



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (September through August)

	<u>2013</u>	<u>2012</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,571	4,270	7.0%
Incoming Call Volume	290,088	288,577	0.5%
Email/Correspondence	24,057	20,910	15.1%
Retirement Processing			
Estimates Requested	6,804	7,409	-8.2%
Service Purchases	5,669	5,840	-2.9%
Applications Requested	15,226	15,158	0.4%
60 Day Paid-on-time Rate	98.0%	98.4%	-0.4%
Benefit Processing			
Disability Applications Received	3,802	4,391	-13.4%
Death Notifications Received	7,571	6,964	8.7%
Refund Requests Received	19,627	16,082	22.0%
Payroll Processing			
Number of Payees as of August	266,905	256,095	4.2%
Avg. Monthly Amount Paid	\$1,561.23	\$1,553.88	0.5%
New Overpayment Invoices	1,531	1,442	6.2%
Self Service Views (On-Line Processes)			
Retirement Estimates	1,661,629	1,257,553	32.1%
Transfer Estimates (401k & 457)	182,943	141,167	29.6%
Service Purchases	171,005	155,964	9.6%
Beneficiary	261,330	201,807	29.5%
Direct Deposit	35,007	N/A	N/A