



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

Operations Update

June Metrics Results



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



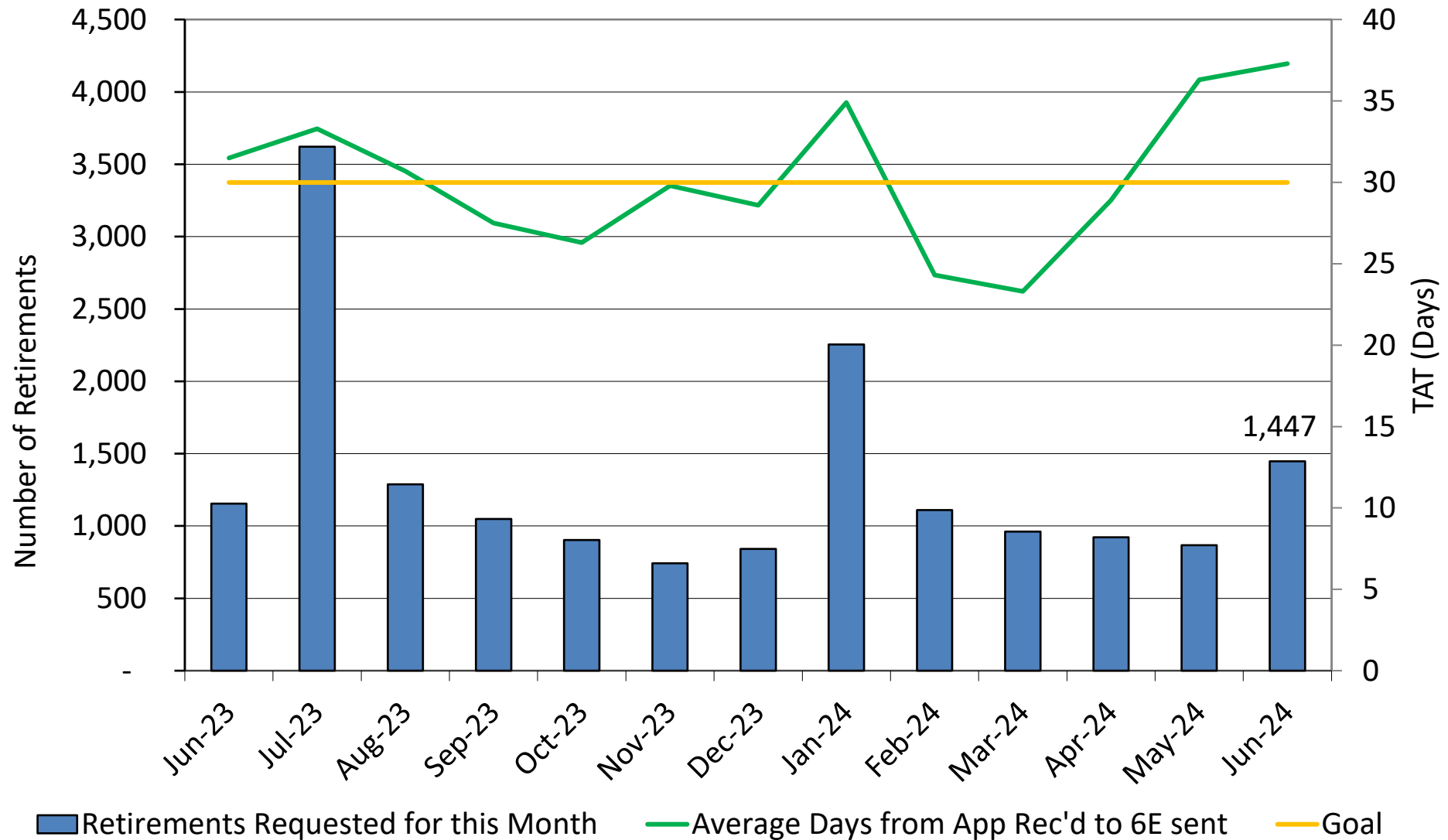
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

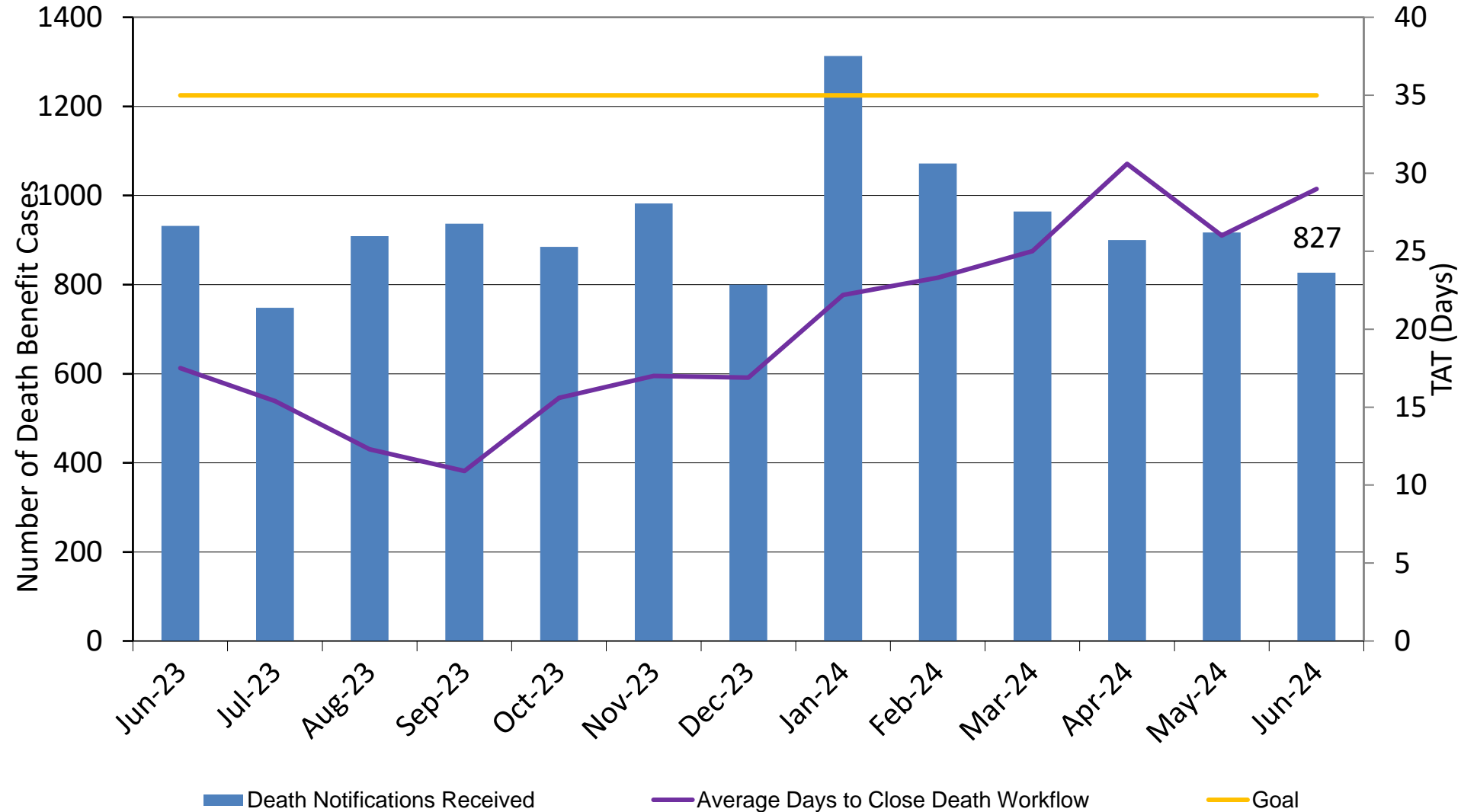


North Carolina
Total Retirement Plans



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Benefit Processing - Death Notifications

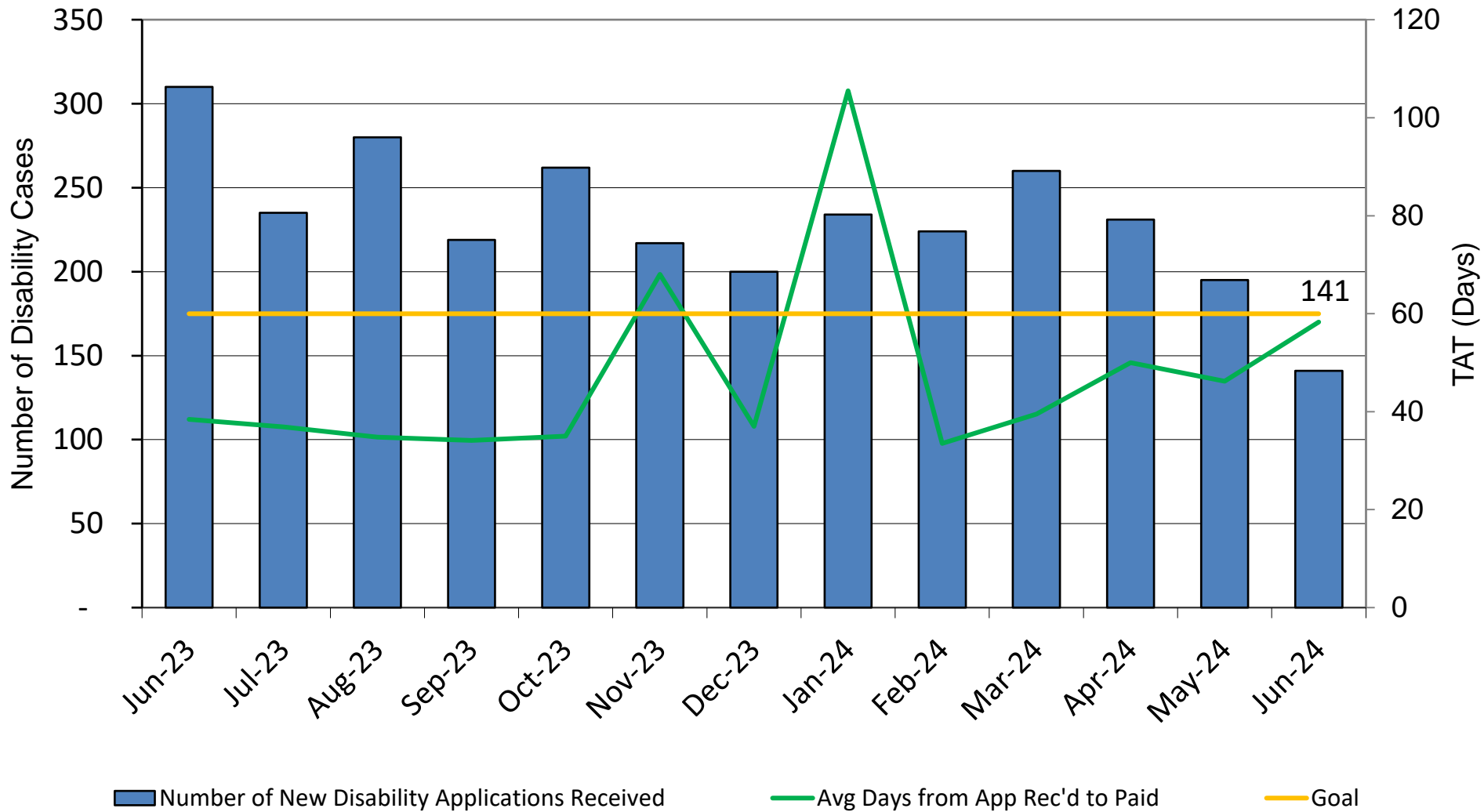


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Benefit Processing - Disability Applications

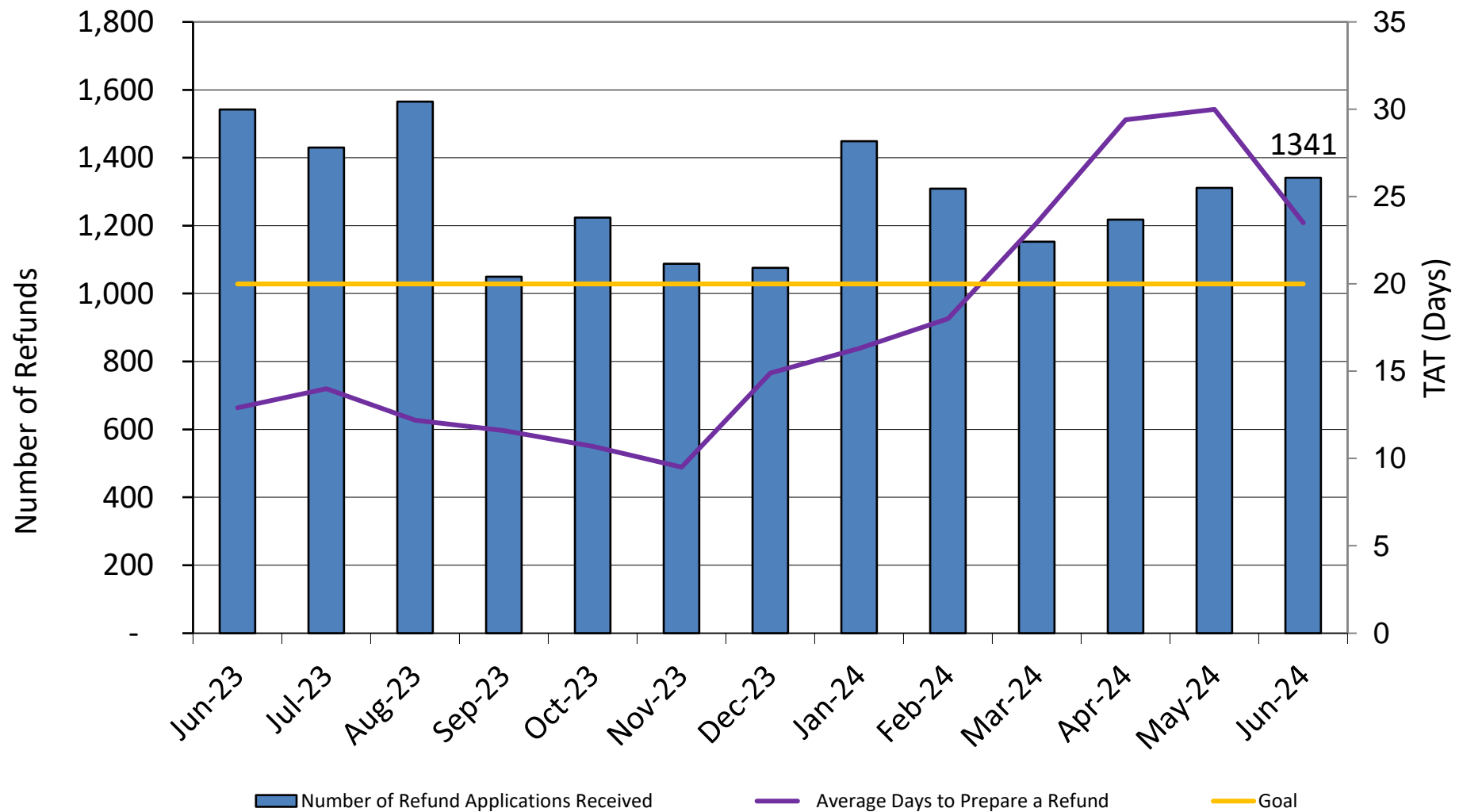


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Benefit Processing - Refund Requests

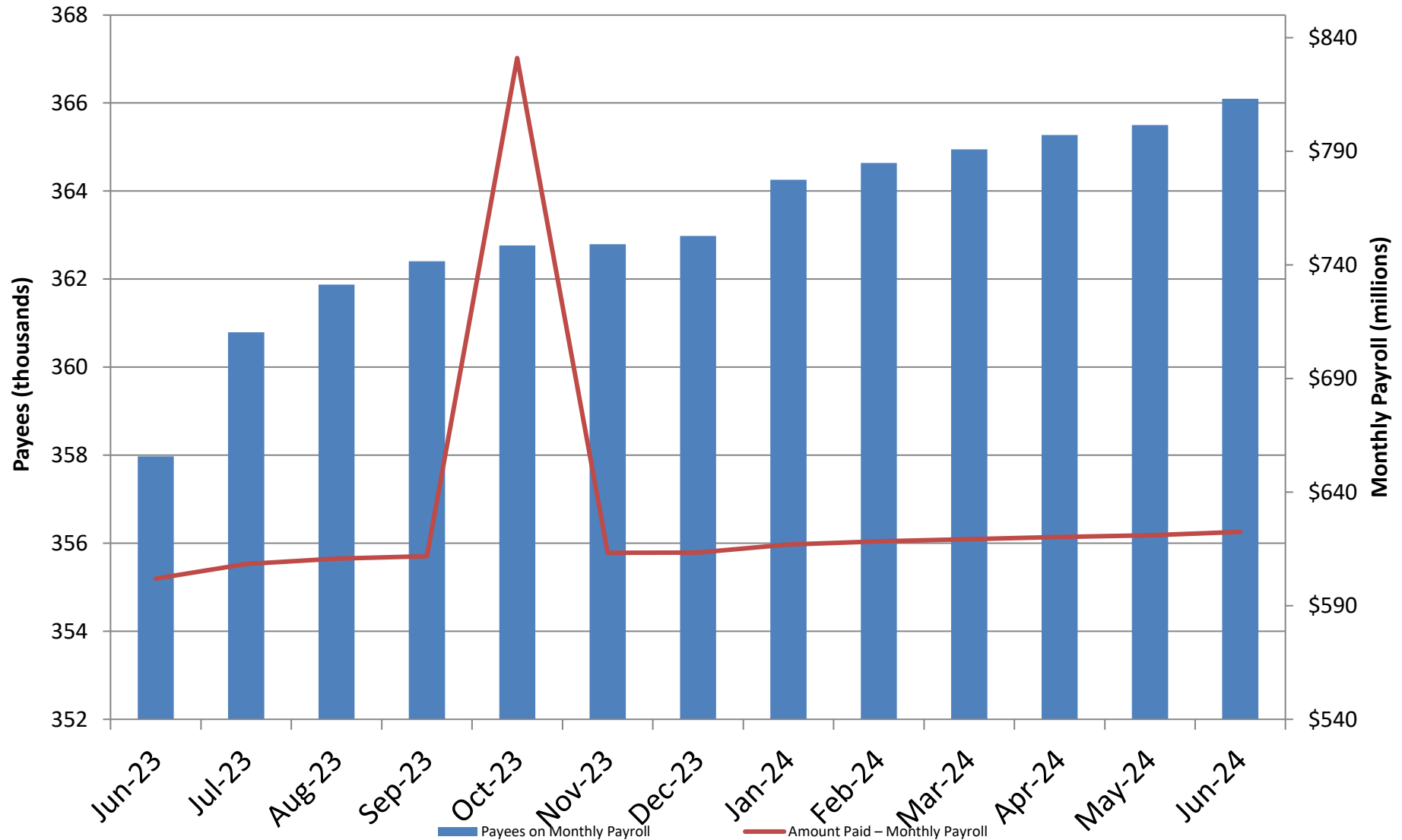


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Payroll Processing - Monthly Payroll



North Carolina
Total Retirement Plans



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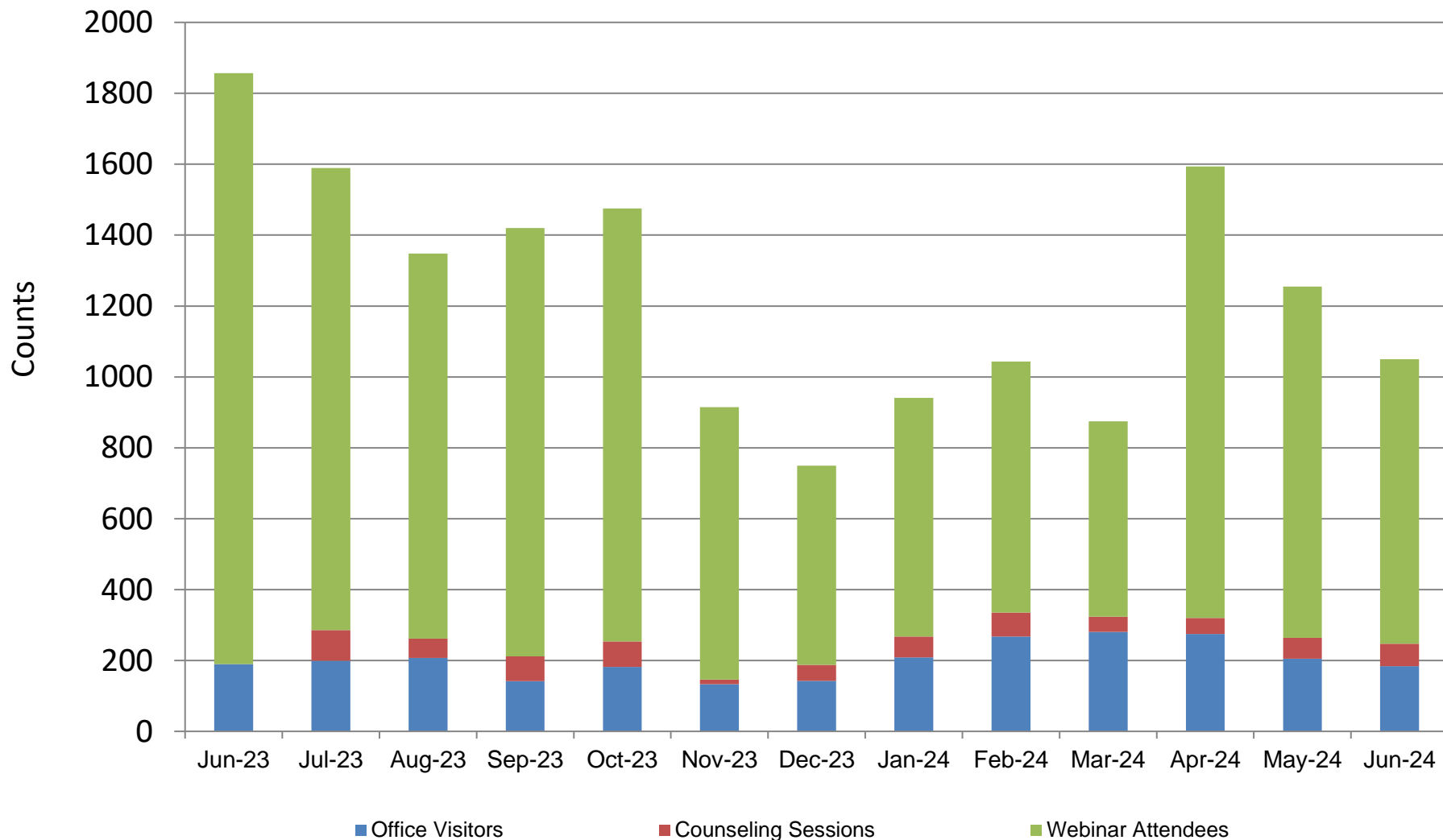
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Member Services

Educational Retirement Group - Visitors, Counseling Sessions, and Webinars

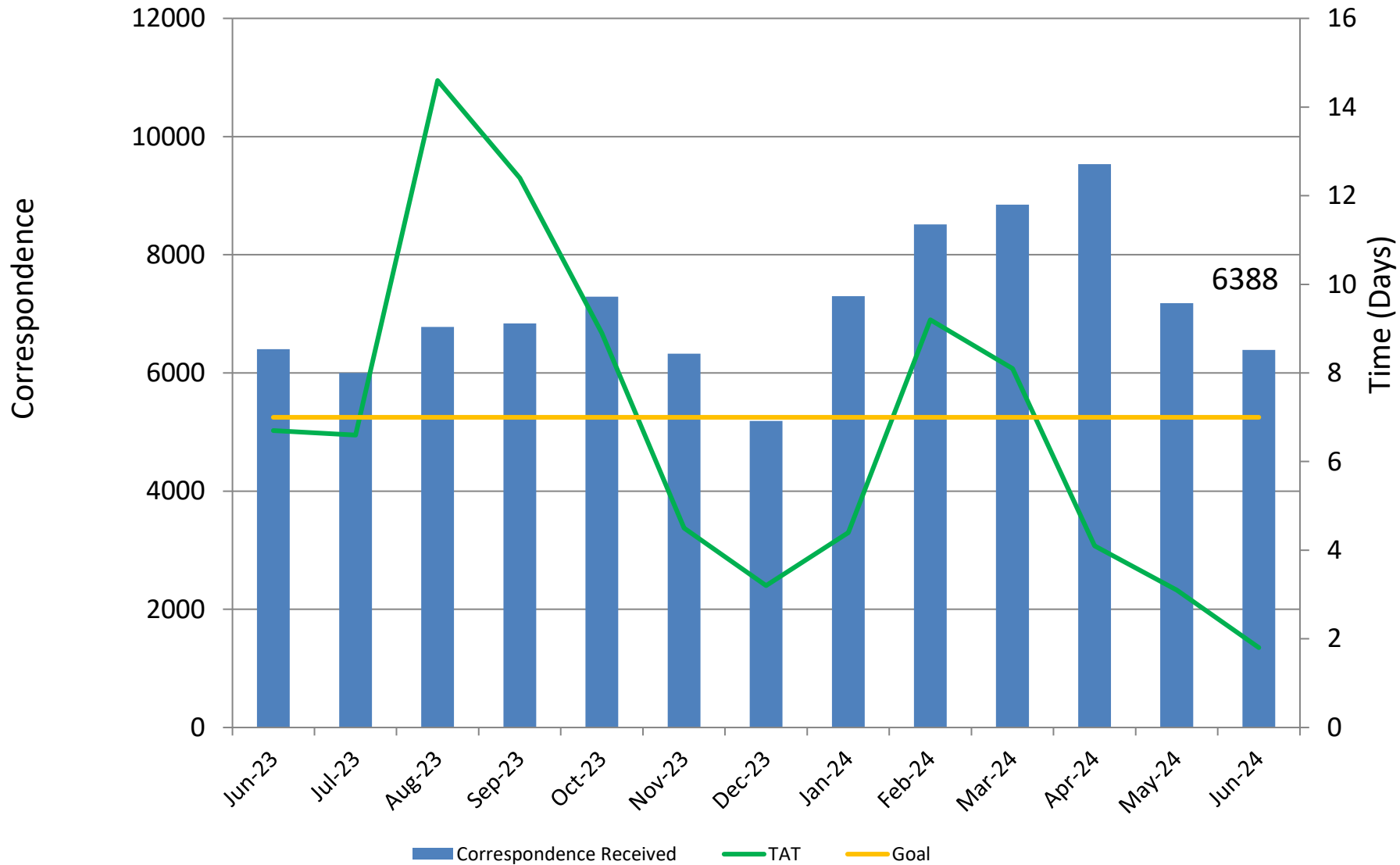


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Educational Retirement Group - Correspondence

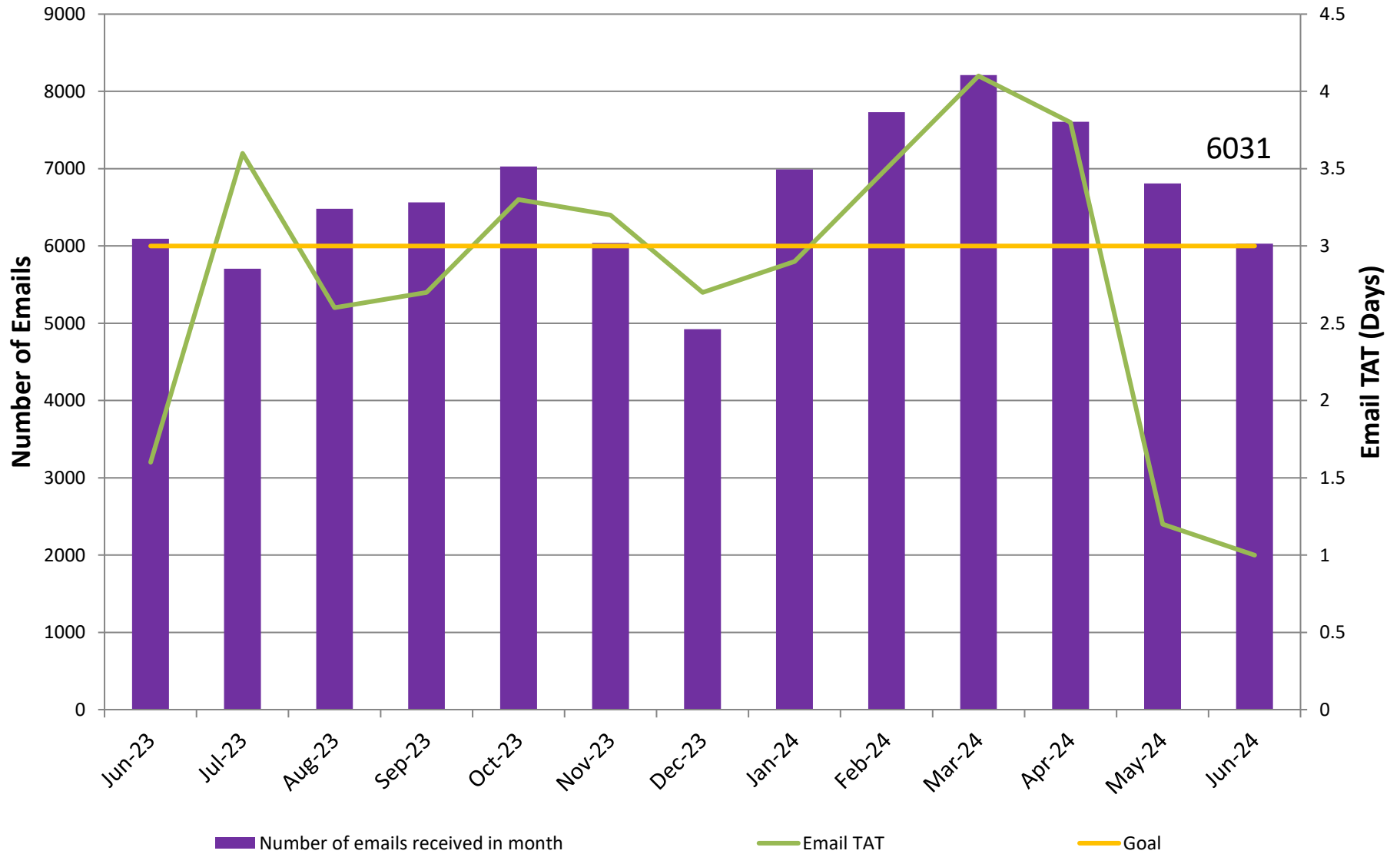


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Member Services - Emails

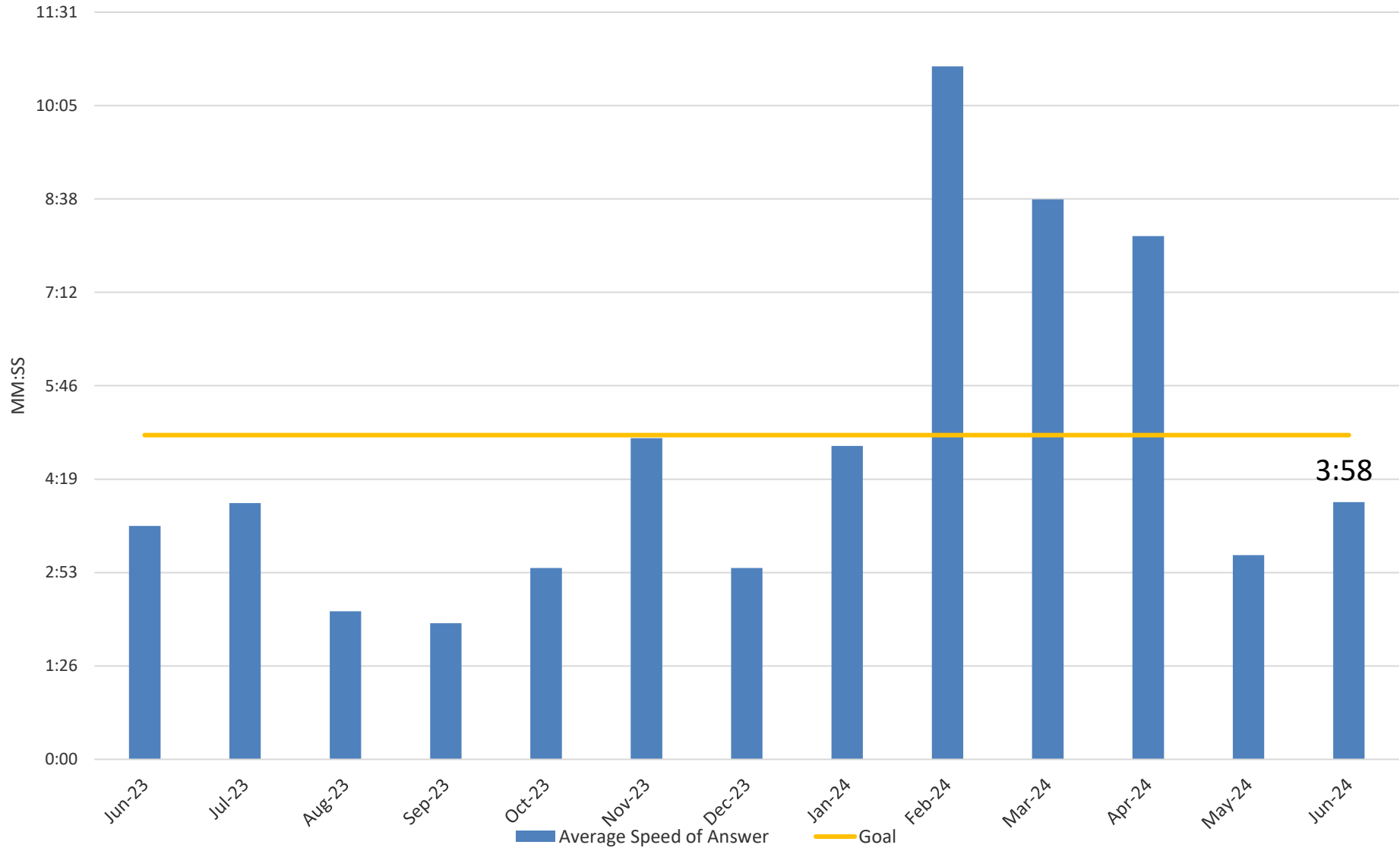


North Carolina
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Call Center - Average Speed of Answer

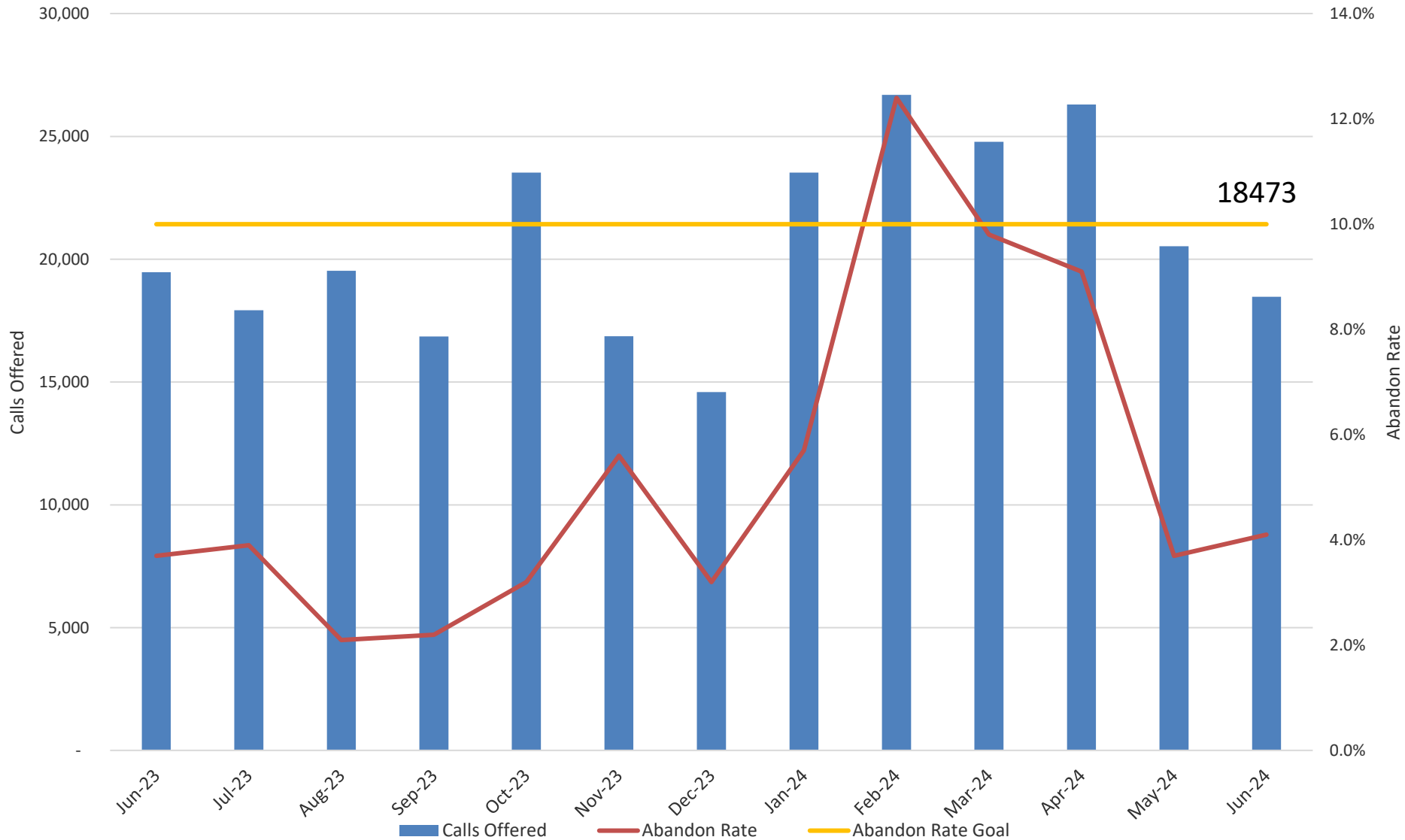


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Call Center - Calls Offered and Abandoned



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Policy, Planning & Compliance

Contribution-Based Benefit Cap (CBBC) Liabilities

- 798 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 07/08/2024
 - 329 invoices are for LGERS employers
 - 469 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 07/08/2024 exceeds \$87.2 million
- Average invoice cost: \$109,370.43
 - CBBC liabilities range in cost from less than \$100 to more than \$850,000
- For 746 of the retirements, employers have paid required contributions in full
 - Total CBBC liabilities collected: exceeds \$80.7 million



Update on Alternative Repayments of Overpayments

- Alternative repayment is available for an overpayment “that the Board of Trustees determines was entirely due to administrative error on the part of [RSD]” (G.S. 128-31(c1); G.S. 135-9(c1))
- Administrative rules 20 NCAC 02B .0215 and 02C .0212 now effective; prior to effective date, RSD was administering based on rules as proposed
- In quarter ended 6/30/24, RSD approved **one** situation for alternative repayment (overpayment > \$20K)
 - RSD advised member that rate of recoupment is 8.5% of net benefits
 - RSD had already updated business rules and training processes to address cause of error
- In same quarter, RSD denied **zero** situations for alternative repayment
- There may be little interest in alternative repayment; even for eligible situations (which are rare), standard repayment may be preferable
- It has always been the case that RSD and the individual can negotiate any reasonable repayment plan
- Any person disagreeing with RSD’s actions (e.g. refusal to accept a repayment proposal, or denial of alternative repayment) can follow dispute resolution process adopted by the Boards in 20 NCAC 02A .0401



Thank you



Thomas G. Causey, Executive
Director



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