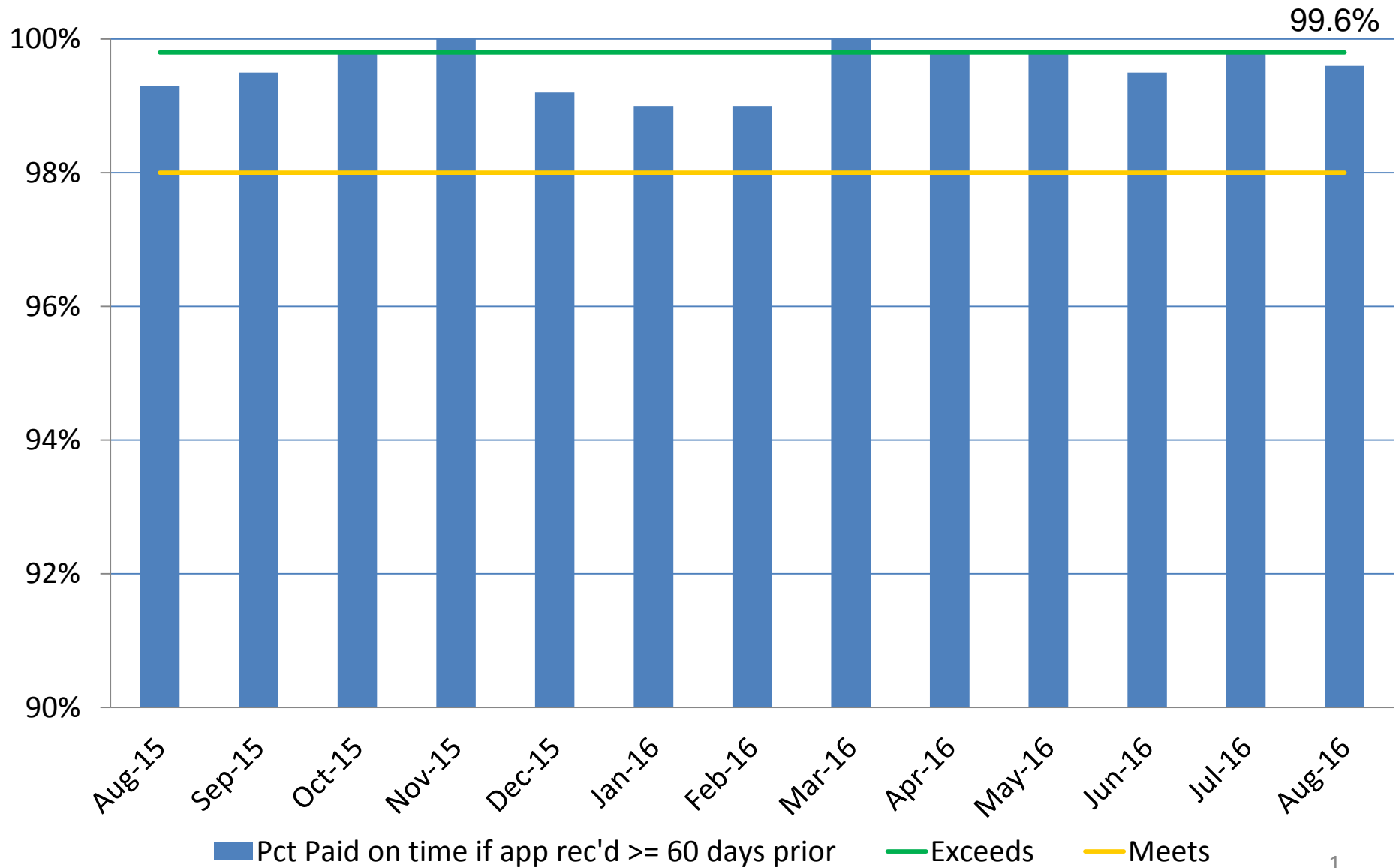
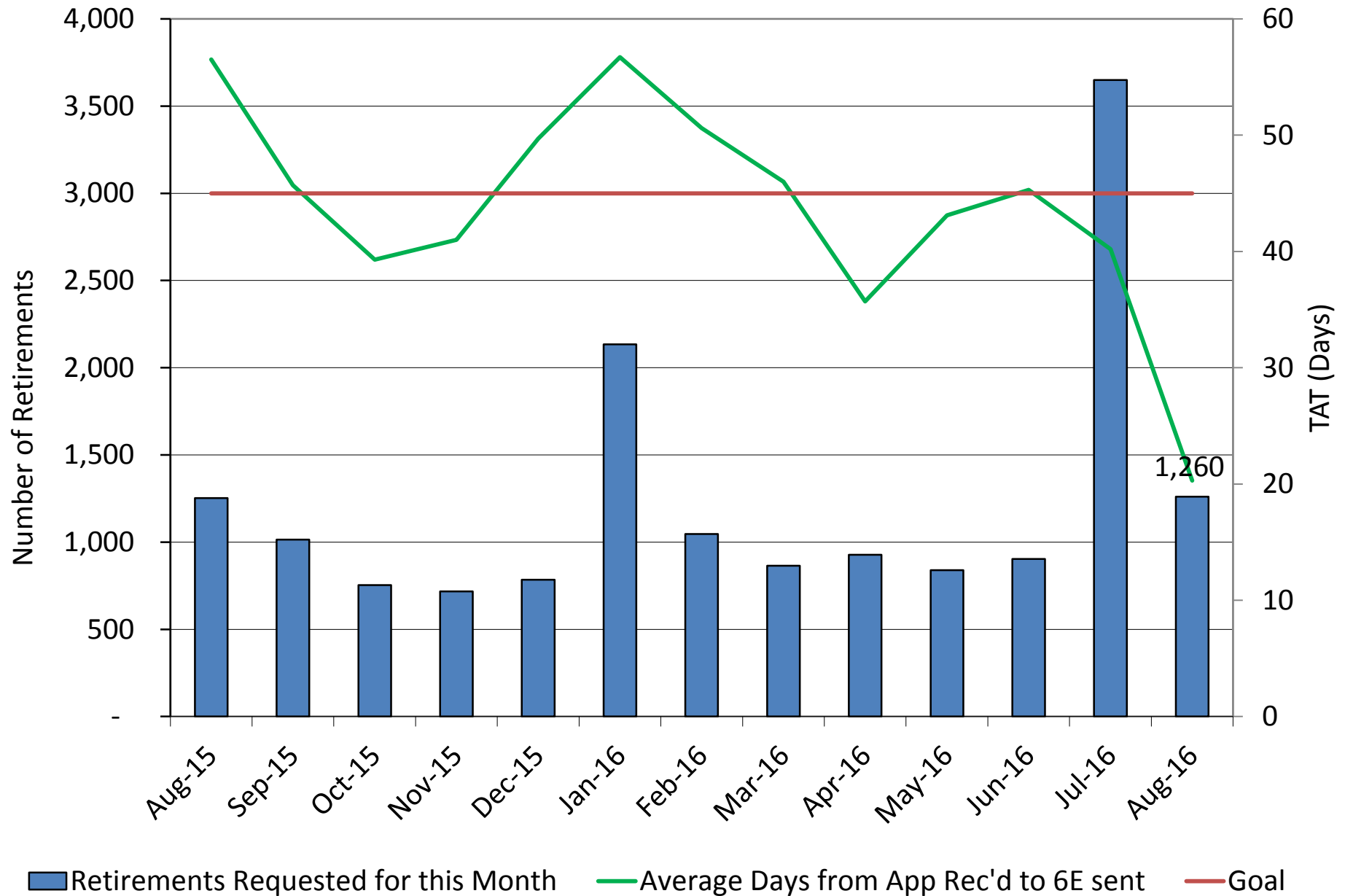


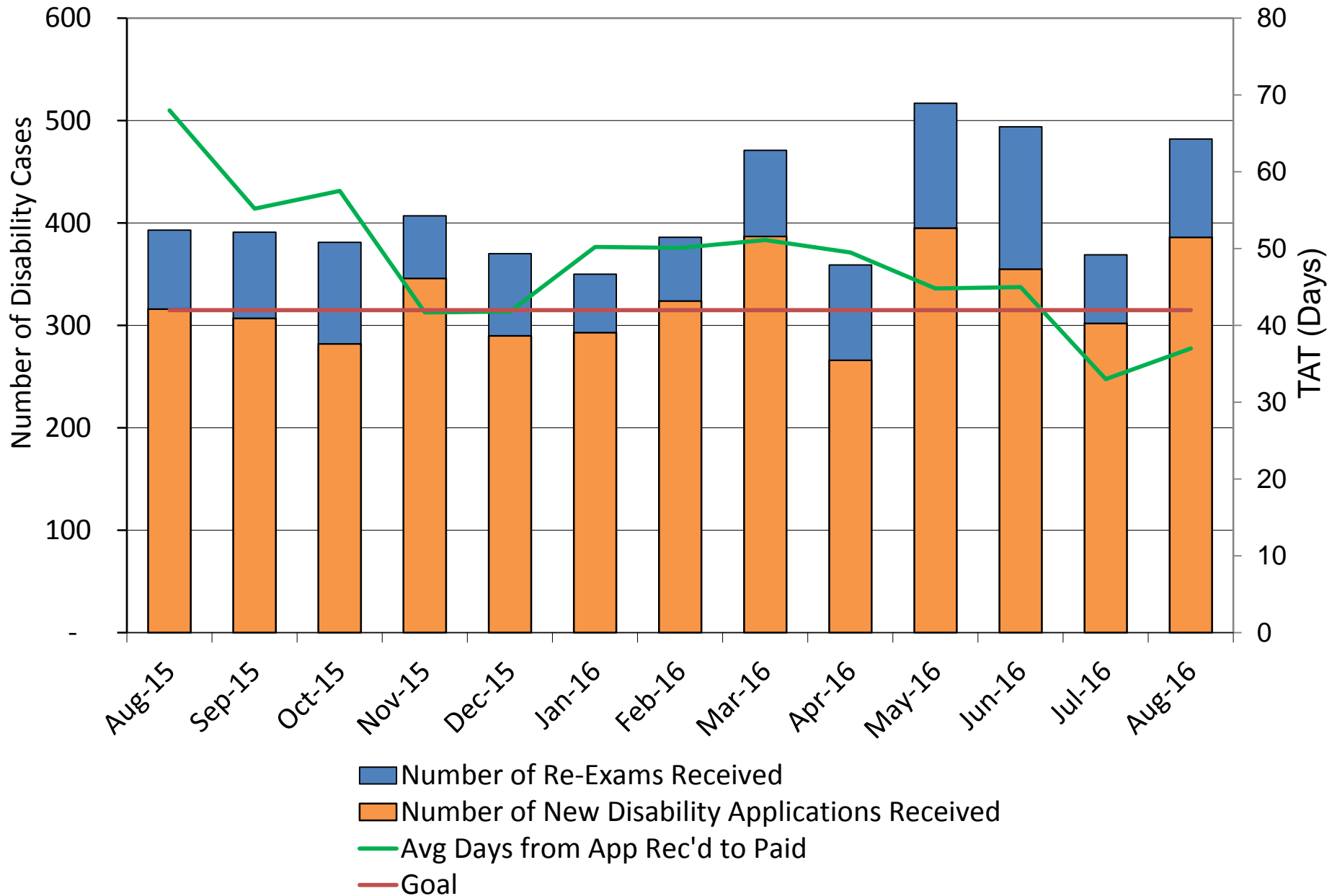
Retirement Processing - 60 Day Paid On Time Rate



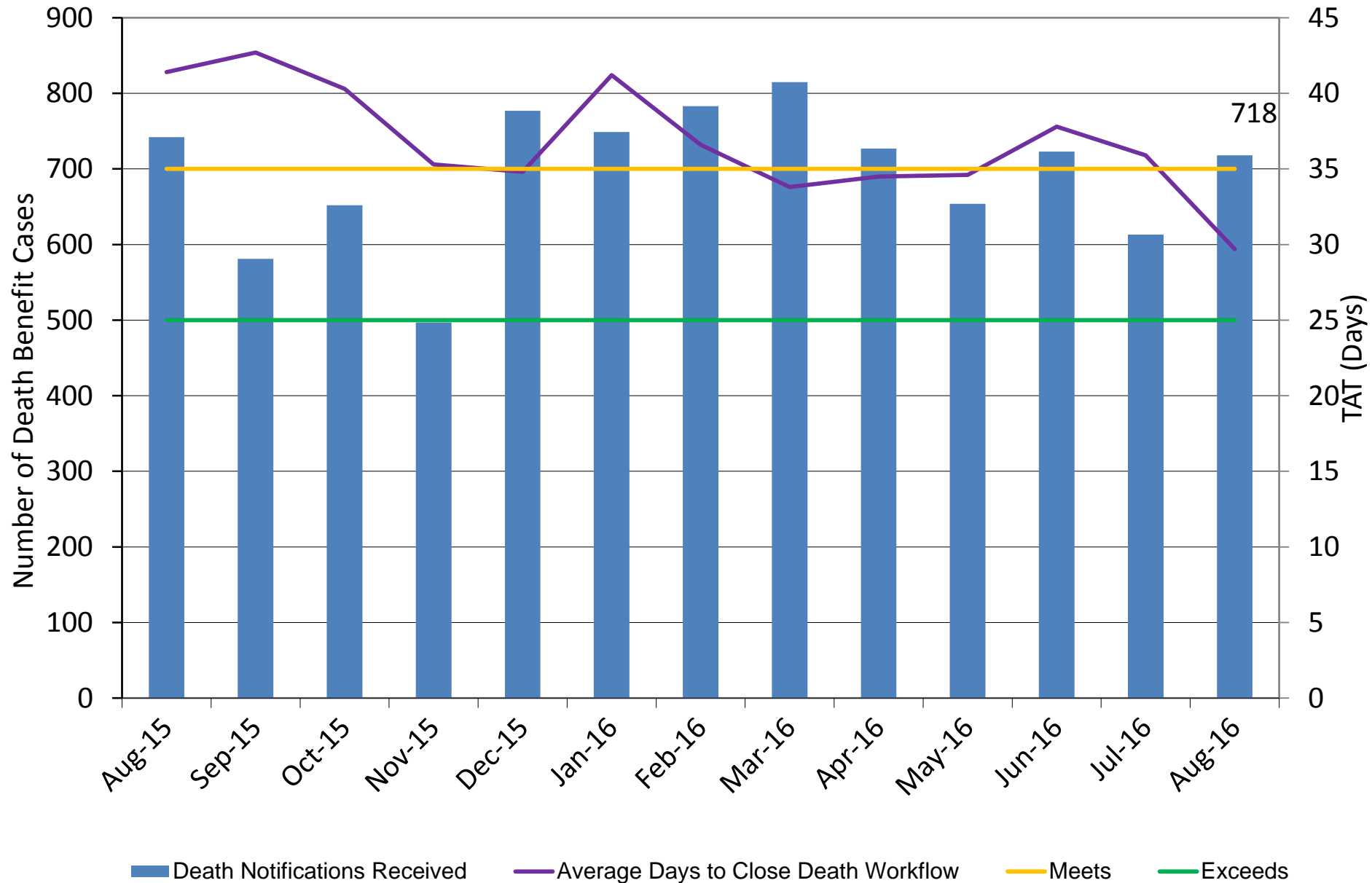
Retirement Processing - Retirements Requested, TAT



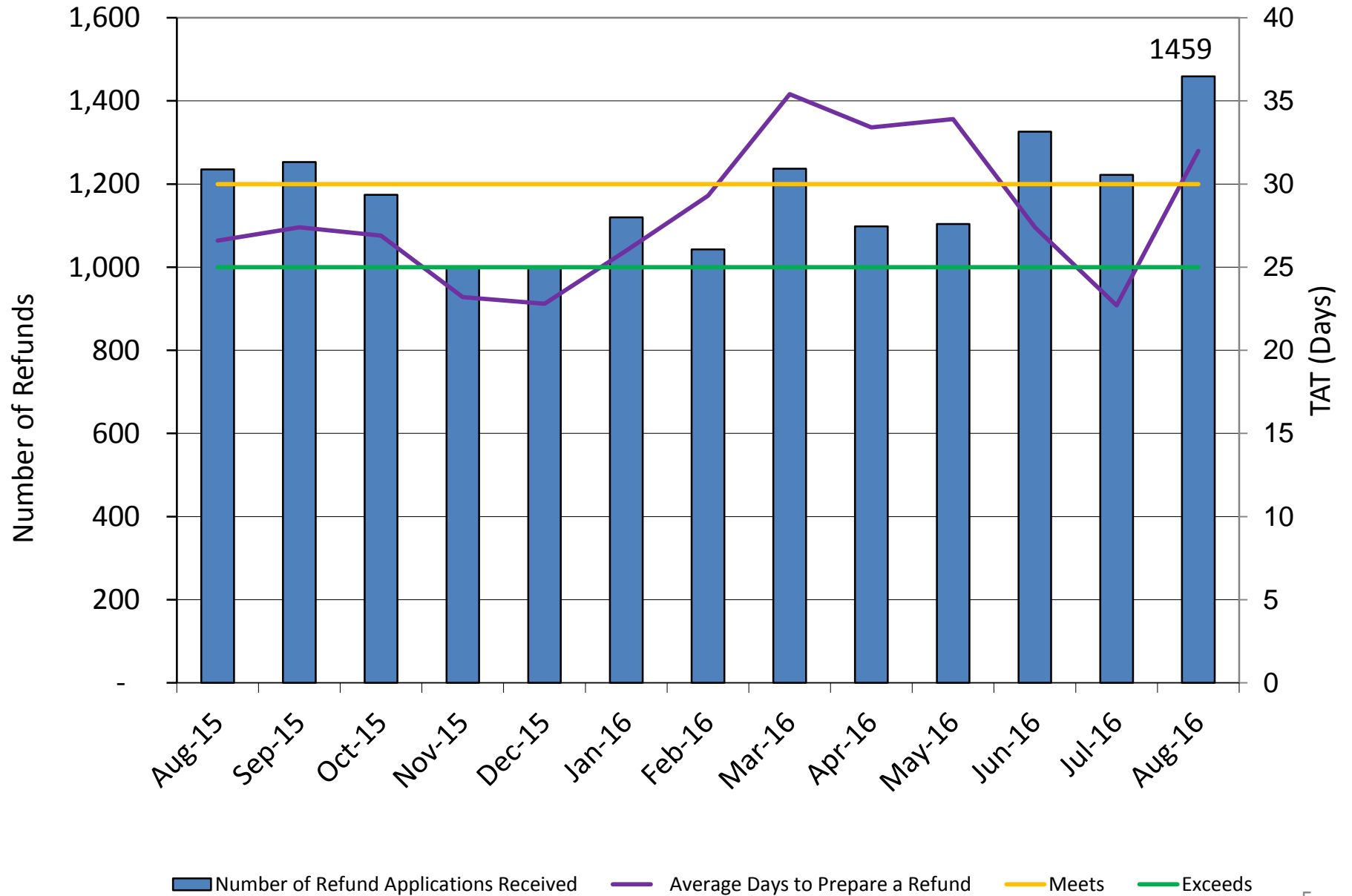
Benefit Processing - Disability Applications



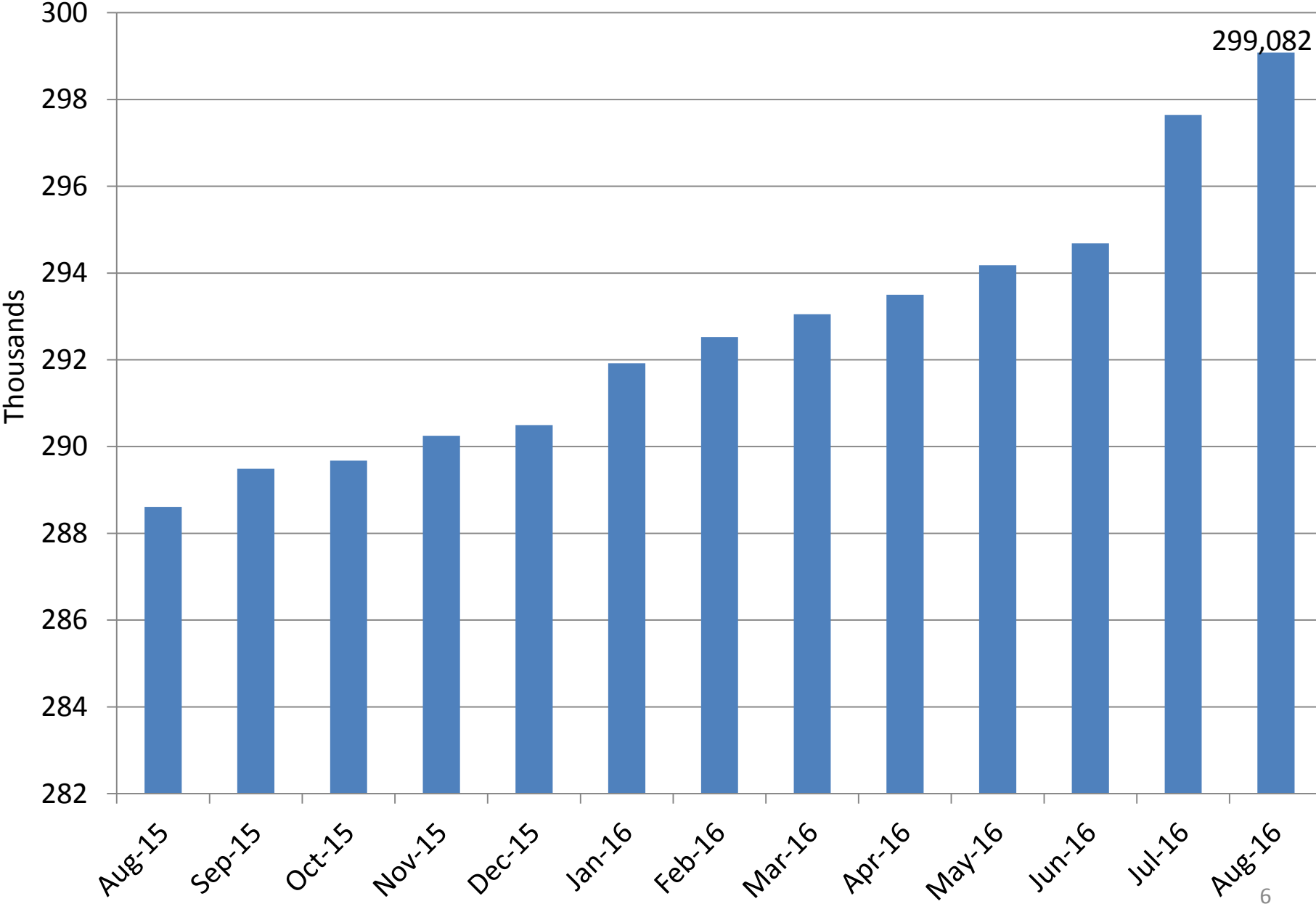
Benefit Processing - Death Notifications



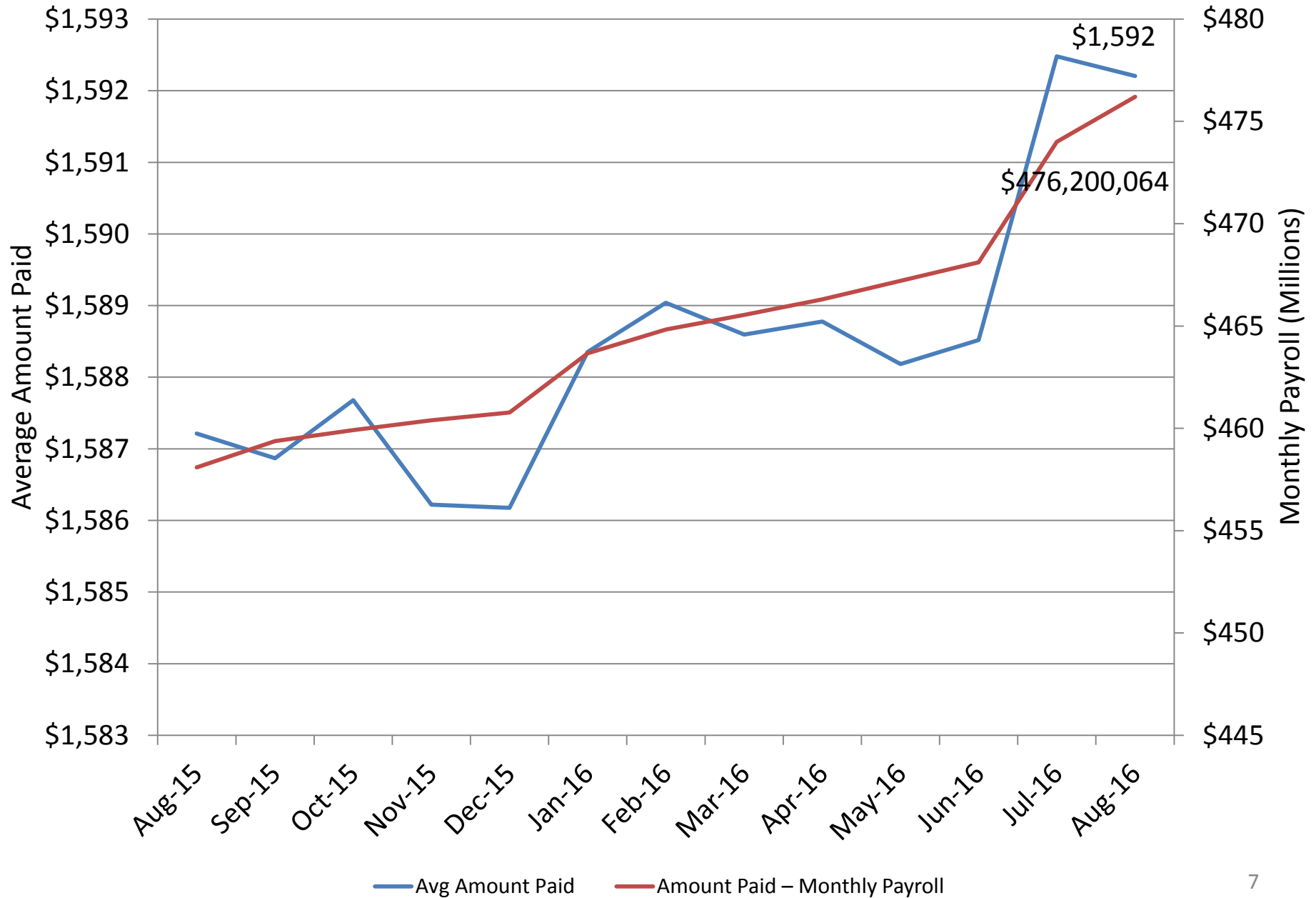
Benefit Processing - Refund Requests



Payroll Processing - Monthly Payees

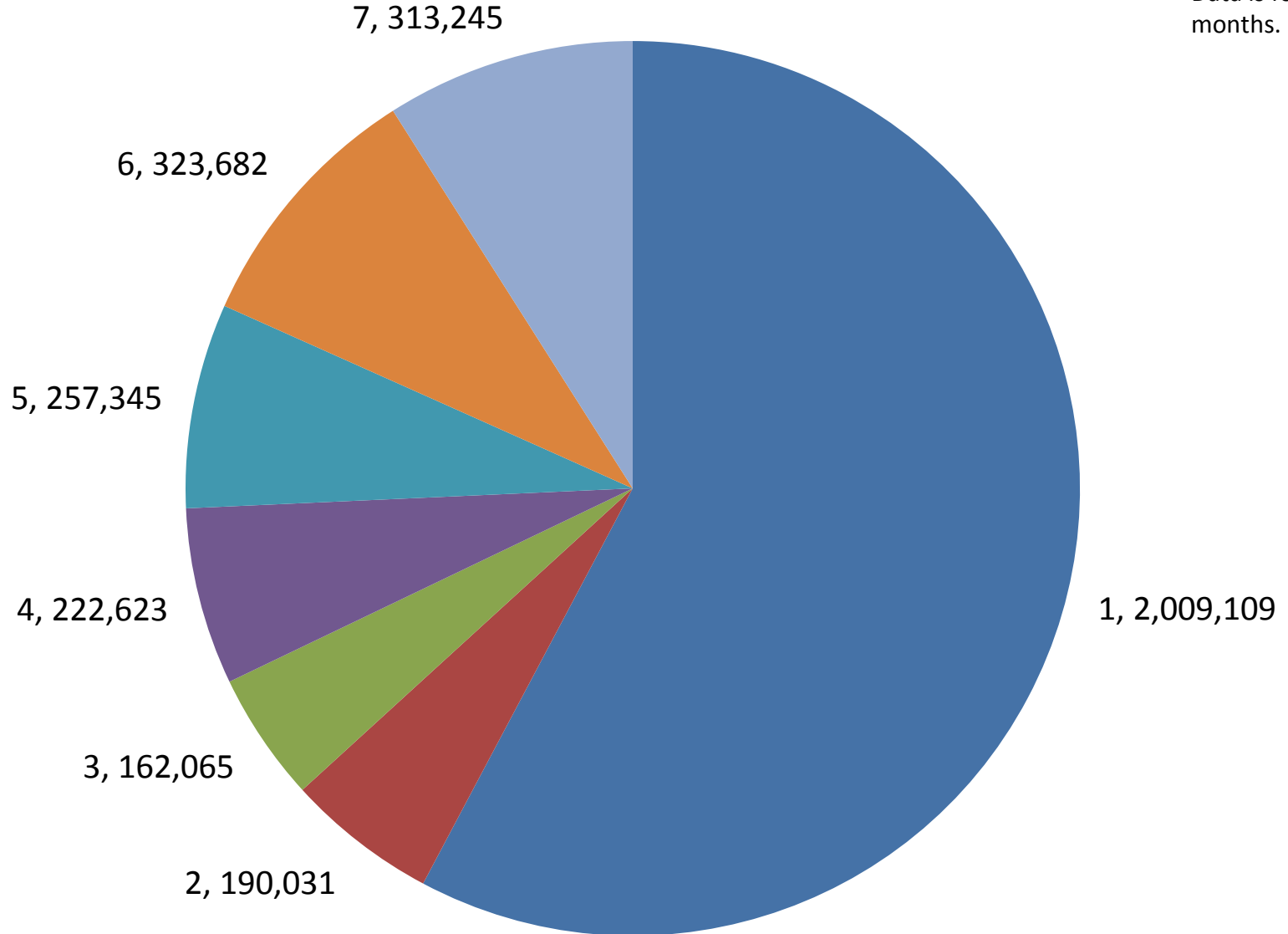


Payroll Processing - Amount Paid

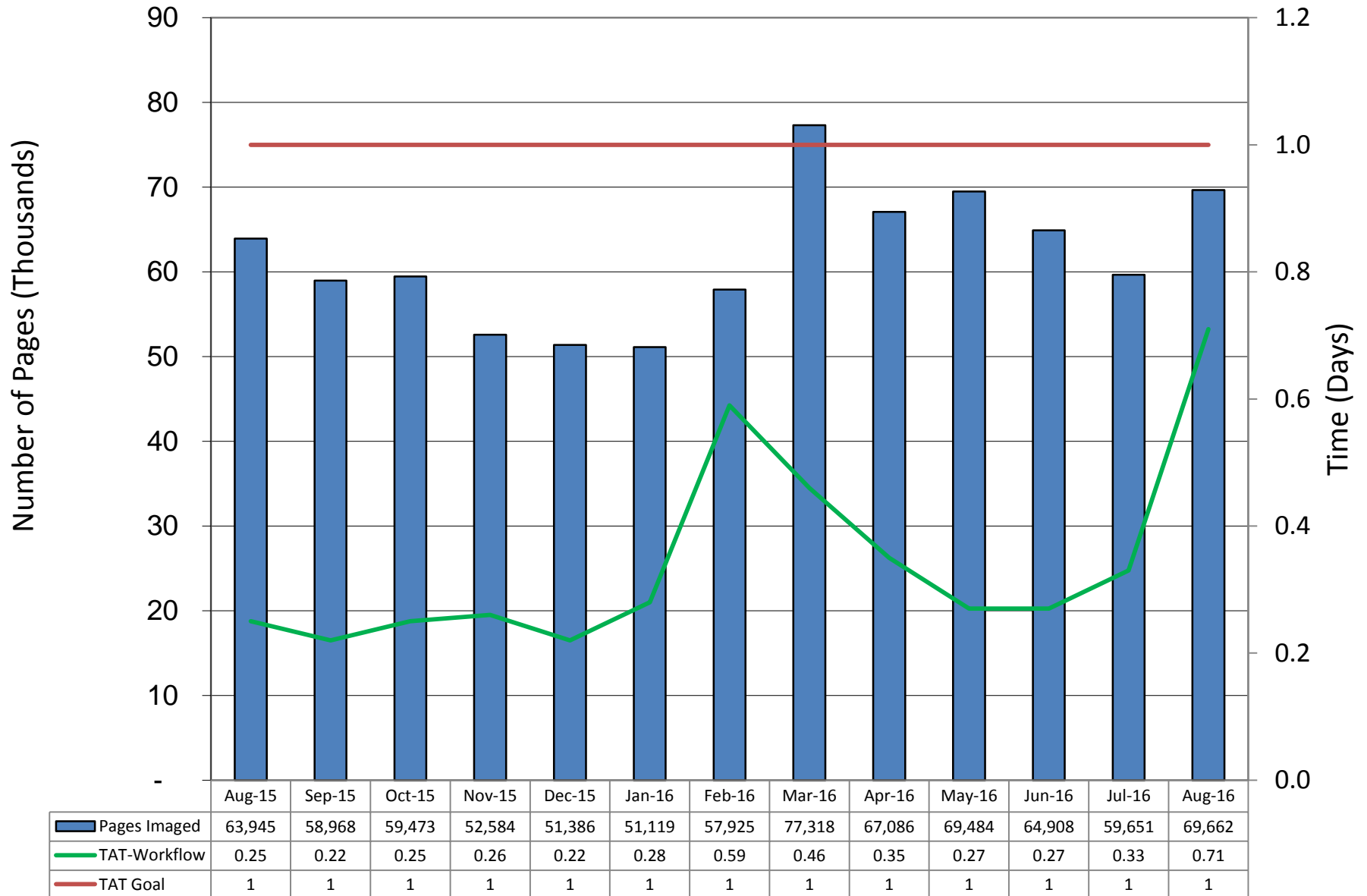


ORBiT Self Service

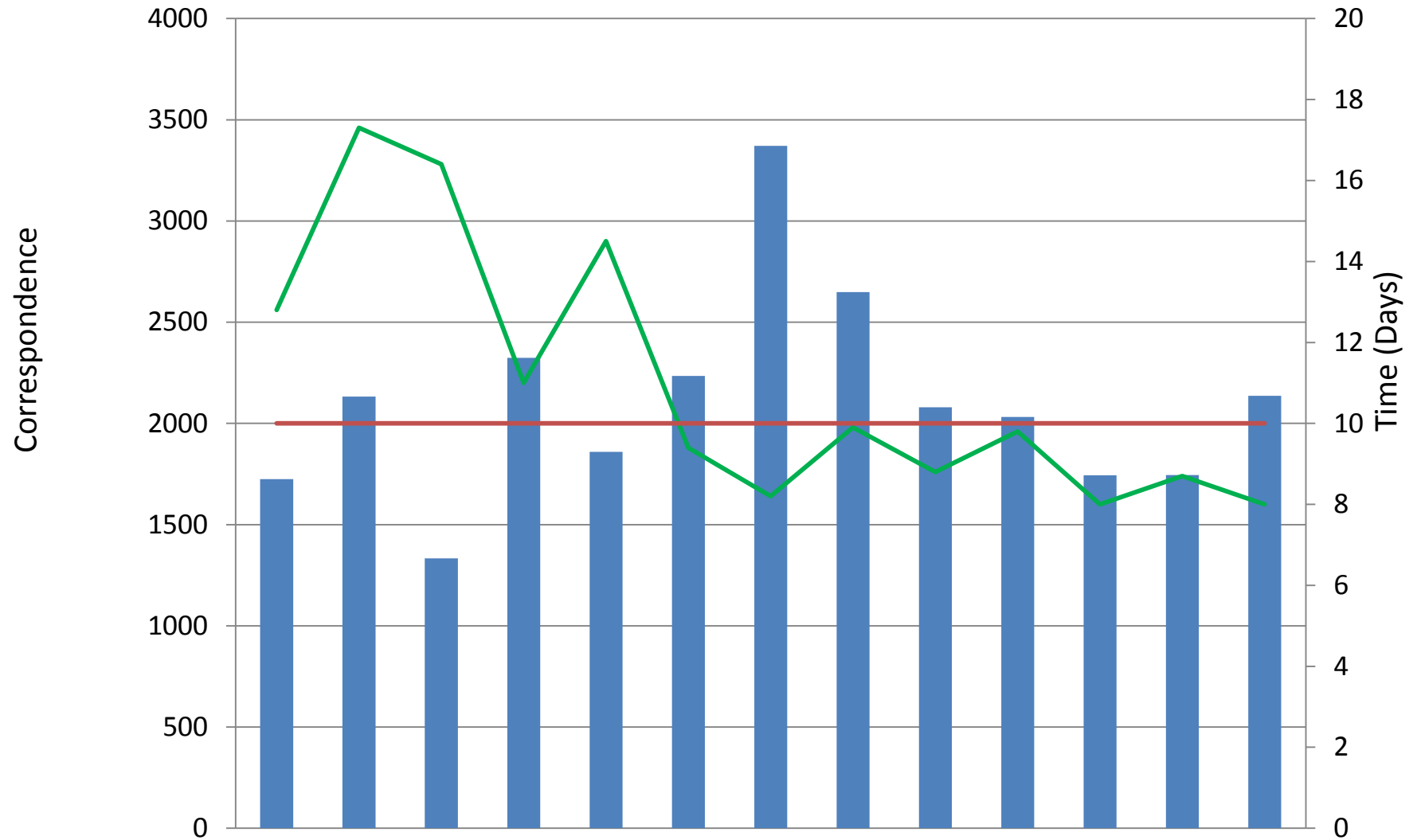
Data is for last 12 months.



Imaging - Pages Imaged

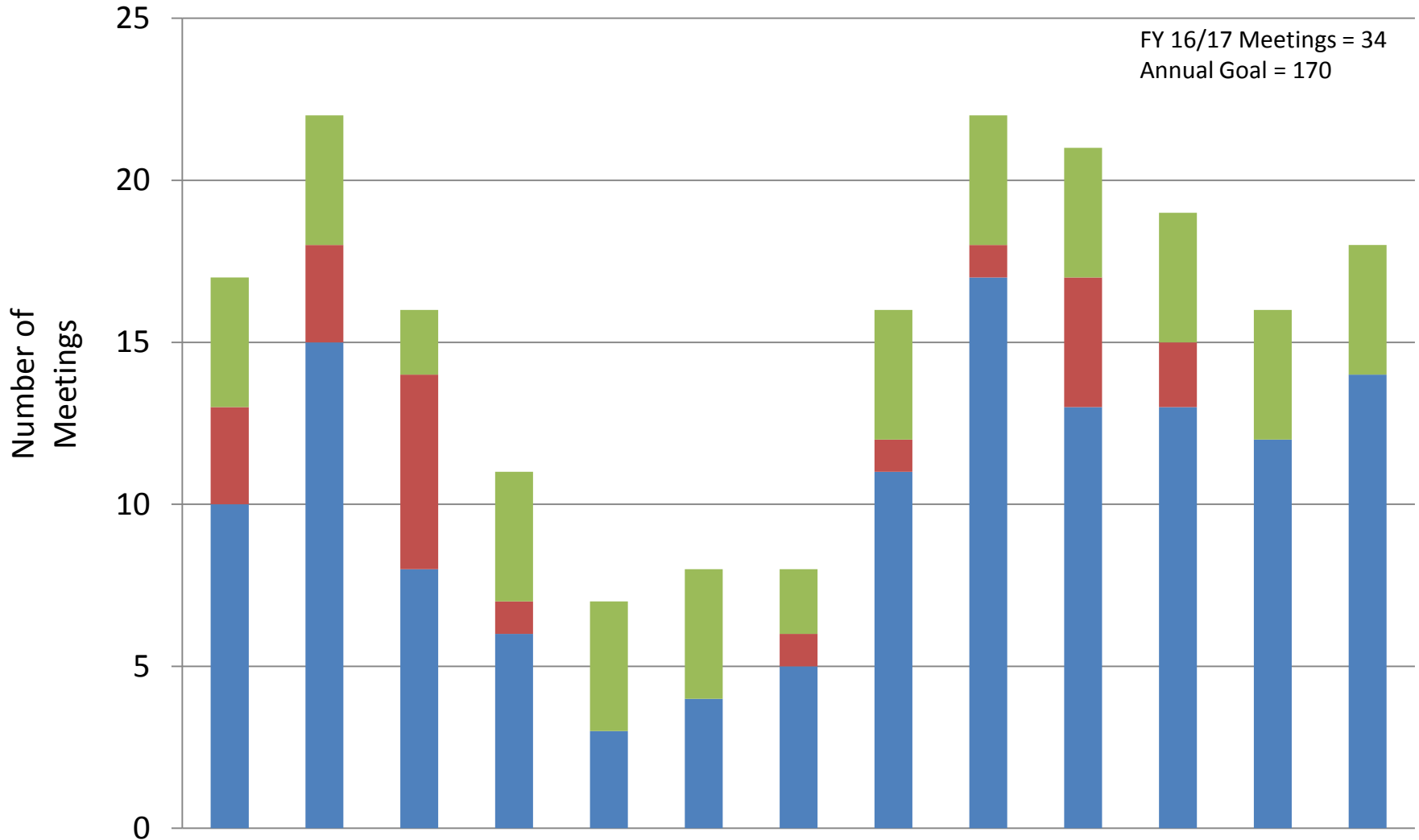


Educational Retirement Group - Correspondence



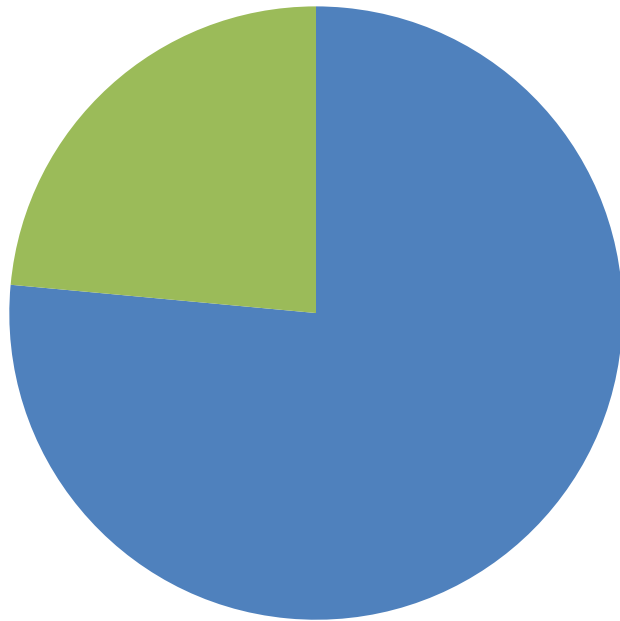
	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Correspondence Answered	1725	2132	1333	2324	1859	2235	3371	2649	2080	2032	1744	1745	2136
TAT	12.8	17.3	16.4	11.0	14.5	9.4	8.2	9.9	8.8	9.8	8.0	8.7	8.0
Goal	10	10	10	10	10	10	10	10	10	10	10	10	10

Educational Retirement Group - Meetings and Webinars



	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Webinars	4	4	2	4	4	4	2	4	4	4	4	4	4
Employer Meetings	3	3	6	1	0	0	1	1	1	4	2	0	0
Employee Meetings	10	15	8	6	3	4	5	11	17	13	13	12	14

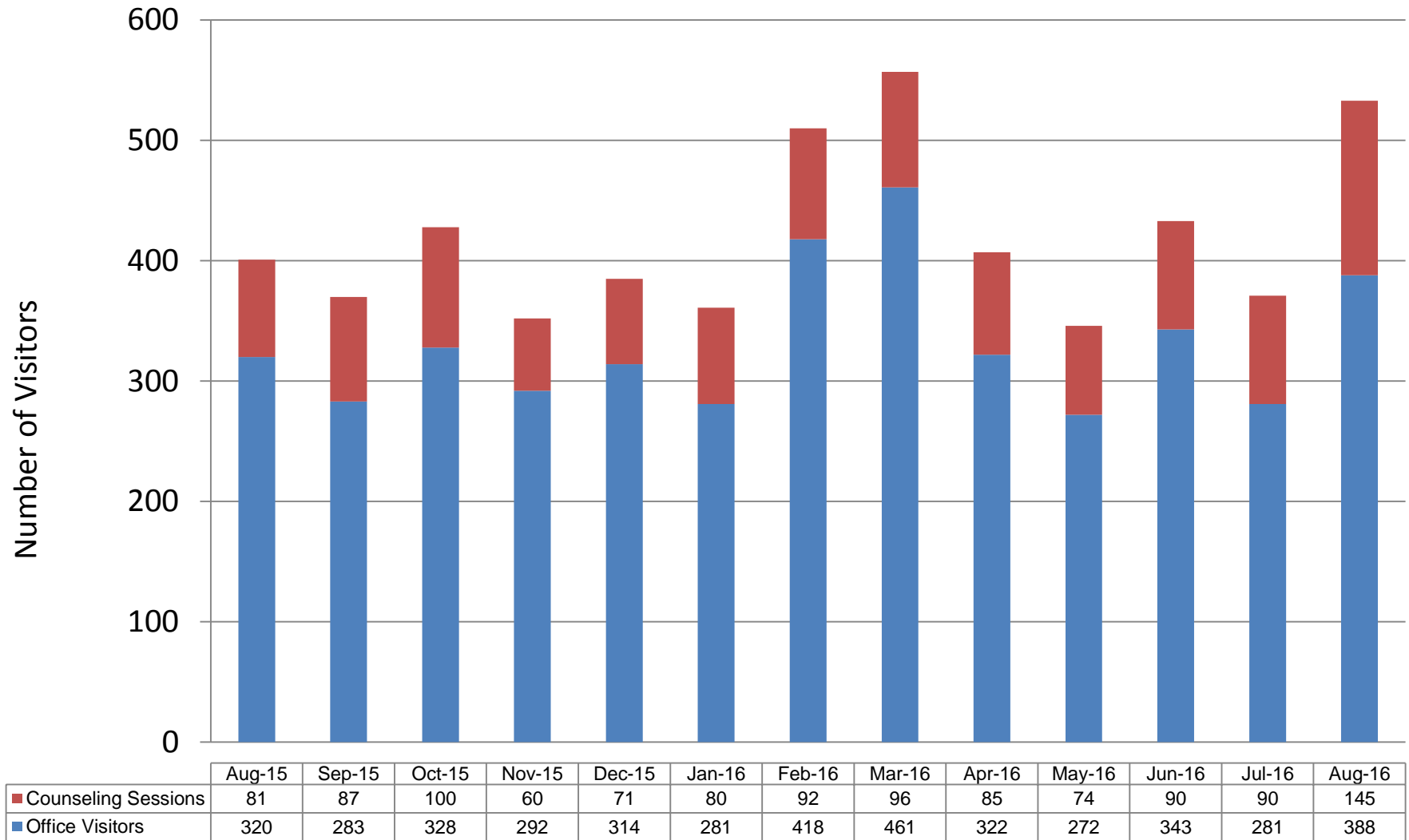
Educational Retirement Group – 2016/2017 Fiscal Year Meetings and Webinars



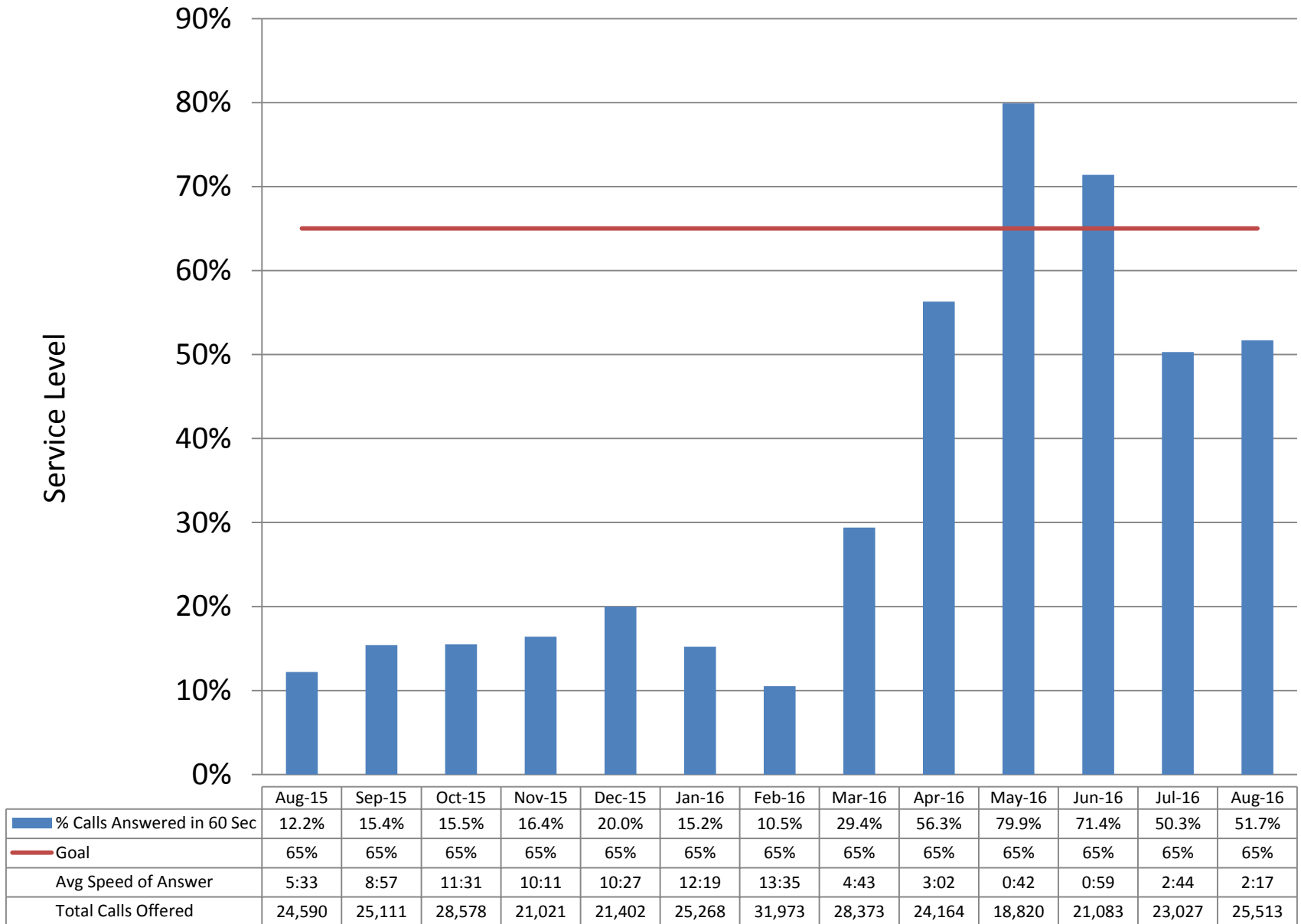
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-June	Attendees Jul-June
Employee	26	827
Employer	0	0
Webinar	8	137
Total	34	964
Goal	170	

Educational Retirement Group - Visitors and Counseling Sessions



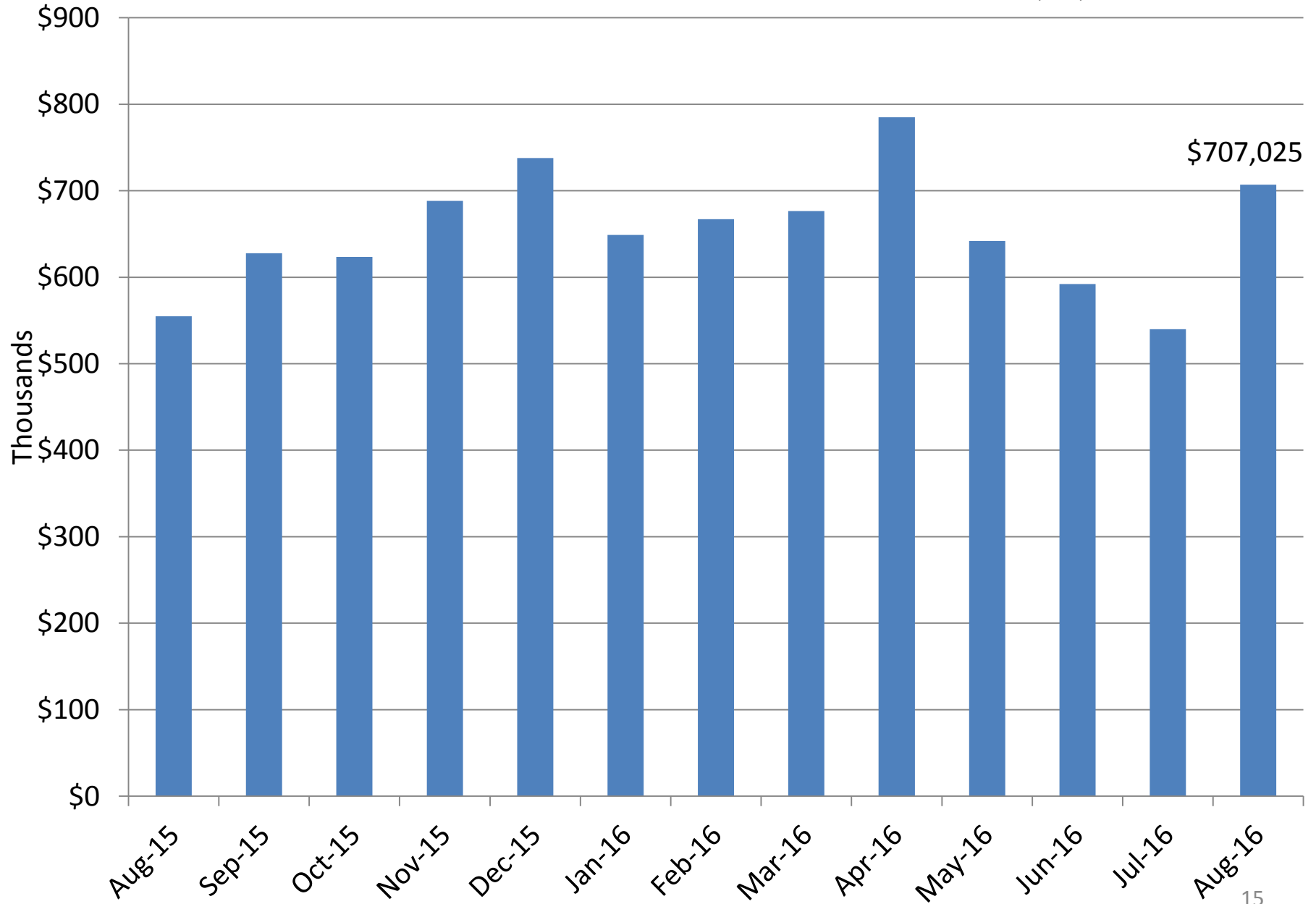
Call Center - Service Level



Overpayments - Amount Collected

Collected in past 13 months:

\$8,490,258





Contribution-Based Benefit Cap (CBBC) Liabilities

- 59 retirees impacted by the CBBC as of 9/28/2016
 - 14 LGERS employers
 - 45 TSERS employers
- Total CBBC liabilities invoiced as of 9/28/2016: \$6.5 million
- Average invoice cost: \$109,384.90
 - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 48 employers have paid in full
 - Two employers have entered an installment payment plan
 - Total CBBC liabilities collected: exceeds \$3.7 million