



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

Operations Update

October 29, 2020



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



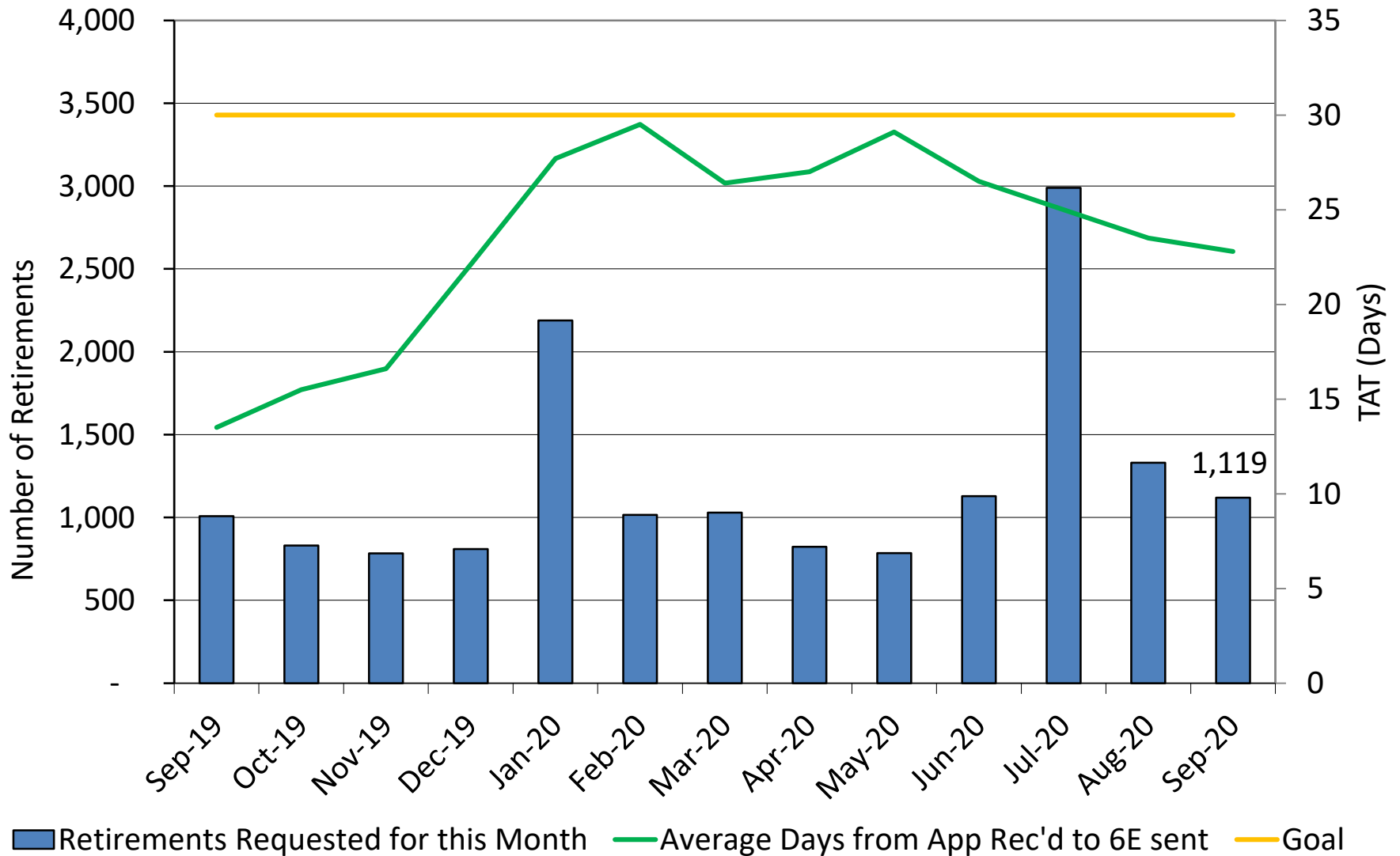
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

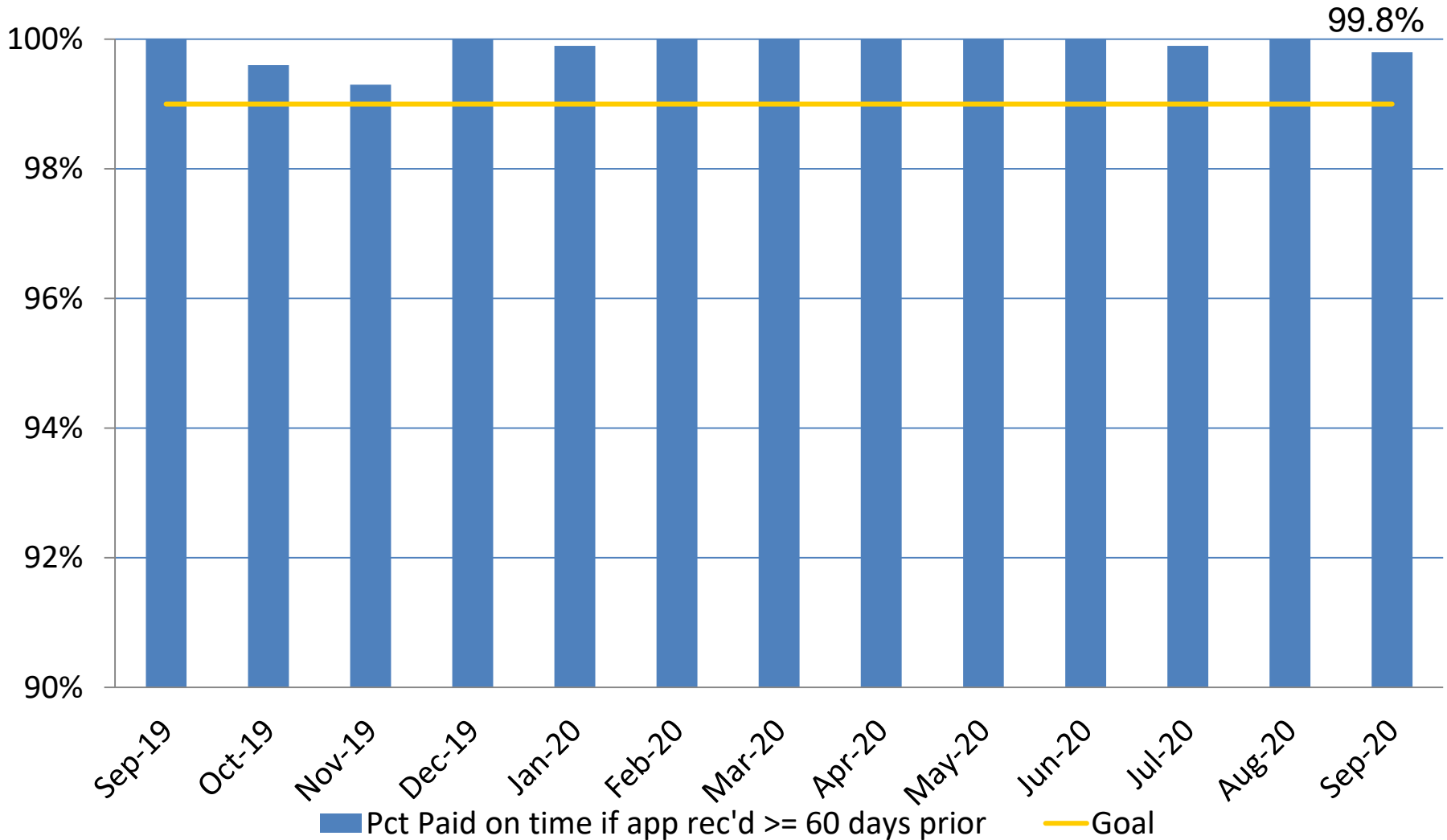


North Carolina
Total Retirement Plans



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Retirement Processing - 60 Day Paid On Time Rate

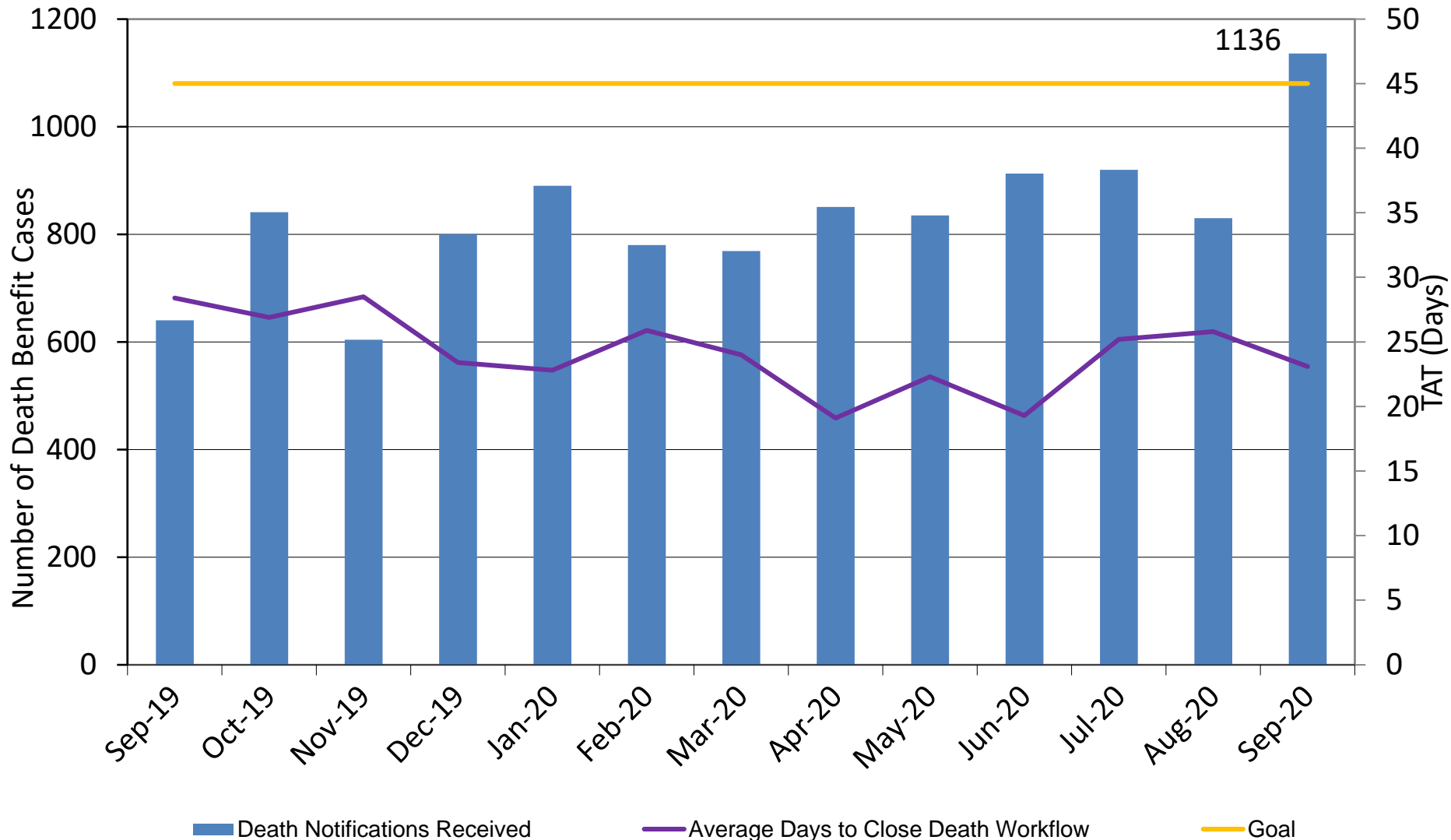


North Carolina
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Benefit Processing - Death Notifications

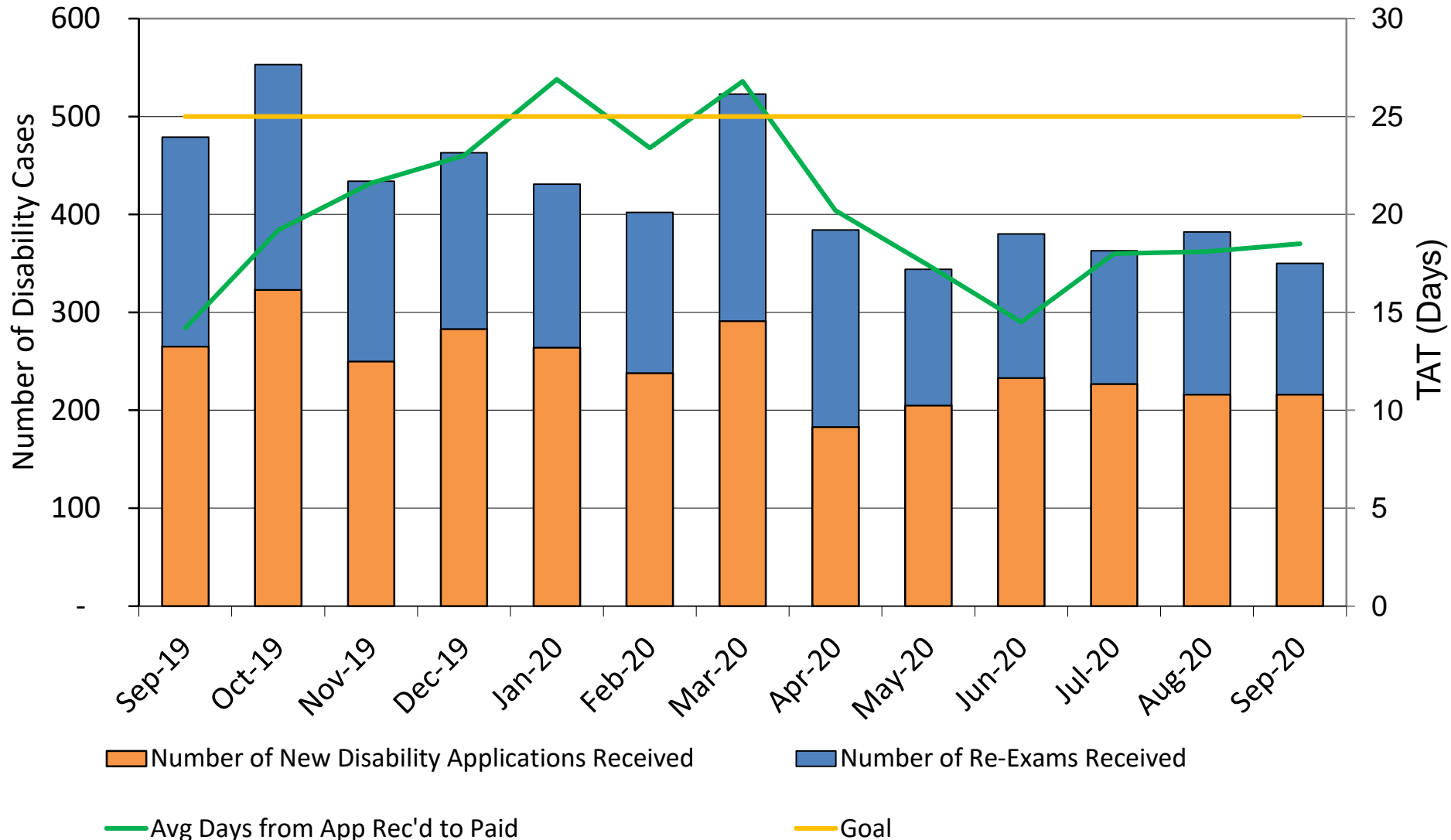


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Benefit Processing - Disability Applications

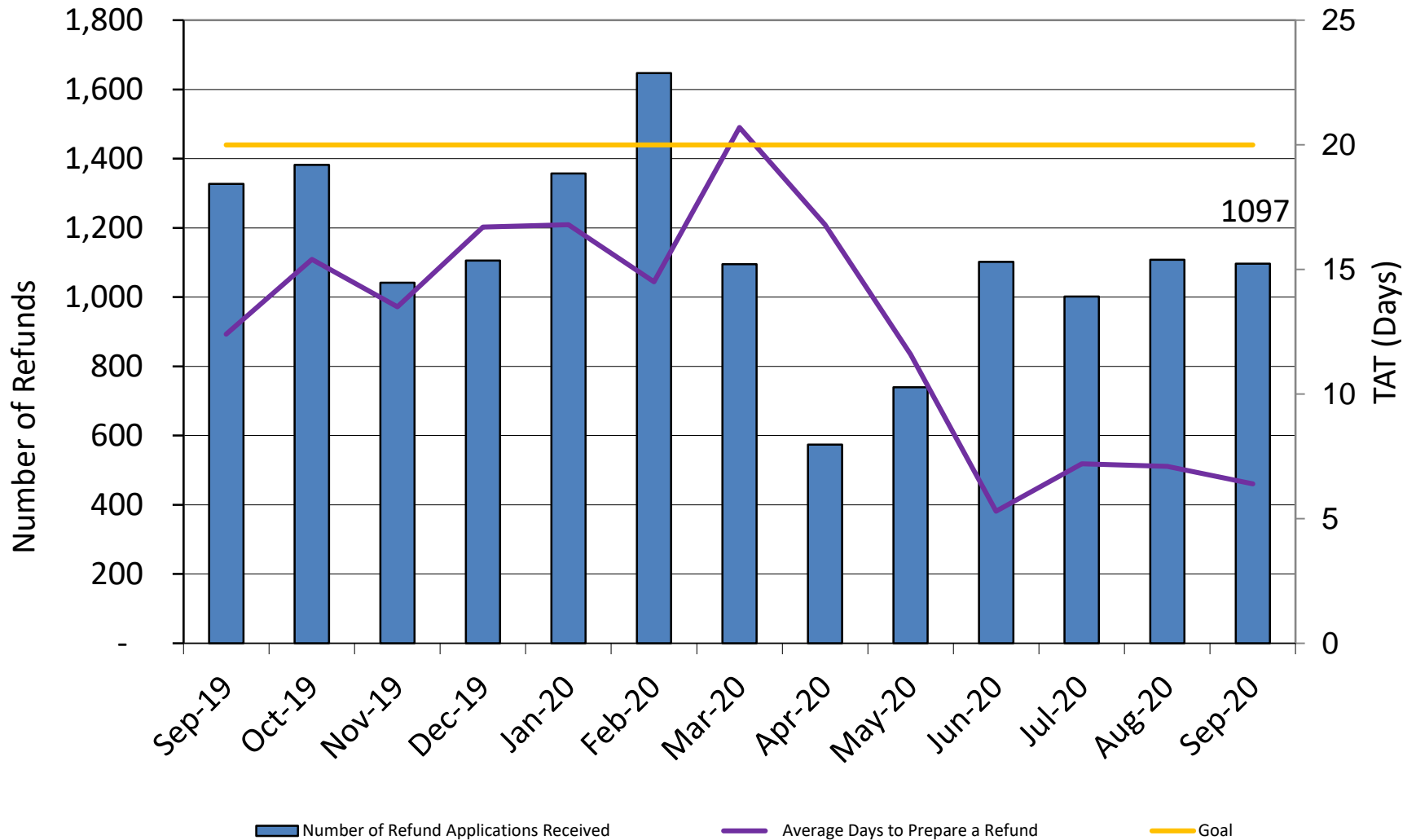


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Benefit Processing - Refund Requests

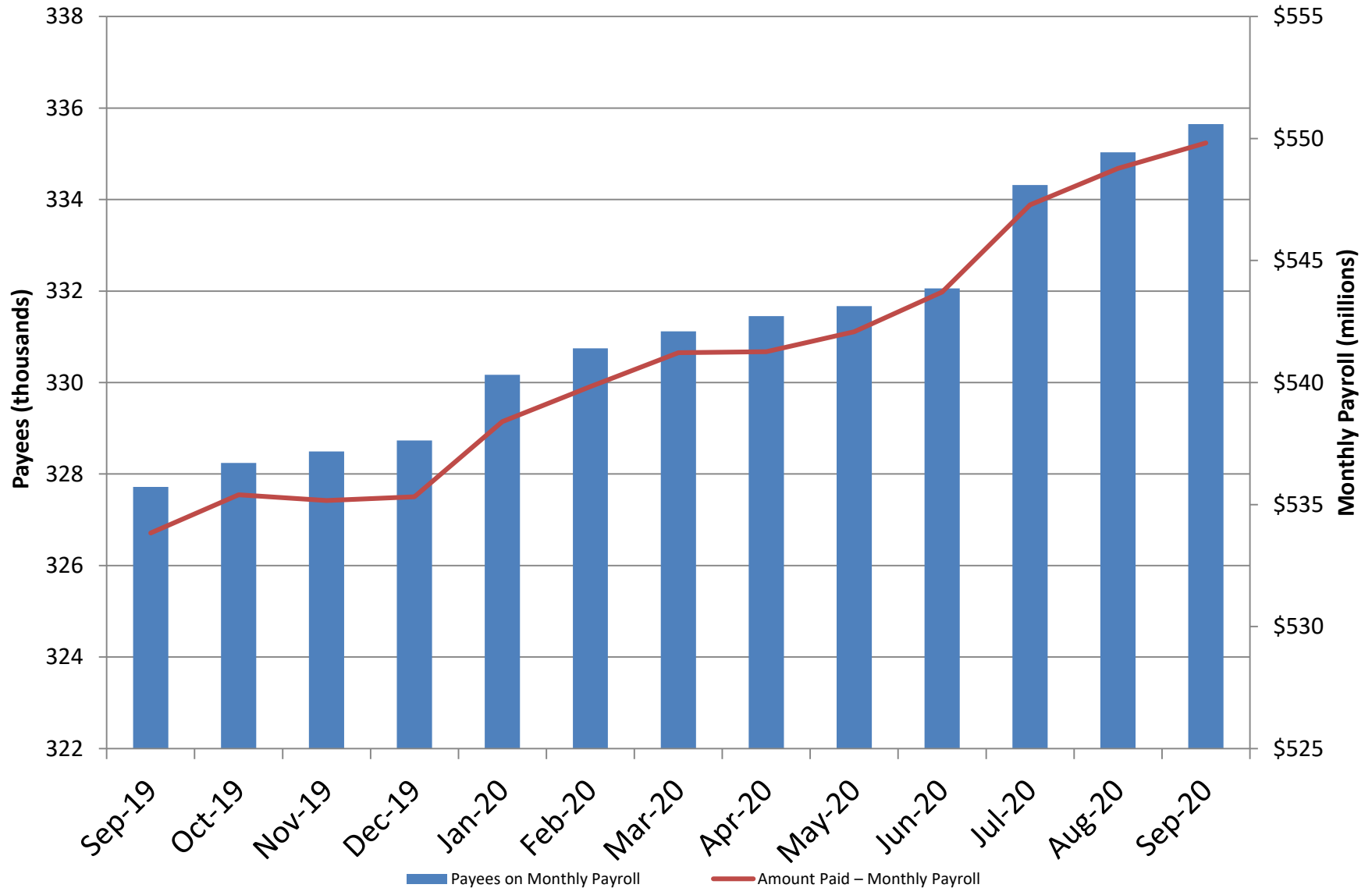


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Payroll Processing - Monthly Payroll



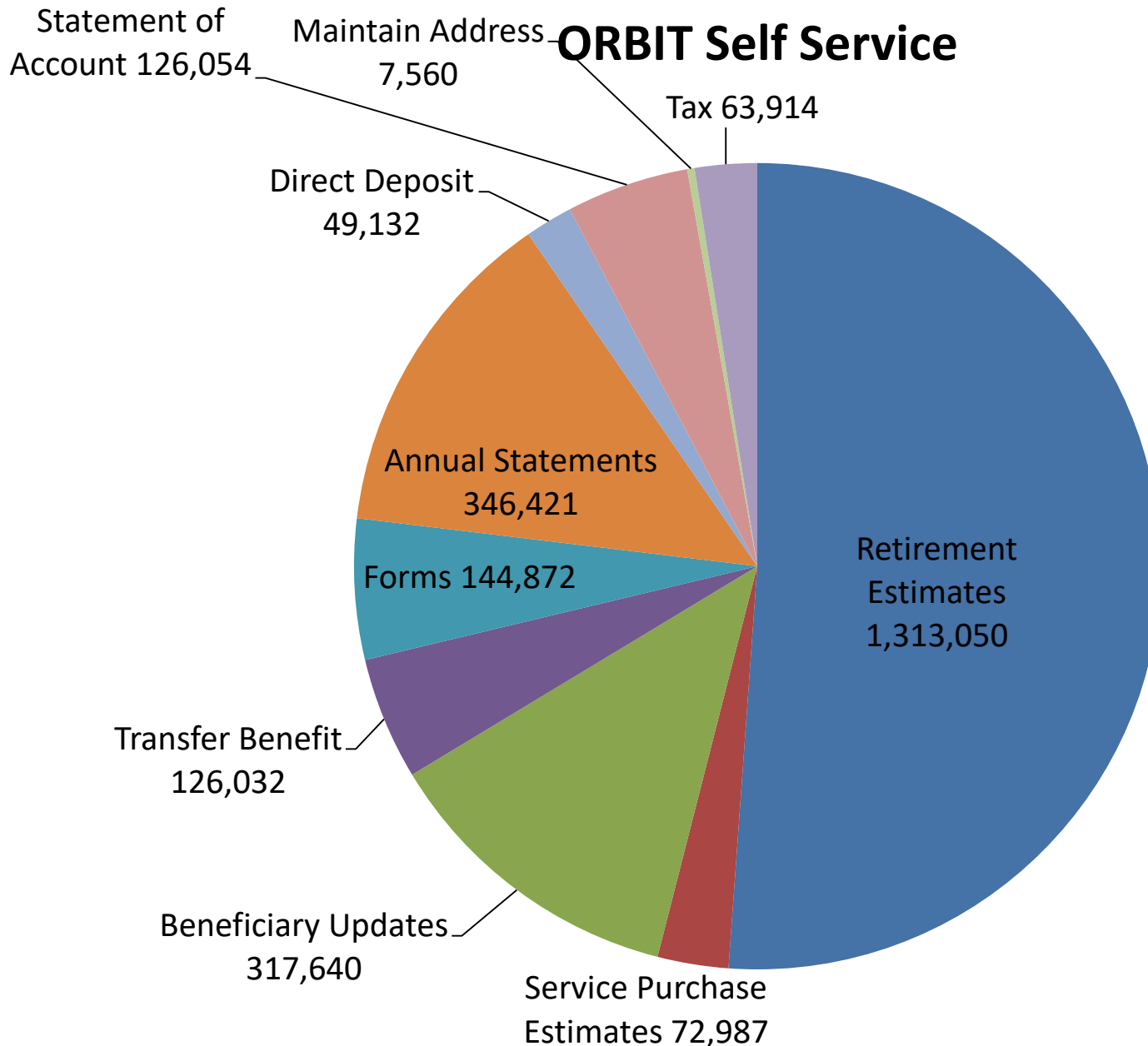
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ORBIT Self Service

Data is for last 12 months.



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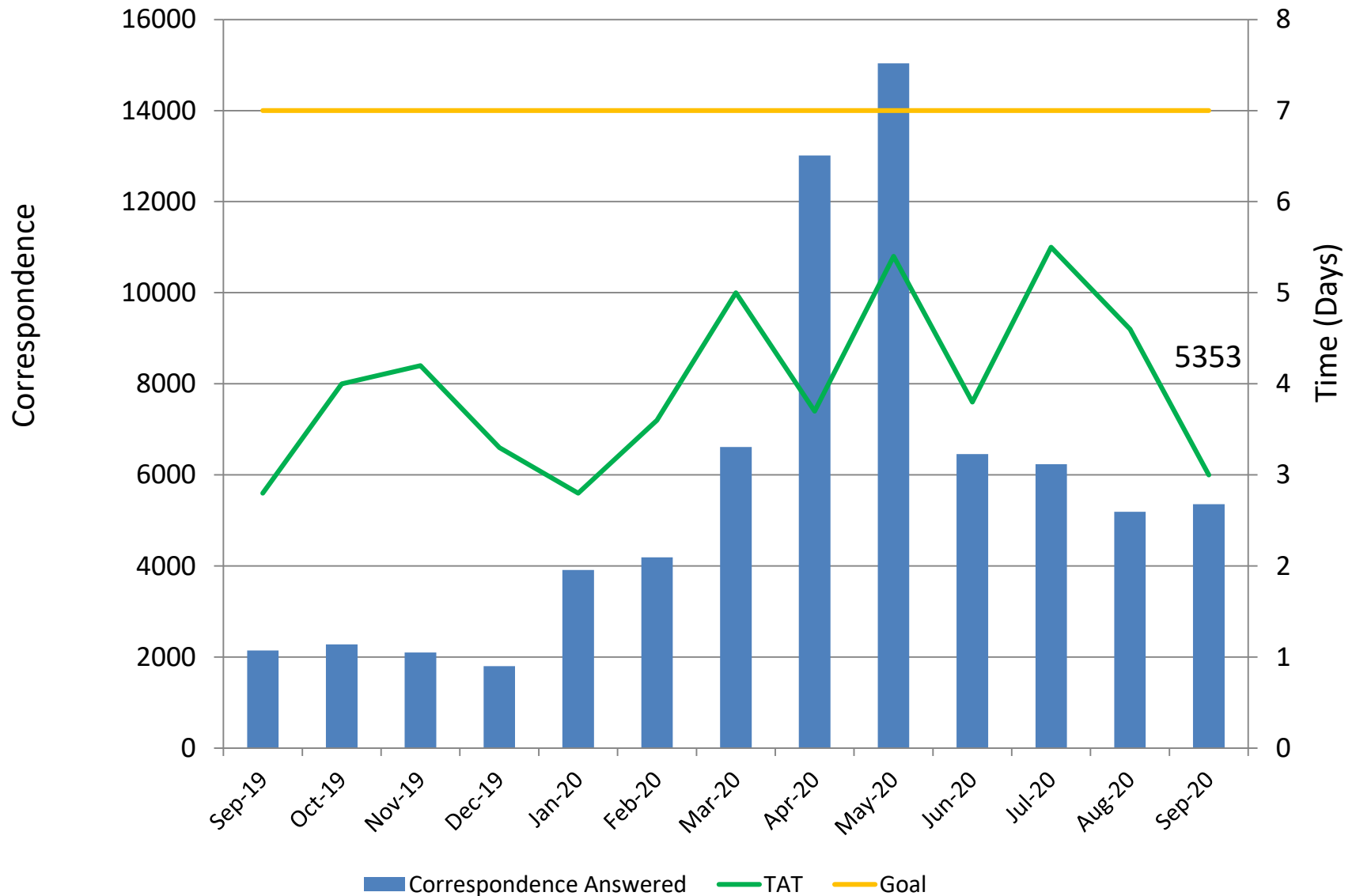
North Carolina
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Member Services

Educational Retirement Group - Correspondence

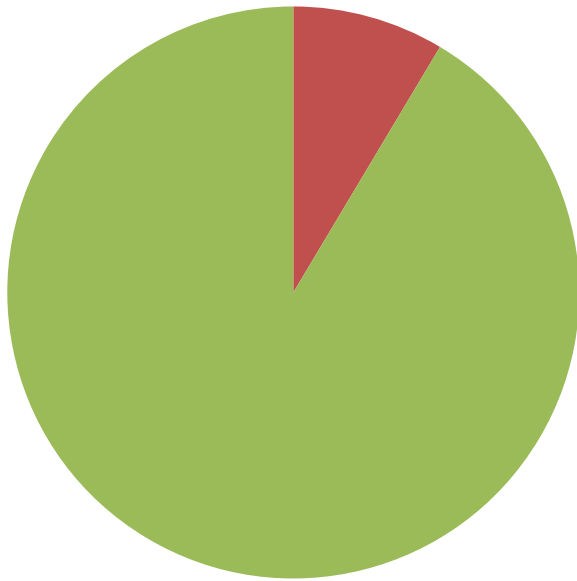


North Carolina
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Educational Retirement Group – 2020/2021 Fiscal Year Meetings and Webinars



	Count Jul 2020 - YTD	Attendees Jul 2020 - YTD
Employee	0	0
Employer	3	57
Webinar	32	1,808
Total	35	1,865
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



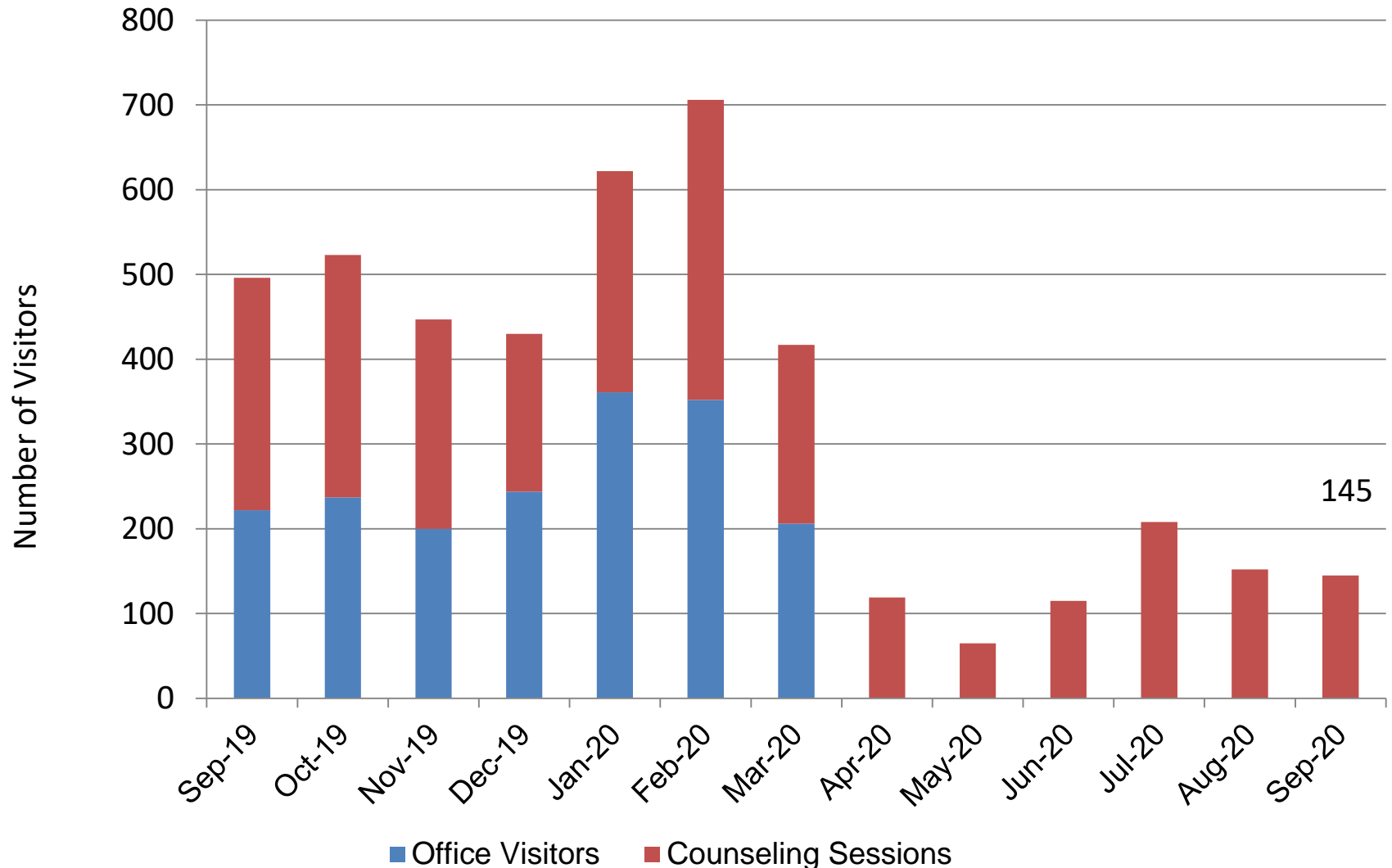
North Carolina
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FY 20/21 Counseling = 505
Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

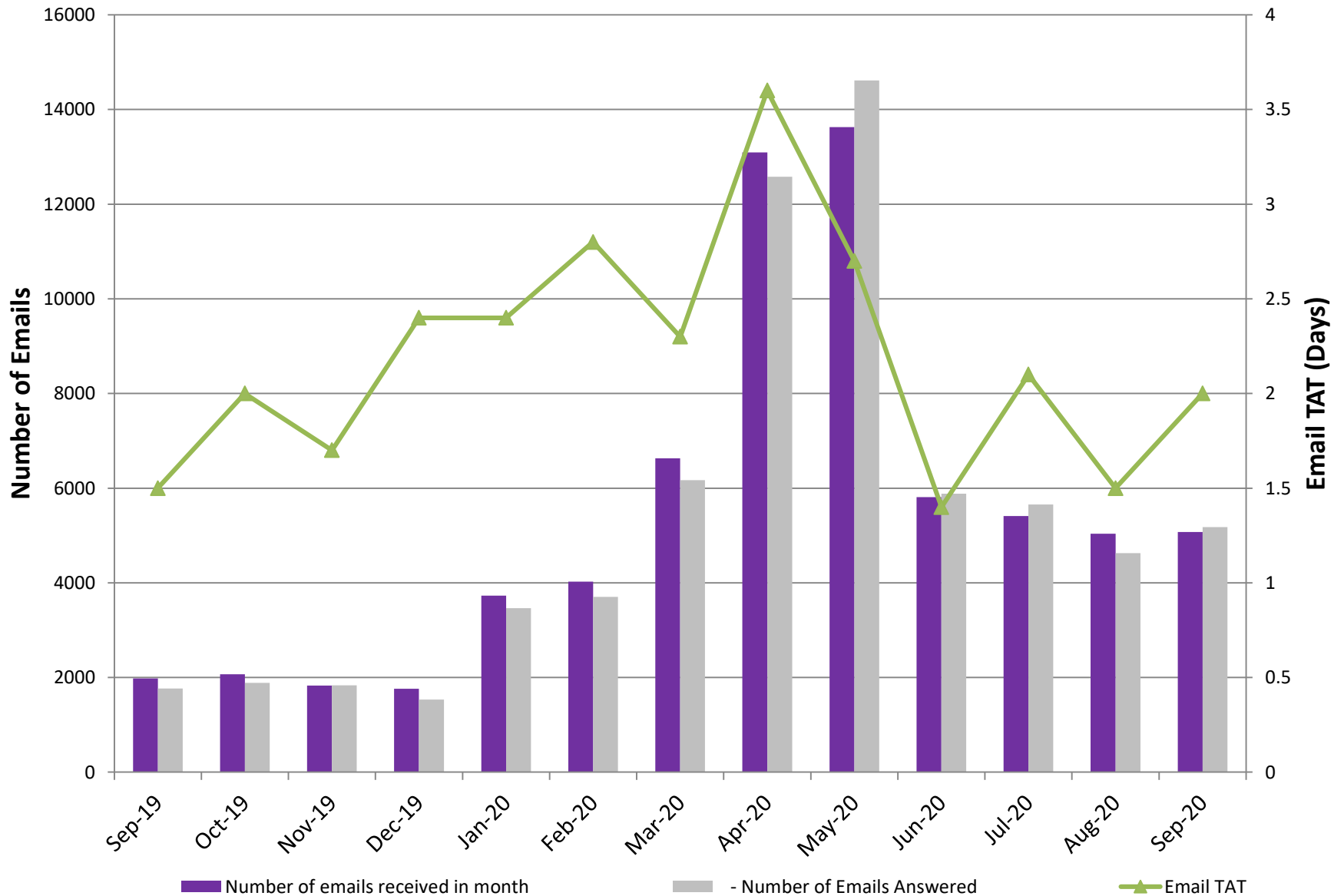


North Carolina
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Member Services - Emails Received and Answered

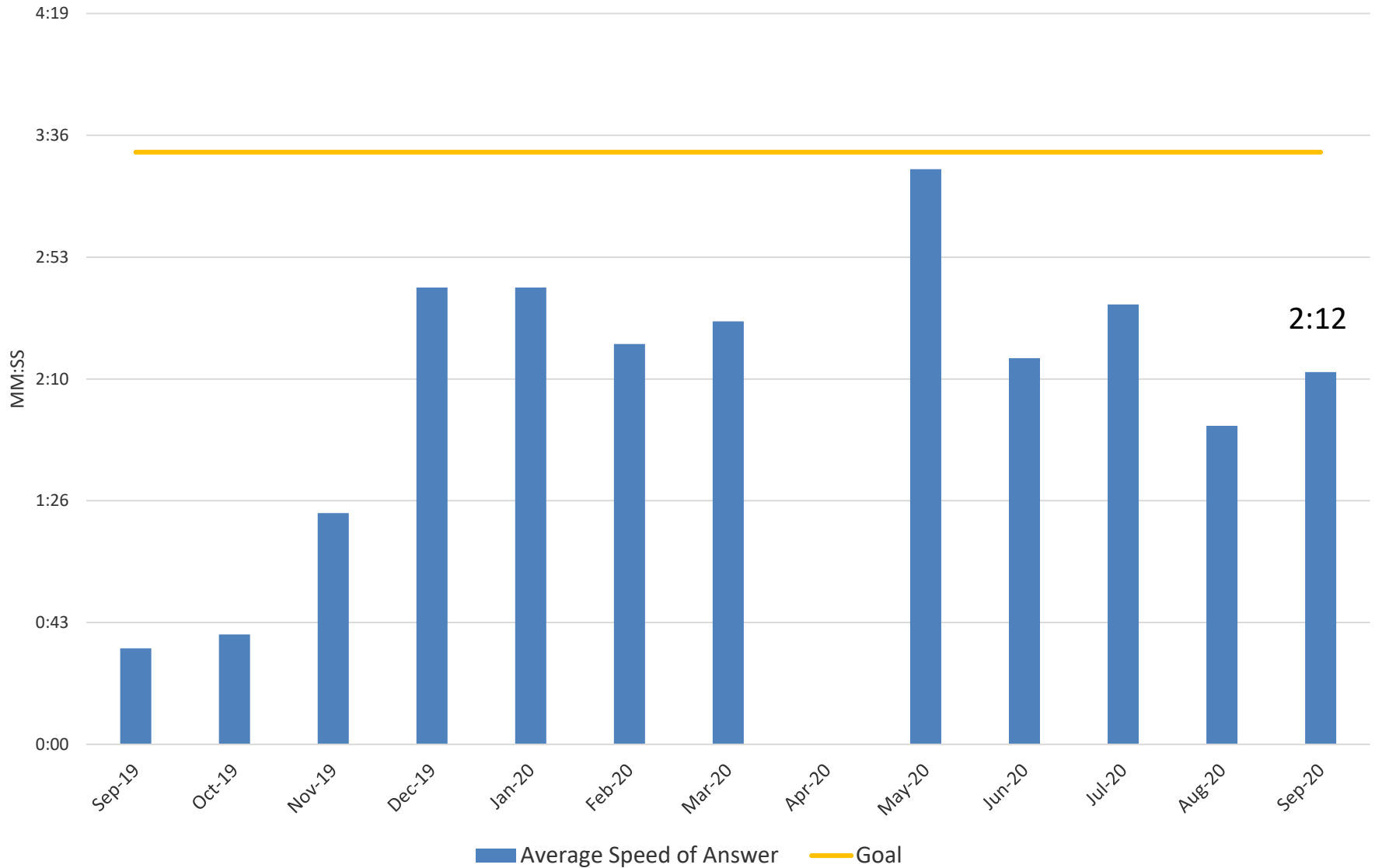


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Call Center - Average Speed of Answer

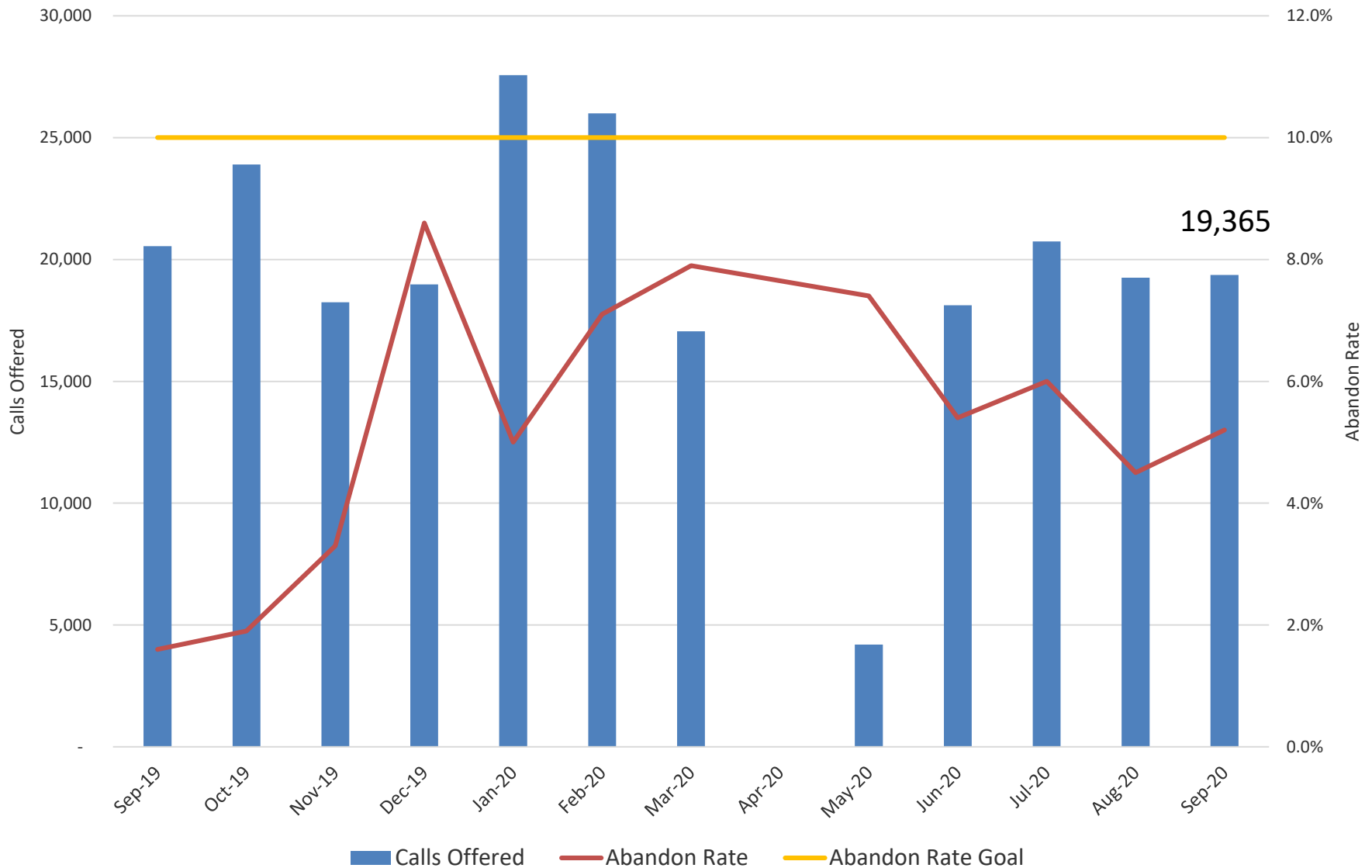


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Call Center - Calls Offered and Abandoned



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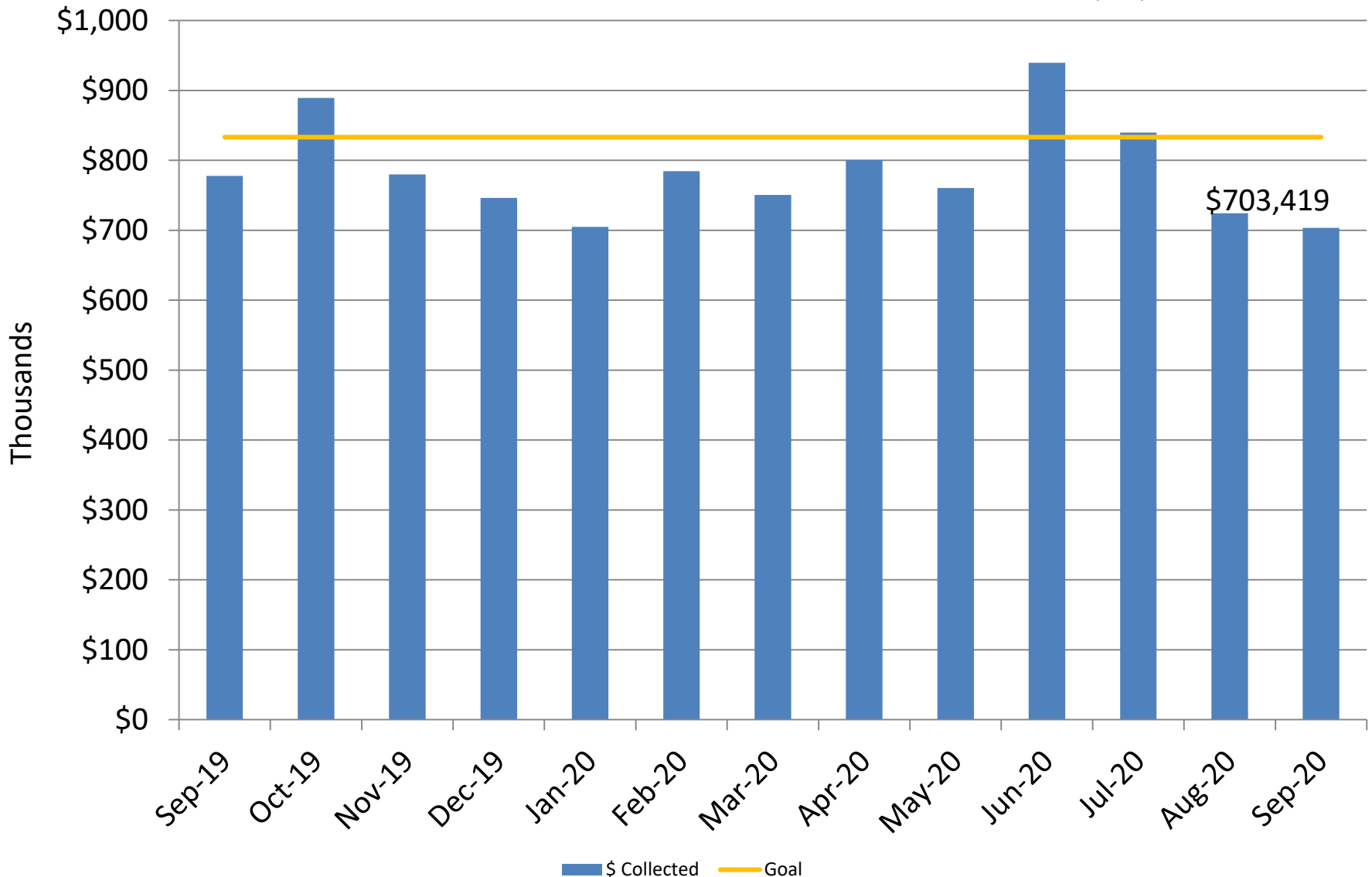


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Policy, Planning & Compliance

Overpayments - Amount Collected

Collected in past 13 months:
\$10,202,270



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Contribution-Based Benefit Cap (CBBC) Liabilities

- 339 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 10/6/2020
 - 126 invoices are for LGERS employers
 - 213 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/6/2020 exceeds \$32.3 million
- Average invoice cost: \$95,310.70
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 297 employers have paid in full
 - Total CBBC liabilities collected: exceeds \$26.5 million

