



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

OPERATIONS UPDATE

APRIL 29, 2021



North Carolina
Total Retirement Plans



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DALE R. FOLWELL, CPA



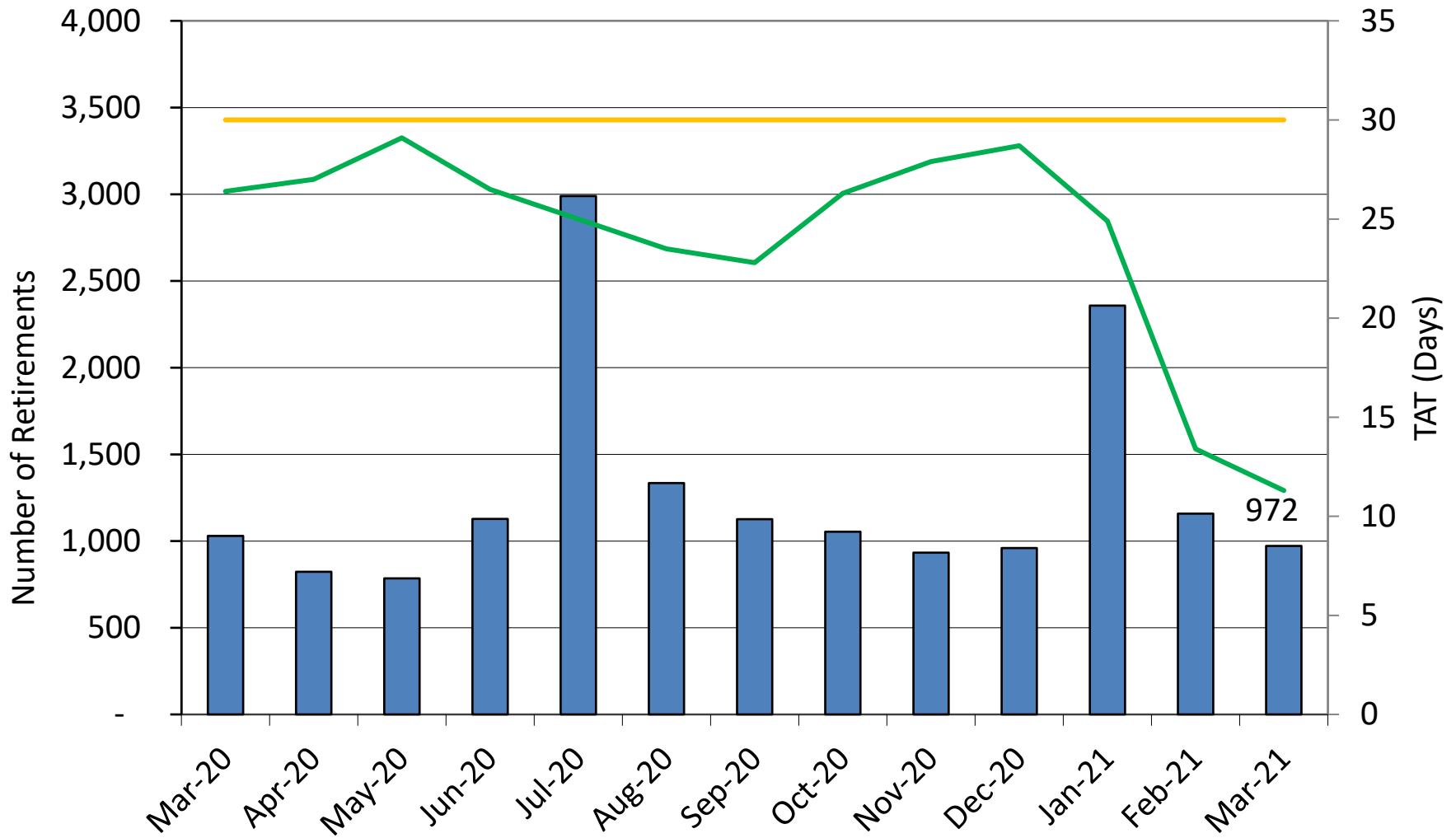
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT



■ Retirements Requested for this Month
 — Average Days from App Rec'd to 6E sent
 — Goal

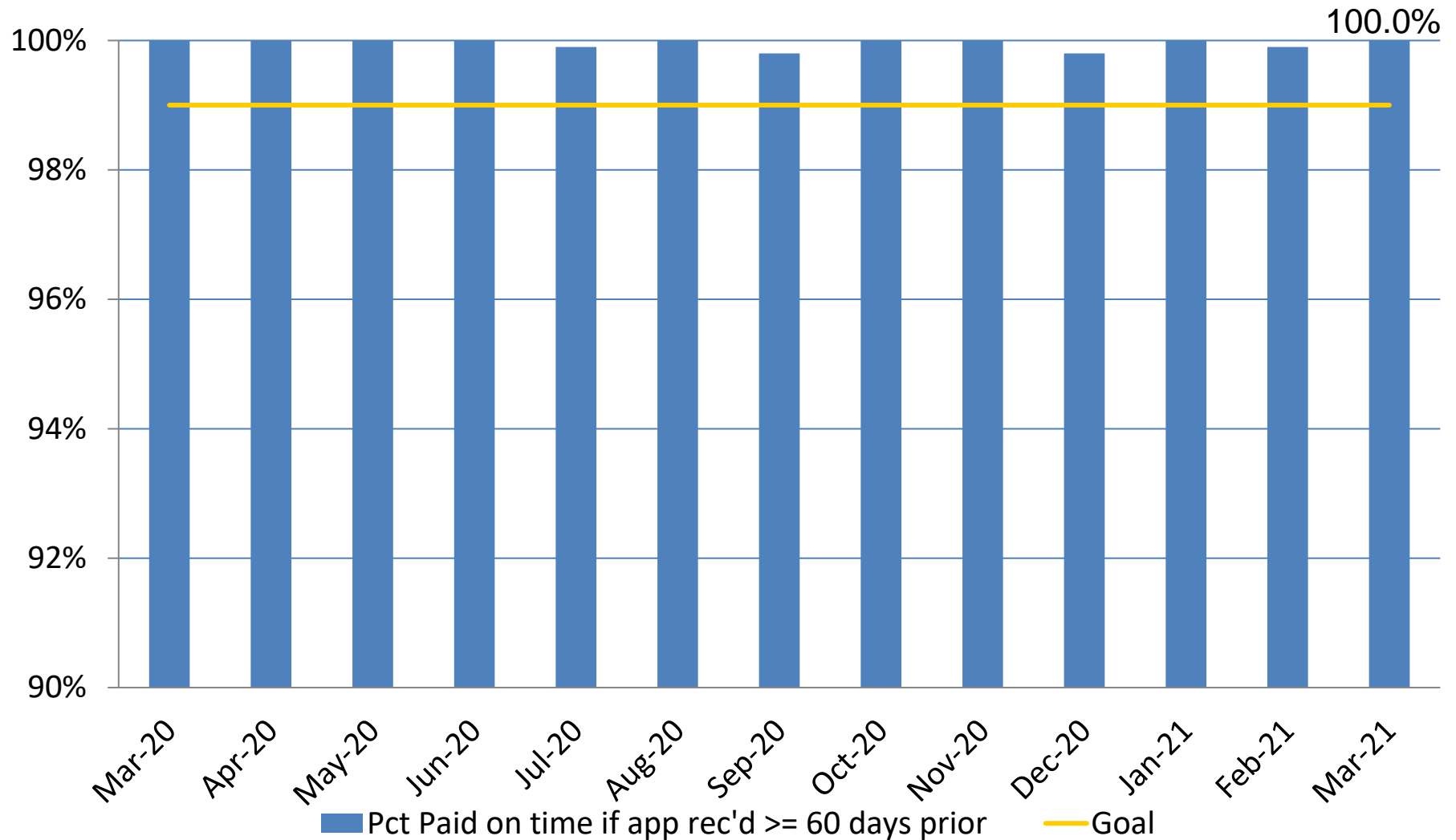


North Carolina
 Total Retirement Plans



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Retirement Processing - 60 Day Paid On Time Rate

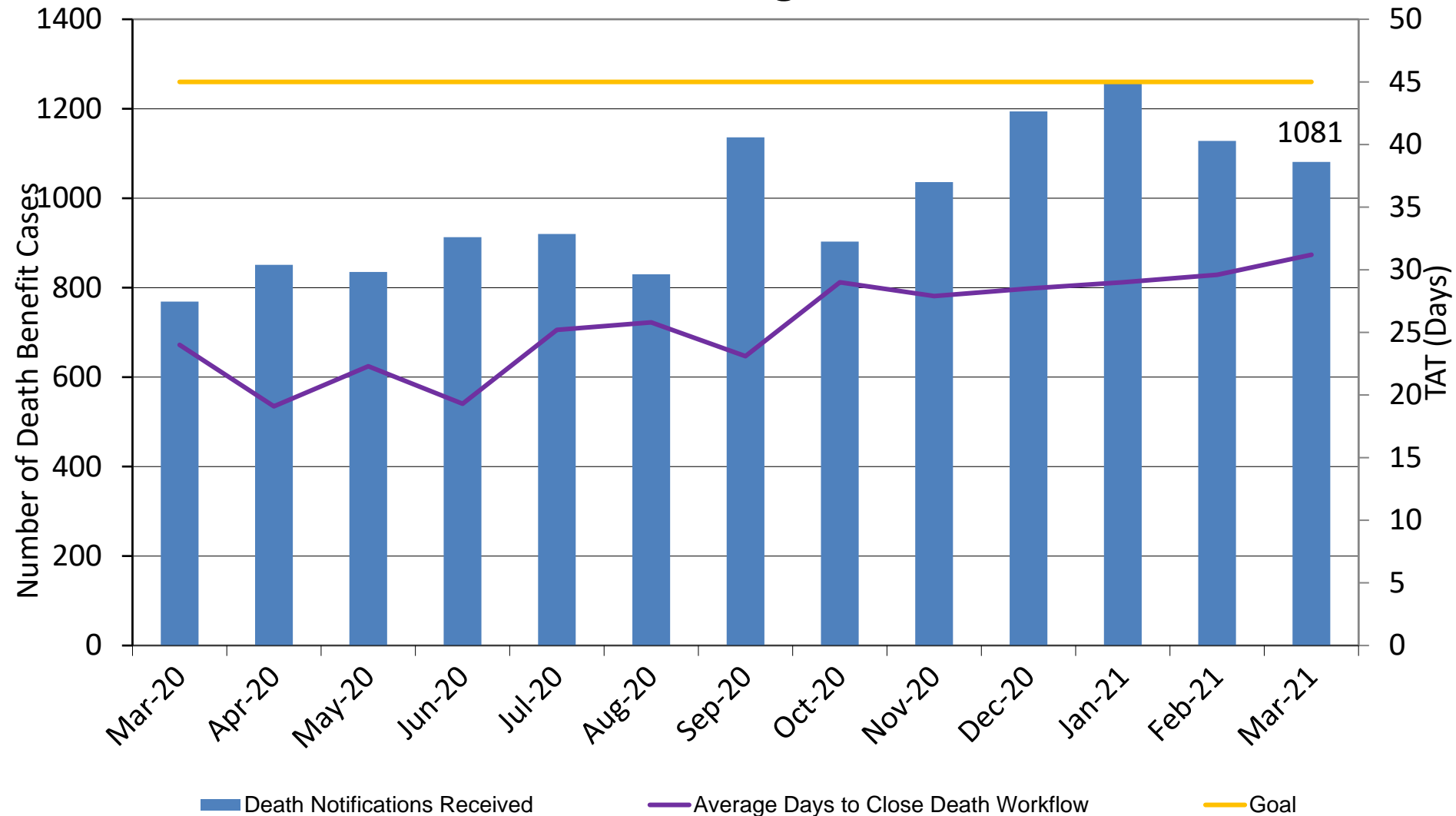


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Benefit Processing - Death Notifications

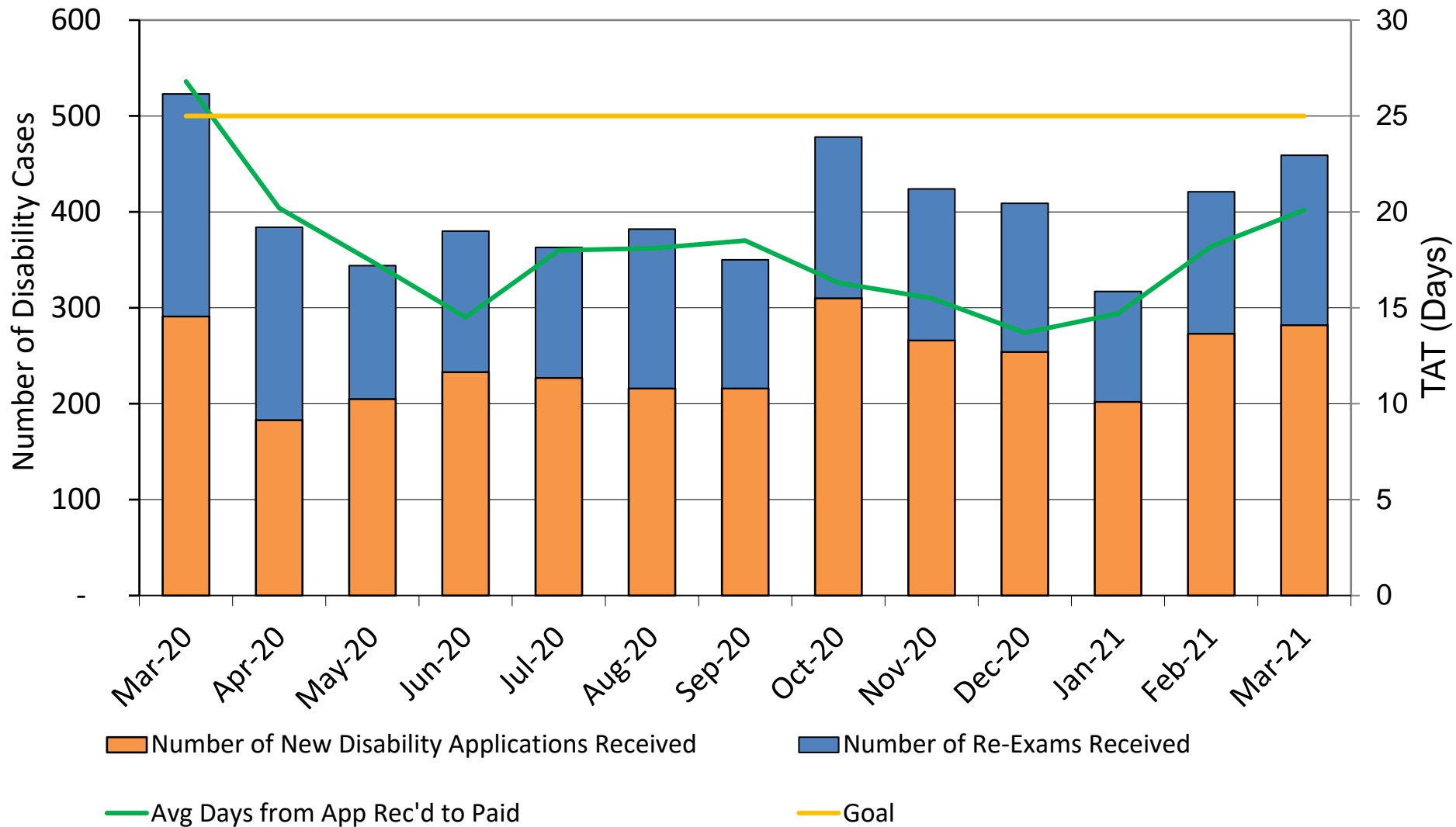


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Benefit Processing - Disability Applications

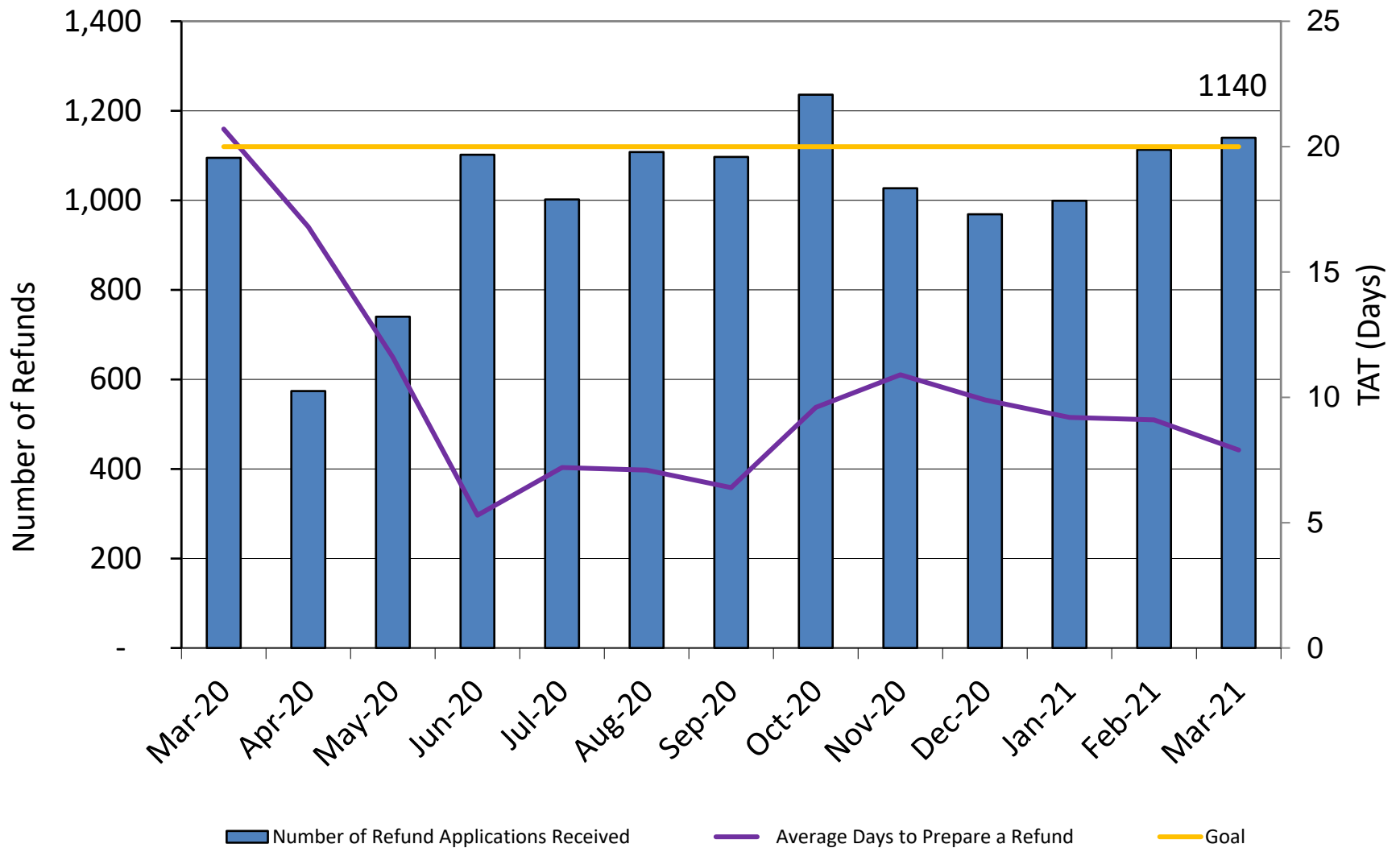


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Benefit Processing - Refund Requests

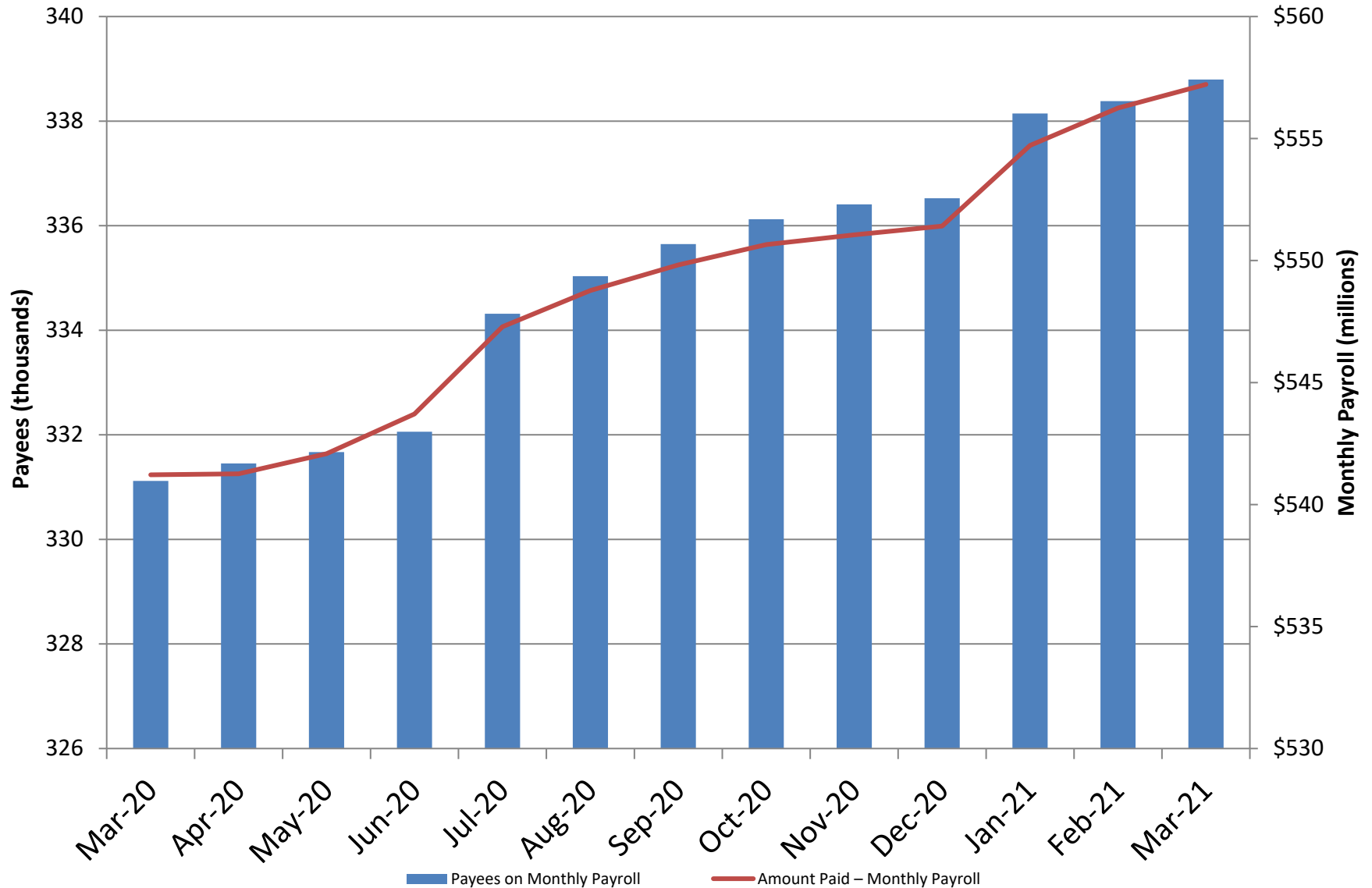


North Carolina
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Payroll Processing - Monthly Payroll



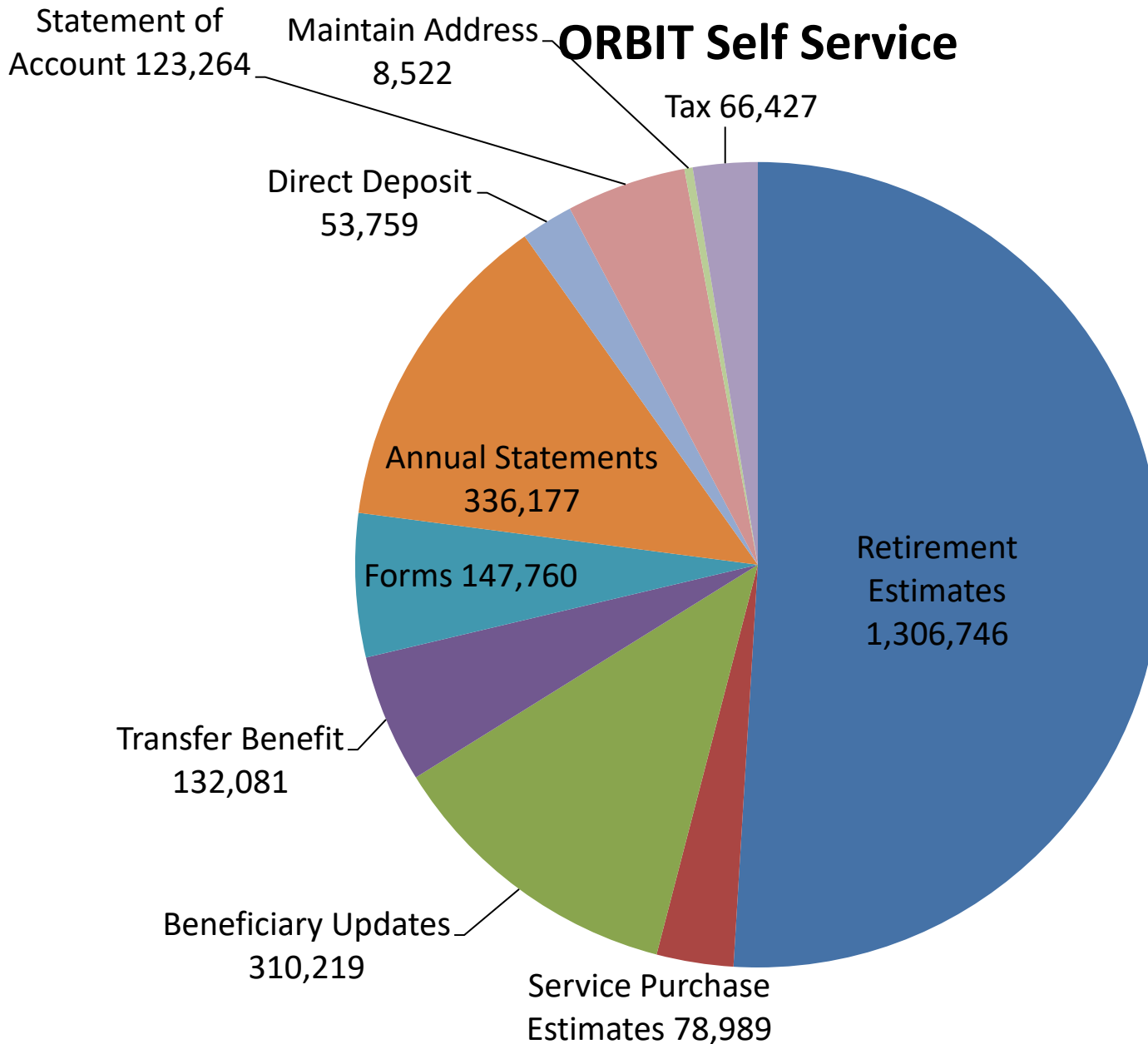
North Carolina
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ORBIT Self Service

Data is for last 12 months.



North Carolina
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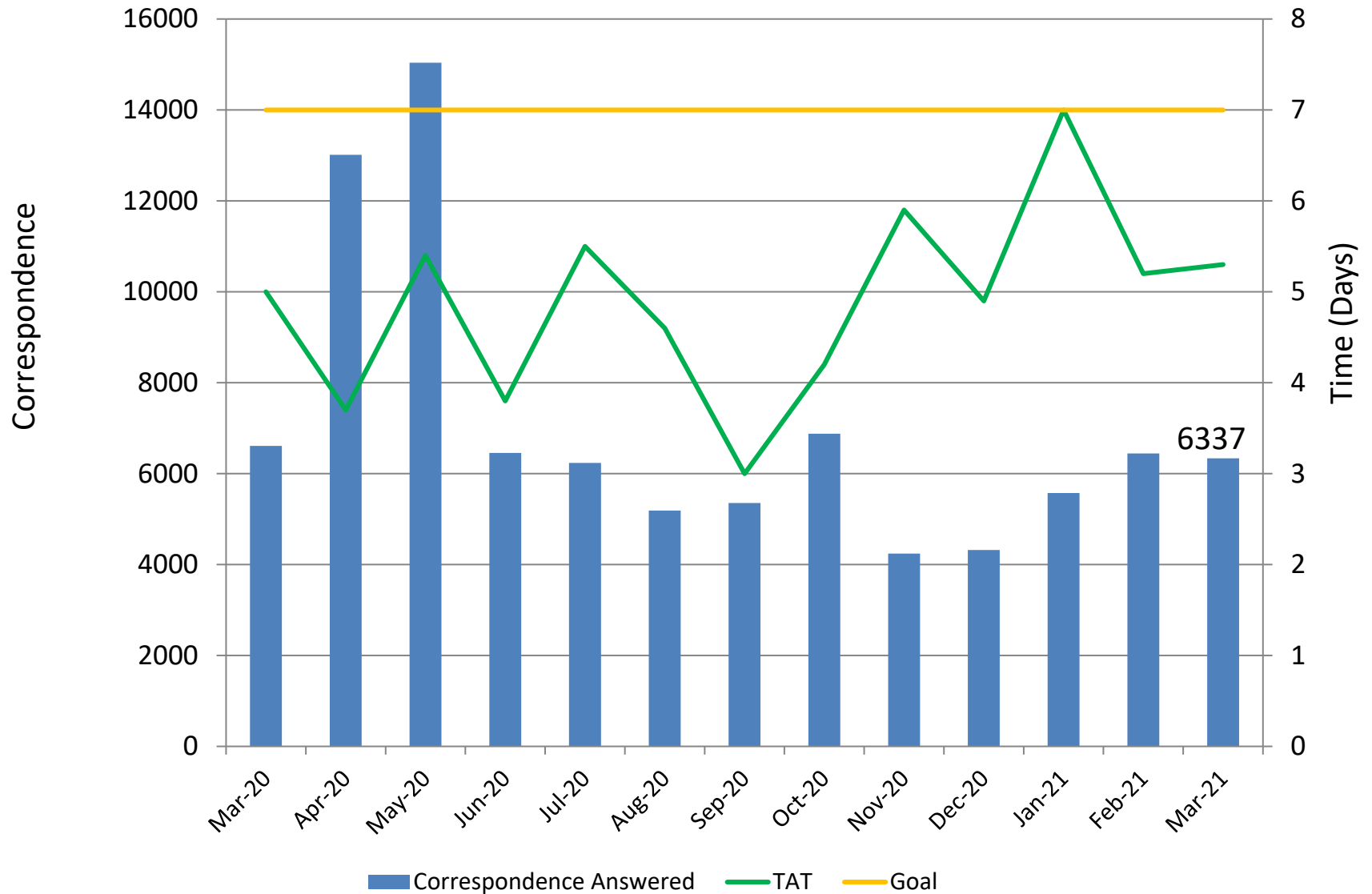
North Carolina
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Member Services

Educational Retirement Group - Correspondence

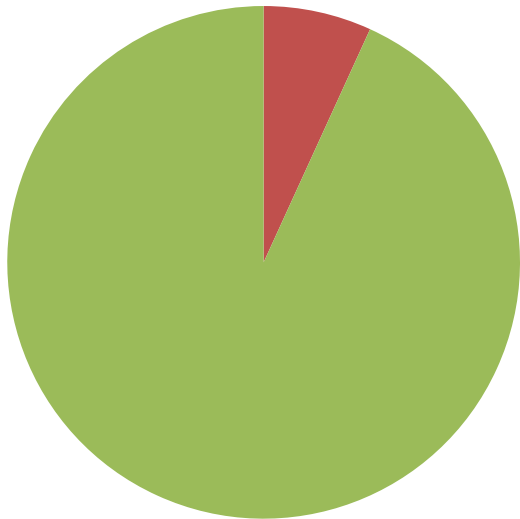


North Carolina
Total Retirement Plans



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Educational Retirement Group – 2020/2021 Fiscal Year Meetings and Webinars



	Count Jul 2020 - YTD	Attendees Jul 2020 - YTD
Employee	0	0
Employer	9	409
Webinar	123	7,104
Total	132	7,513
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



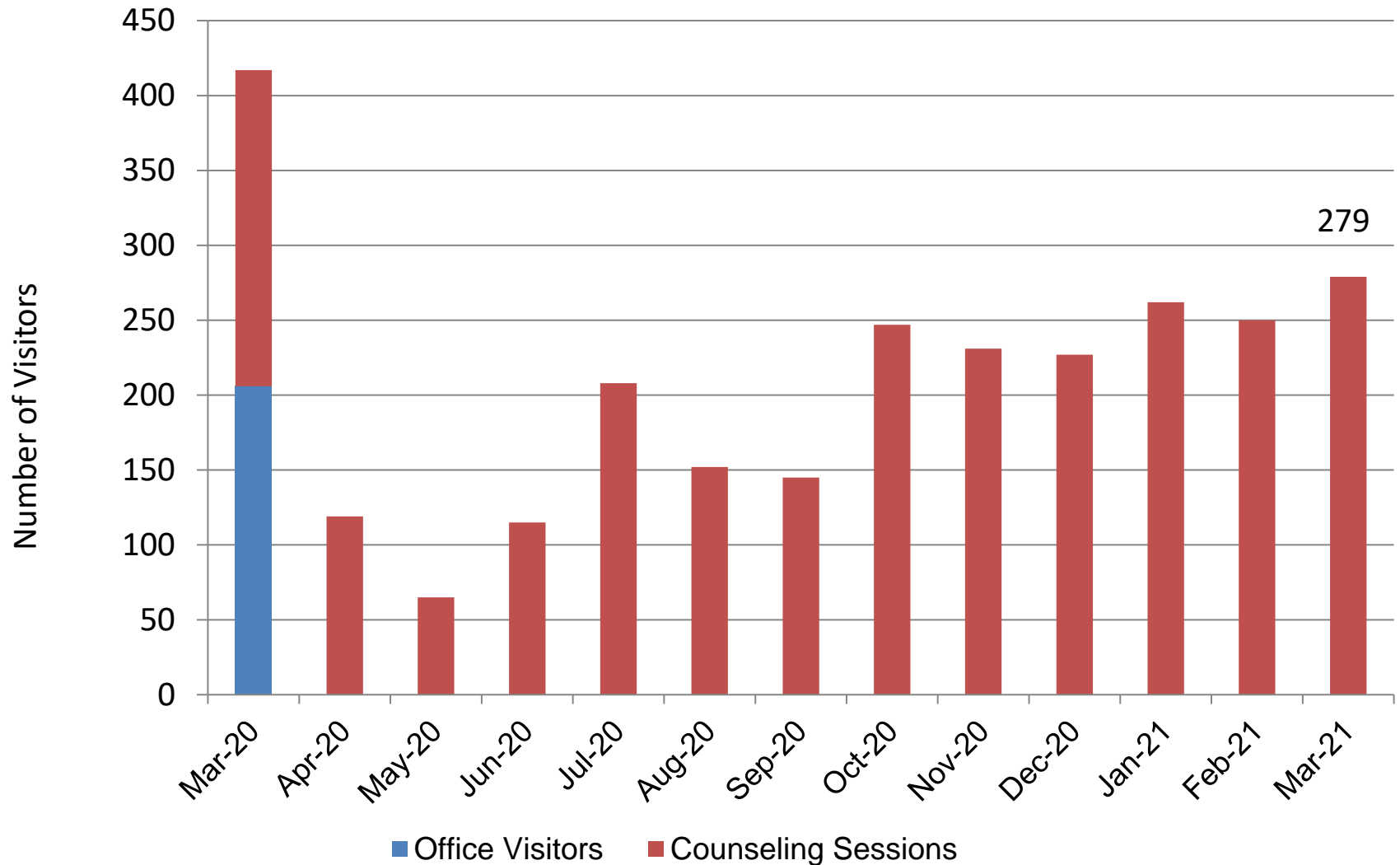
North Carolina
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FY 20/21 Counseling = 2,001
Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

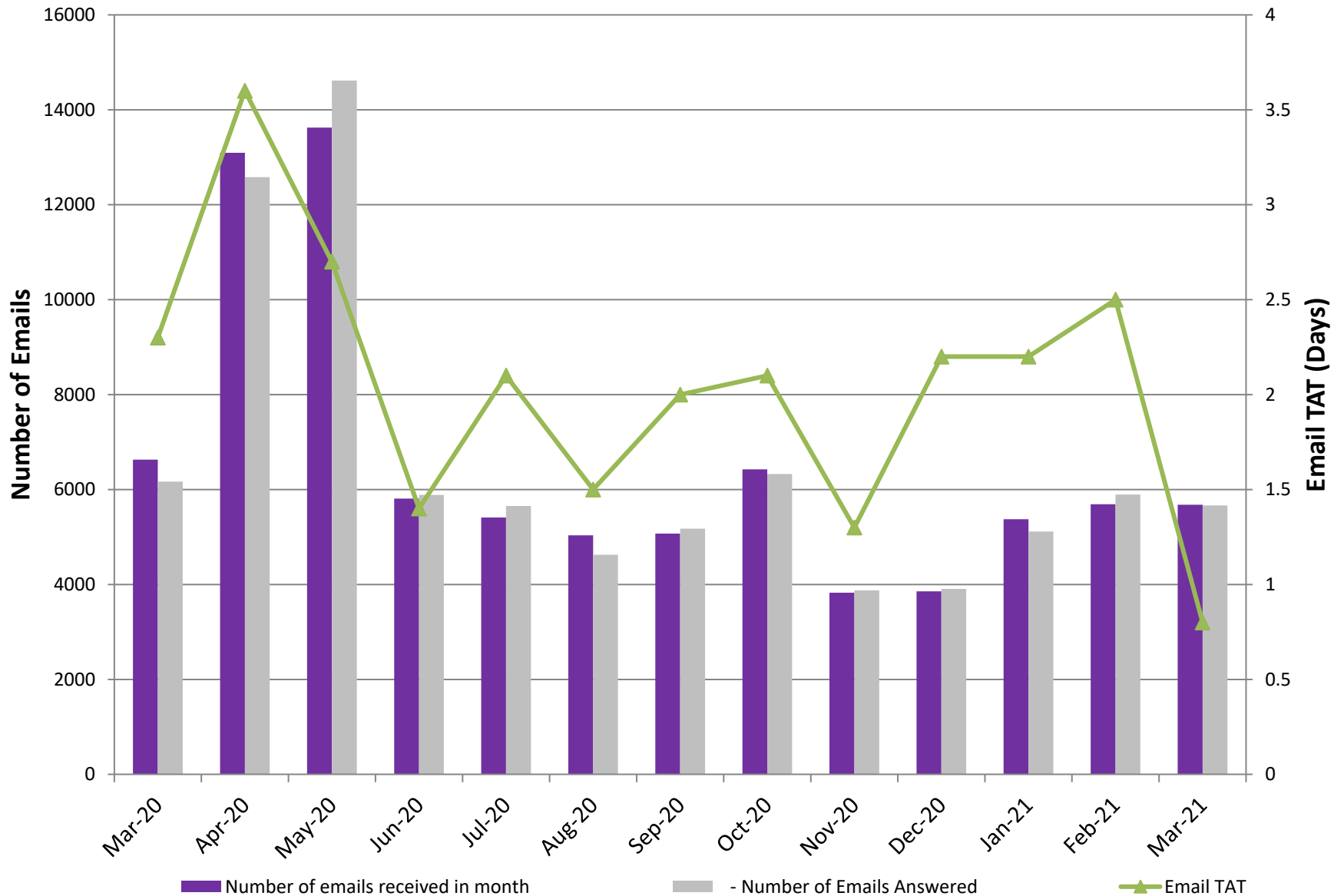


North Carolina
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Member Services - Emails Received and Answered

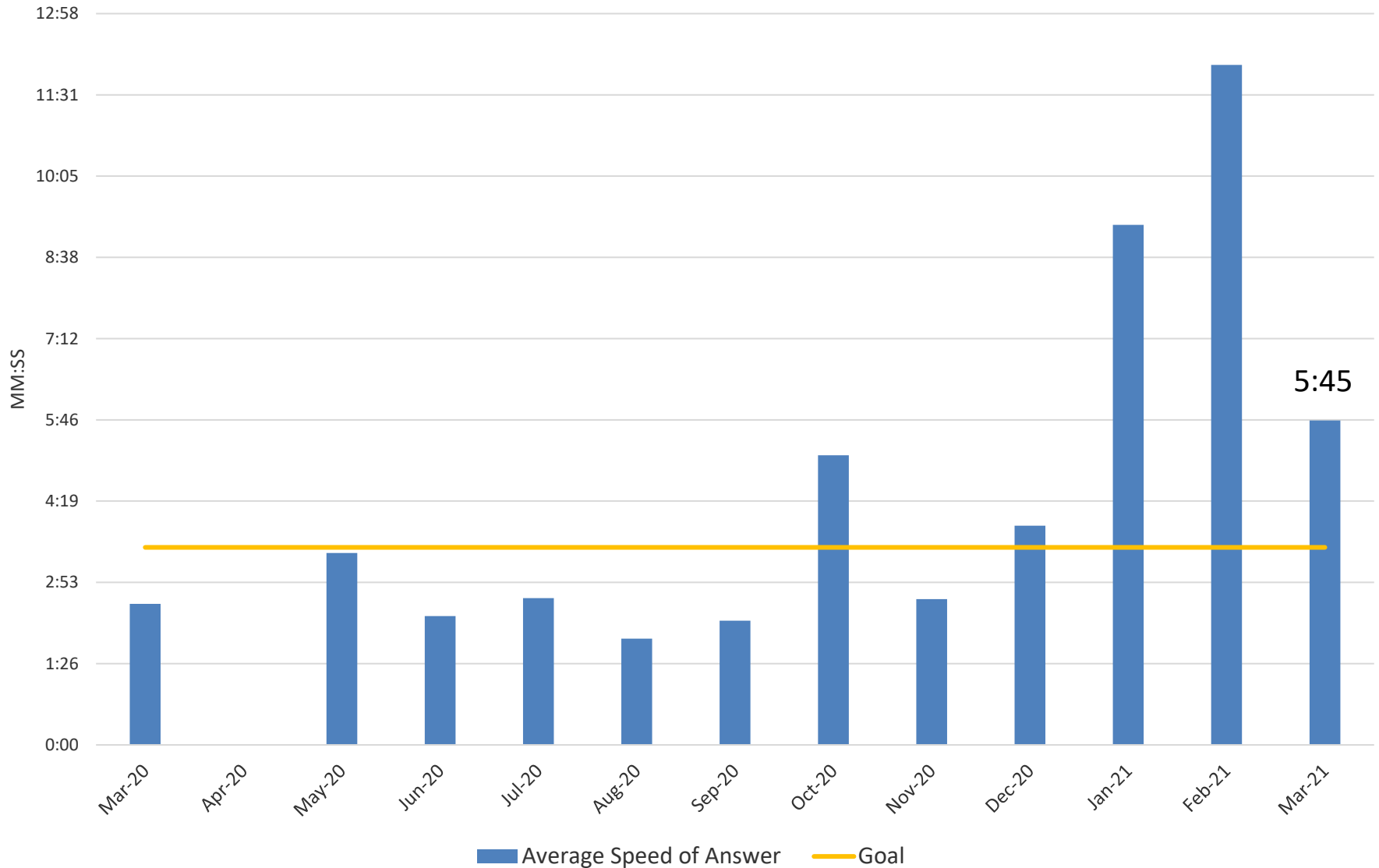


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Call Center - Average Speed of Answer

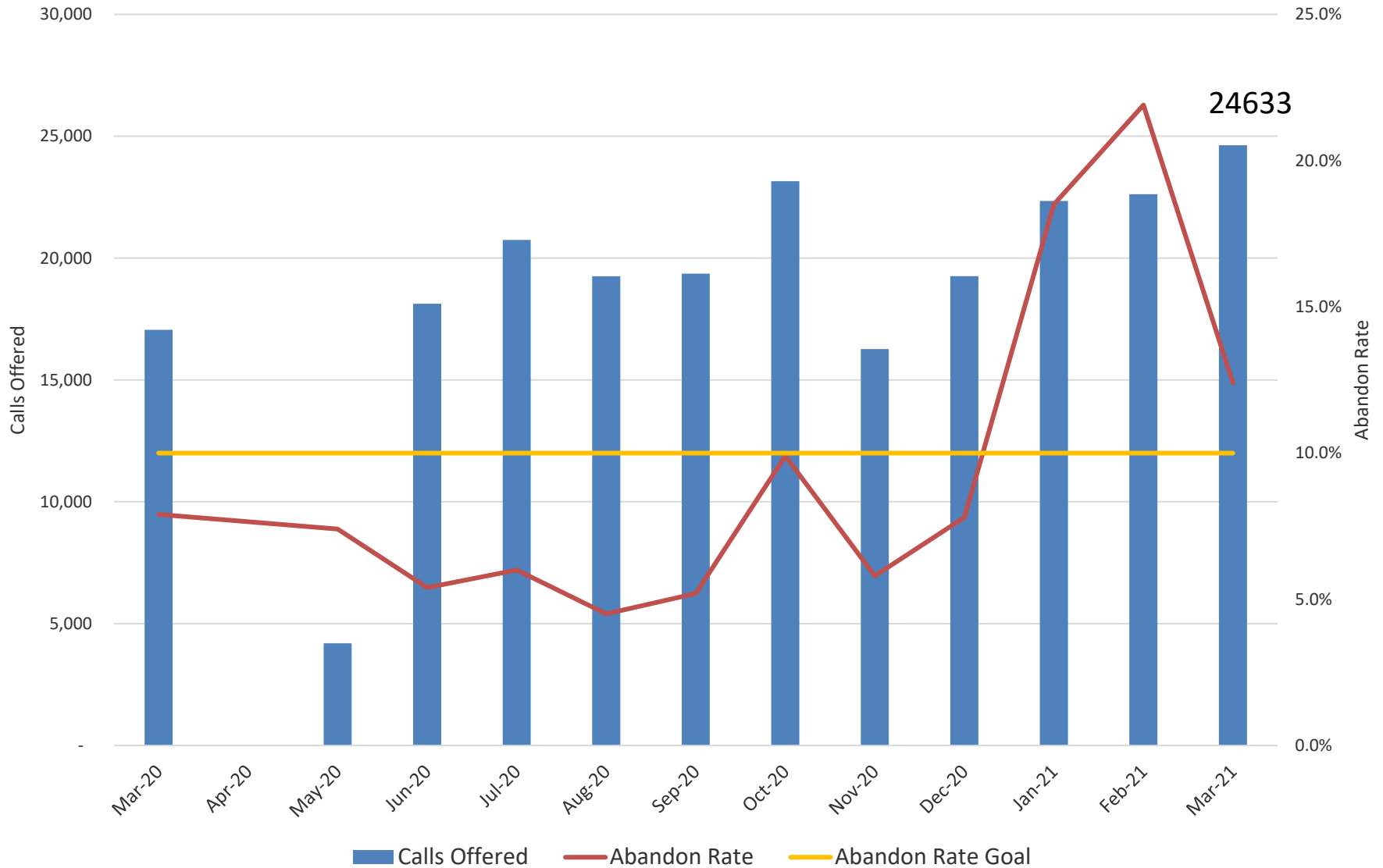


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Call Center - Calls Offered and Abandoned



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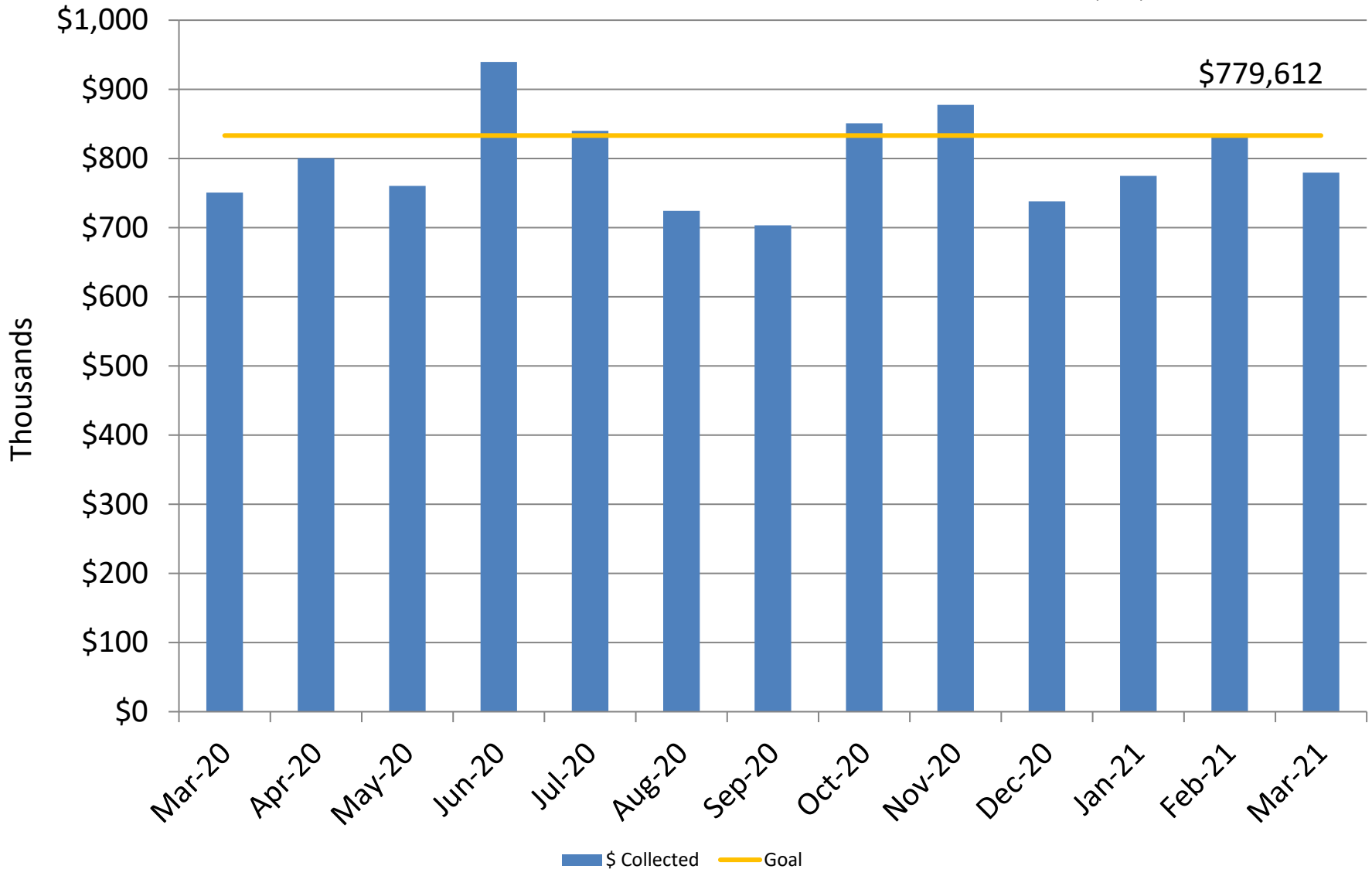


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Policy, Planning & Compliance

Overpayments - Amount Collected

Collected in past 13 months:
\$10,370,533



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Contribution-Based Benefit Cap (CBBC) Liabilities

- 385 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 4/6/2021
 - 139 invoices are for LGERS employers
 - 246 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 4/6/2021 exceeds \$37.3 million
- Average invoice cost: \$96,933.83
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 329 employers have paid in full
 - Total CBBC liabilities collected: exceeds \$29.9 million



Thank you



Thomas Causey, Executive Director



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