



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (March through February)

	<u>2014</u>	<u>2013</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,364	4,218	3.5%
Incoming Call Volume	333,823	284,765	17.2%
Email/Correspondence	27,736	22,669	22.4%
Retirement Processing			
Estimates Requested	6,635	7,005	-5.3%
Service Purchases	4,825	5,663	-14.8%
Applications Requested	15,292	15,365	-0.5%
60 Day Paid-on-time Rate	97.9%	98.1%	-0.2%
Benefit Processing			
Disability Applications Received	3,602	4,101	-12.2%
Death Notifications Received	7,416	7,370	0.6%
Refund Requests Received	16,076	15,258	5.4%
Payroll Processing			
Number of Payees as of February	271,199	260,510	4.1%
Avg. Monthly Amount Paid	\$1,563.07	\$1,554.69	0.5%
New Overpayment Invoices	1,807	1,477	22.3%
Self Service Views (On-Line Processes)			
Retirement Estimates	1,680,563	1,421,852	18.2%
Transfer Estimates (401k & 457)	190,301	155,390	22.5%
Service Purchases	170,218	157,135	8.3%
Beneficiary	221,819	243,289	-8.8%
Direct Deposit	46,005	N/A	N/A