



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (July through June)

	<u>2013</u>	<u>2012</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,347	4,270	1.8%
Incoming Call Volume	286,372	296,209	-3.3%
Email/Correspondence	23,453	20,766	12.9%
Retirement Processing			
Estimates Requested	6,778	7,304	-7.2%
Service Purchases	5,804	5,810	-0.1%
Applications Requested	15,504	15,276	1.5%
60 Day Paid-on-time Rate	98.1%	98.4%	-0.3%
Benefit Processing			
Disability Applications Received	3,901	4,328	-9.9%
Death Notifications Received	7,536	6,770	11.3%
Refund Requests Received	15,233	16,414	-7.2%
Payroll Processing			
Number of Payees as of June	262,792	251,391	4.5%
Avg. Monthly Amount Paid	\$1,554.99	\$1,535.33	1.3%
New Overpayment Invoices	1,557	1,488	4.6%
Self Service Views (On-Line Processes)			
Retirement Estimates	1,575,158	1,201,684	31.1%
Transfer Estimates (401k & 457)	174,271	138,327	26.0%
Service Purchases	167,055	151,082	10.6%
Beneficiary	249,066	201,456	23.6%
Direct Deposit	29,080	N/A	N/A