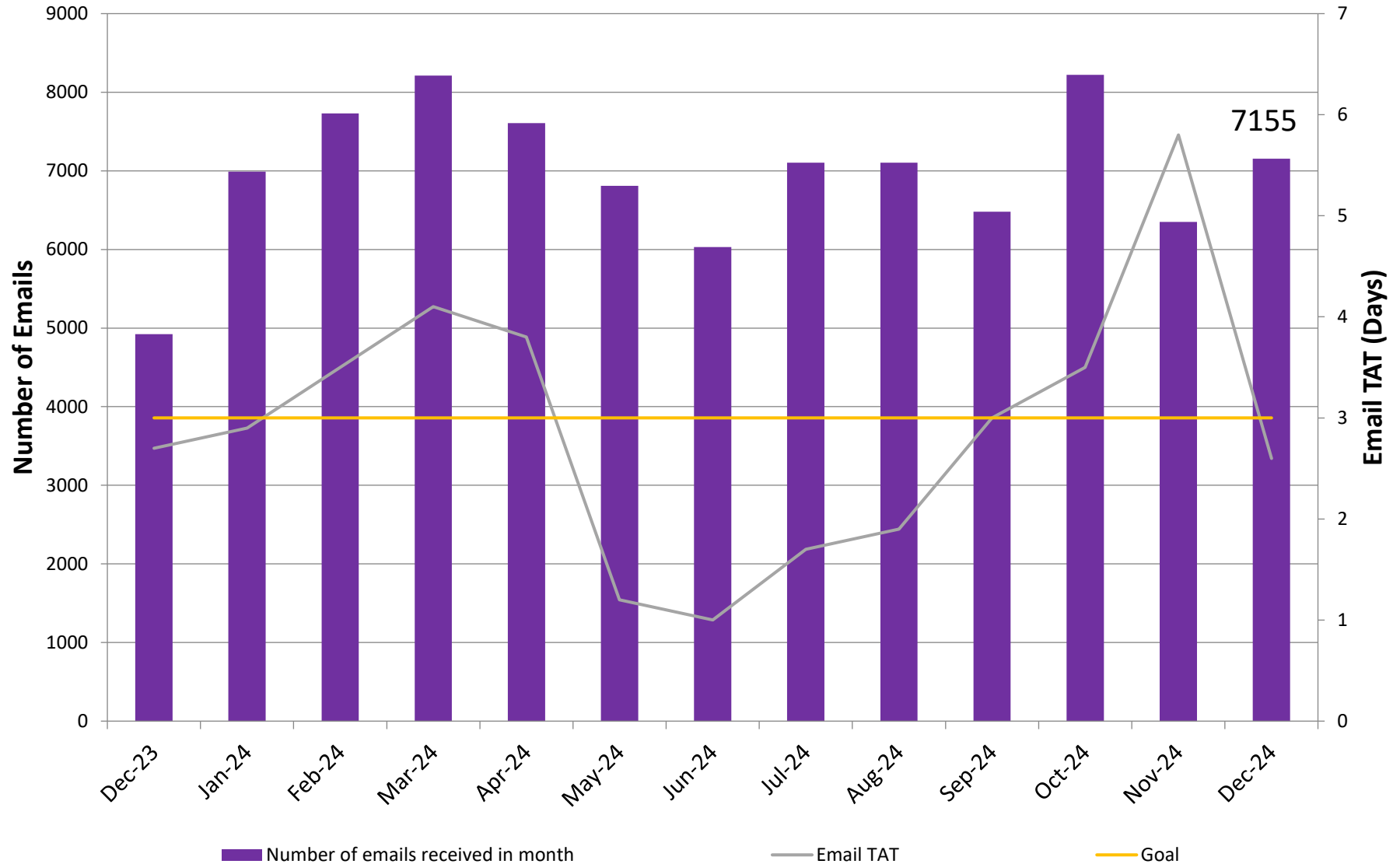
Educational Retirement Group - Visitors, Counseling Sessions, and Webinars



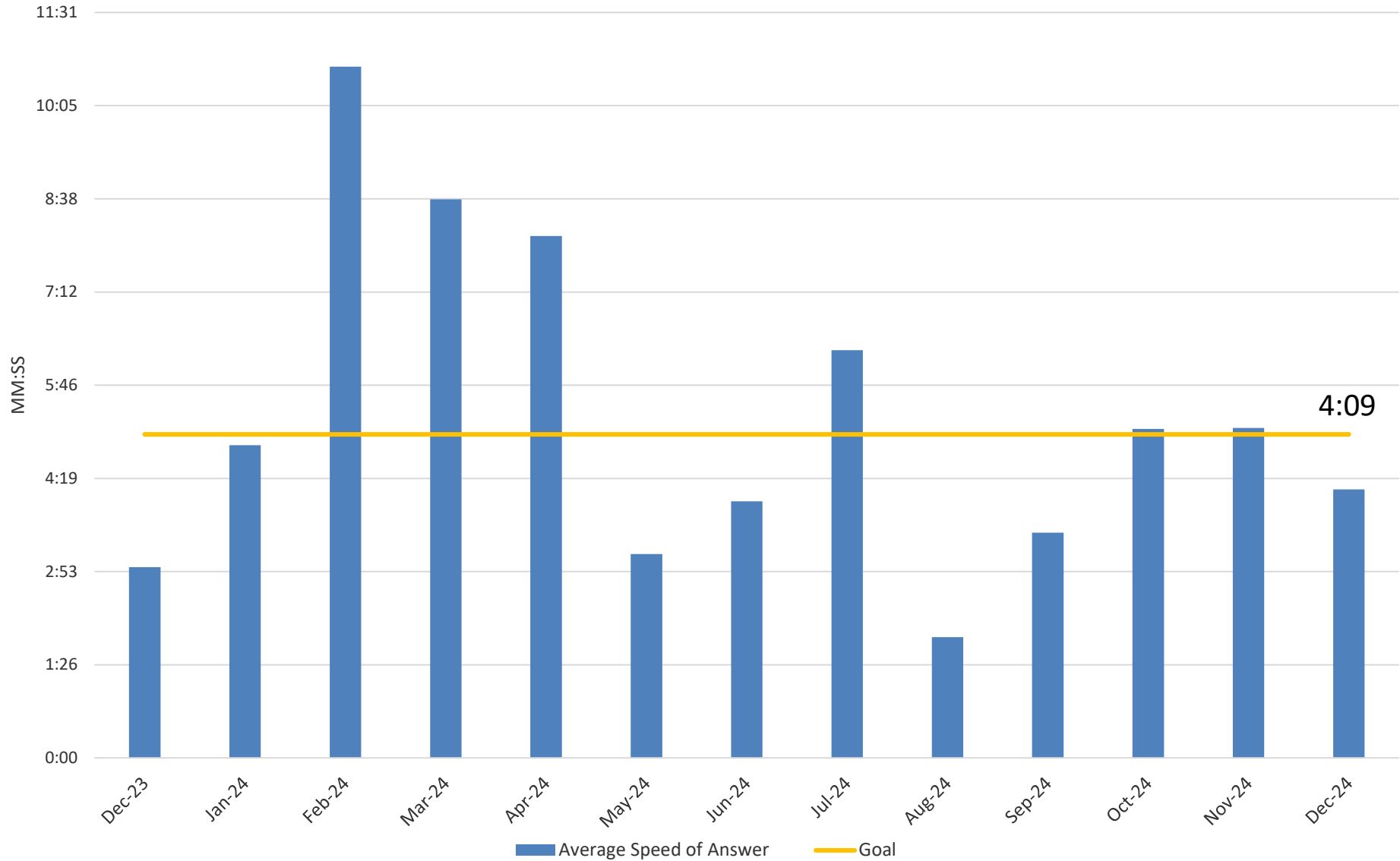
Educational Retirement Group - Correspondence



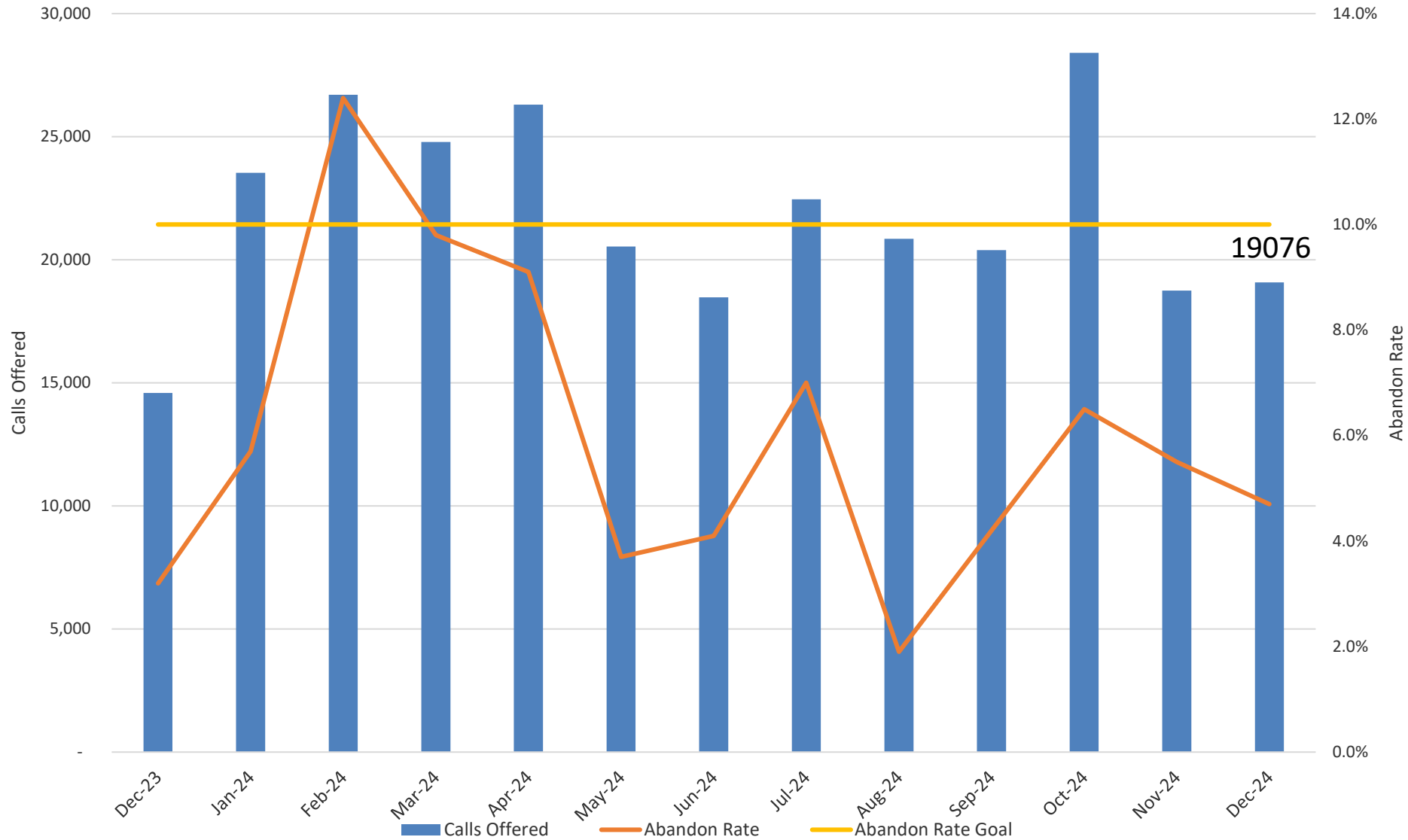
Member Services - Emails



Call Center - Average Speed of Answer



Call Center - Calls Offered and Abandoned





Thank you.



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North Carolina
Retirement Systems

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