



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (December through November)

	<u>2013</u>	<u>2012</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,397	4,151	5.9%
Incoming Call Volume	308,107	283,820	8.6%
Email/Correspondence	25,707	21,486	19.6%
Retirement Processing			
Estimates Requested	6,748	7,435	-9.2%
Service Purchases	5,201	5,840	-10.9%
Applications Requested	15,199	15,264	-0.4%
60 Day Paid-on-time Rate	98.2%	98.2%	0.0%
Benefit Processing			
Disability Applications Received	3,708	4,392	-15.6%
Death Notifications Received	7,372	7,223	2.1%
Refund Requests Received	15,482	15,686	-1.3%
Payroll Processing			
Number of Payees as of November	268,636	257,869	4.2%
Avg. Monthly Amount Paid	\$1,560.66	\$1,552.83	0.5%
New Overpayment Invoices	1,619	1,445	12.0%
Self Service Views (On-Line Processes)			
Retirement Estimates	1,704,346	1,322,298	28.9%
Transfer Estimates (401k & 457)	190,419	145,117	31.2%
Service Purchases	171,855	149,368	15.1%
Beneficiary	250,715	225,777	11.0%
Direct Deposit	40,727	N/A	N/A