



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

Operations Update

December Metrics Results



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



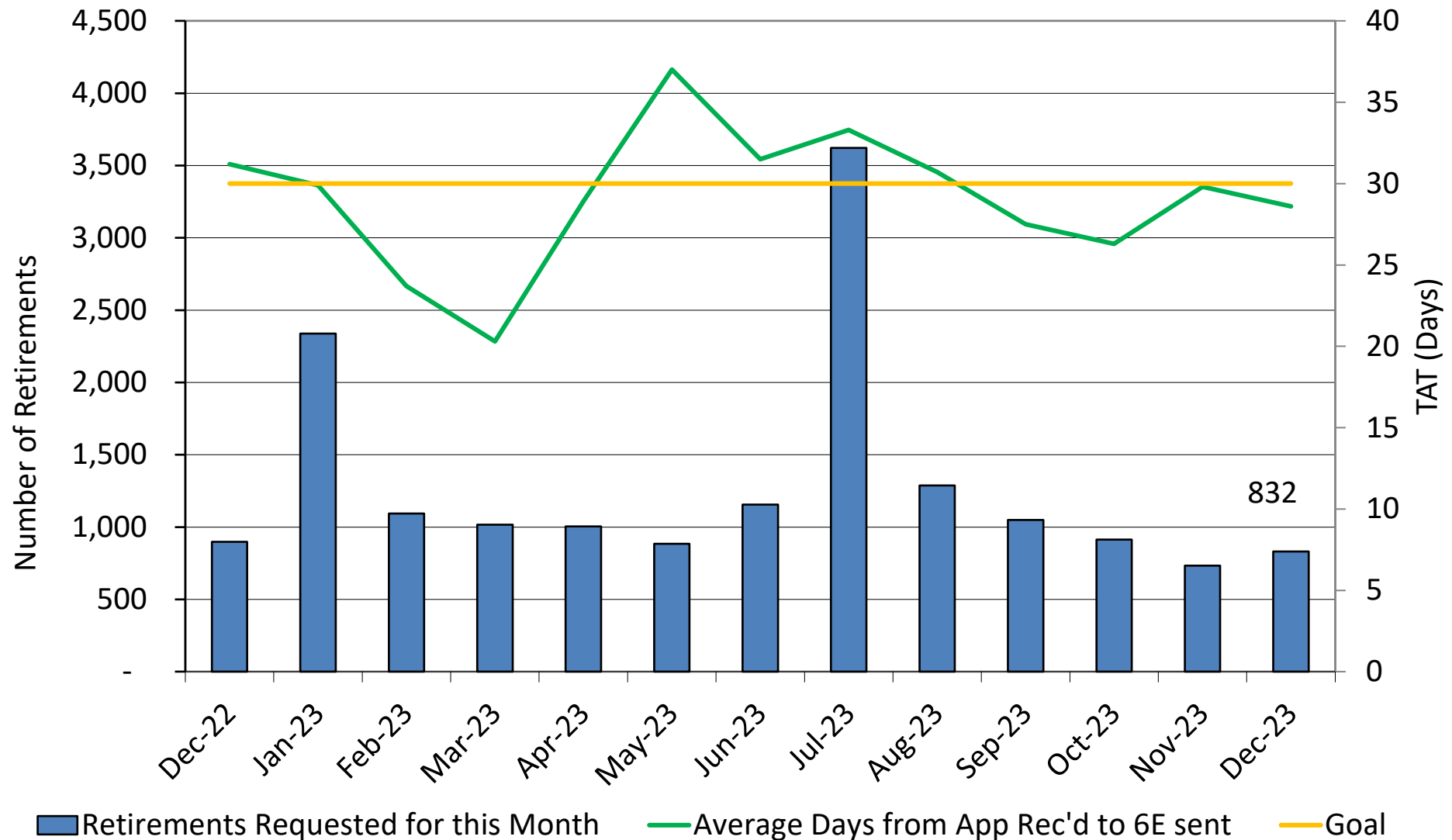
North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Operations

Retirement Processing - Retirements Requested, TAT

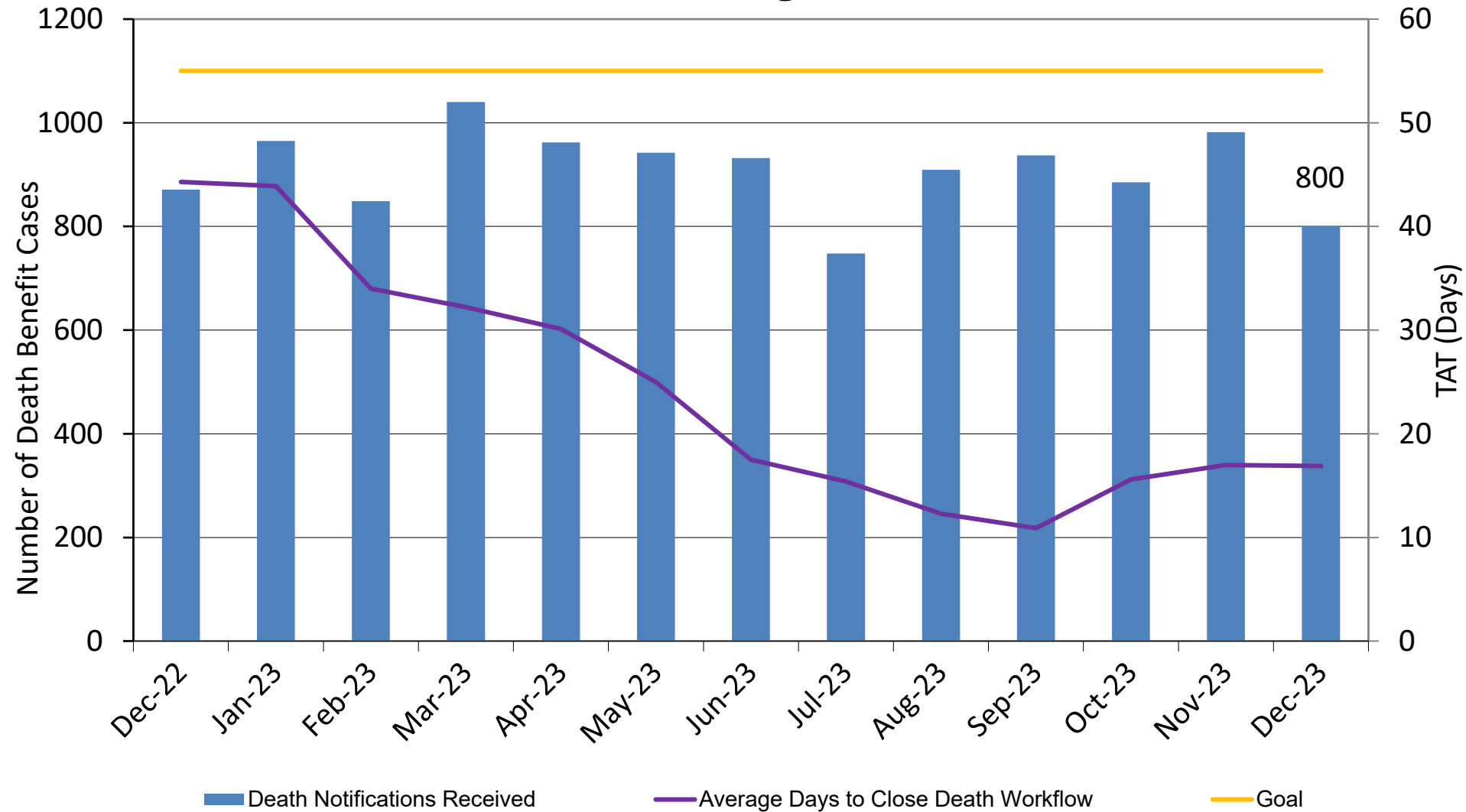


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Benefit Processing - Death Notifications

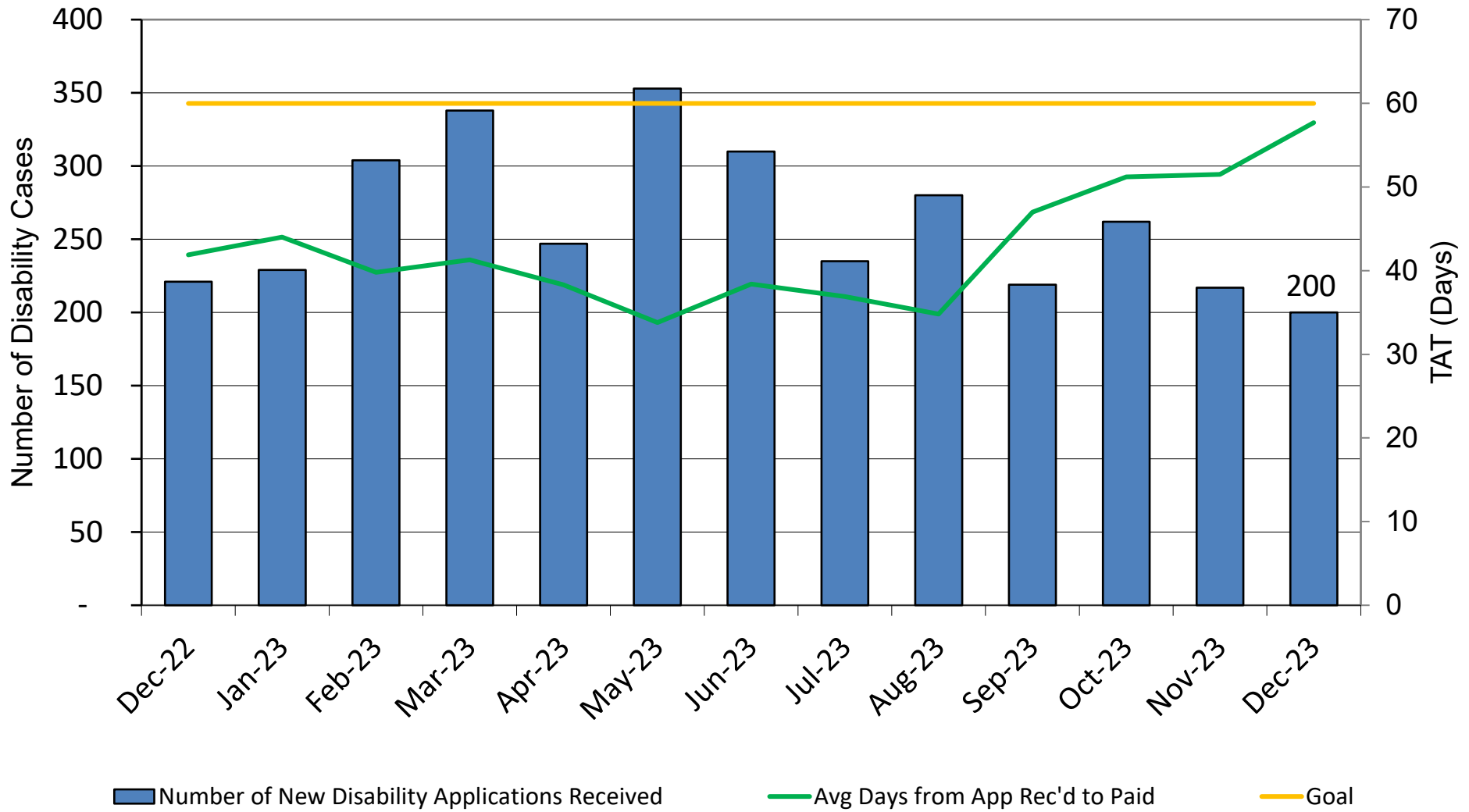


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Benefit Processing - Disability Applications

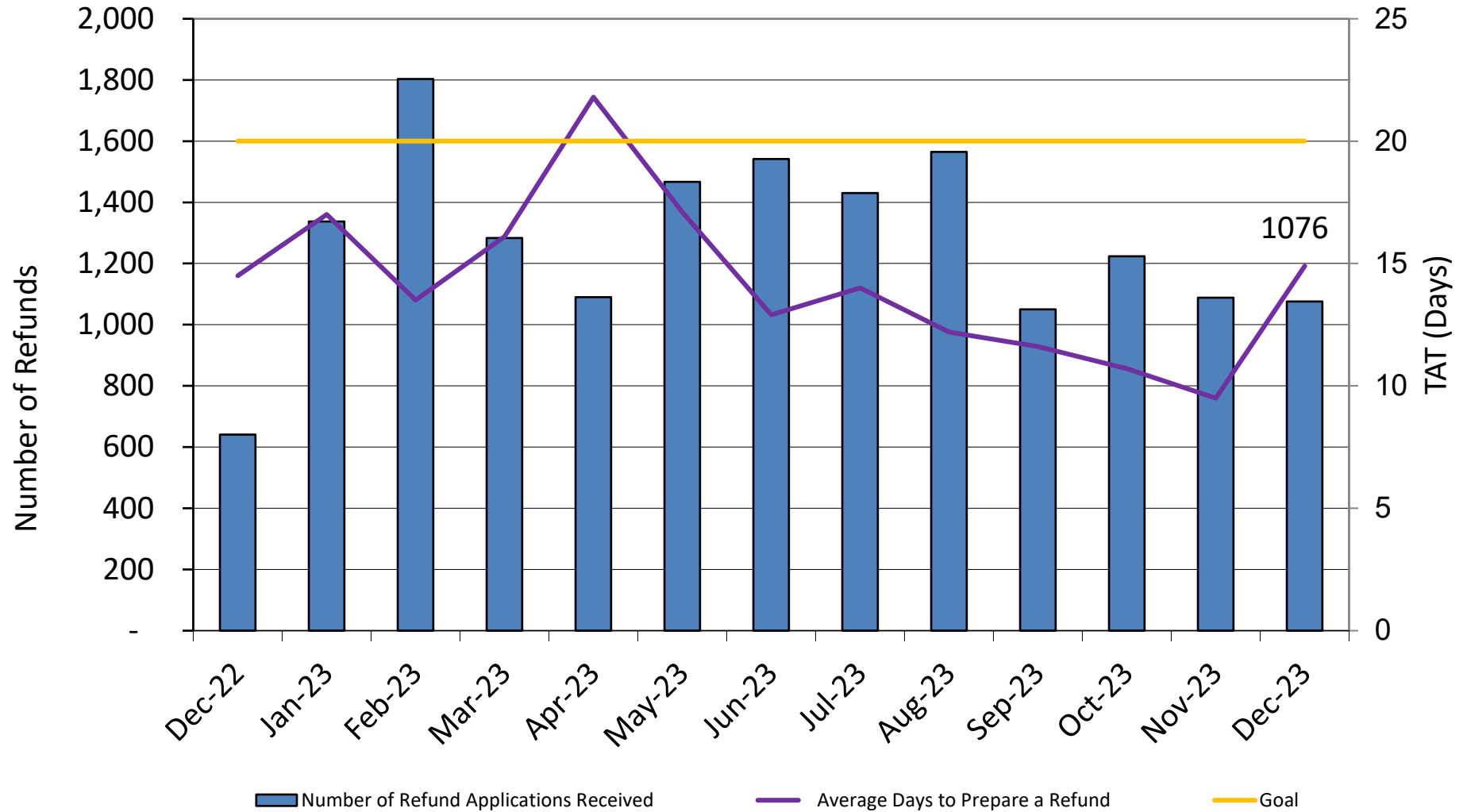


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Benefit Processing - Refund Requests

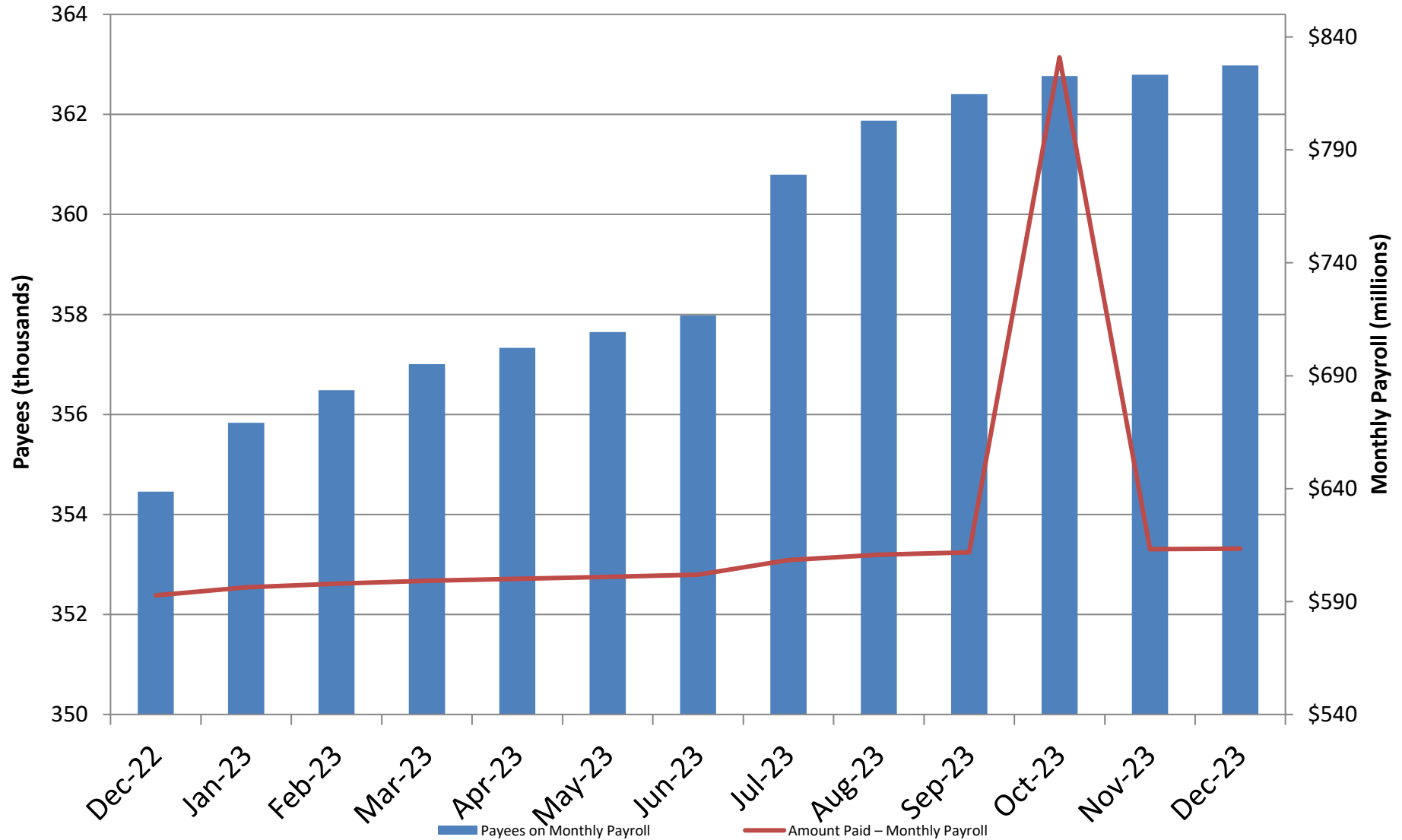


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Payroll Processing - Monthly Payroll



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



North Carolina
Total Retirement Plans

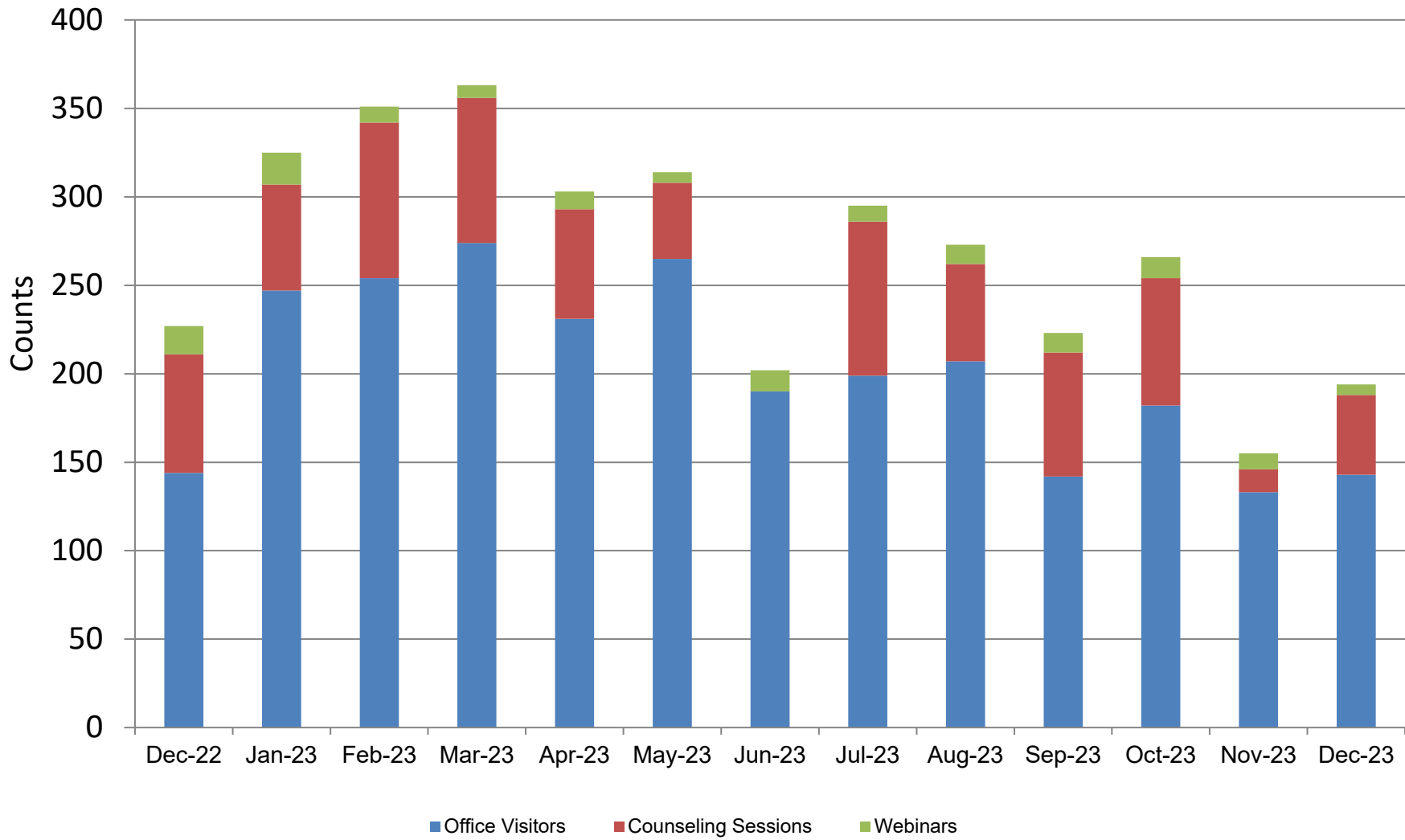


Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

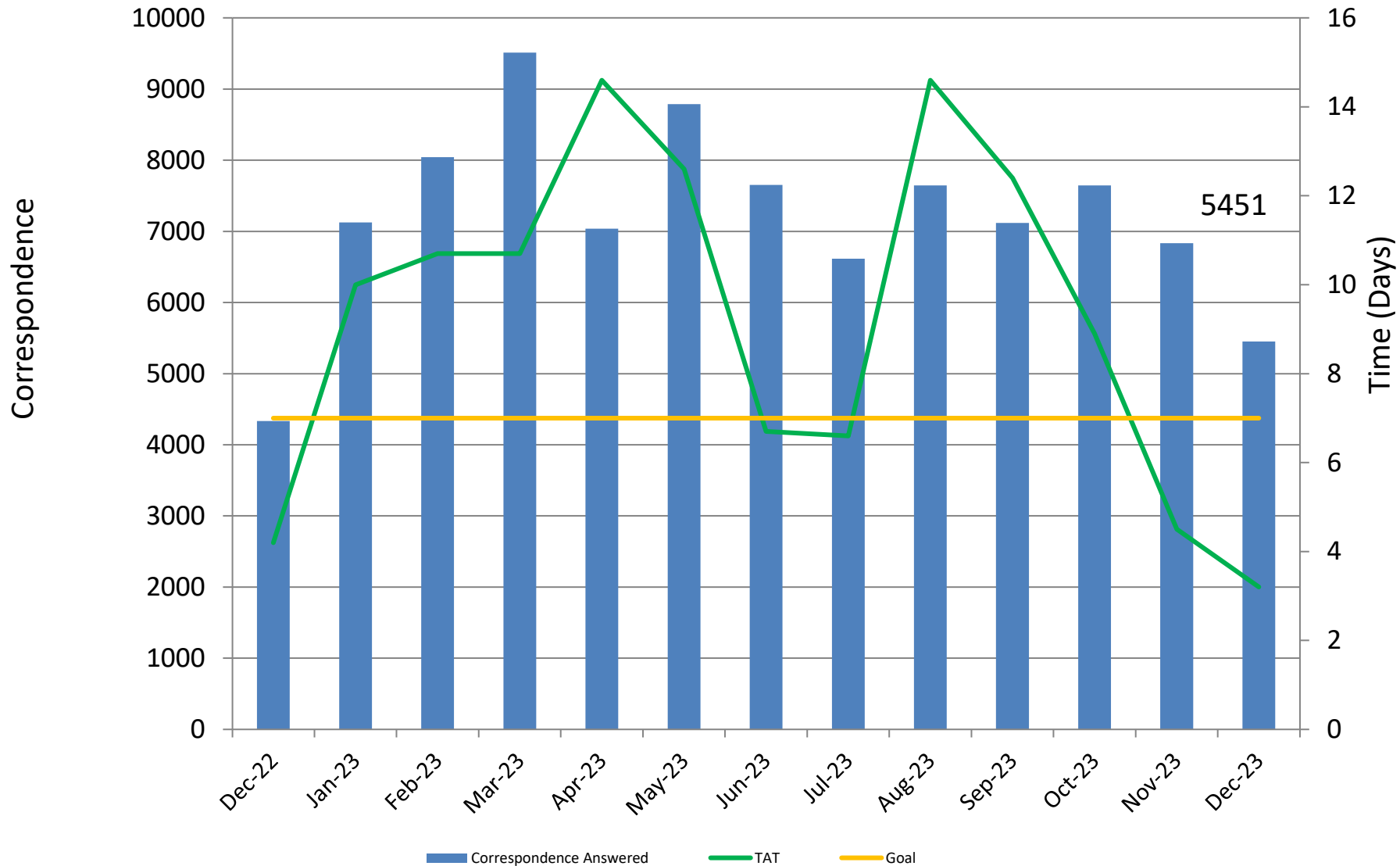
Member Services

FY 23/24 Counseling = 342
Annual Goal = 2,480
FY 23/24 Webinars = 58
Annual Goal = 108

Educational Retirement Group - Visitors, Counseling Sessions, and Webinars



Educational Retirement Group - Correspondence

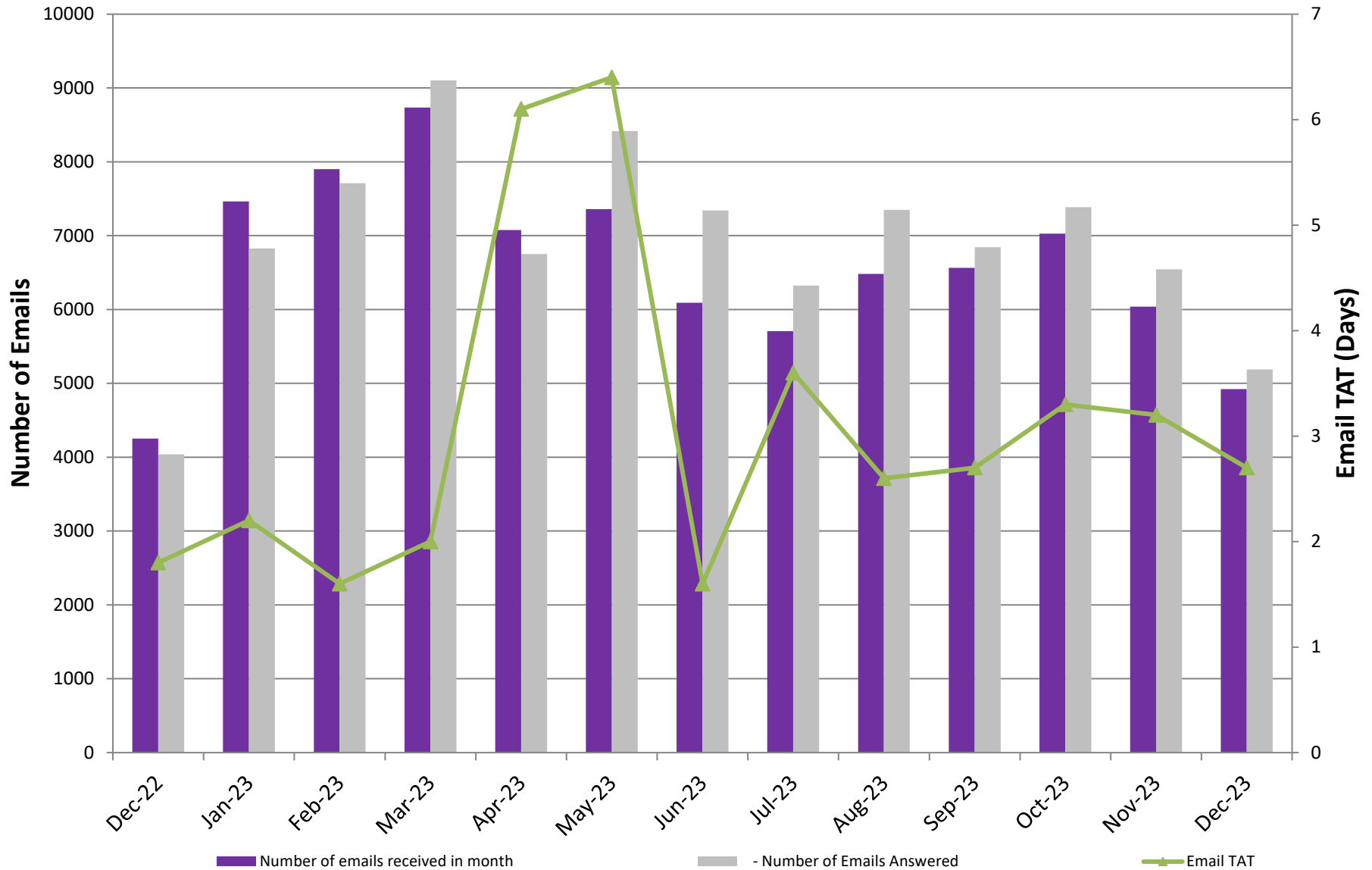


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Member Services - Emails Received and Answered

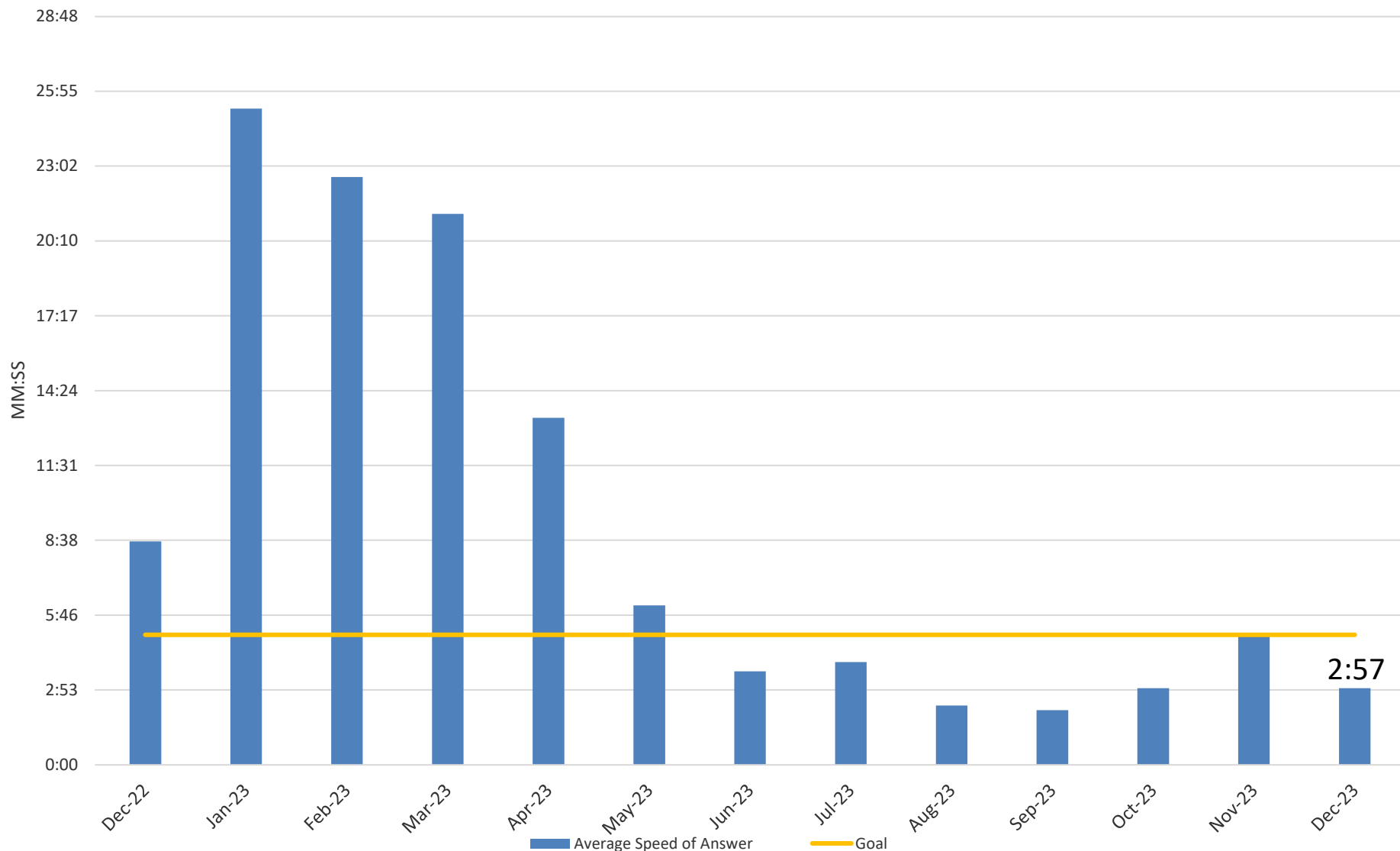


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Call Center - Average Speed of Answer

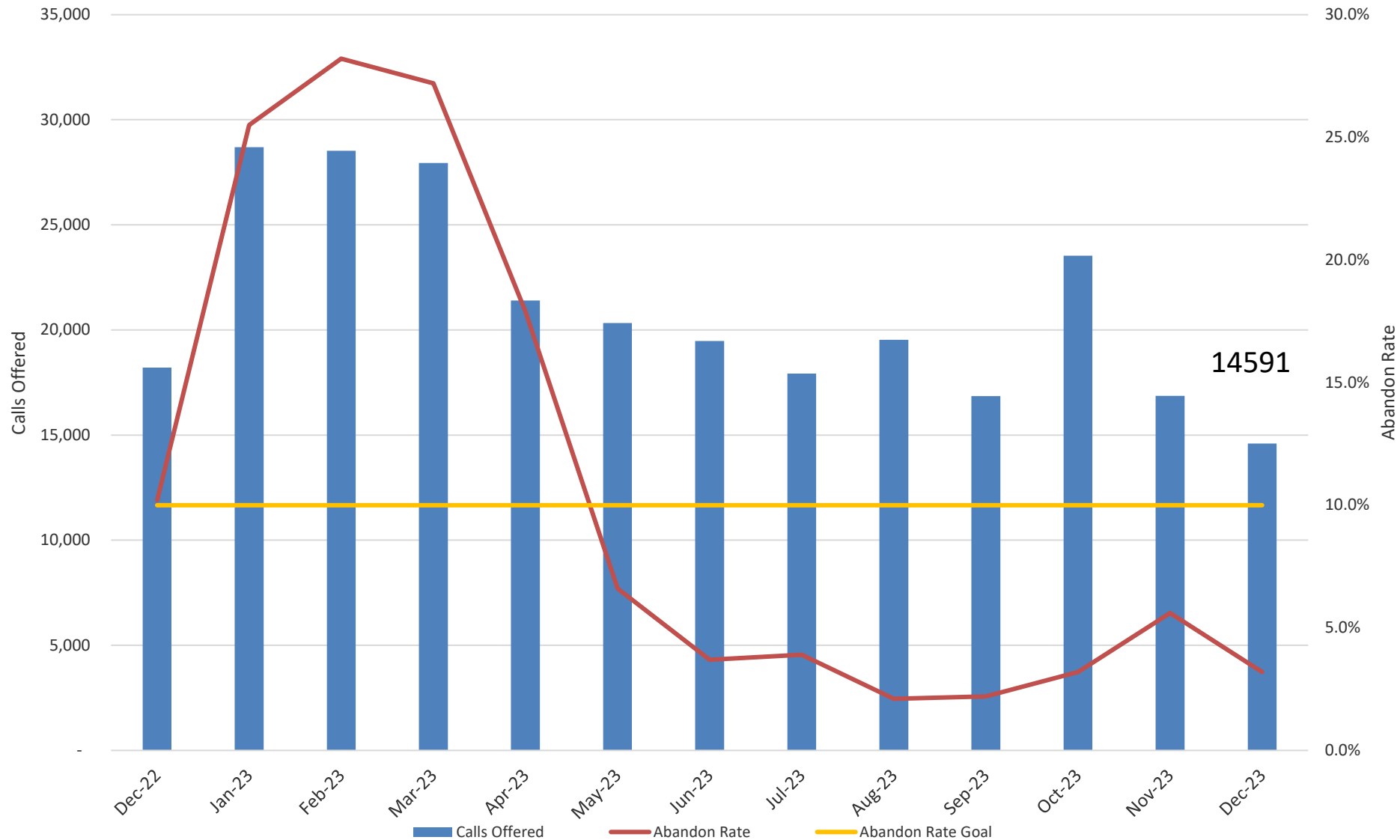


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Call Center - Calls Offered and Abandoned





North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Policy, Planning & Compliance

Contribution-Based Benefit Cap (CBBC) Liabilities

- 745 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 01/08/2024
 - 303 invoices are for LGERS employers
 - 442 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 01/08/2024 exceeds \$79.9 million
- Average invoice cost: \$107,260.71
 - CBBC liabilities range in cost from less than \$100 to more than \$800,000
- For 661 of the retirements, employers have paid required contributions in full
 - Total CBBC liabilities collected: exceeds \$68.8 million



Thank you



PERSON

Thomas G. Causey, Executive
Director



EMAIL

thomas.causey@nctreasurer.com



PHONE

(919) 814-4195



MAIL

3200 Atlantic Avenue, Raleigh, NC 27604



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA