



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (June through May)

	<u>2014</u>	<u>2013</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,527	4,318	4.8%
Incoming Call Volume	341,251	286,549	19.1%
Email/Correspondence	30,167	23,587	27.9%
Retirement Processing			
Estimates Requested	6,446	6,621	-2.6%
Service Purchases	4,289	5,766	-25.6%
Applications Requested	15,362	15,318	-0.3%
60 Day Paid-on-time Rate	97.8%	98.1%	-0.3%
Benefit Processing			
Disability Applications Received	3,484	3,997	-12.8%
Death Notifications Received	7,612	7,422	2.6%
Refund Requests Received	16,067	15,273	5.2%
Payroll Processing			
Number of Payees as of May	272,603	262,000	4.0%
Avg. Monthly Amount Paid	\$1,563.38	\$1,554.50	0.6%
New Overpayment Invoices	2,076	1,530	35.7%
Self Service Views (On-Line Processes)			
Retirement Estimates	1,669,418	1,495,710	11.6%
Transfer Estimates (401k & 457)	191,088	165,419	15.5%
Service Purchases	174,745	161,217	8.4%
Beneficiary	196,746	243,791	-19.3%
Direct Deposit	45,912	N/A	N/A