

# North Carolina Retirement Systems



## Pierce Insurance Agency

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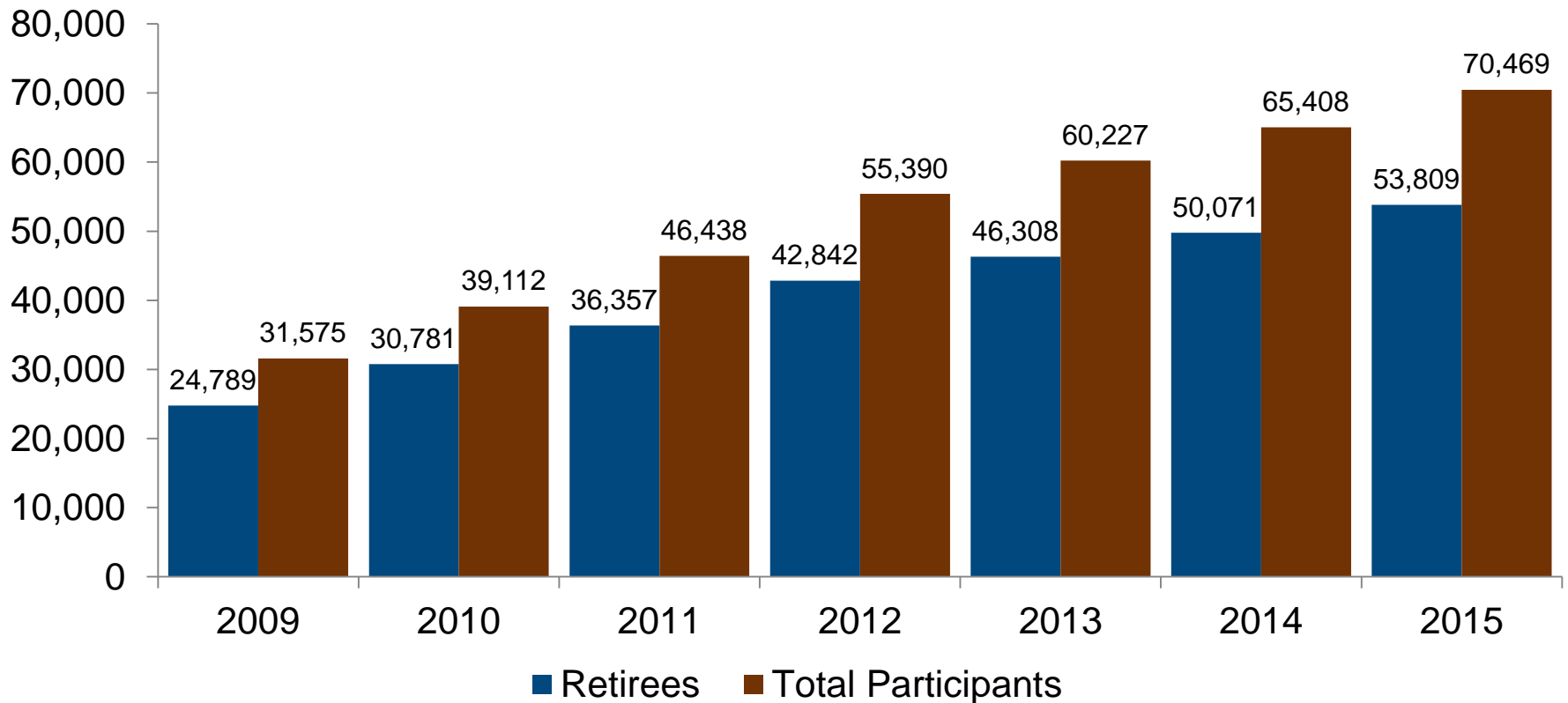
### North Carolina Retirement Systems: Board Review 2014 Year End Review (includes open enrollment effective 1/1/2015)





## Vision Retiree Membership Growth

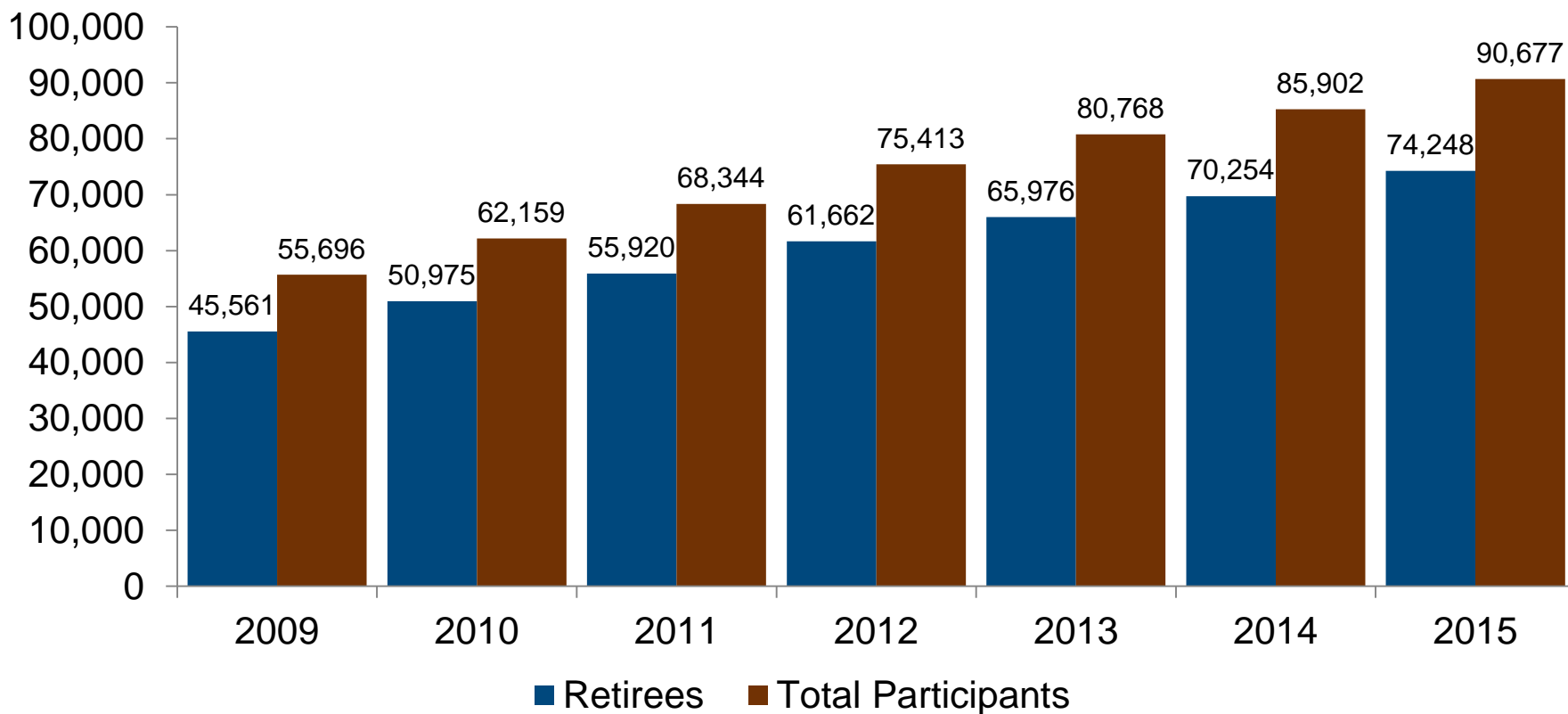
**Retiree participation has increased 55% from 2009 to 2014 (1/1/2015)**





## Dental Retiree Membership Growth

**Retiree participation has increased 39% from 2009 to 2014 (1/1/2015)**





# Allstate

## Group Voluntary Accident with Physician Benefit

- **Participation up: 33.8% (2014 vs 2013)**
  - **2014 – 3,154 Total Plans**
  - **2013 – 2,088 Total Plans**
  - **2012 – 975 Total Plans**





## Life Insurance: Fidelity and Combined

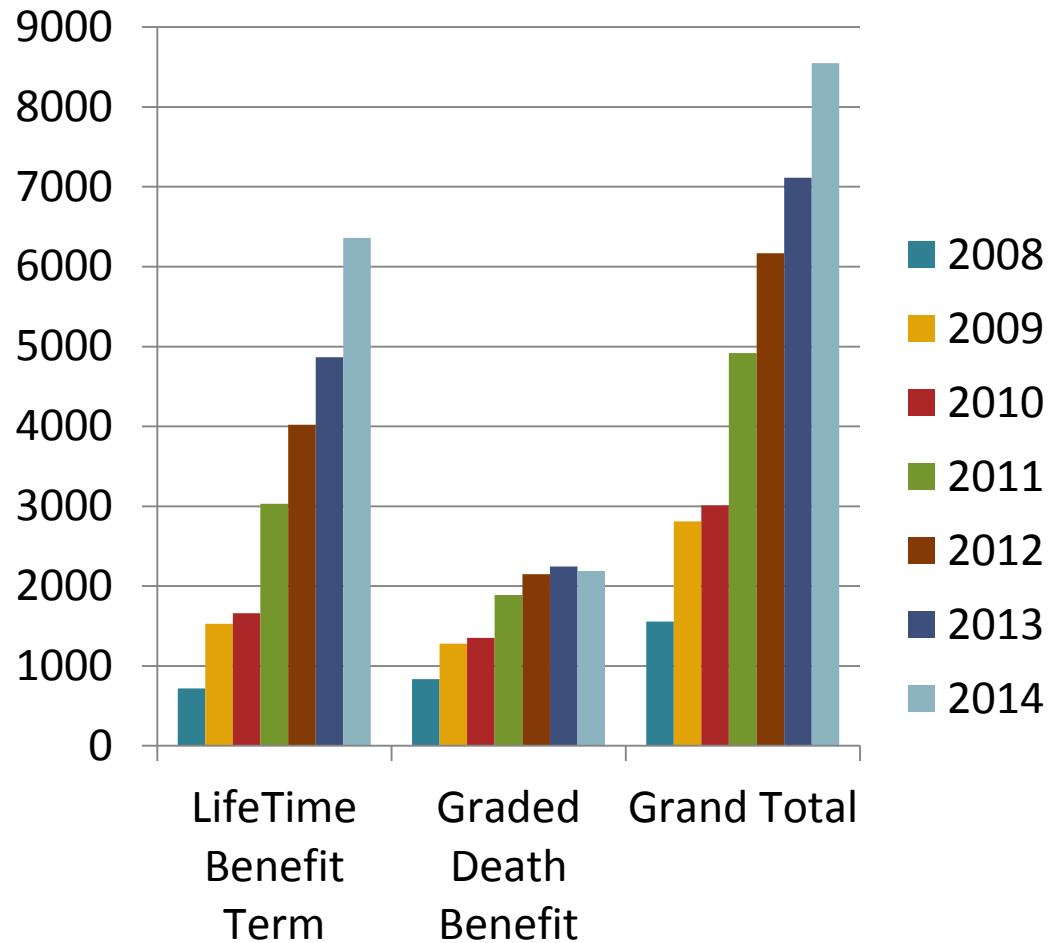
### ➤ Participation up 16.8%

➤ 2013: 7,112 Policies

➤ 2014: 8,548 Policies

### ➤ Death claims processed since inception: 628

### ➤ Death claims paid since inception: \$6,950,129





## PIA Call Center Stats - History

Event	Sub Event	2012	2013	2014
Number of Calls		41,458	41,600	47,162
	Dental and Vision	30,709	34,509	37,935
	Life and Accident	10,749	7,114	9,227
Average Calls / Day		181	182	207
228 Business Days	Dental and Vision	134	150	166
	Life and Accident	47	32	41
Customer Service Calls		76%	78%	71%
Enrollment by Phone vs Paper		61% enrolled by phone	69% enrolled by phone	71% enrolled by phone



## PIA Call Center Stats Cont'd: History

Event	Sub Event	2012	2013	2014
Average Talk Time				
	Dental and Vision	3:54	3:52	3:32
	Life and Accident	6:38	8:11	7:55
On Hold Time				
	% Calls Answered	86%	91%	96%
	Average Wait Time	19.7 seconds	10.5 sec	17 sec
Abandonment Rate		1.3%	.47%	.79%