



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



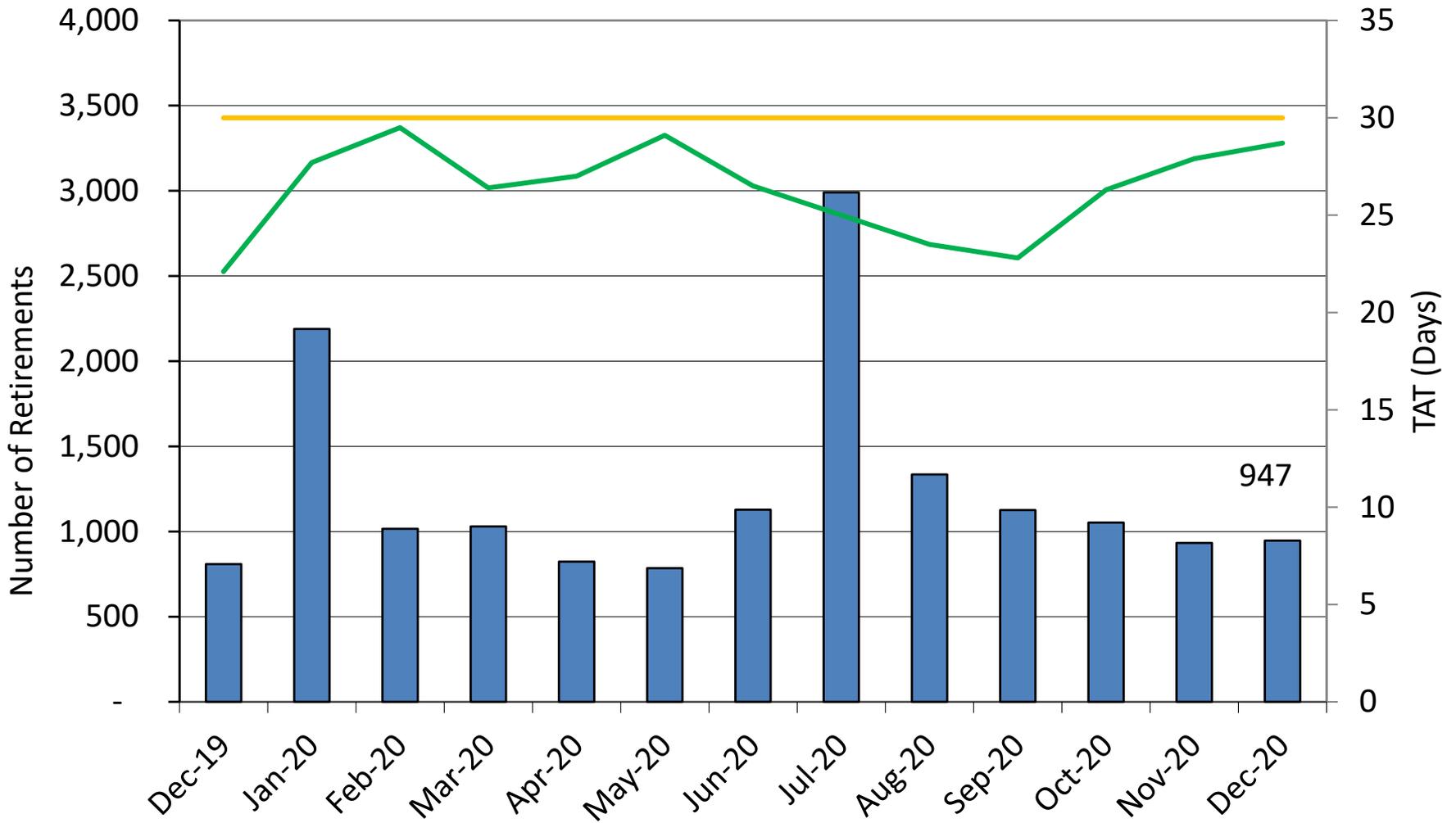
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT



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

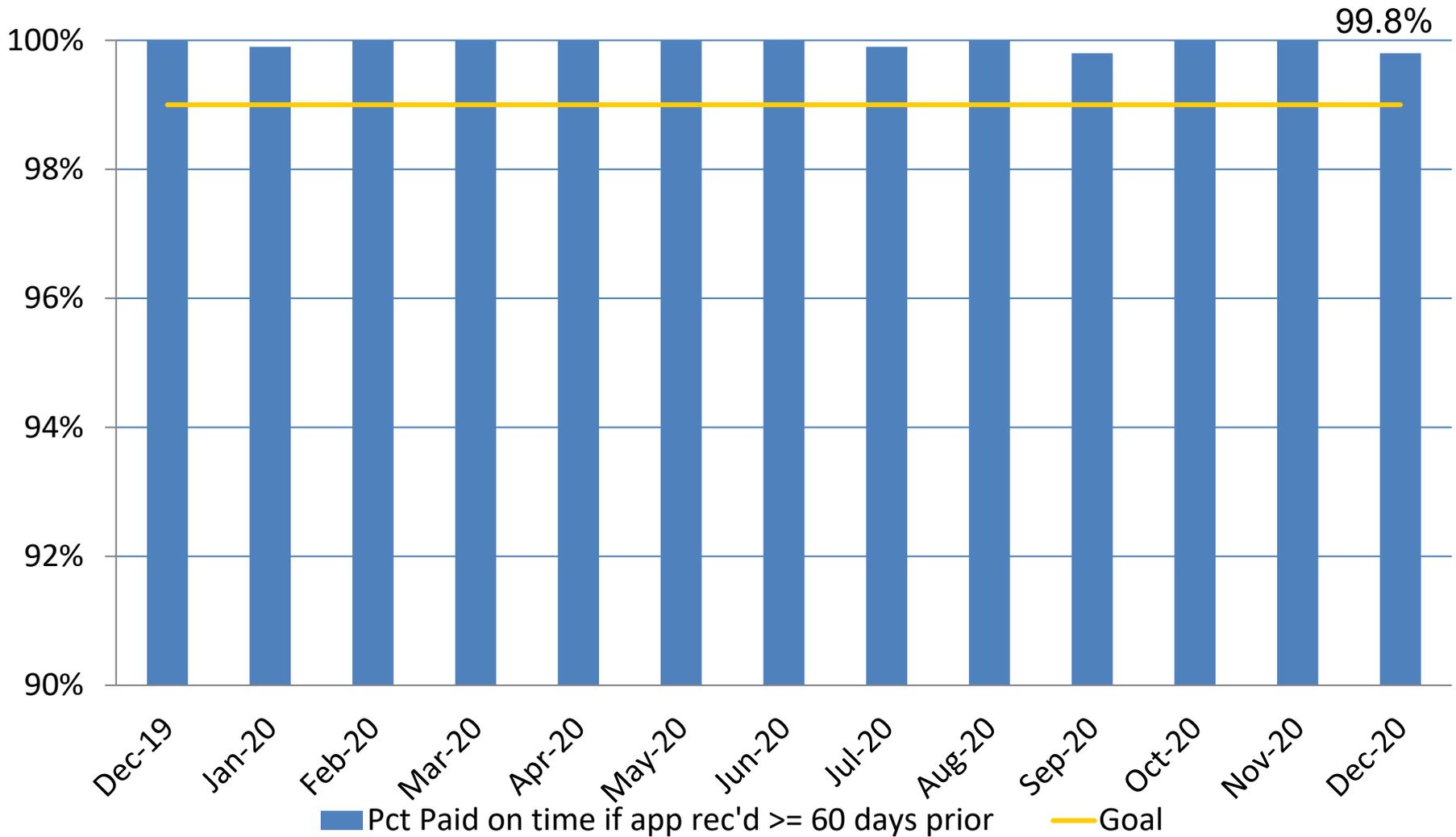


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Retirement Processing - 60 Day Paid On Time Rate

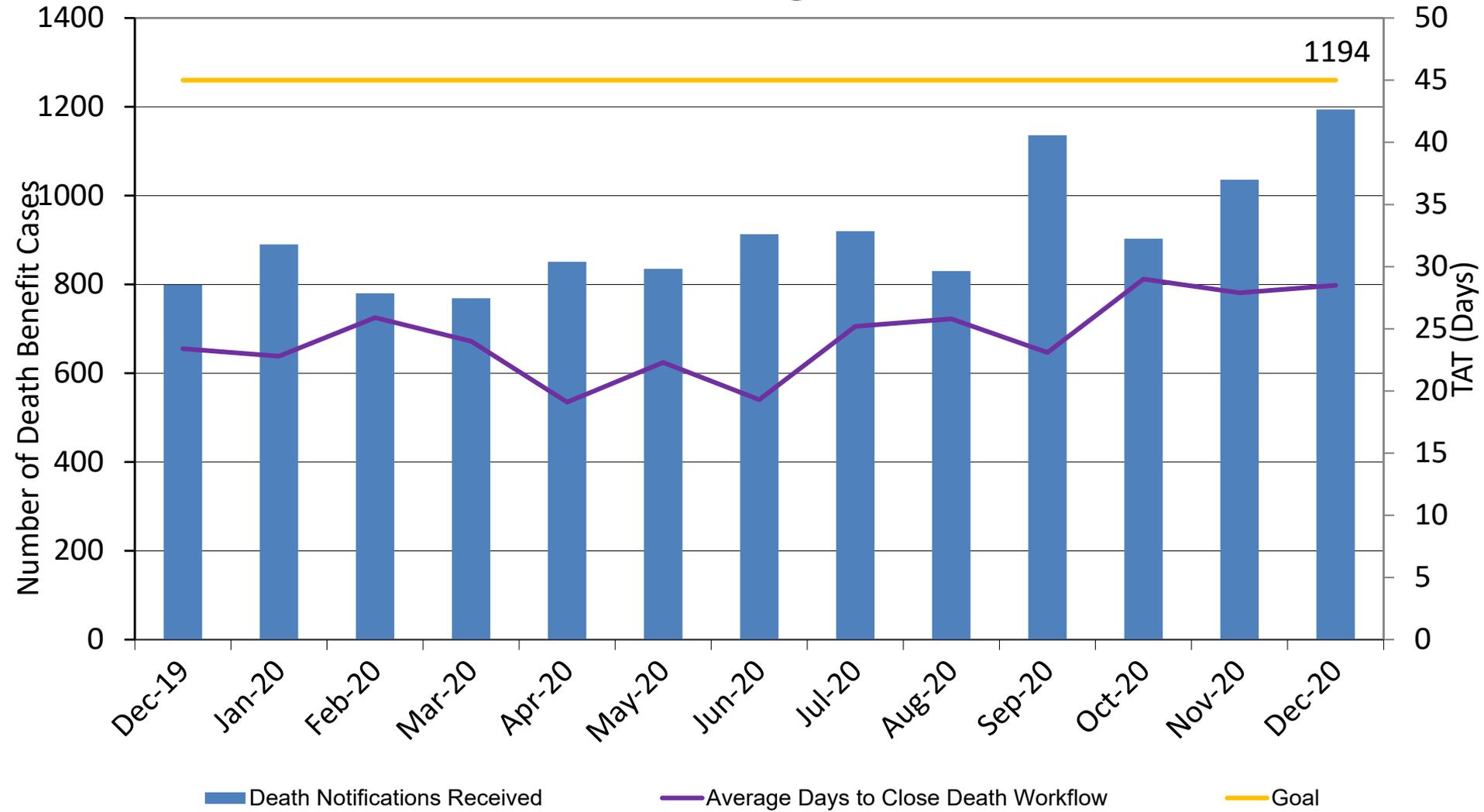


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Benefit Processing - Death Notifications

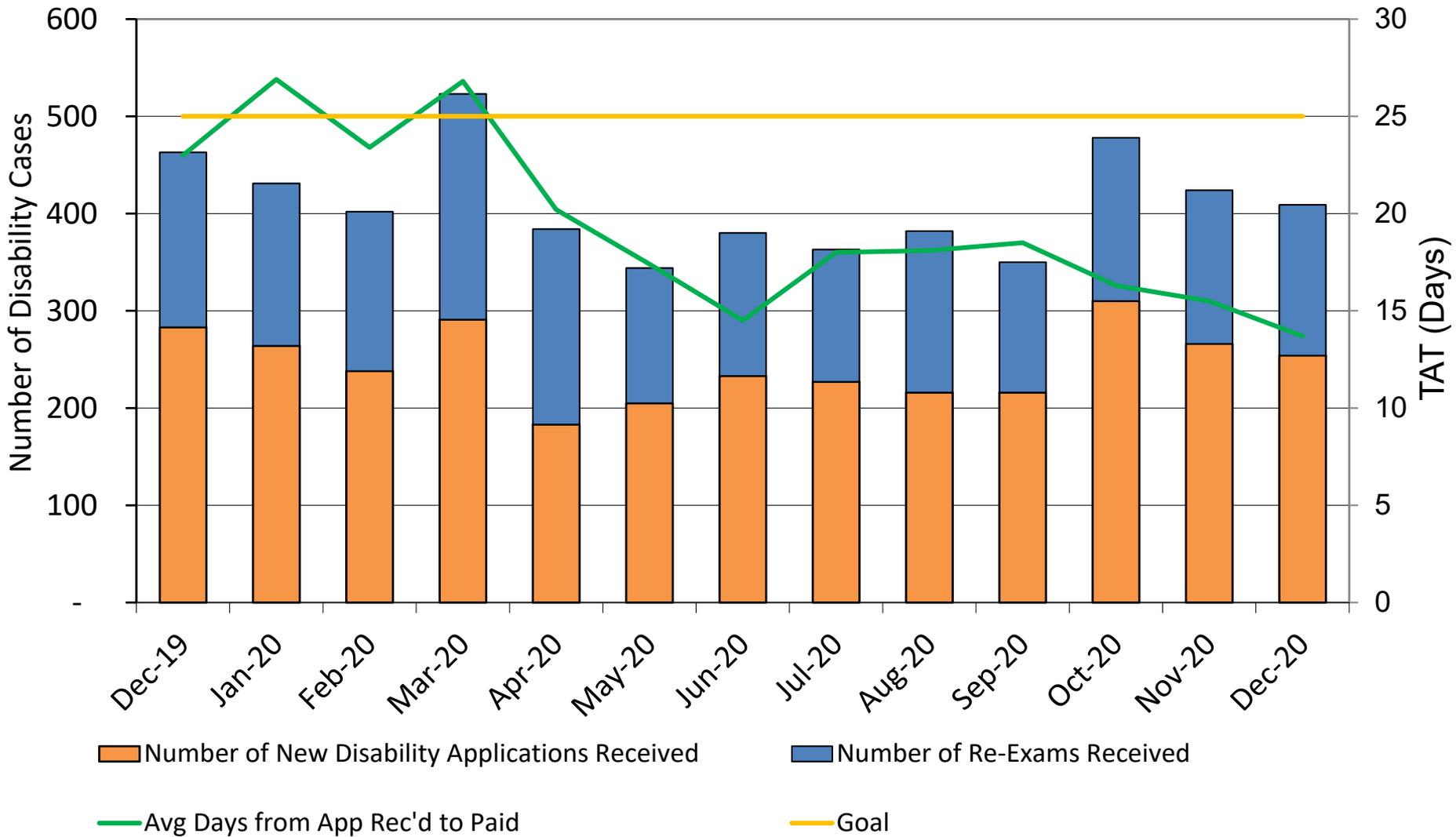


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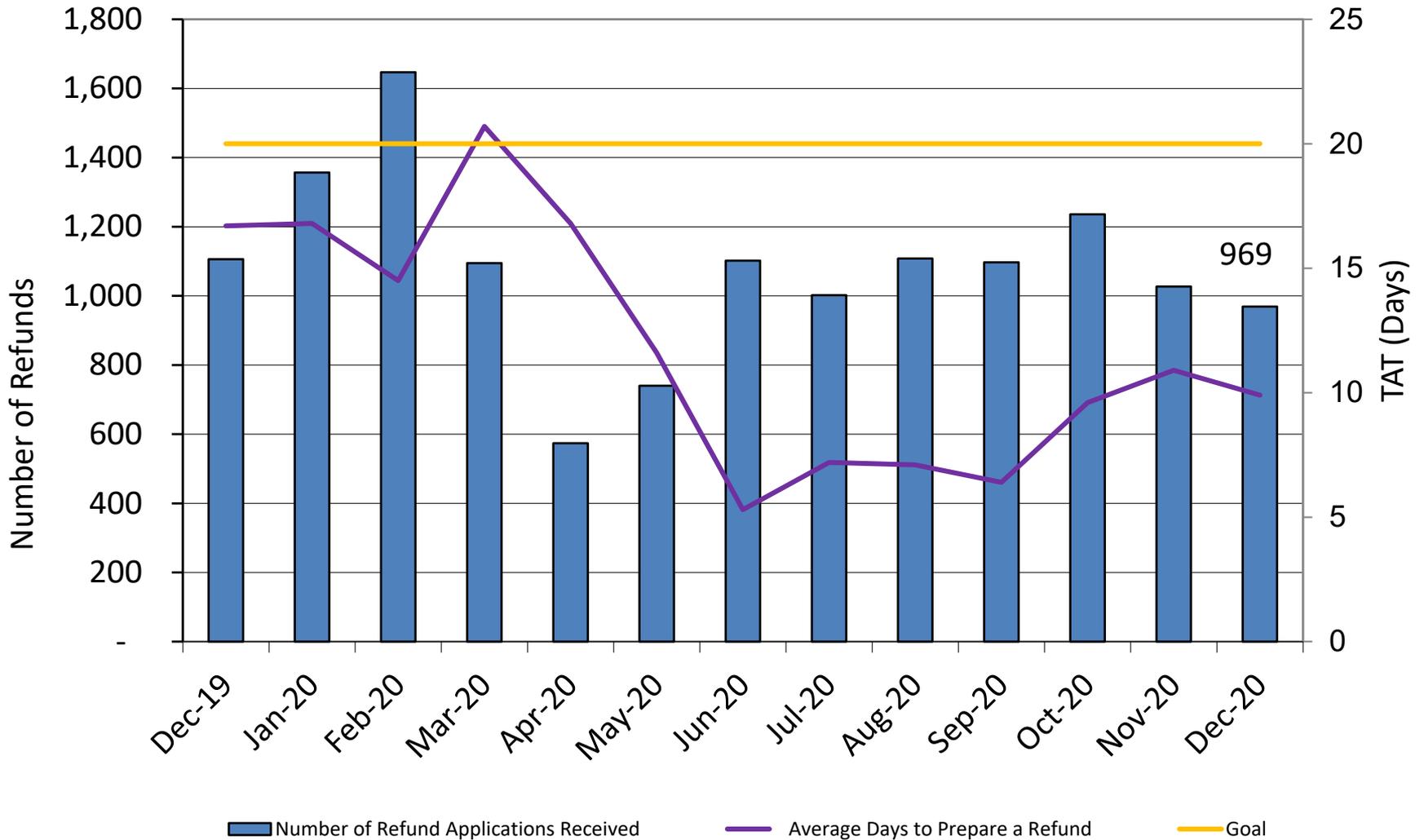


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Benefit Processing - Disability Applications



Benefit Processing - Refund Requests

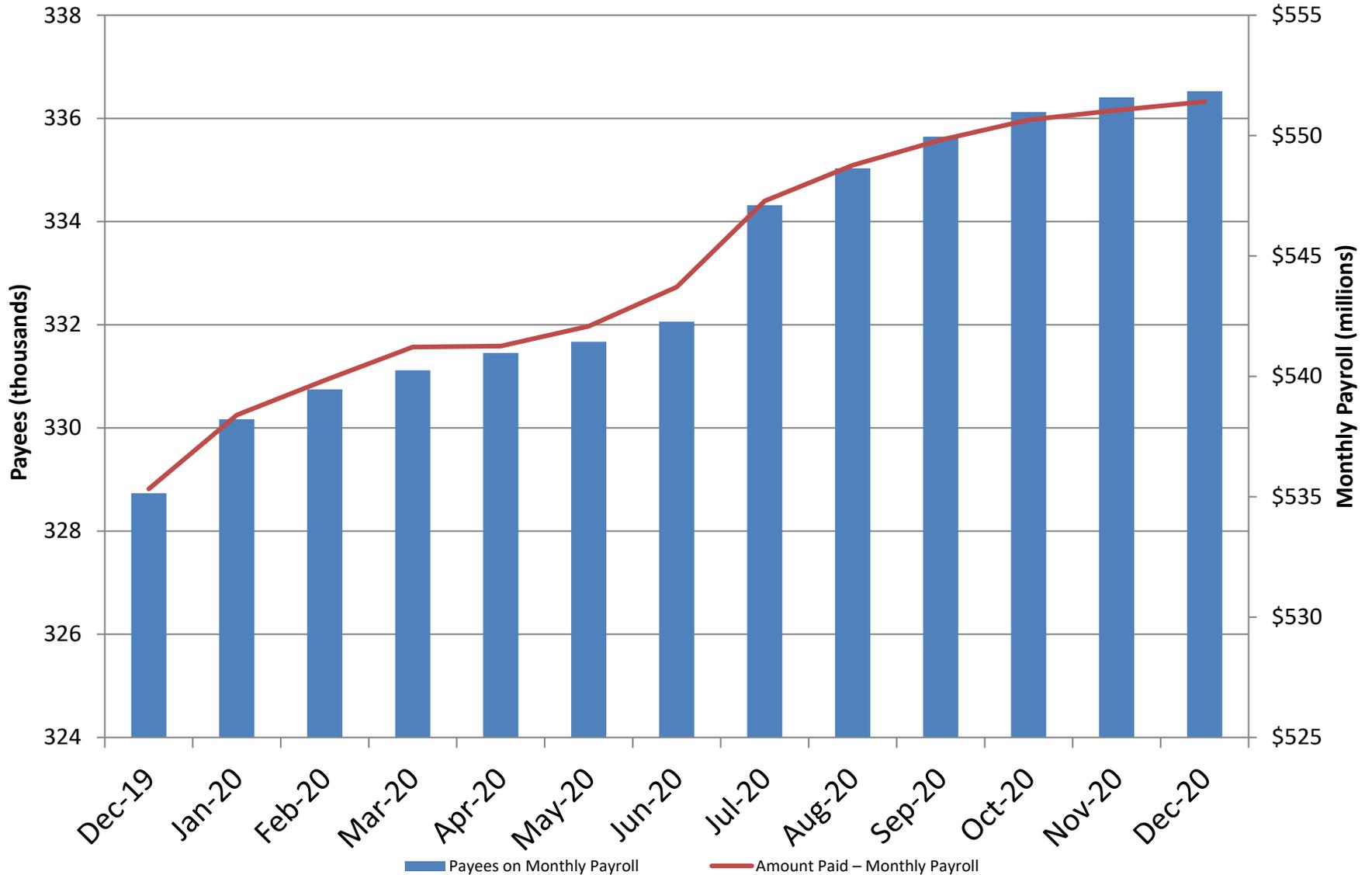


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Payroll Processing - Monthly Payroll



ORBIT Self Service

Statement of Account 126,613

Maintain Address 8,304

Tax 65,165

Data is for last 12 months.

Direct Deposit 52,172

Annual Statements 346,802

Forms 147,876

Retirement Estimates 1,289,723

Transfer Benefit 131,992

Beneficiary Updates 321,208

Service Purchase Estimates 77,588



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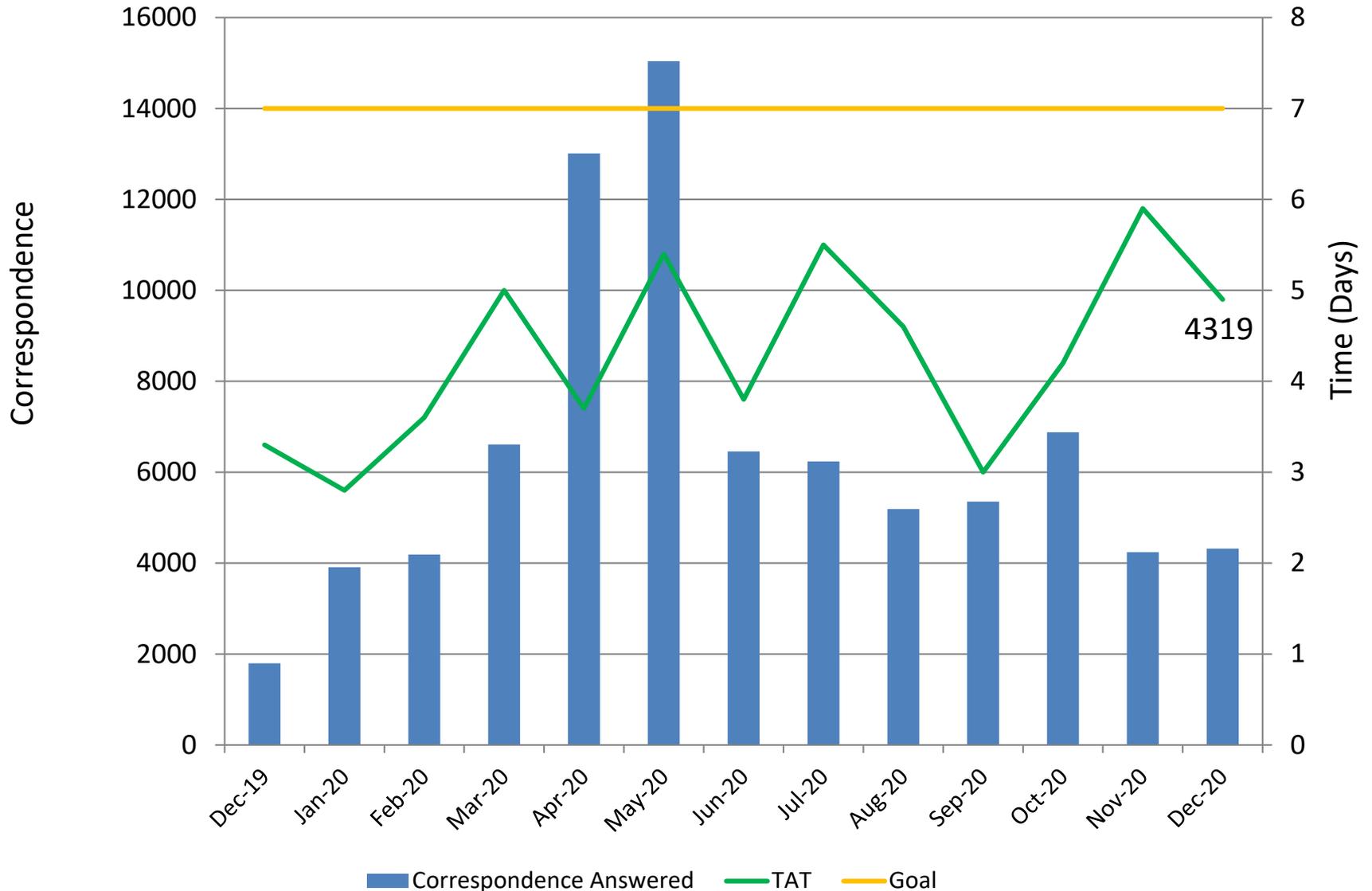
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Member Services

Educational Retirement Group - Correspondence

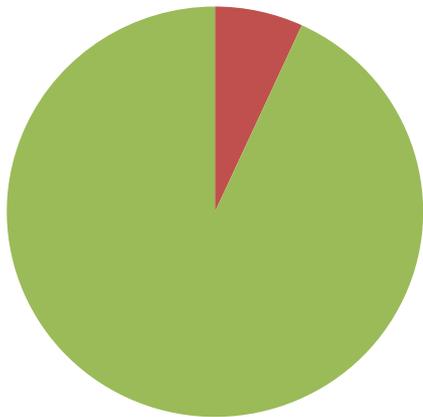


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Educational Retirement Group – 2020/2021 Fiscal Year Meetings and Webinars



	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



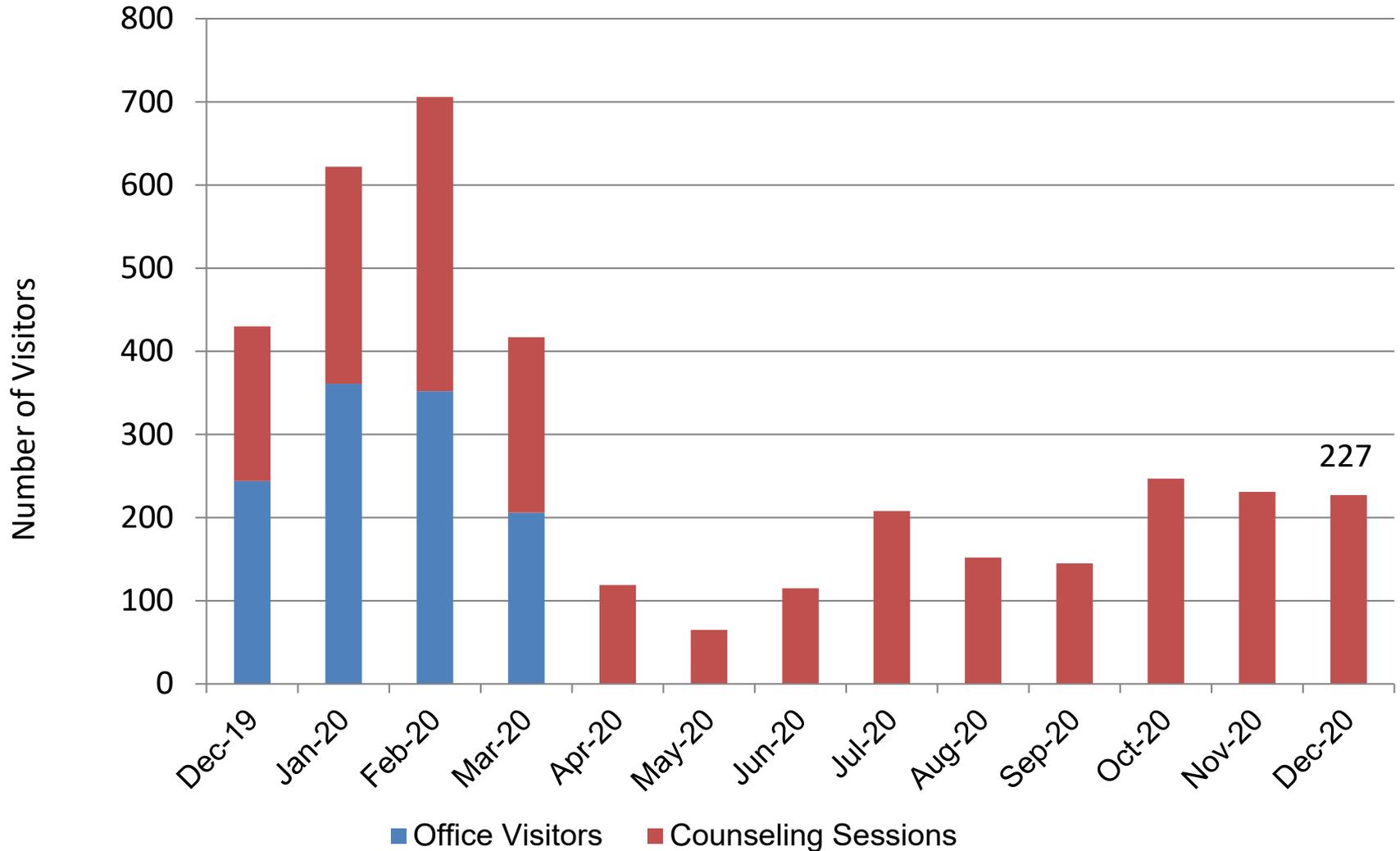
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FY 20/21 Counseling = 1,210
Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

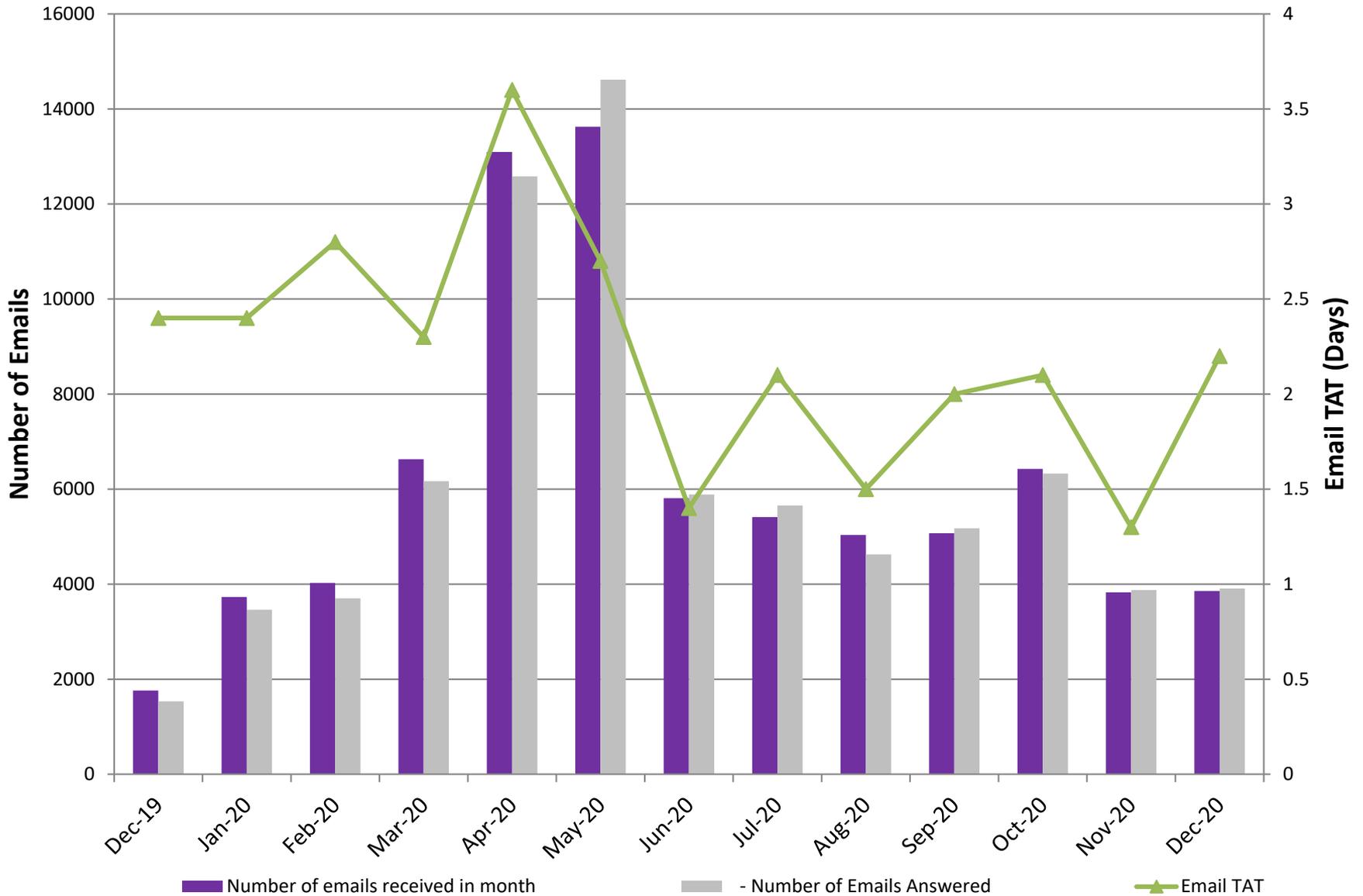


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Member Services - Emails Received and Answered

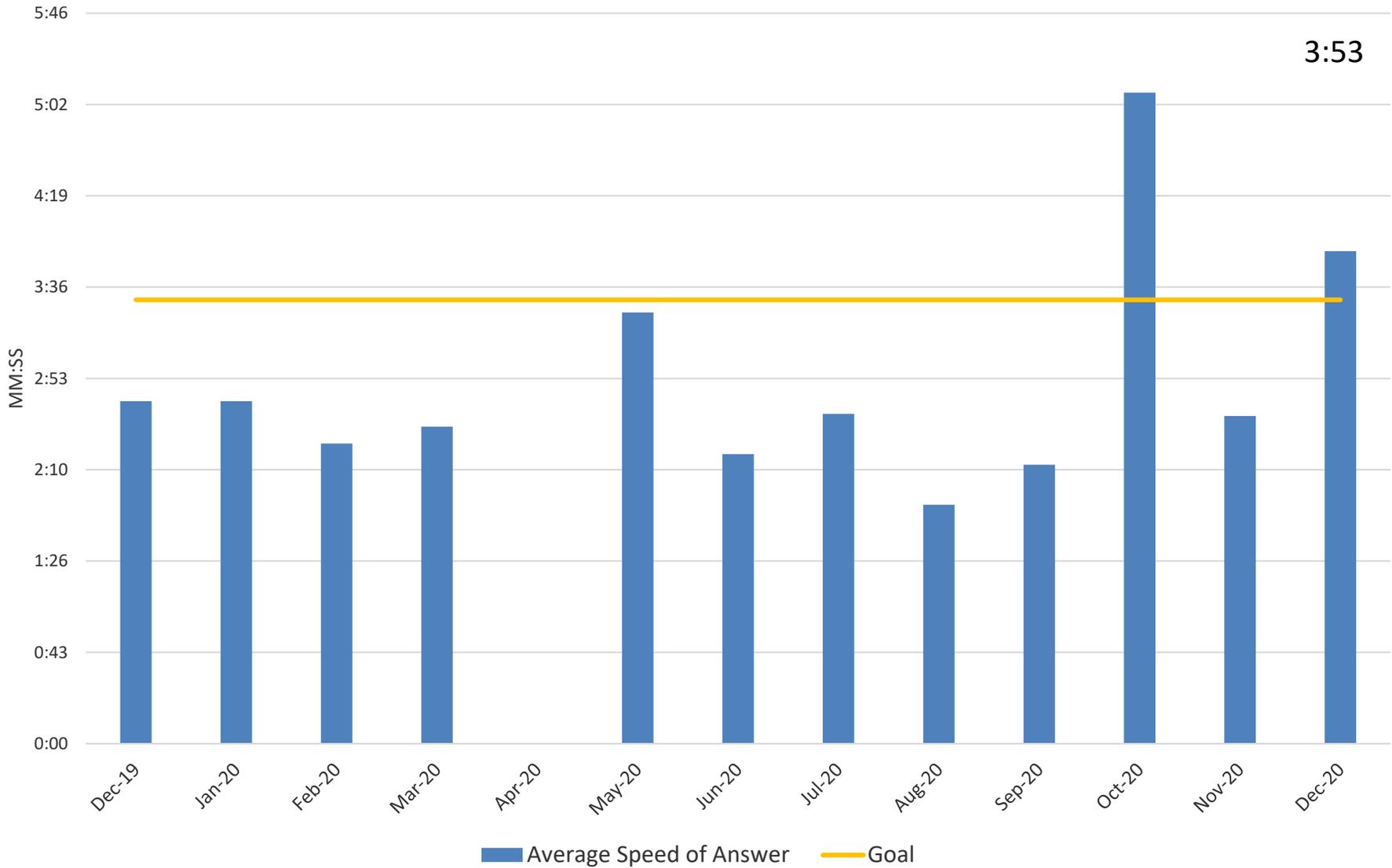


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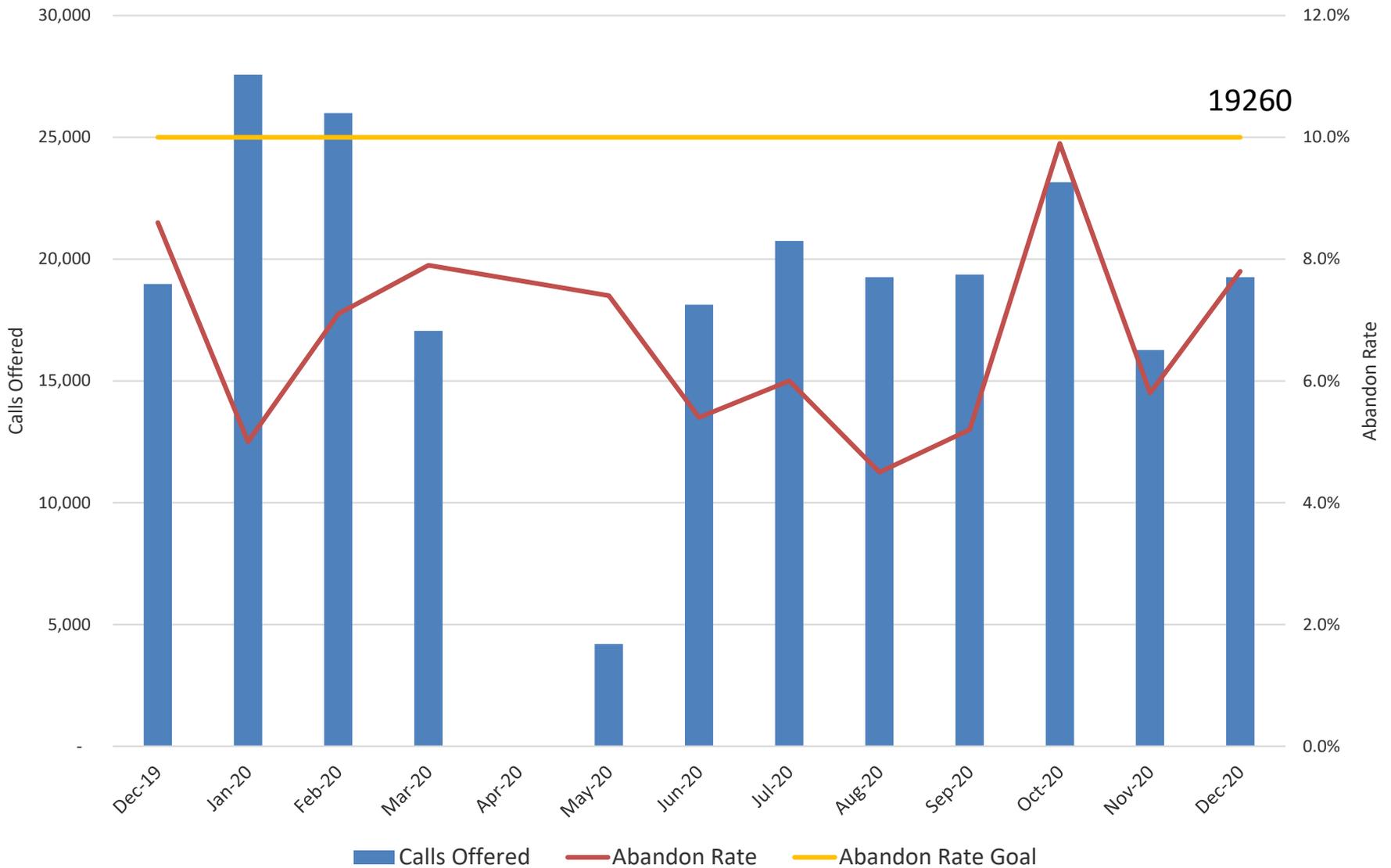


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Call Center - Average Speed of Answer



Call Center - Calls Offered and Abandoned





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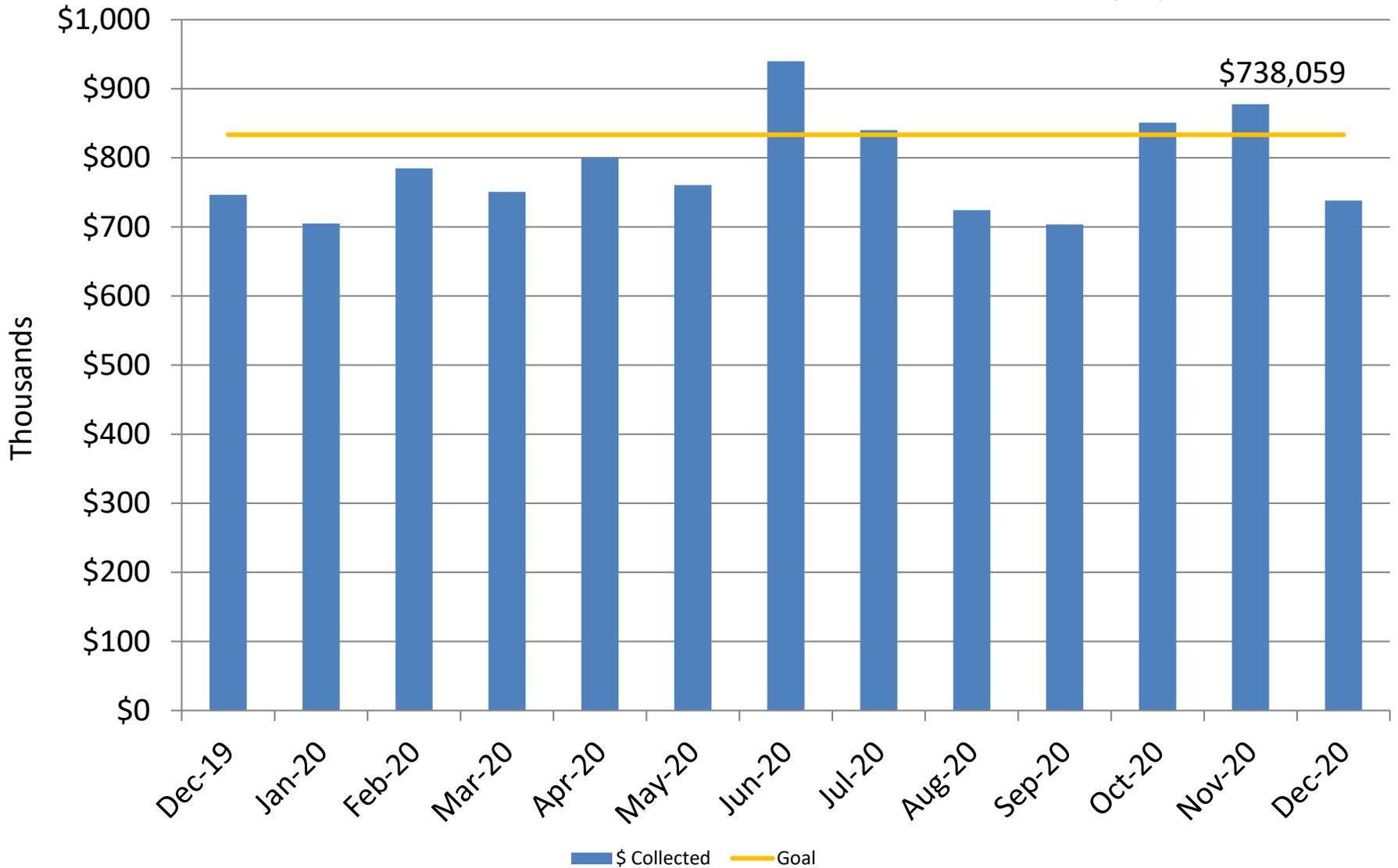


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Policy, Planning & Compliance

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



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