



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

Operations Update

January 28, 2021



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



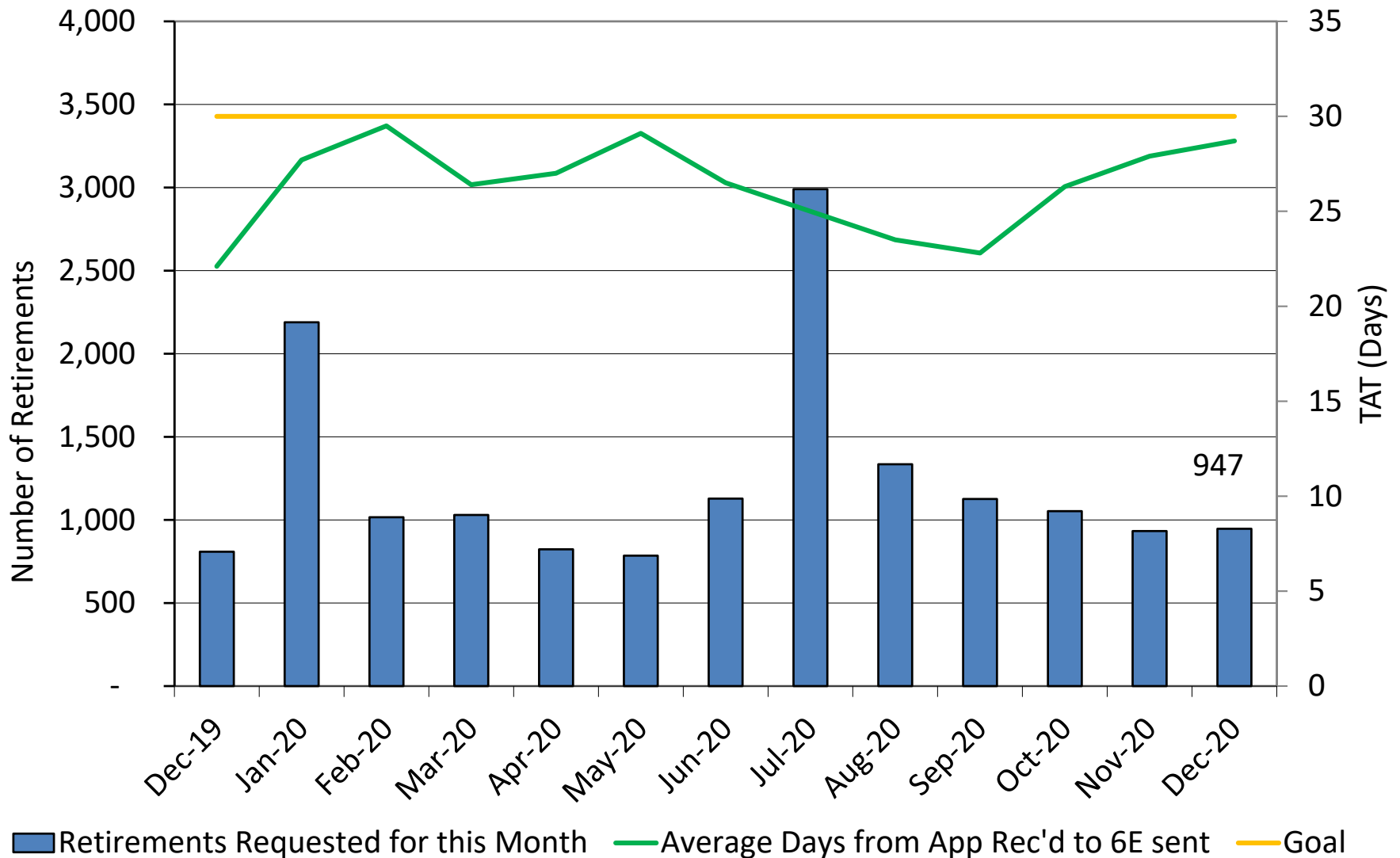
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

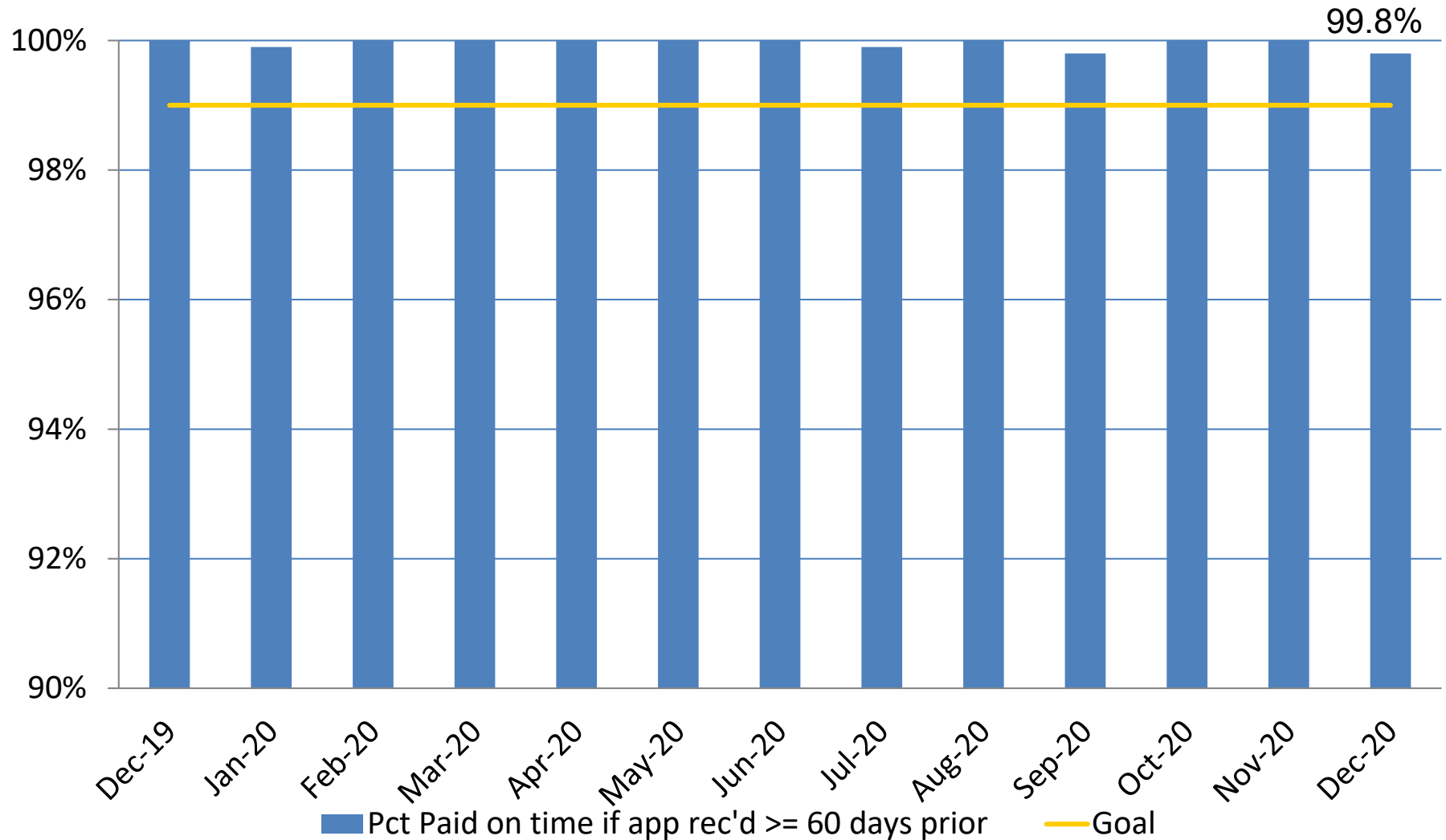


North Carolina
Total Retirement Plans



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Retirement Processing - 60 Day Paid On Time Rate

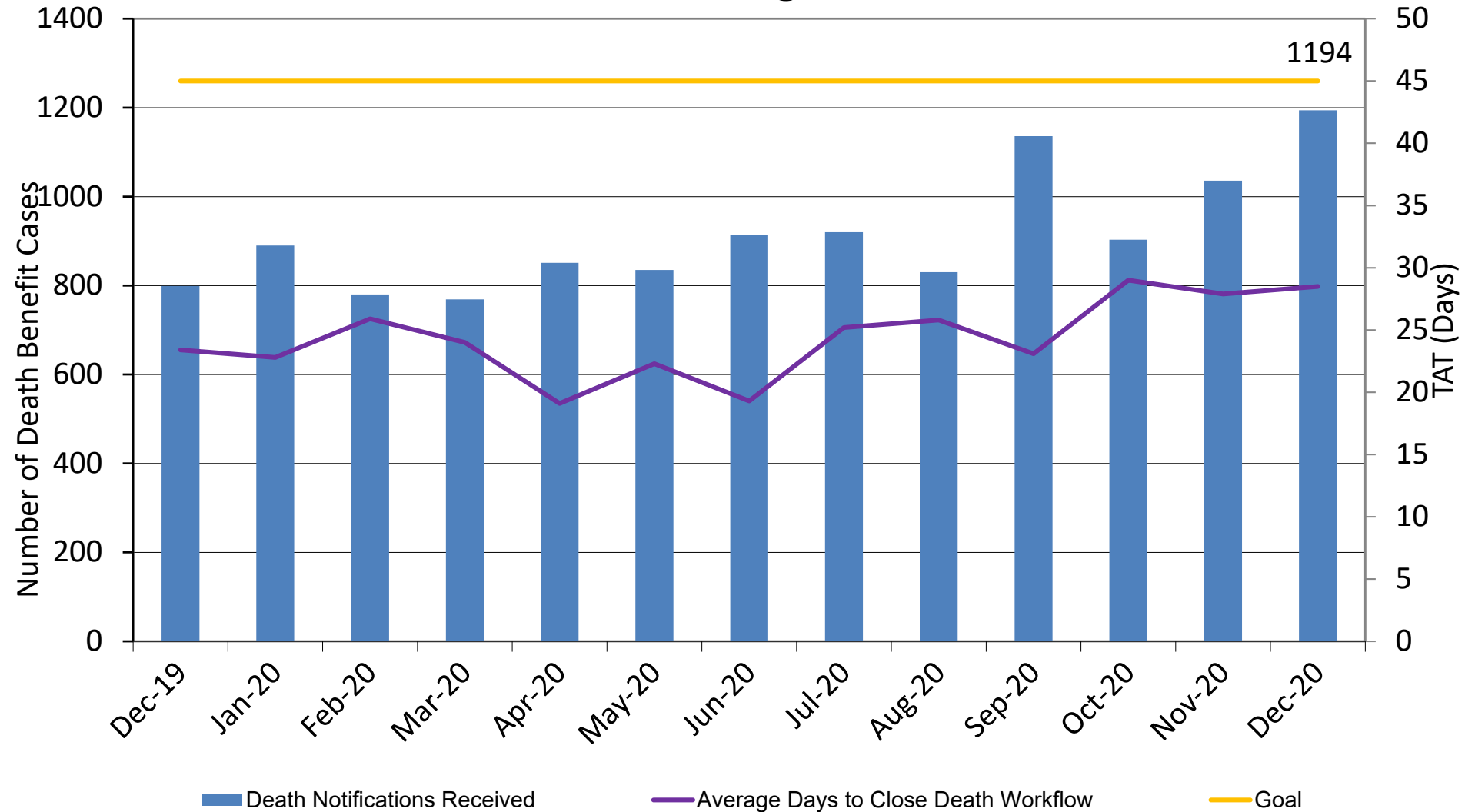


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Benefit Processing - Death Notifications

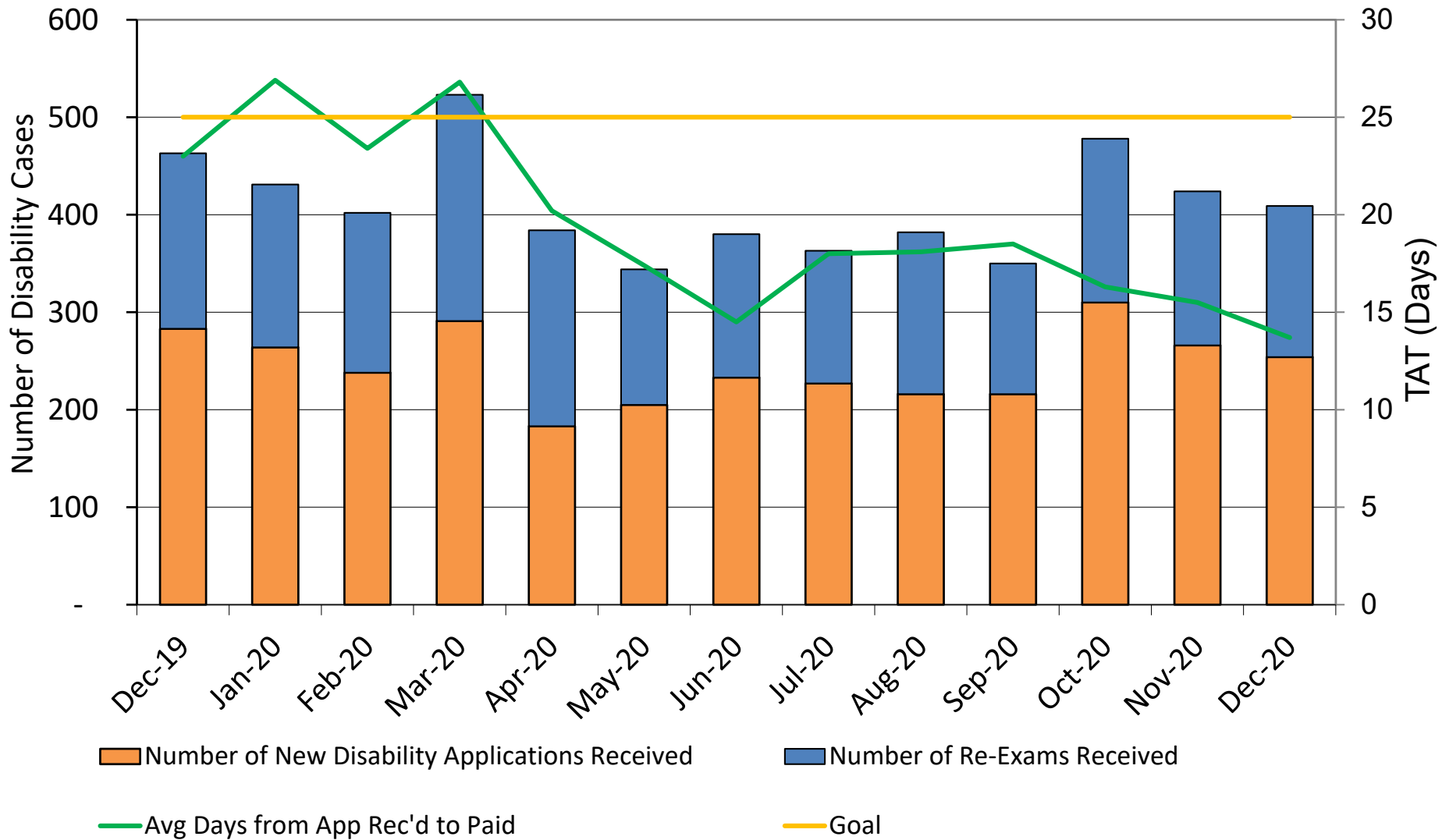


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Benefit Processing - Disability Applications

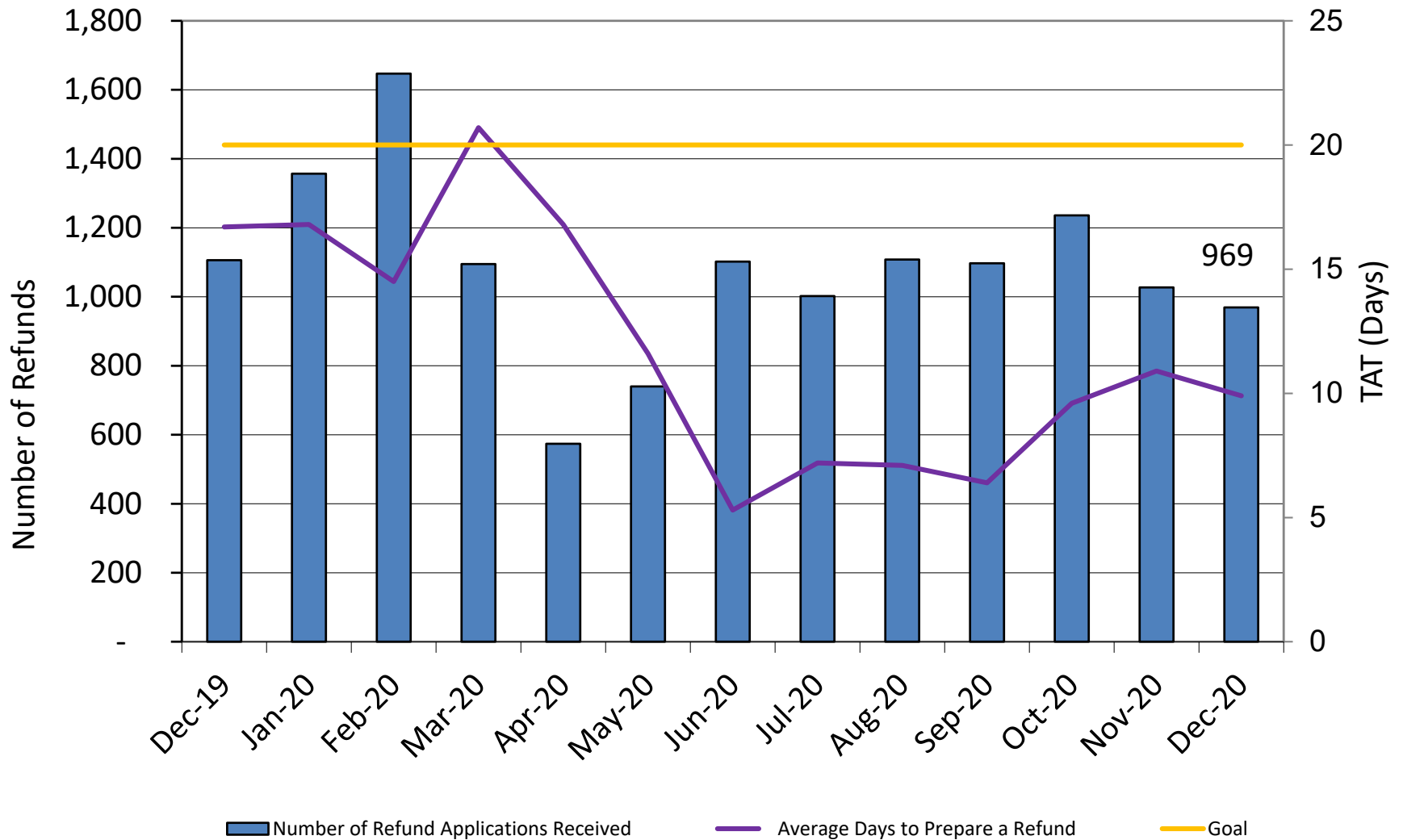


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Benefit Processing - Refund Requests

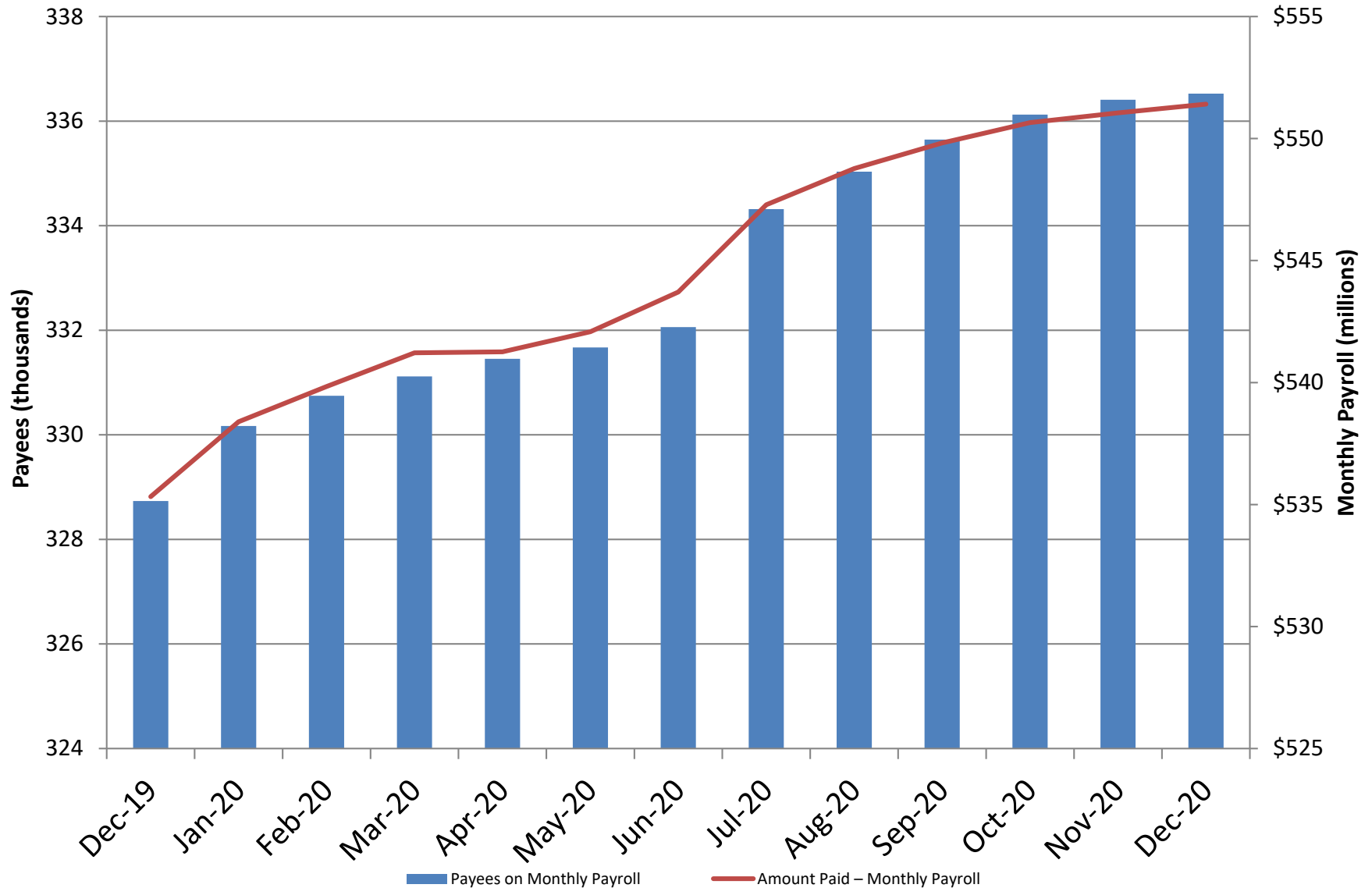


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Payroll Processing - Monthly Payroll



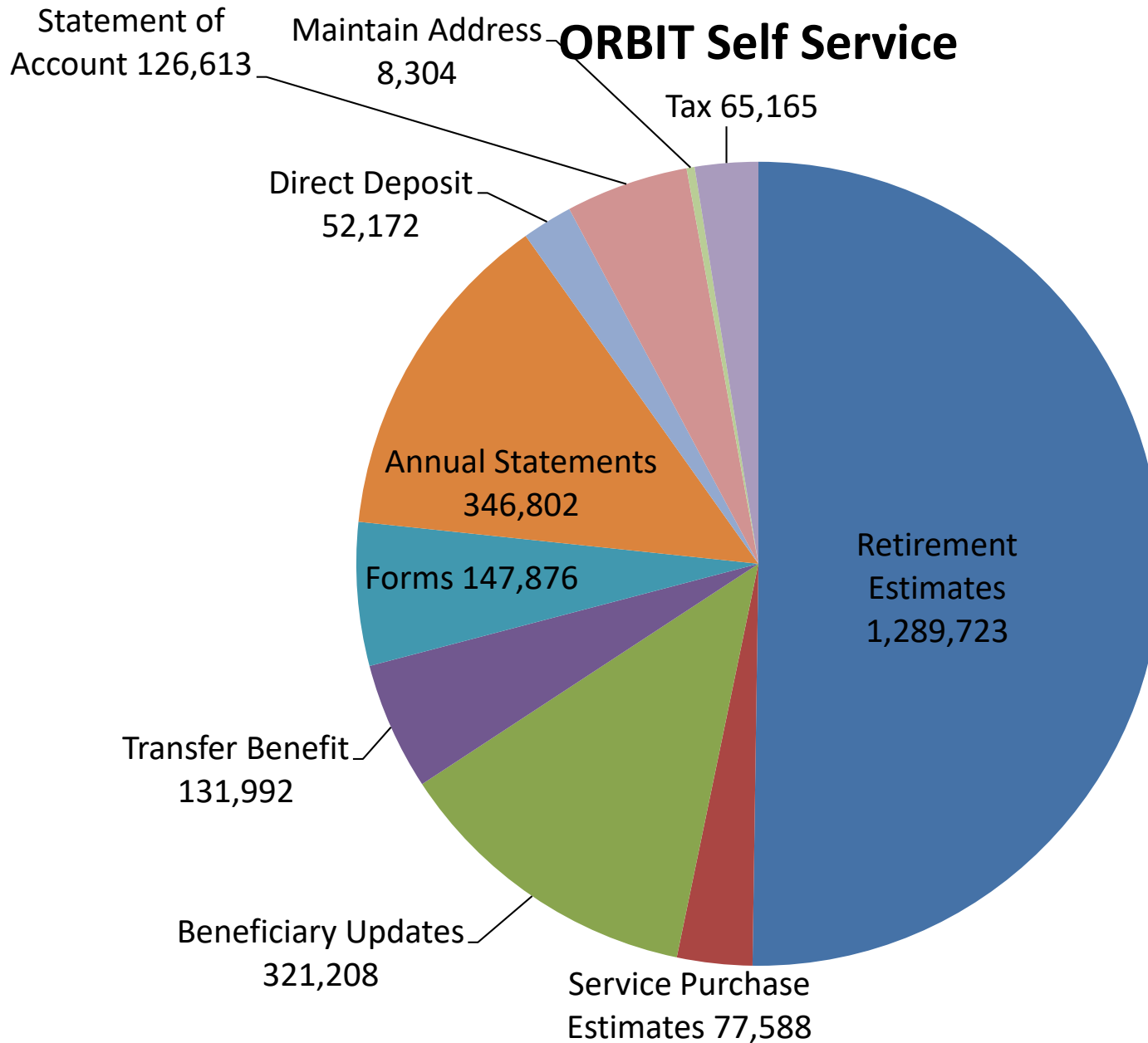
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ORBIT Self Service

Data is for last 12 months.



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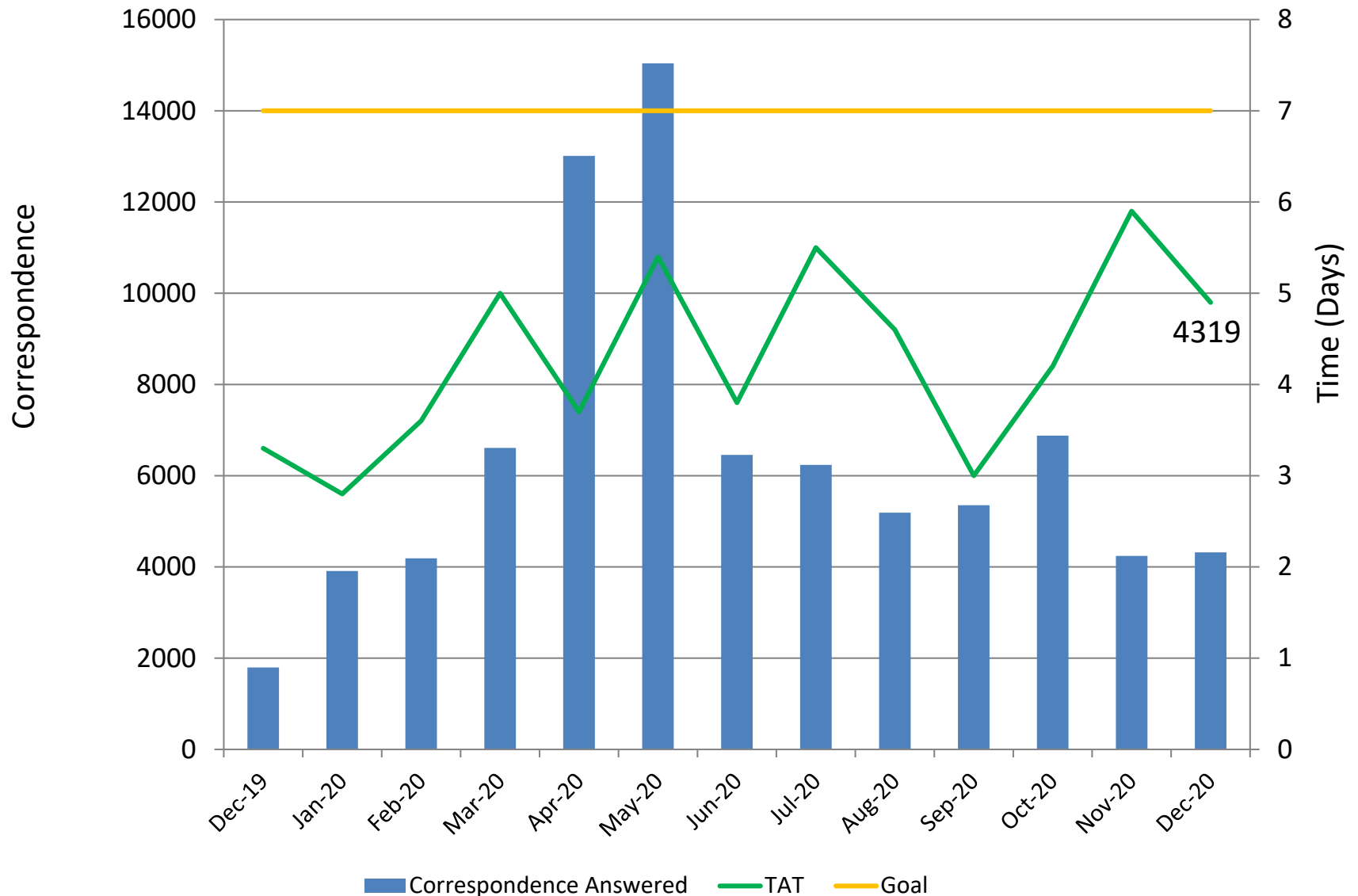
North Carolina
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Member Services

Educational Retirement Group - Correspondence

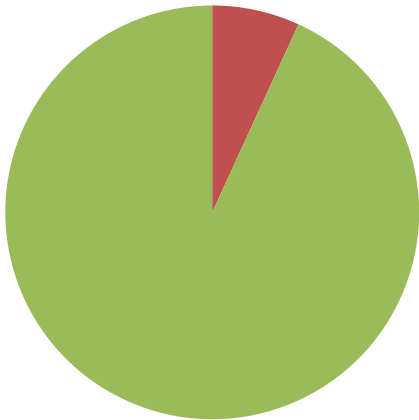


North Carolina
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Educational Retirement Group – 2020/2021 Fiscal Year Meetings and Webinars



	Count Jul 2020 - YTD	Attendees Jul 2020 - YTD
Employee	0	0
Employer	5	89
Webinar	68	5,103
Total	73	5,192
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



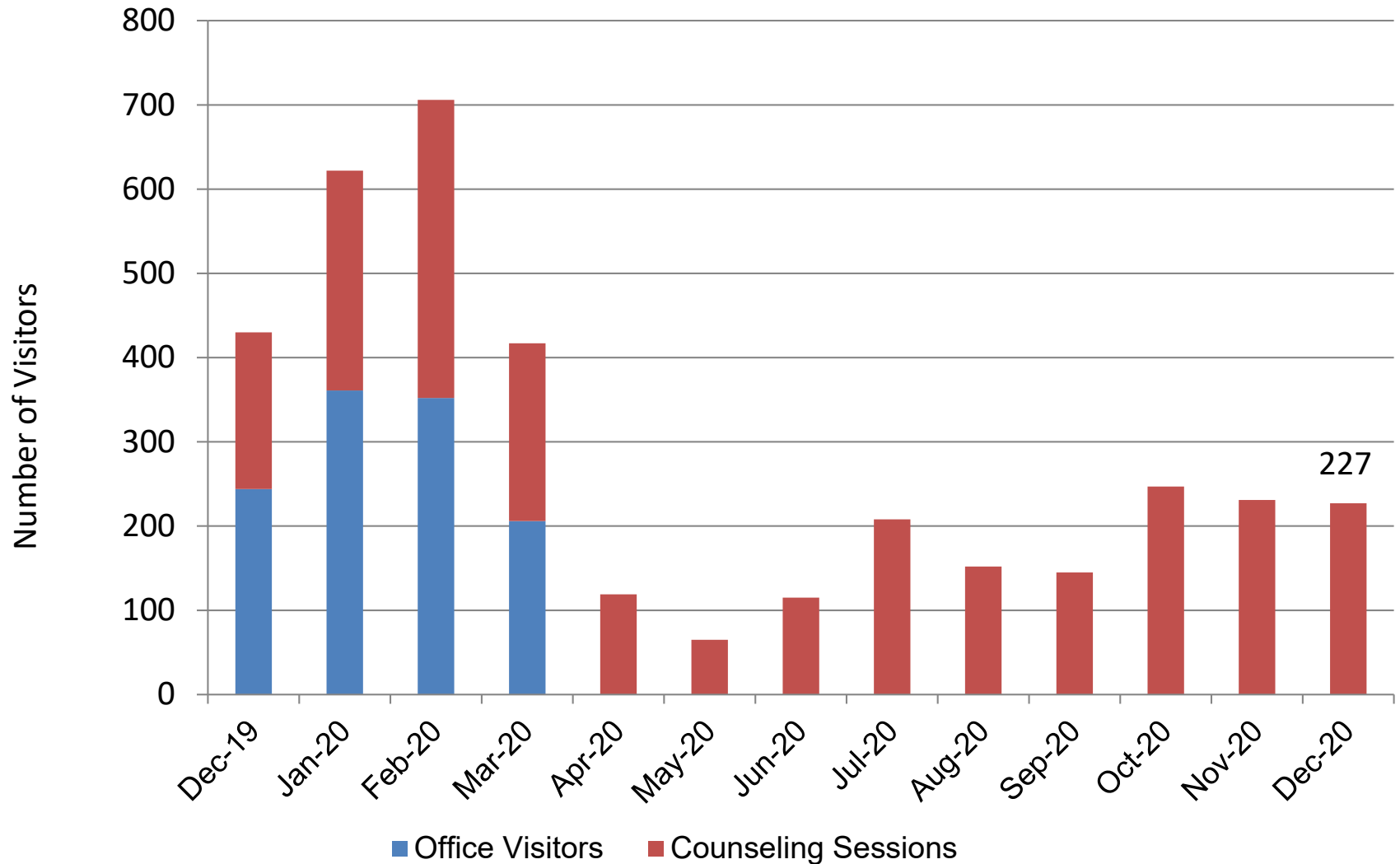
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FY 20/21 Counseling = 1,210
Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

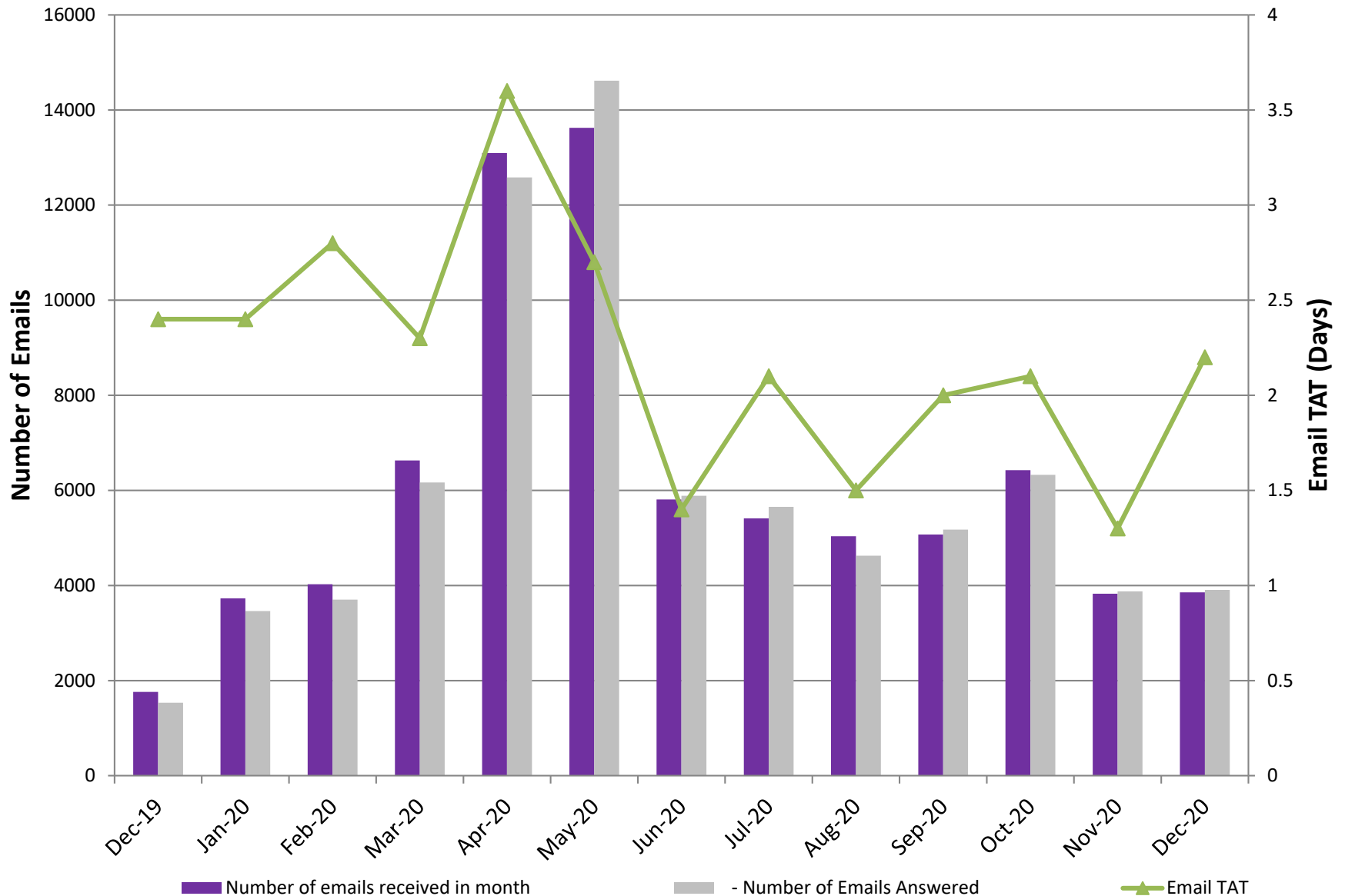


North Carolina
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Member Services - Emails Received and Answered

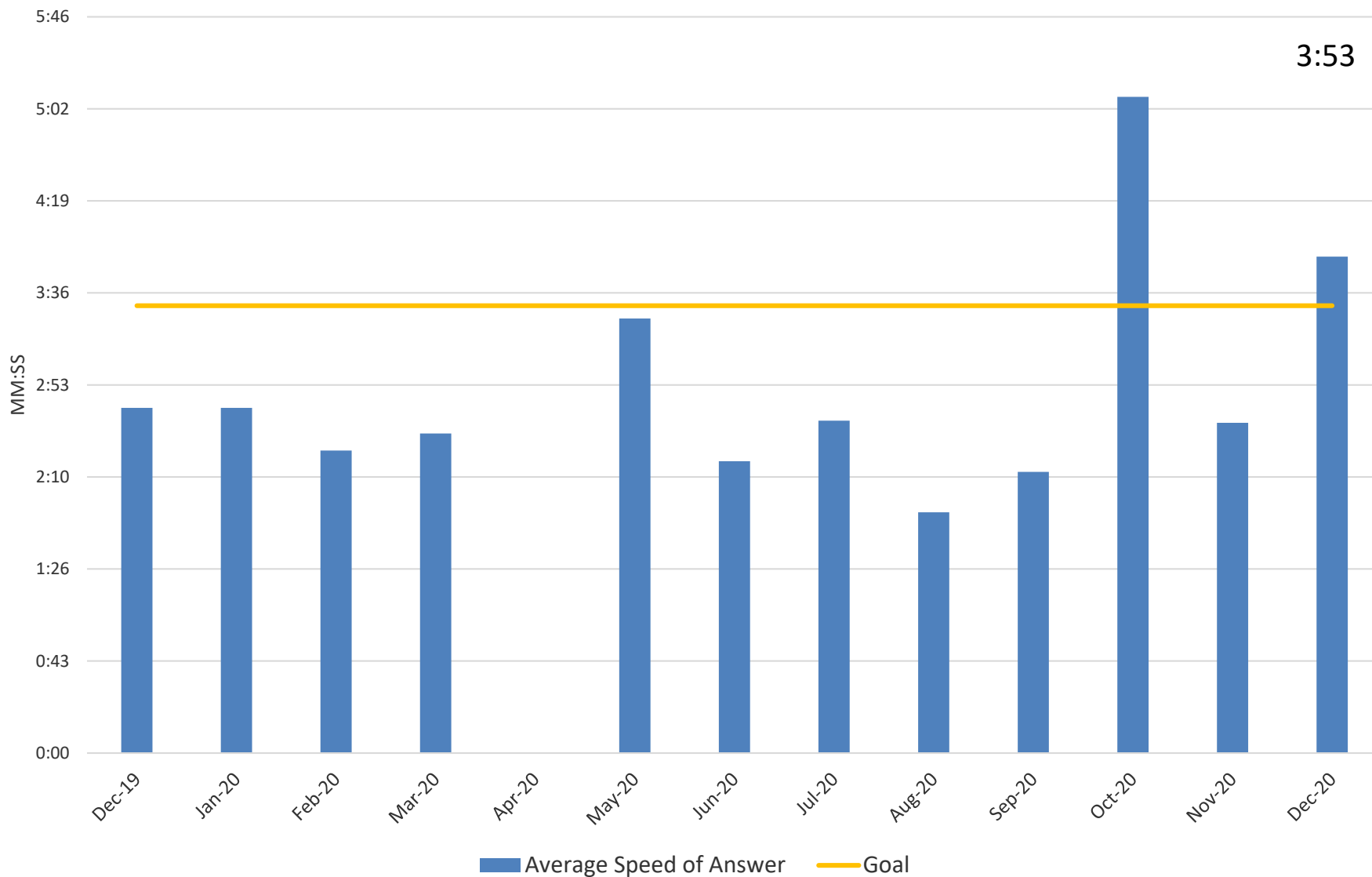


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Call Center - Average Speed of Answer

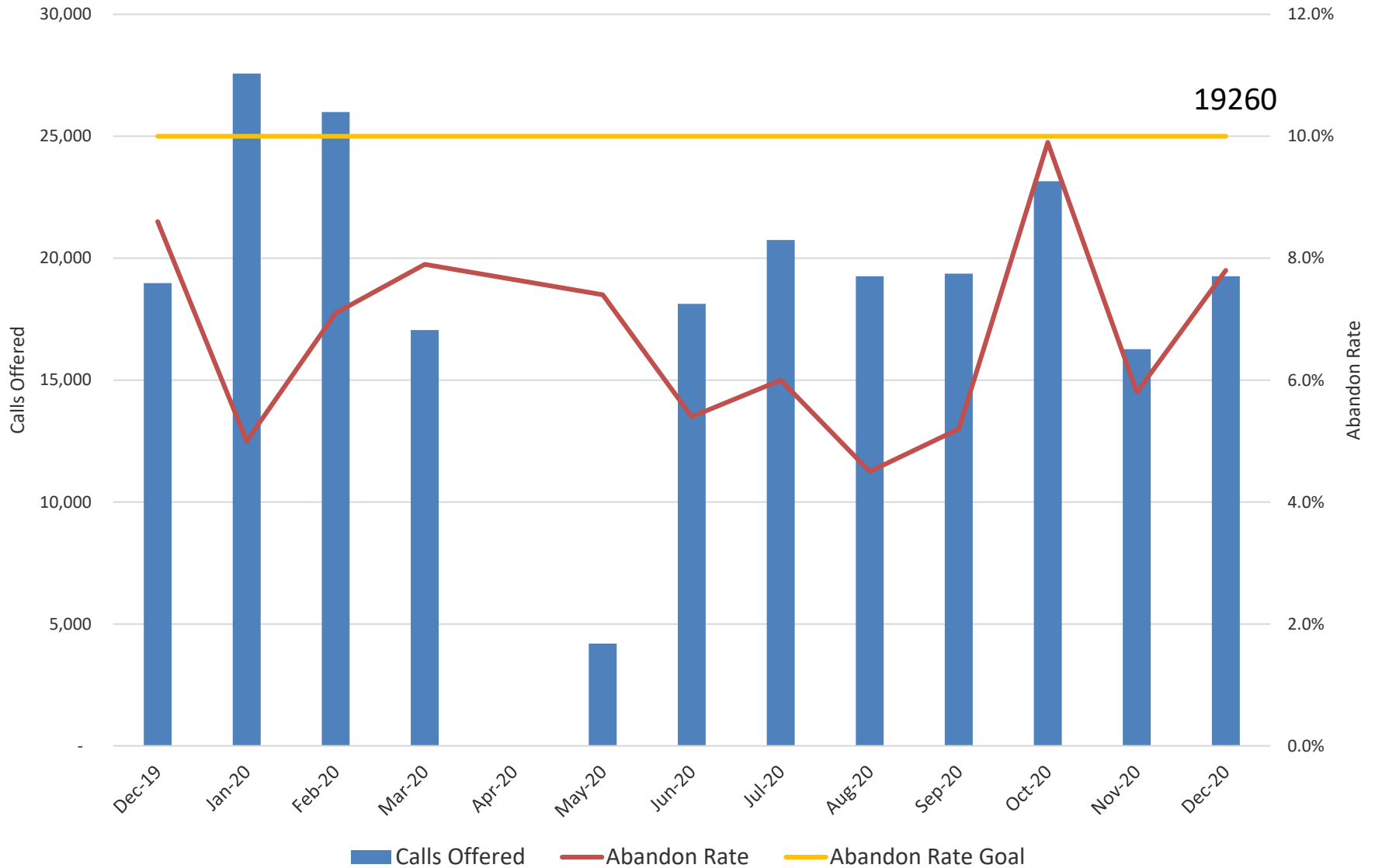


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Call Center - Calls Offered and Abandoned





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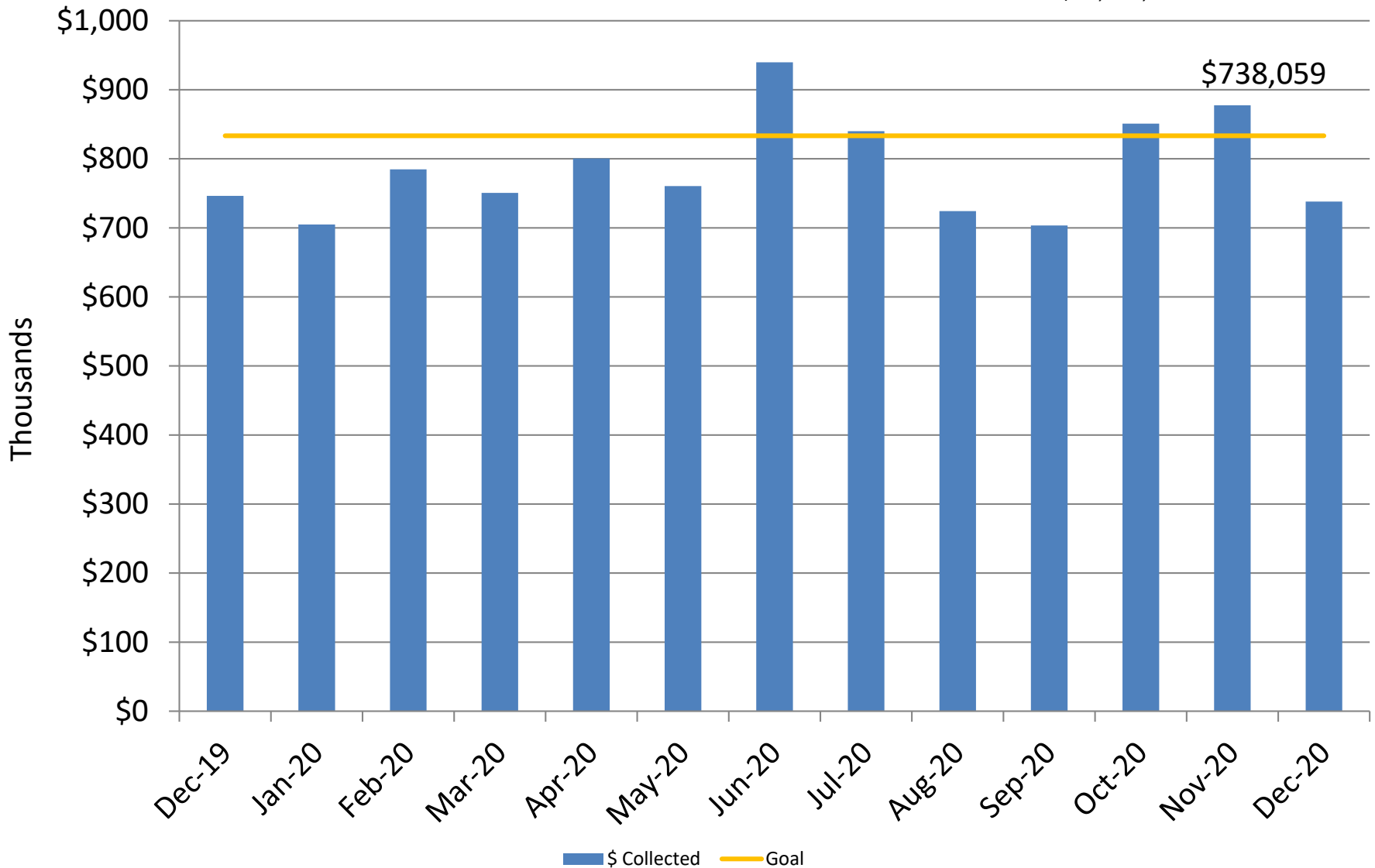


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Policy, Planning & Compliance

Overpayments - Amount Collected

Collected in past 13 months:
\$10,221,621



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Contribution-Based Benefit Cap (CBBC) Liabilities

- 356 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 1/5/2021
 - 132 invoices are for LGERS employers
 - 224 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/5/2021 exceeds \$33.9 million
- Average invoice cost: \$95,396.40
 - 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 \$26.8 million



Thank you



Thomas Causey, Executive Director



thomas.causey@nctreasurer.com



(919) 814-4195



3200 Atlantic Avenue, Raleigh, NC 27604



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