



NORTH CAROLINA  
DEPARTMENT OF STATE TREASURER  
RETIREMENT SYSTEMS DIVISION

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**Operations Update**  
**Key Metrics (September through August)**

	<u>2014</u>	<u>2013</u>	<u>% Change</u>
<b>Member Services</b>			
Number of Visitors	4,698	4,313	8.9%
Email/Correspondence	30,776	24,057	27.9%
Response to Correspondence (days)	6.8	4.6	47.8%
<b>Call Center:</b>			
Incoming Call Volume	334,299	290,088	15.2%
Service Level	26.0%	33.4%	-7.4%
Abandonment Rate	30.5%	54.6%	-24.1%
Average Wait Time (min:sec)	9:01	9:29	-0.1%
<b>Retirement Processing</b>			
Estimates Requested	6,707	6,804	-1.4%
Service Purchases	4,564	5,669	-19.5%
Applications Requested	15,266	15,202	0.4%
60 Day Paid-on-time Rate	97.1%	98.1%	-1.0%
<b>Benefit Processing</b>			
Disability Applications Received	3,568	3,802	-6.2%
Death Notifications Received	7,598	7,012	8.4%
Refund Requests Received	16,077	15,212	5.7%
<b>Payroll Processing</b>			
Number of Payees as of August	277,480	266,905	4.0%
Avg. Monthly Amount Paid	\$1,593.60	\$1,561.23	2.1%
New Overpayment Invoices	2,141	1,531	39.8%
<b>Self Service Views (On-Line Processes)</b>			
Retirement Estimates	1,587,890	1,661,629	-4.4%
Transfer Estimates (401k & 457)	184,394	182,943	0.8%
Service Purchases	177,133	171,005	3.6%
Beneficiary	181,237	261,330	-30.6%
Direct Deposit	47,621	N/A	N/A

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## Key Metrics (September 2013 through August 2014)

	Actual	Goal	Trend
<b>Retirement Readiness*:</b>	67.56%	60.00%	↑
<b>Average Contributions:</b>			
401(k) Plan	\$161.05	\$160.00	↑
457 Plan	\$132.84	\$130.00	↑
Combined Plans	\$177.50		
<b>Asset Allocation Usage:</b>			
GoalMaker utilization among new members for 401(k) Plan	94.10%	89.50%	↑
GoalMaker utilization among all members for 401(k) Plan	54.58%	55.00%	↔
GoalMaker utilization among new members for 457 Plan	94.10%	91.50%	↑
GoalMaker utilization among all members for 457 Plan	54.53%	55.00%	↔
GoalMaker utilization among new members for combined Plans	94.13%		
GoalMaker utilization among all members for combined Plans	54.58%		
<b>Participation:</b>			
Active participation in 401(k) Plan	26.56%	27.00%	↔
Active participation in 457 Plan	11.23%	12.25%	↓
Active participation rate for combined plans	29.34%		
<b>NC 403(b) program Adoptions:</b>			
Activity for Year to Date	23	50**	↓
(School Districts adopted either as Sole Recordkeeper or One of the Multiple Recordkeeper option)			

\*Calculated annually from Annual Benefit Statement.

\*\*This is by 12.31.2014

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## NCRS Open Enrollment Update- 8/25/14 to 10/2/2014

	Annual Premium	# of Applications
Dental	\$ 702,169	1,251
Vision	\$ 149,691	1,297
Life	\$ 569,293	491
Accident	\$ 91,195	294
<b>Total</b>	<b>\$ 1,512,348</b>	<b>3,333</b>

### Current products, Participants and Dollars

Benefit	Members	Premium Monthly
Dental	85,965	\$3,210,271.84
Vision	65,072	\$473,241.55
Life	7,518	\$569,578.12
Accident	2,084	\$52,172.28

## Operations Update Distribution

<b>2015 Open Enrollment Timeline/ Mailing timeline</b>	<b>Date</b>
Proof from Classic Graphics to Vivian/Wolfe	7/3/2014
Proof approval/ changes	7/3/2014
File structure and Link sent to NCRS (Chris)	7/7/2014
Printing begins: 245K Booklets	7/16/2014
KEY DATE: Final data file to Classic Graphics	7/28/2014
KEY DATE: Transport Email address to file to Wolfe and Vivian	8/12/2014
Load Website with 2015 Marketing Materials	8/15/2014
NCRS Email: Open Enrollment Announcement	8/18/2014
NCRS updates website and facebook with open enrollment announcement	8/18/2014
Wave 1 mailing	8/18/2014
Wave 2 mailing	8/25/2014
Wave 3 mailing	9/2/2014
Open Enrollment begins	9/2/2014
Upload email list to Constant Contact and send	9/2/2014
Wave 4 mailing: 49K retirees	9/8/2014
Postcard Concepts due to PIA	9/12/2014
Wave 5 mailing: 49K retirees	9/15/2014
Graphic Design Postcard	9/15/2014
Postcard comments due from Vendors and NCRS to Wolfe/ PIA	9/17/2014
Postcard Final Artwork due to Classic	9/22/2014
Email: Open Enrollment 2015 Reminder	10/1/2014
SHP: table at SHP Chapel Hill Meeting	10/1/2014
SHP: table at SHP Meeting: Raleigh	10/7/2014
<b>Final announcement postcard mailing</b>	<b>10/8/2014</b>
SHP: table at SHP Meeting: Rocky Mount	10/16/2014
<b>NCRS Email: Reminder</b>	<b>10/15/2014</b>
Email: Open Enrollment 2015 Enrollment Ends	10/27/2014
Open Enrollment Ends	10/31/2014

### Snapshot – Call Center Stats

Year End 2013
41,600 calls
8% of callers on hold
Abandonment Rate .47%

**Increase in calls September 2014 over September 2013 = 18%**

### **September 2014 vs. September 2013 Comparison**

#### **2013 - September Call Center Stats**

Total Calls	Avg Talk	Abandoned Calls	Abandonment Rate	Calls of VM	Total Calls in Queue	% Calls in Queue
<b>5891</b>	<b>5:05</b>	<b>11</b>	<b>0.2%</b>	<b>5</b>	<b>225</b>	<b>3.8%</b>

#### **2014 - September Call Center Stats**

Total Calls	Avg Talk	Abandoned Calls	Abandonment Rate	Calls of VM	Total Calls in Queue	% Calls in Queue
<b>6926</b>	<b>4:49</b>	<b>10</b>	<b>0.1%</b>	<b>7</b>	<b>250</b>	<b>3.6%</b>

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