



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

Operations Update

January 27, 2022



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



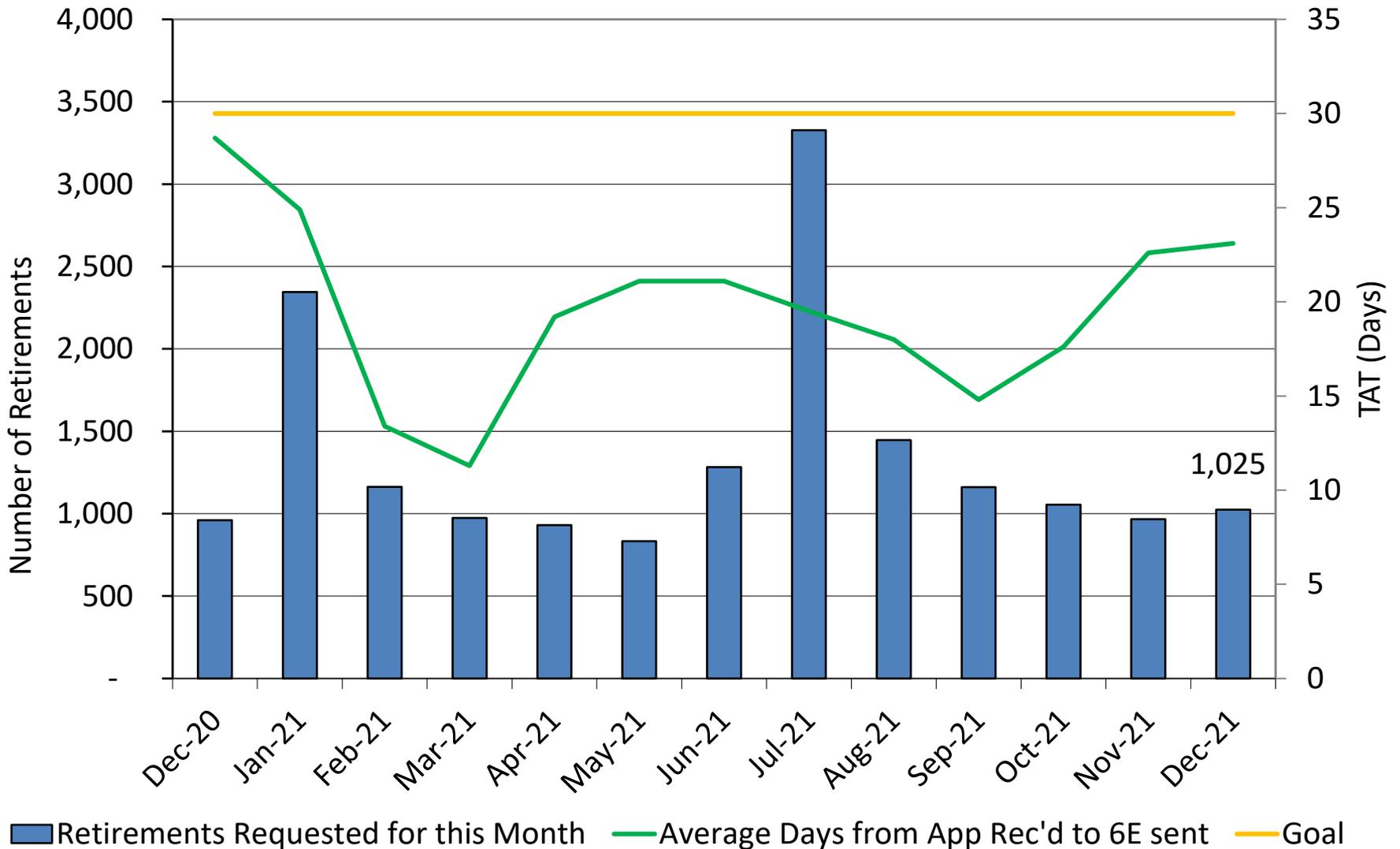
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

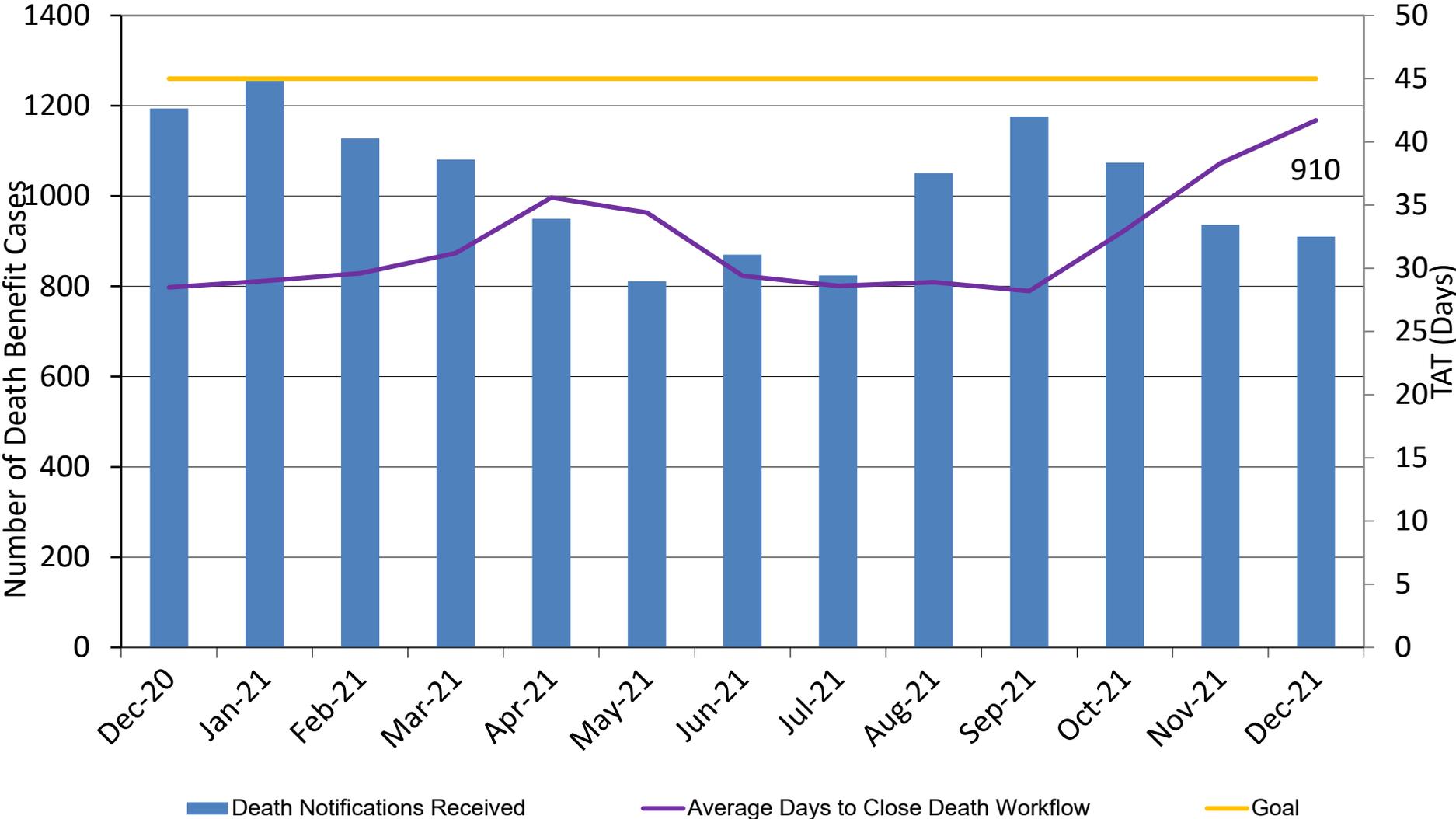


North Carolina
Total Retirement Plans



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Benefit Processing - Death Notifications

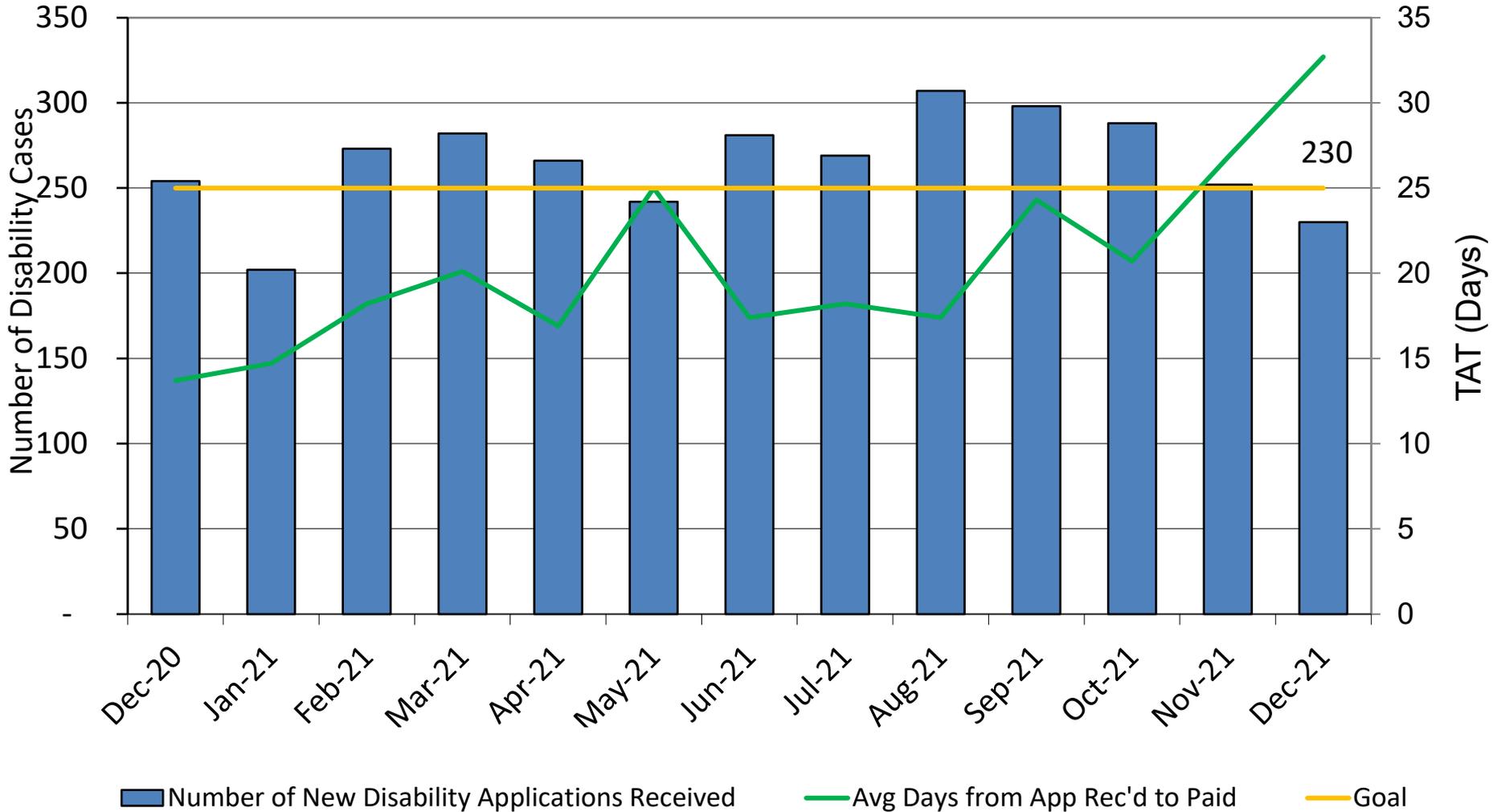


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Benefit Processing - Disability Applications

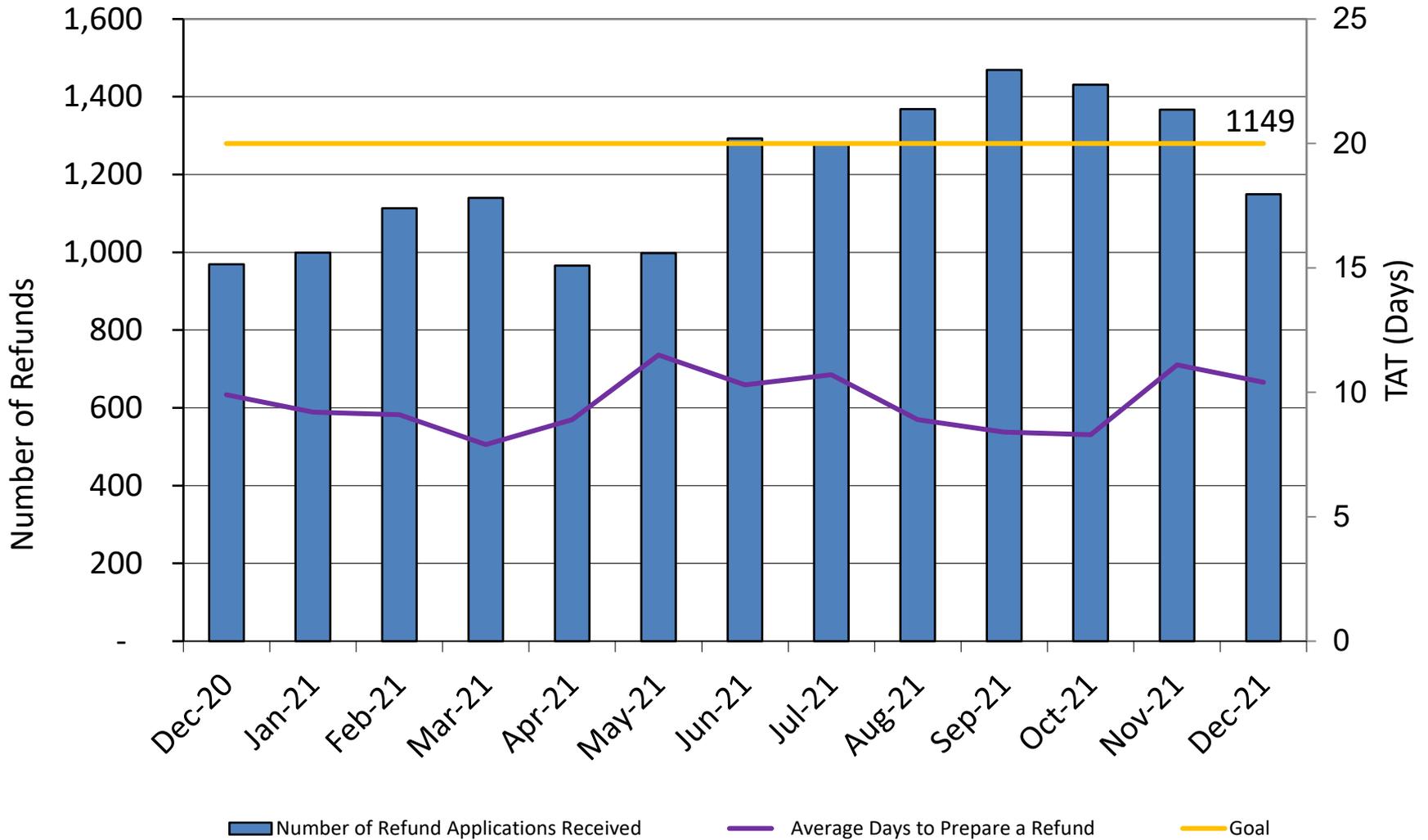


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Benefit Processing - Refund Requests

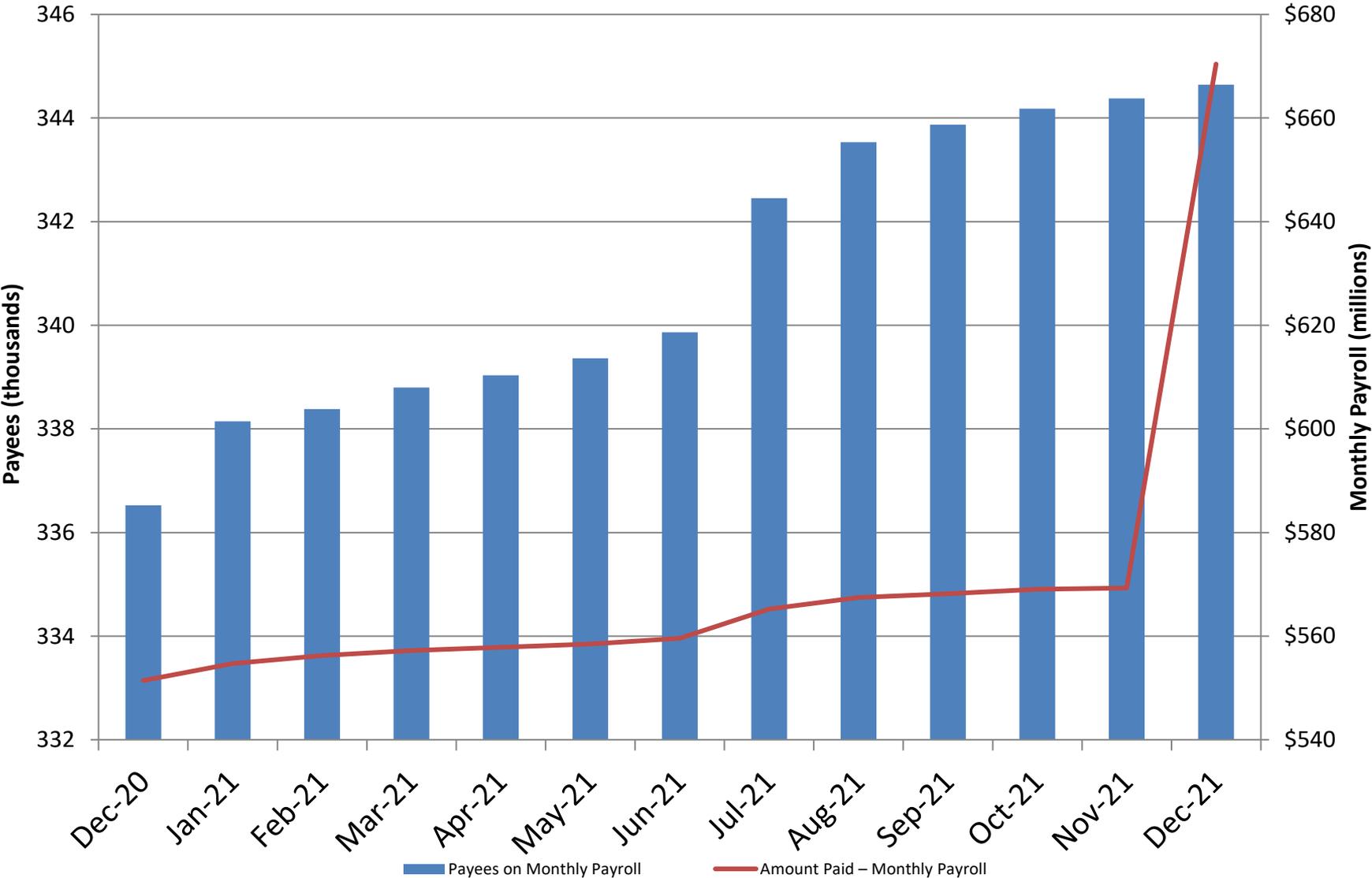


North Carolina
Total Retirement Plans



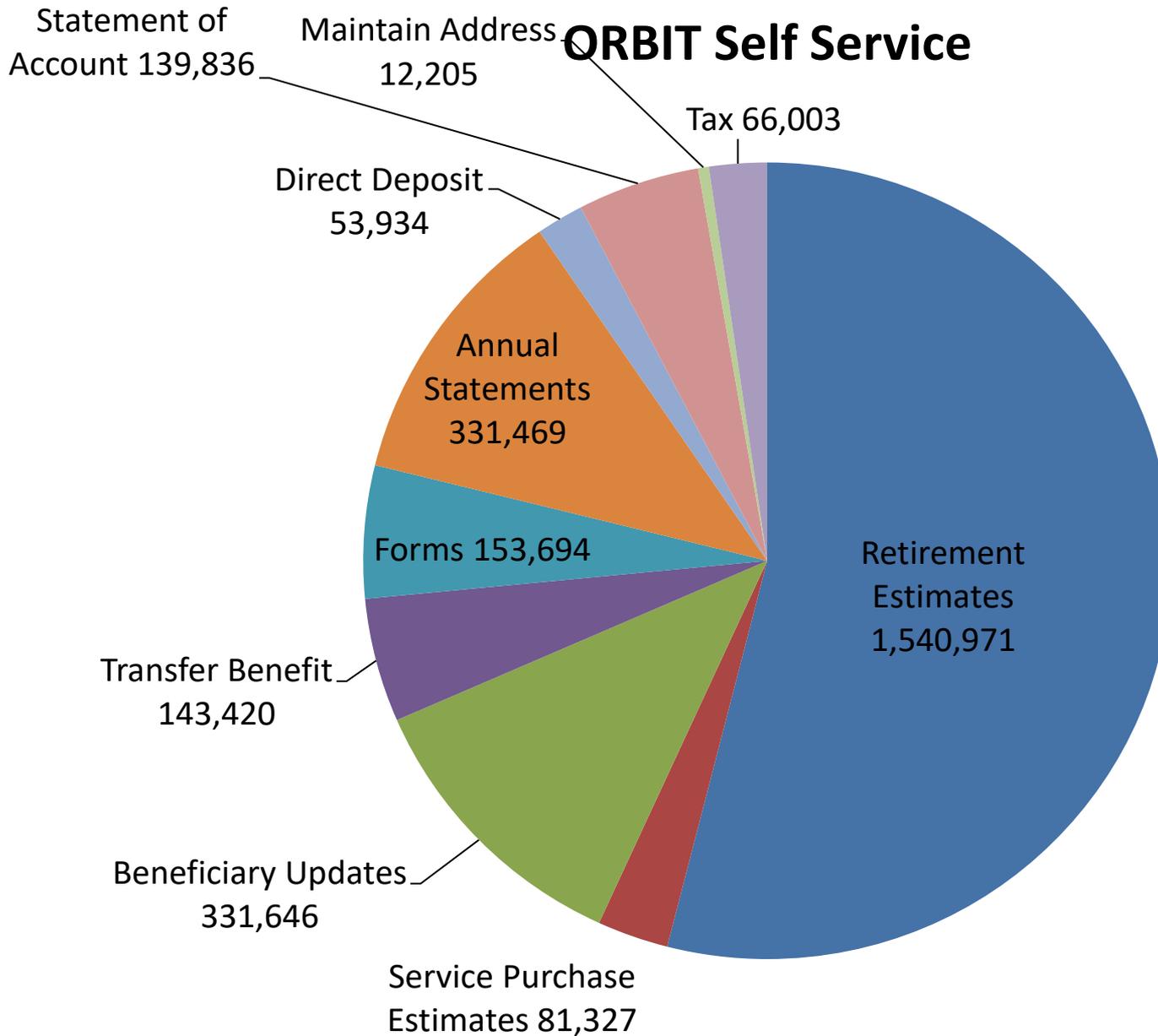
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Payroll Processing - Monthly Payroll



ORBIT Self Service

Data is for last 12 months.



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Member Services

Educational Retirement Group - Correspondence

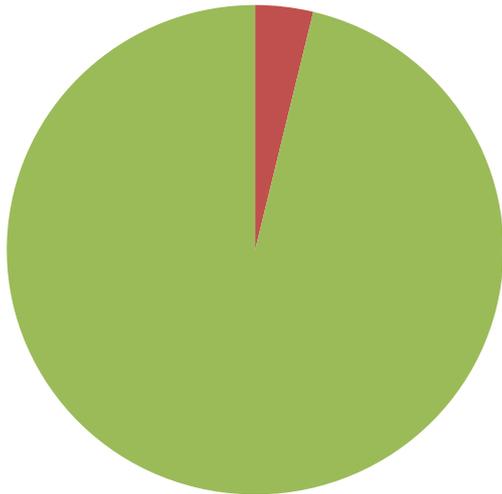


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Educational Retirement Group – 2021/2022 Fiscal Year Meetings and Webinars



	Count Jul 2021 - YTD	Attendees Jul 2021 - YTD
Employee	0	0
Employer	7	432
Webinar	179	4,849
Total	186	5,281
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



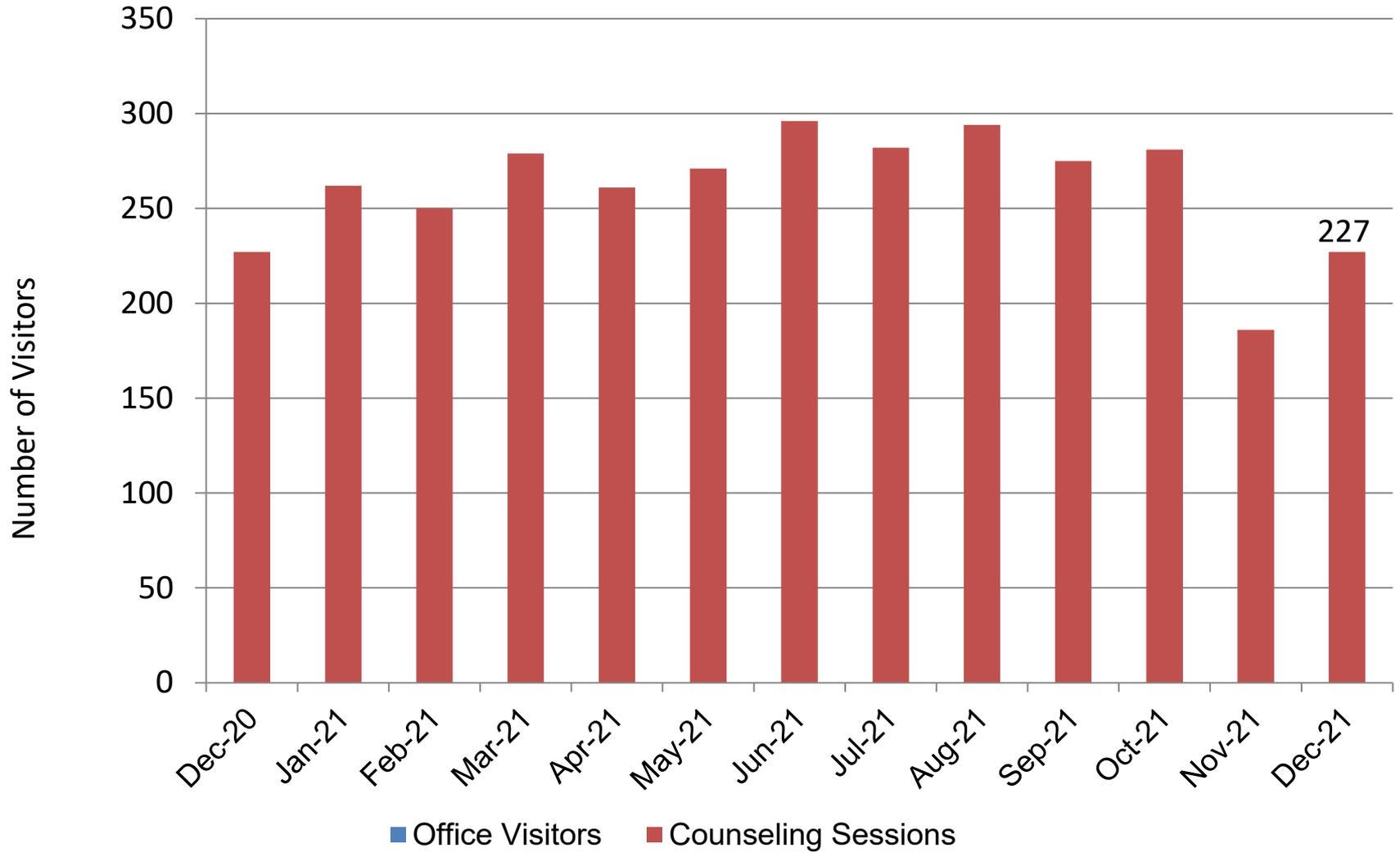
North Carolina
Total Retirement Plans



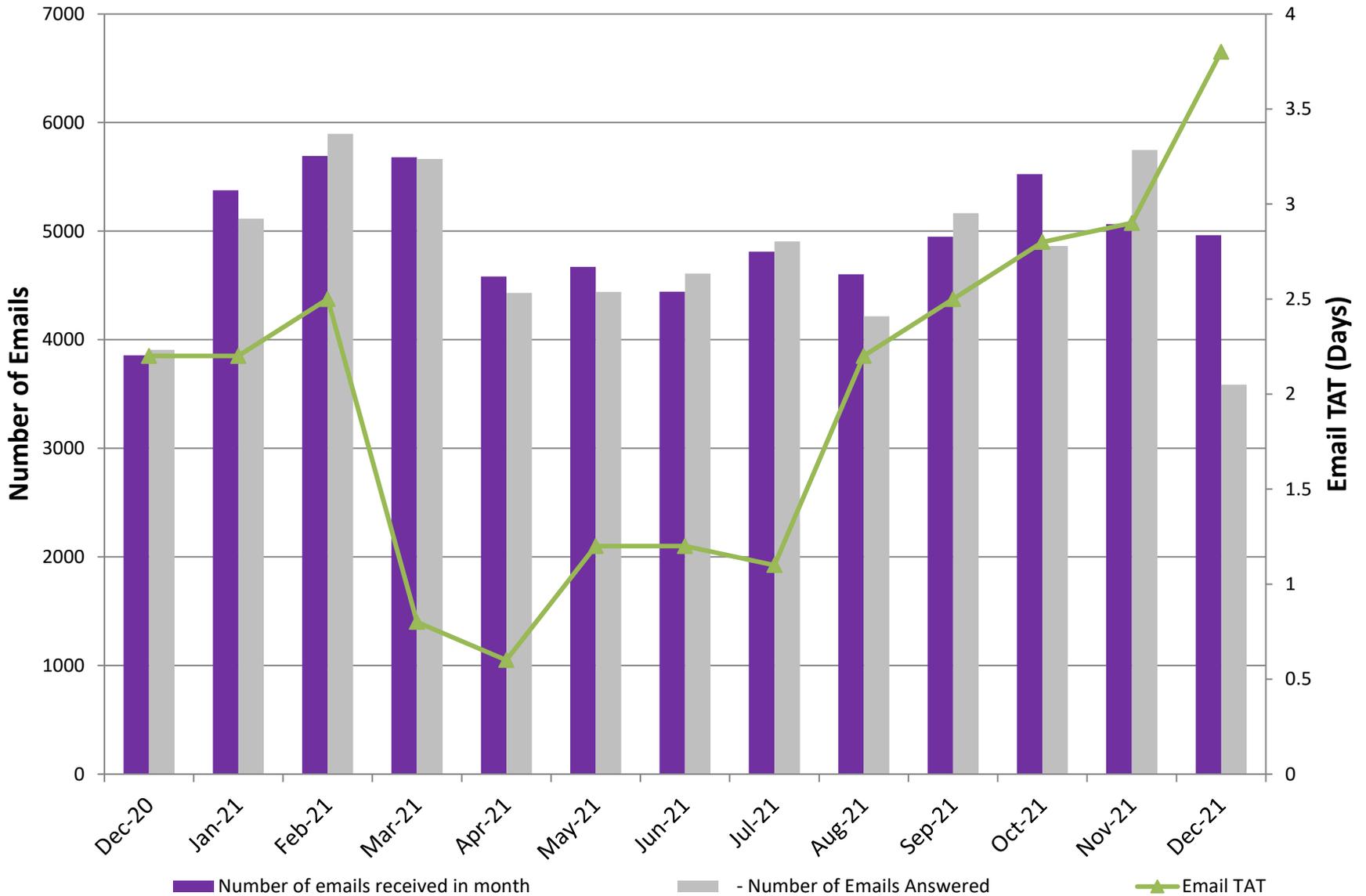
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FY 21/22 Counseling = 1545
Annual Goal = 2,480

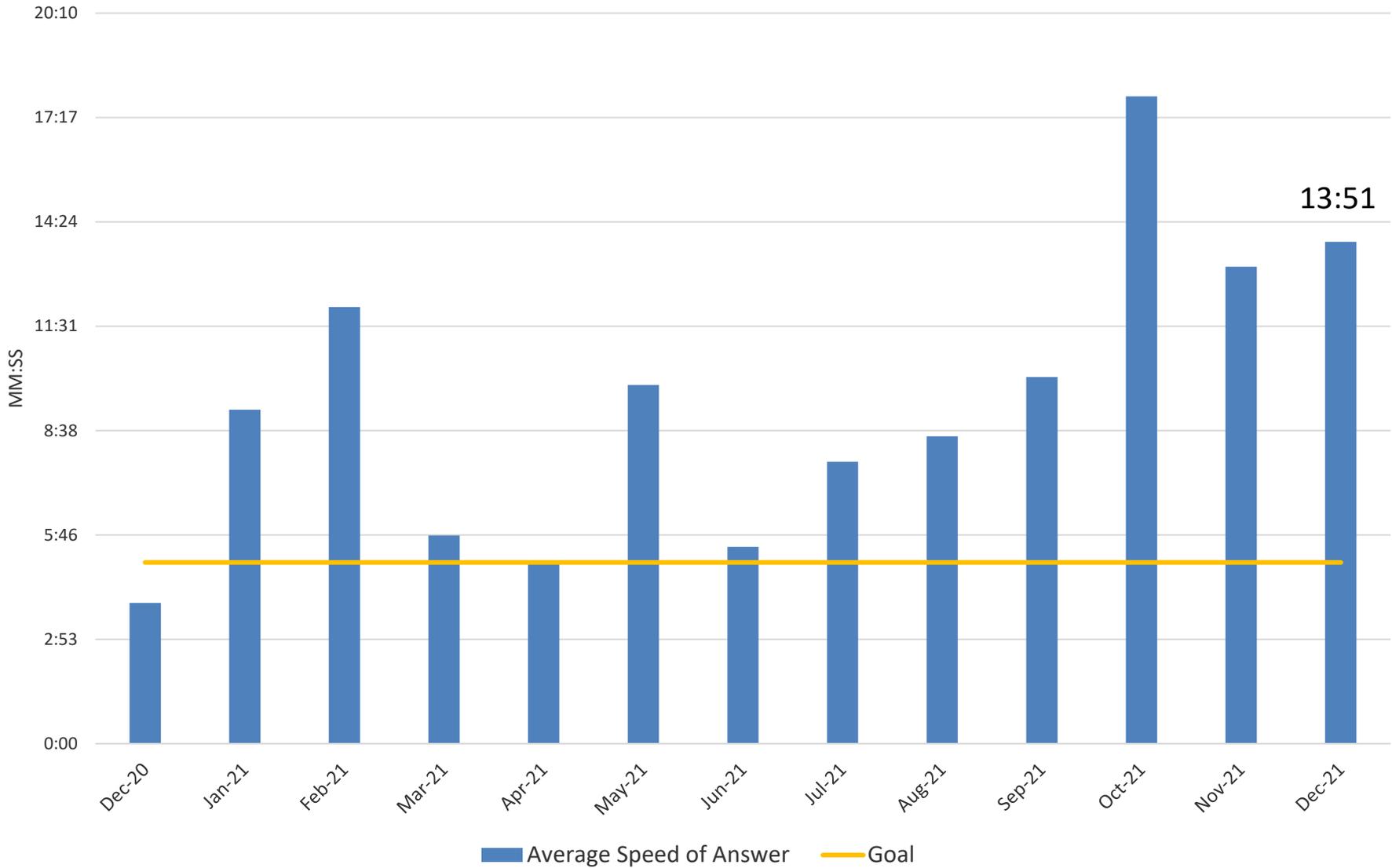
Educational Retirement Group - Visitors and Counseling Sessions



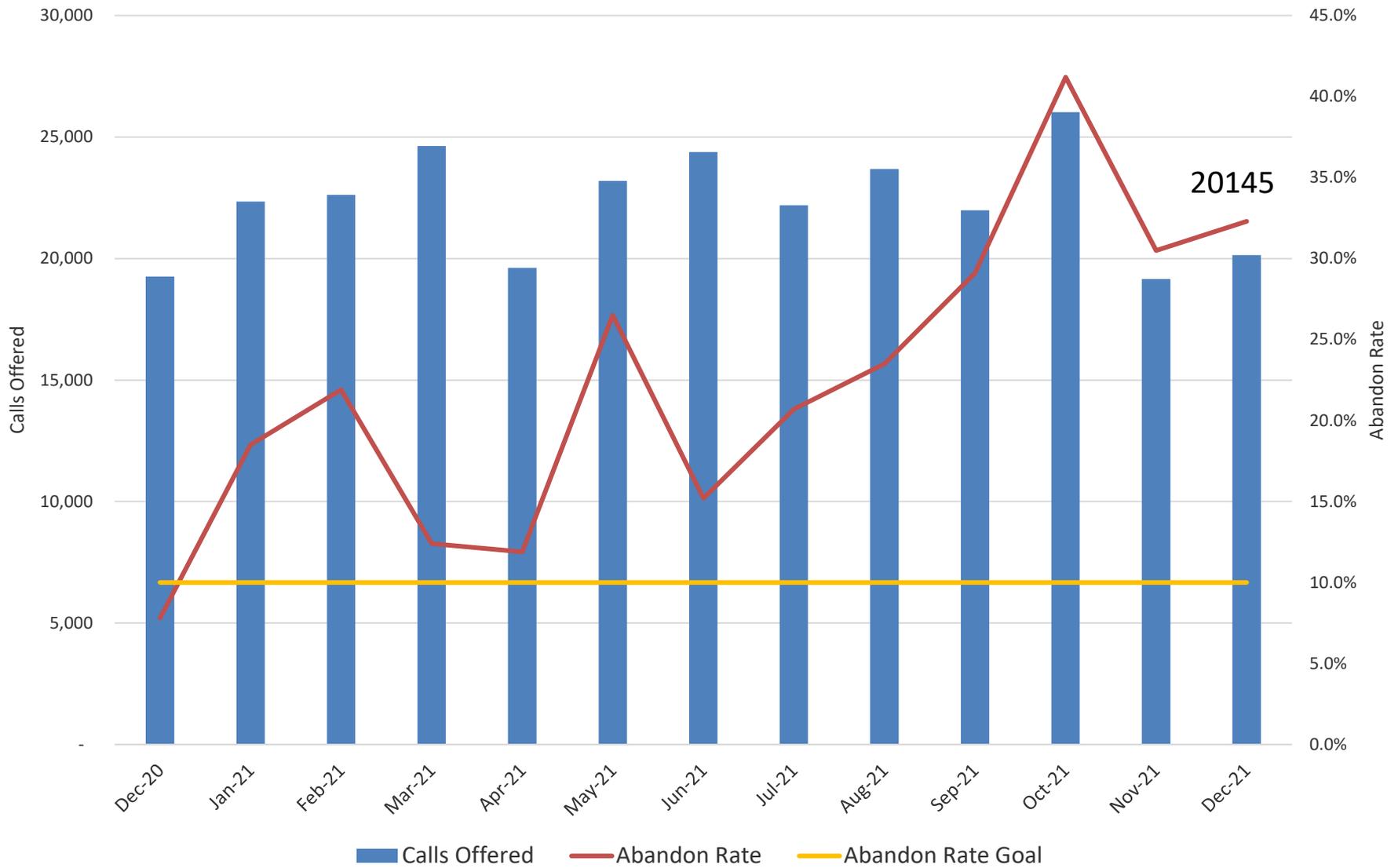
Member Services - Emails Received and Answered



Call Center - Average Speed of Answer



Call Center - Calls Offered and Abandoned



20145





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Policy, Planning & Compliance

Contribution-Based Benefit Cap (CBBC) Liabilities

- 454 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 1/5/2022
 - 175 invoices are for LGERS employers
 - 279 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/5/2022 exceeds \$43.1 million
- Average invoice cost: \$95,000.38
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- For 388 of the retirements, employers have paid required contributions in full
 - Total CBBC liabilities collected: exceeds \$34.9 million



Thank you



Thomas Causey, Executive Director



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