



**TEACHERS' AND STATE EMPLOYEES' RETIREMENT SYSTEM & LOCAL  
GOVERNMENTAL EMPLOYEES' RETIREMENT SYSTEM**

# Operations Update

October 29, 2020



**North Carolina**  
Total Retirement Plans



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
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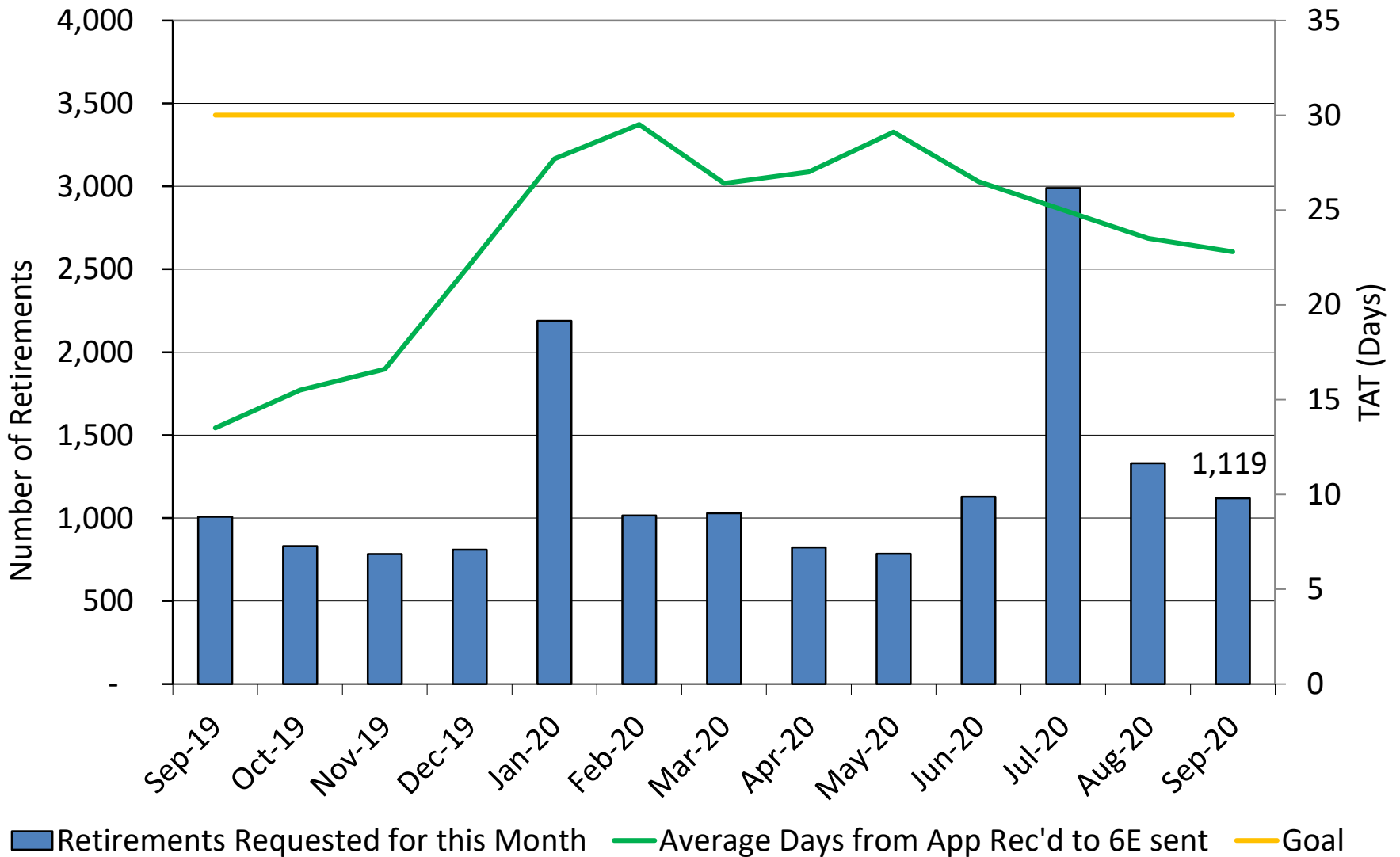
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT

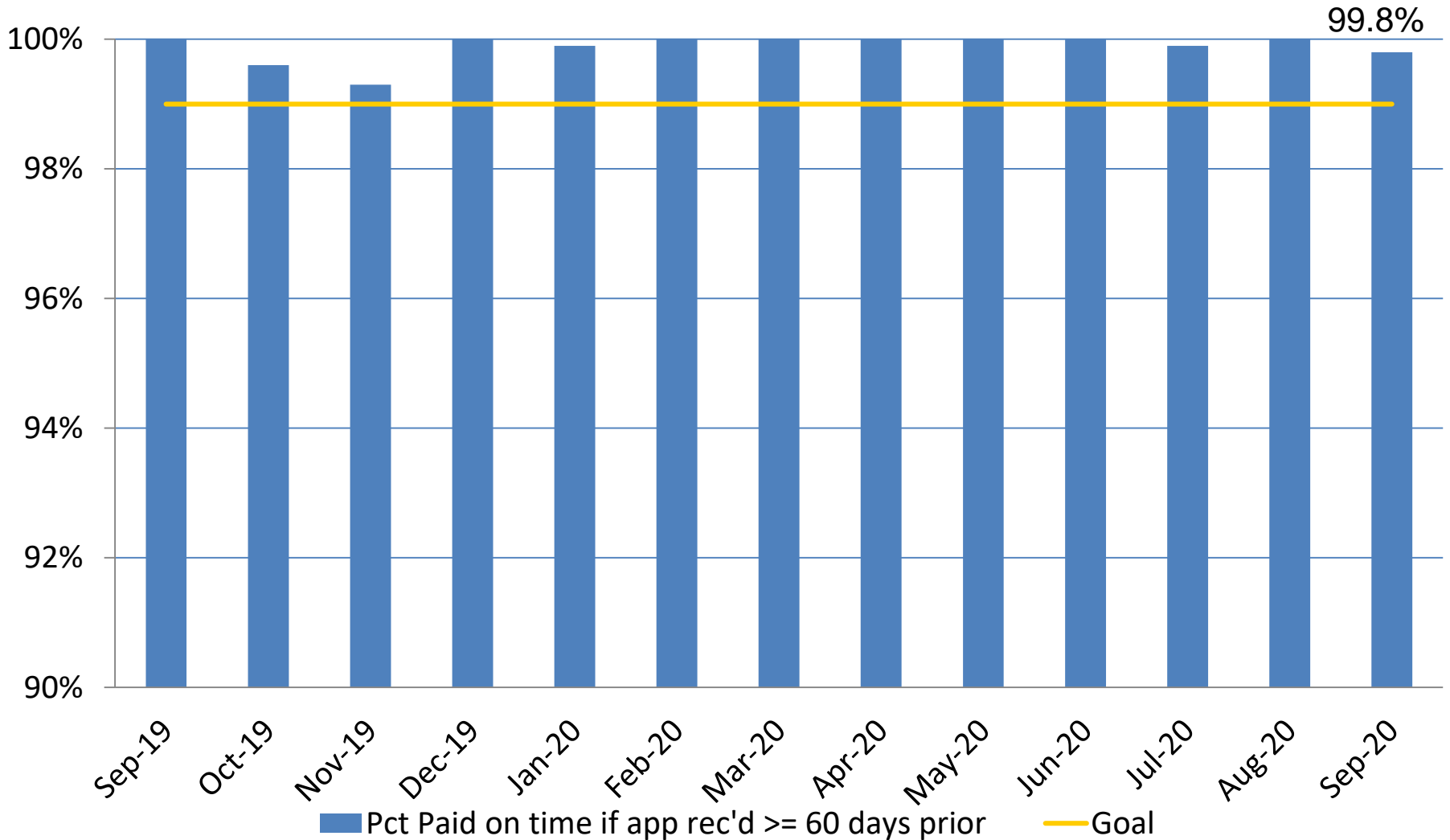


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Total Retirement Plans



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# Retirement Processing - 60 Day Paid On Time Rate

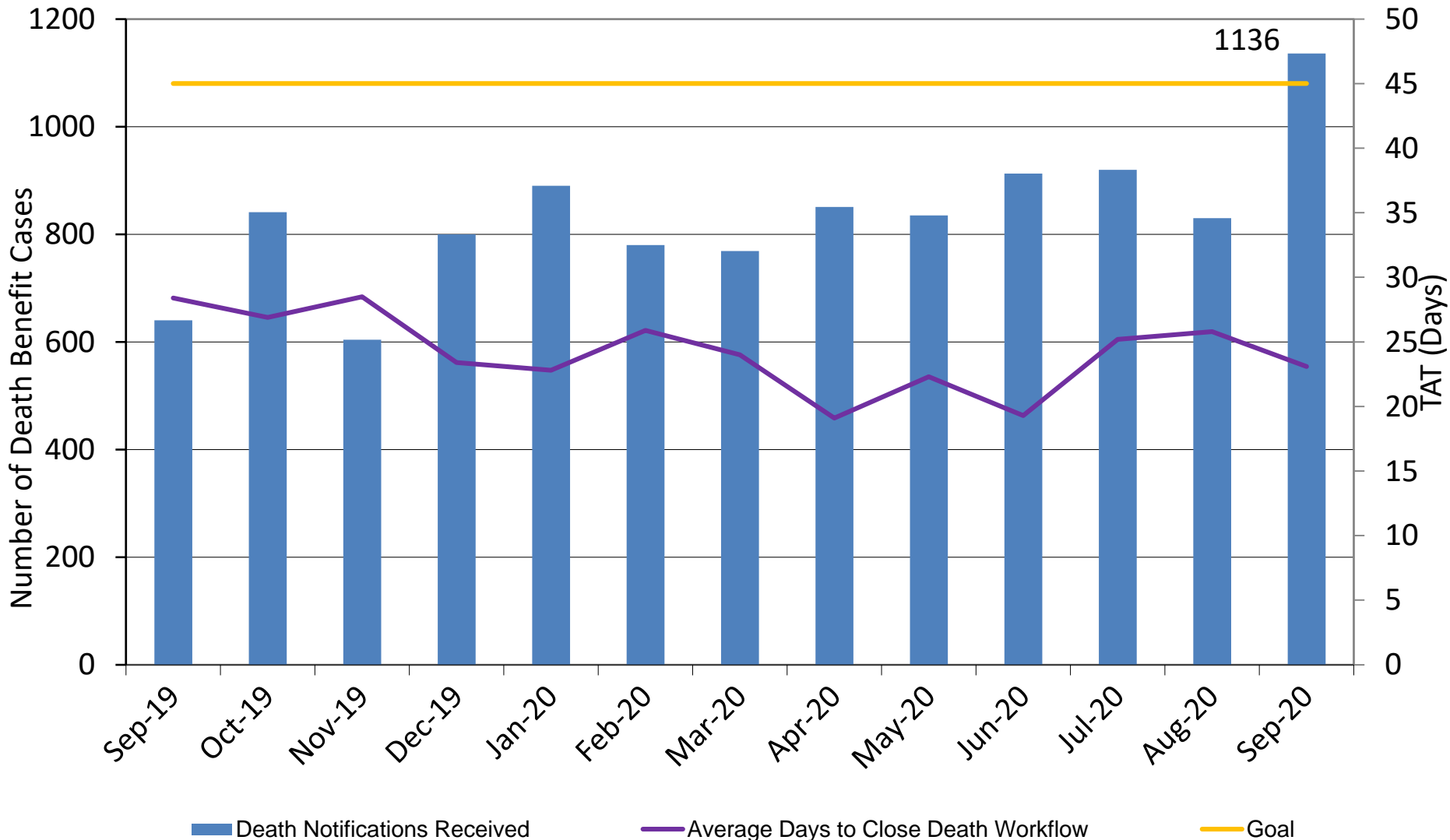


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# Benefit Processing - Death Notifications

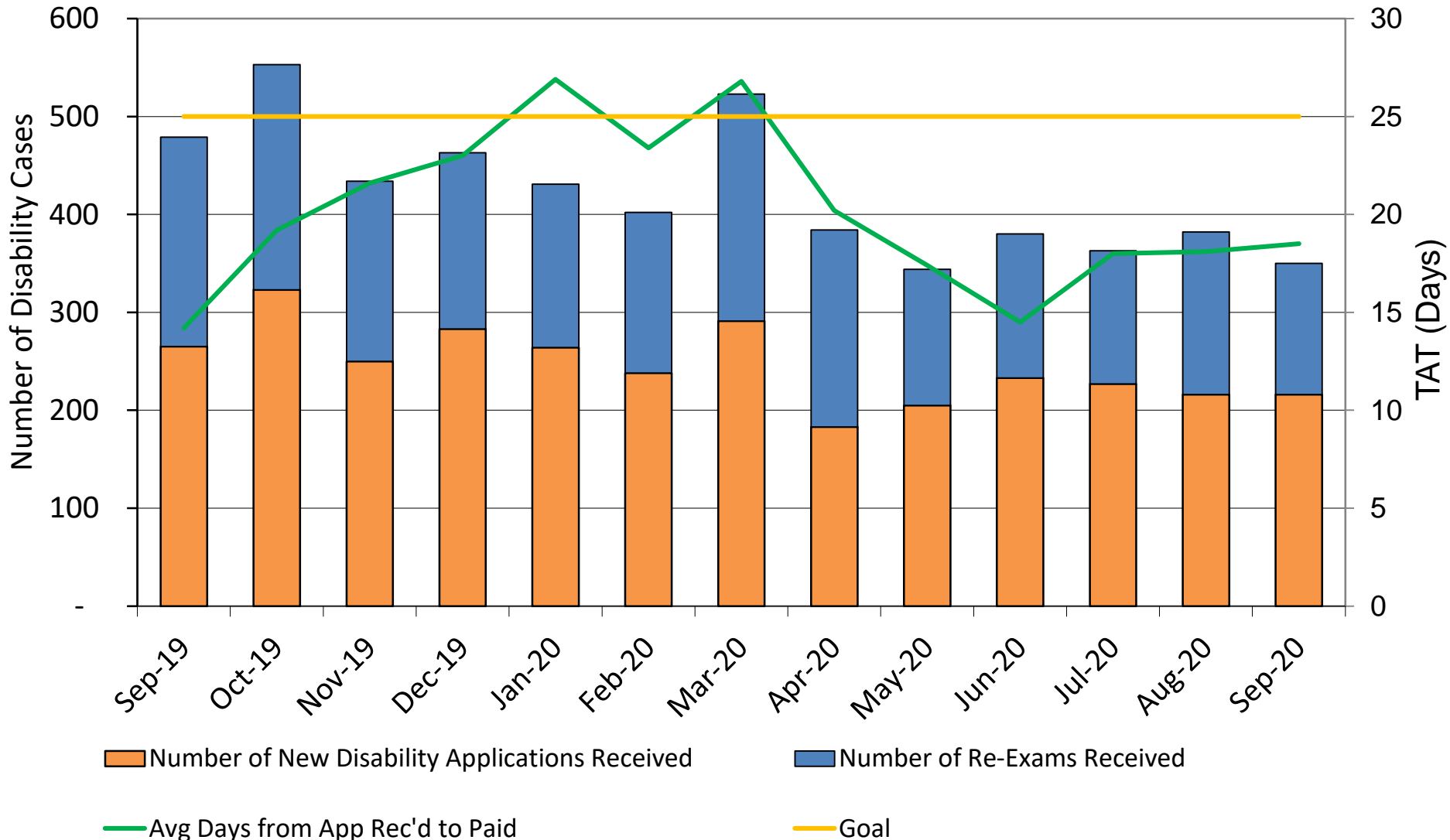


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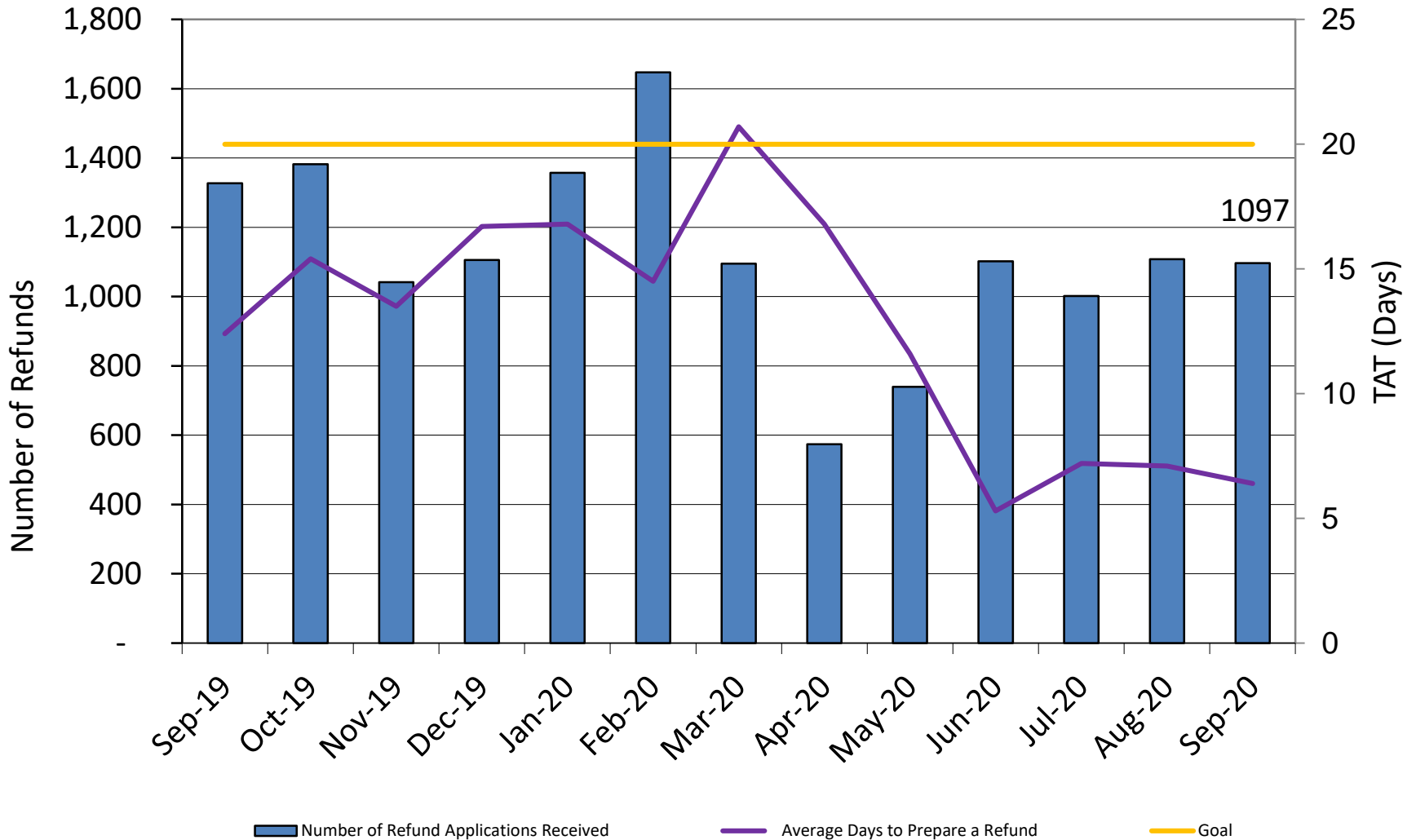


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# Benefit Processing - Disability Applications



# Benefit Processing - Refund Requests

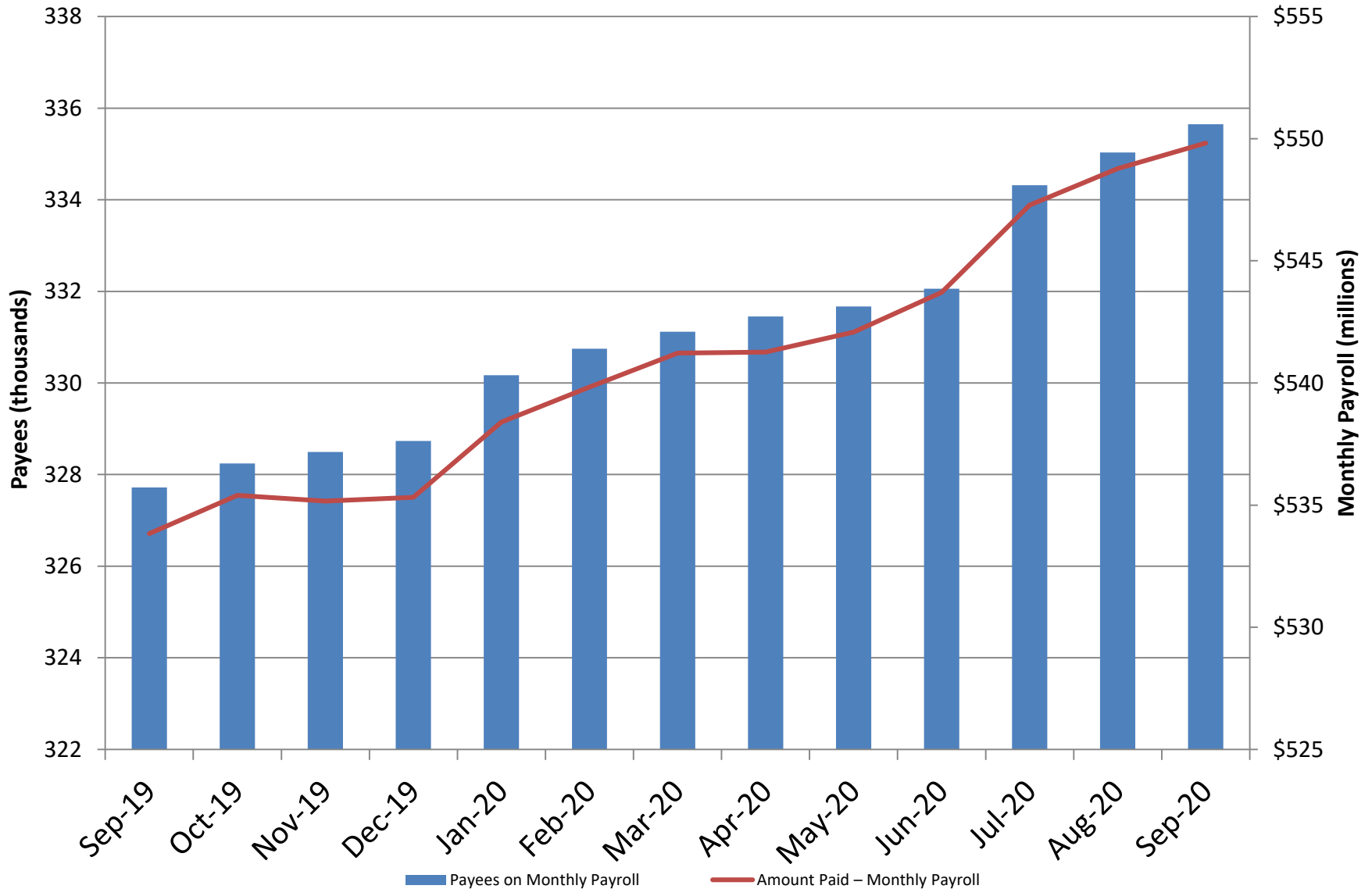


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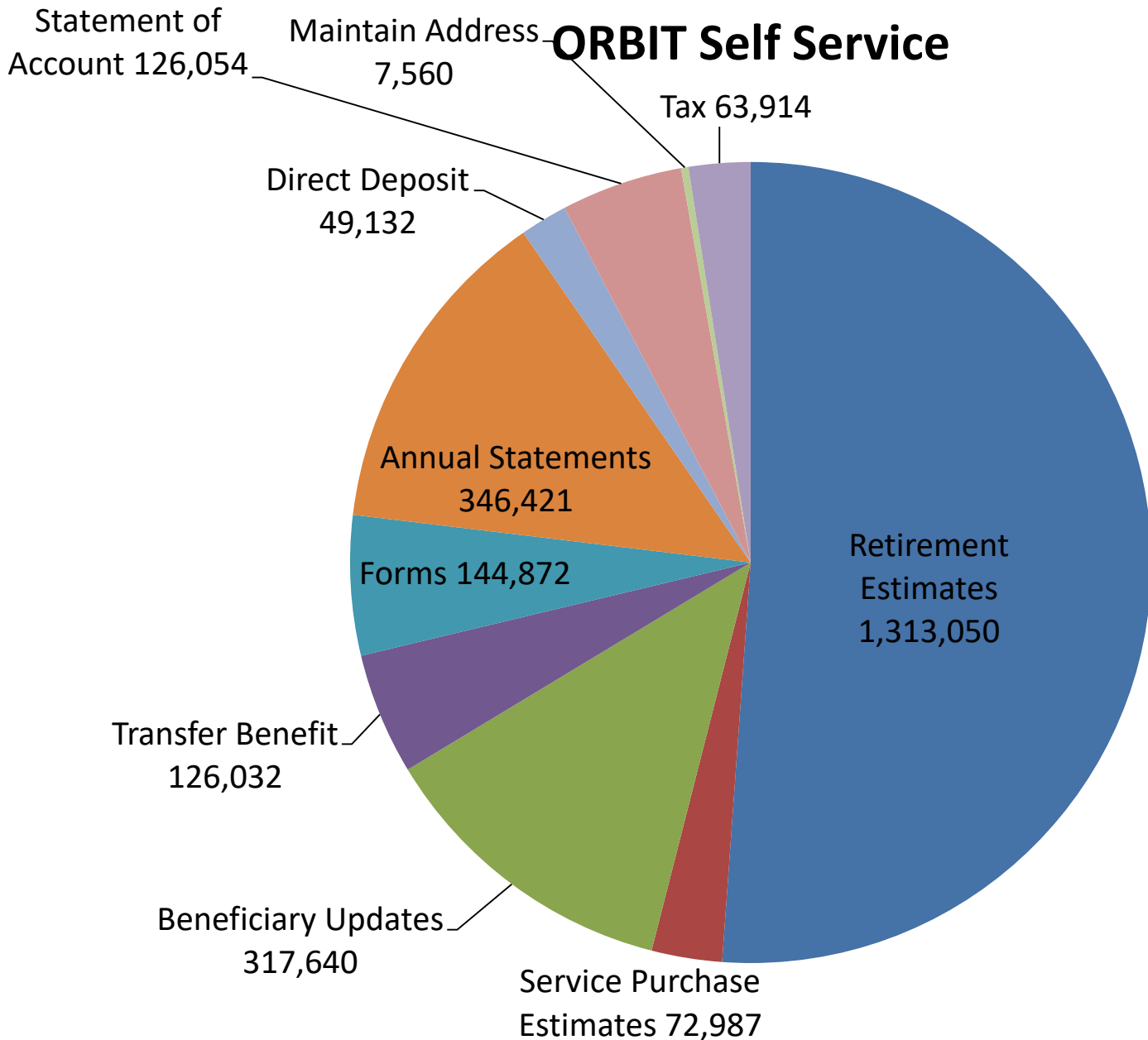
# Payroll Processing - Monthly Payroll





# ORBIT Self Service

Data is for last 12 months.



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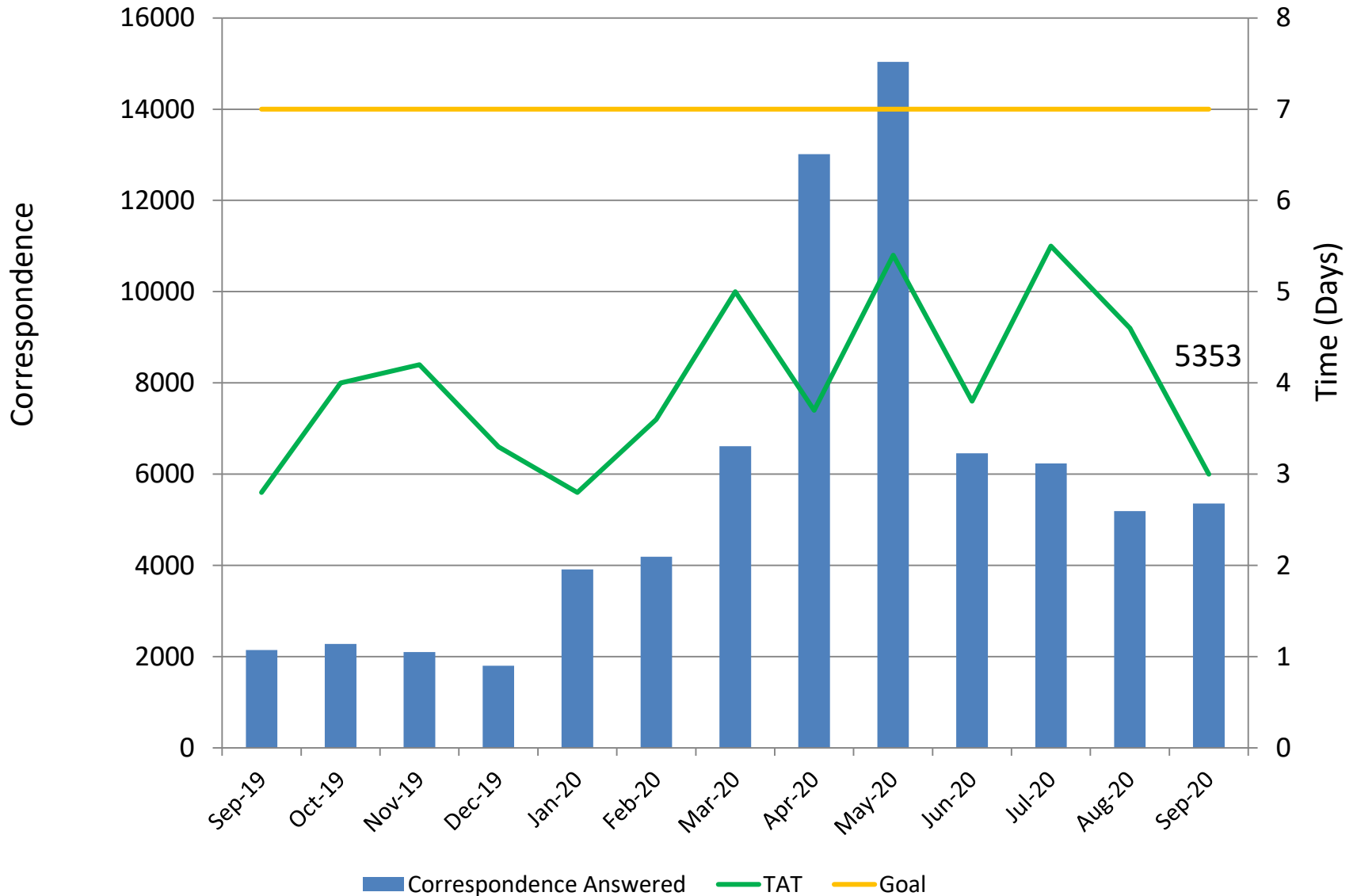
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# Member Services

# Educational Retirement Group - Correspondence

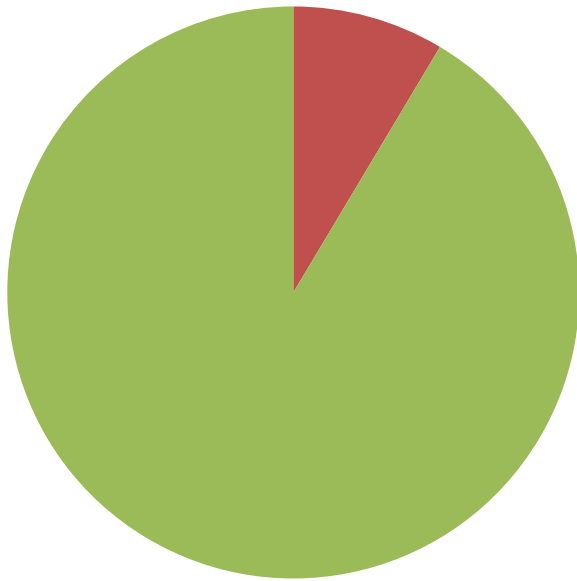


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## Educational Retirement Group – 2020/2021 Fiscal Year Meetings and Webinars



	Count Jul 2020 - YTD	Attendees Jul 2020 - YTD
Employee	0	0
Employer	3	57
Webinar	32	1,808
Total	35	1,865
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



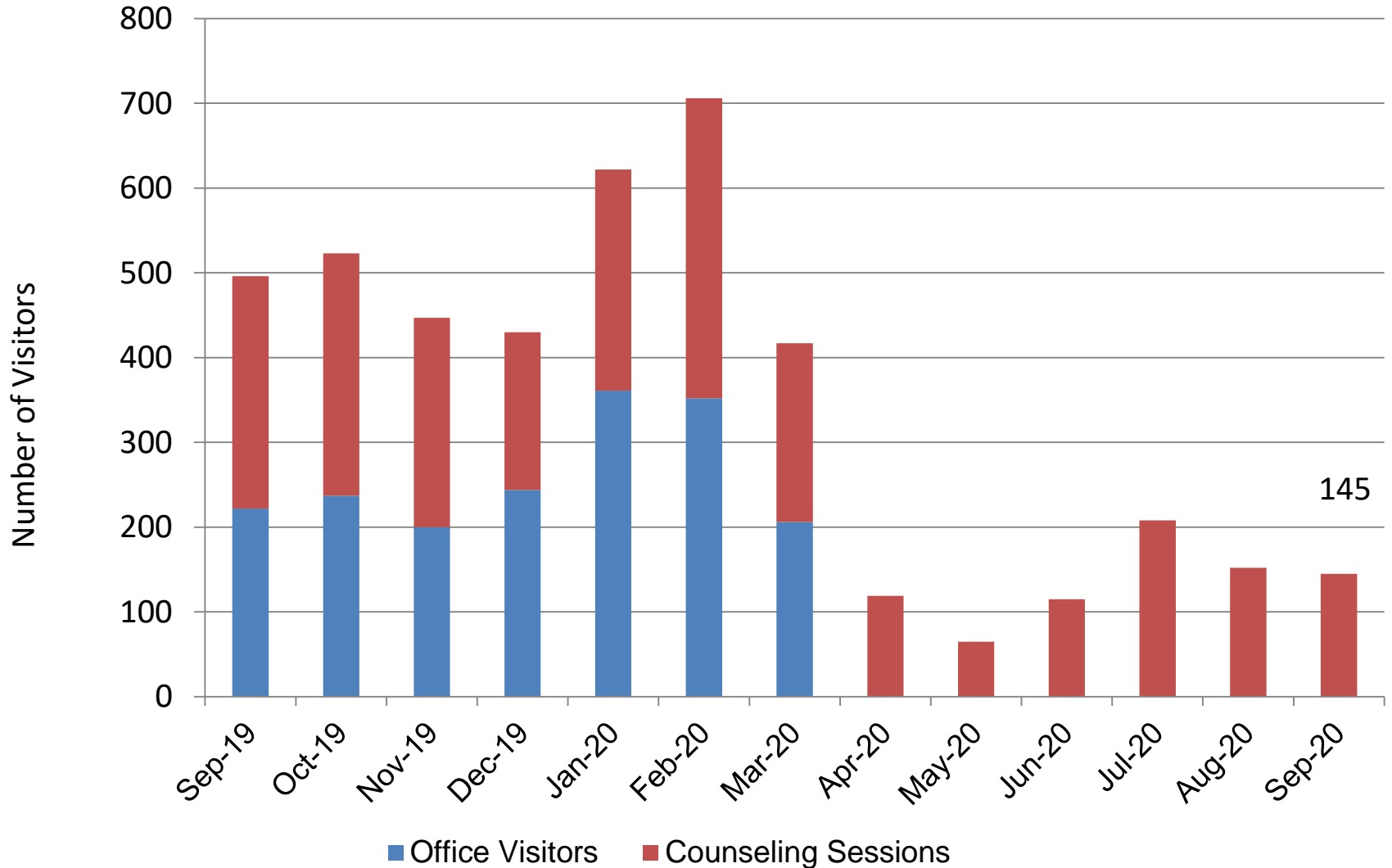
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FY 20/21 Counseling = 505  
Annual Goal = 2,480

# Educational Retirement Group - Visitors and Counseling Sessions

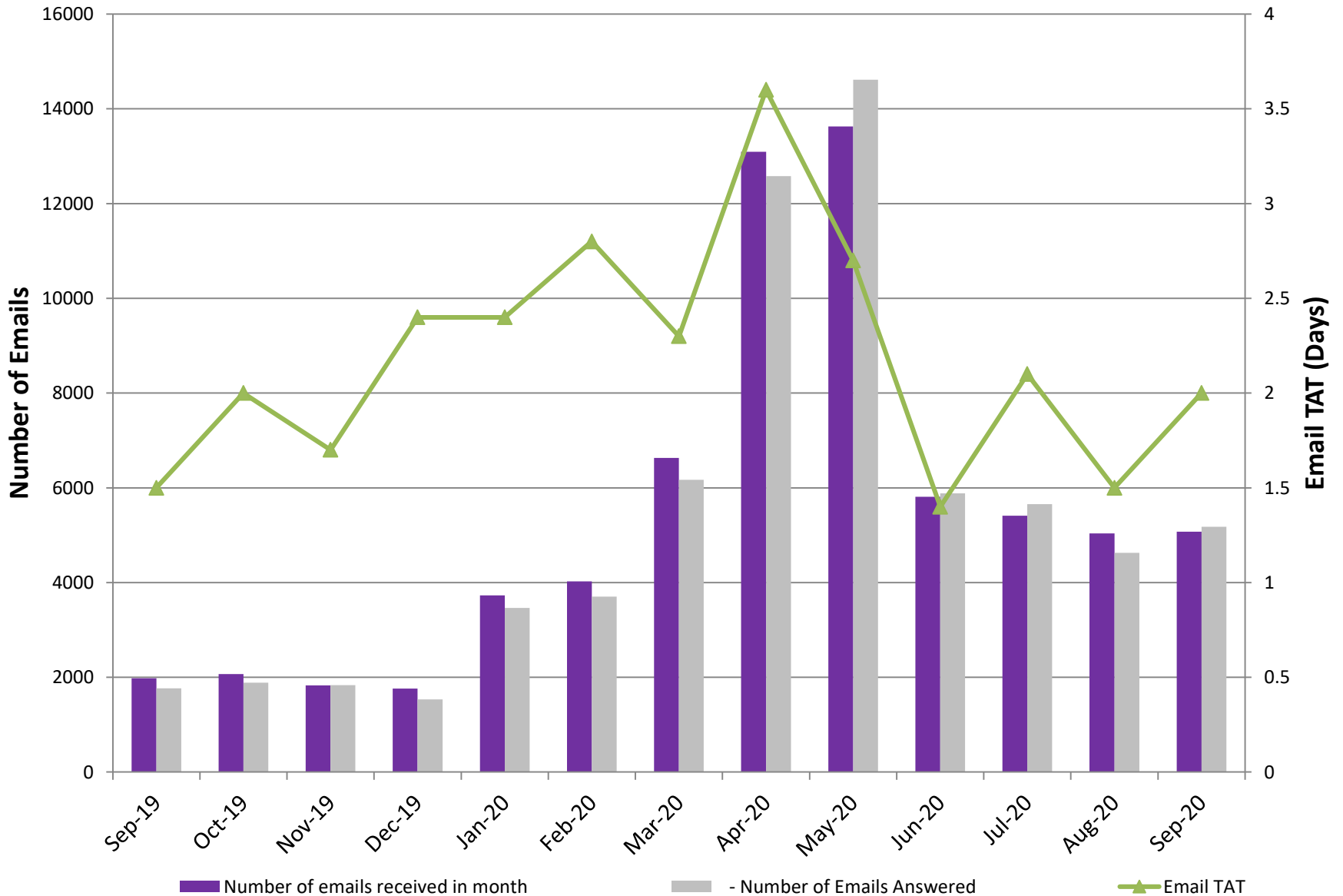


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# Member Services - Emails Received and Answered

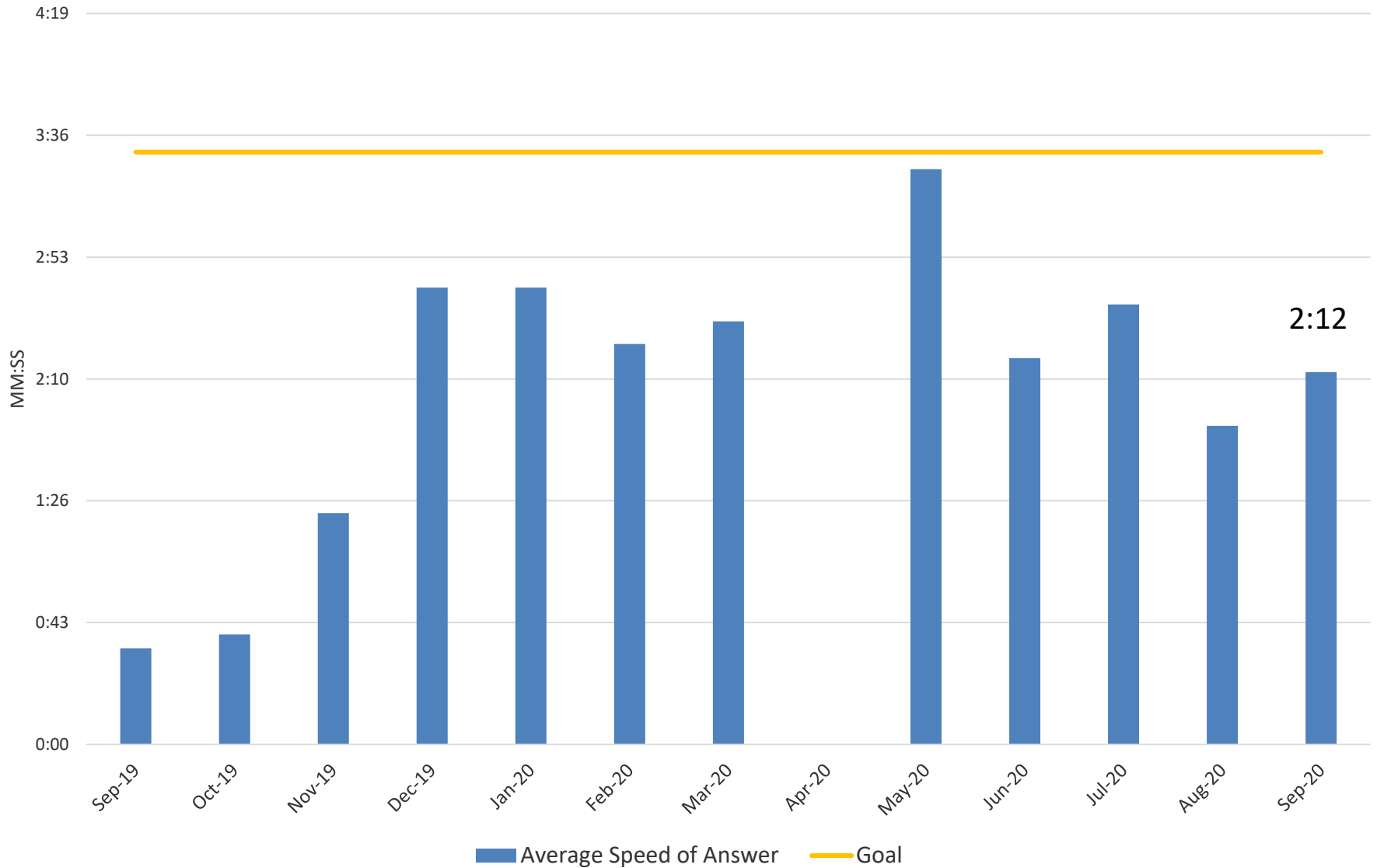


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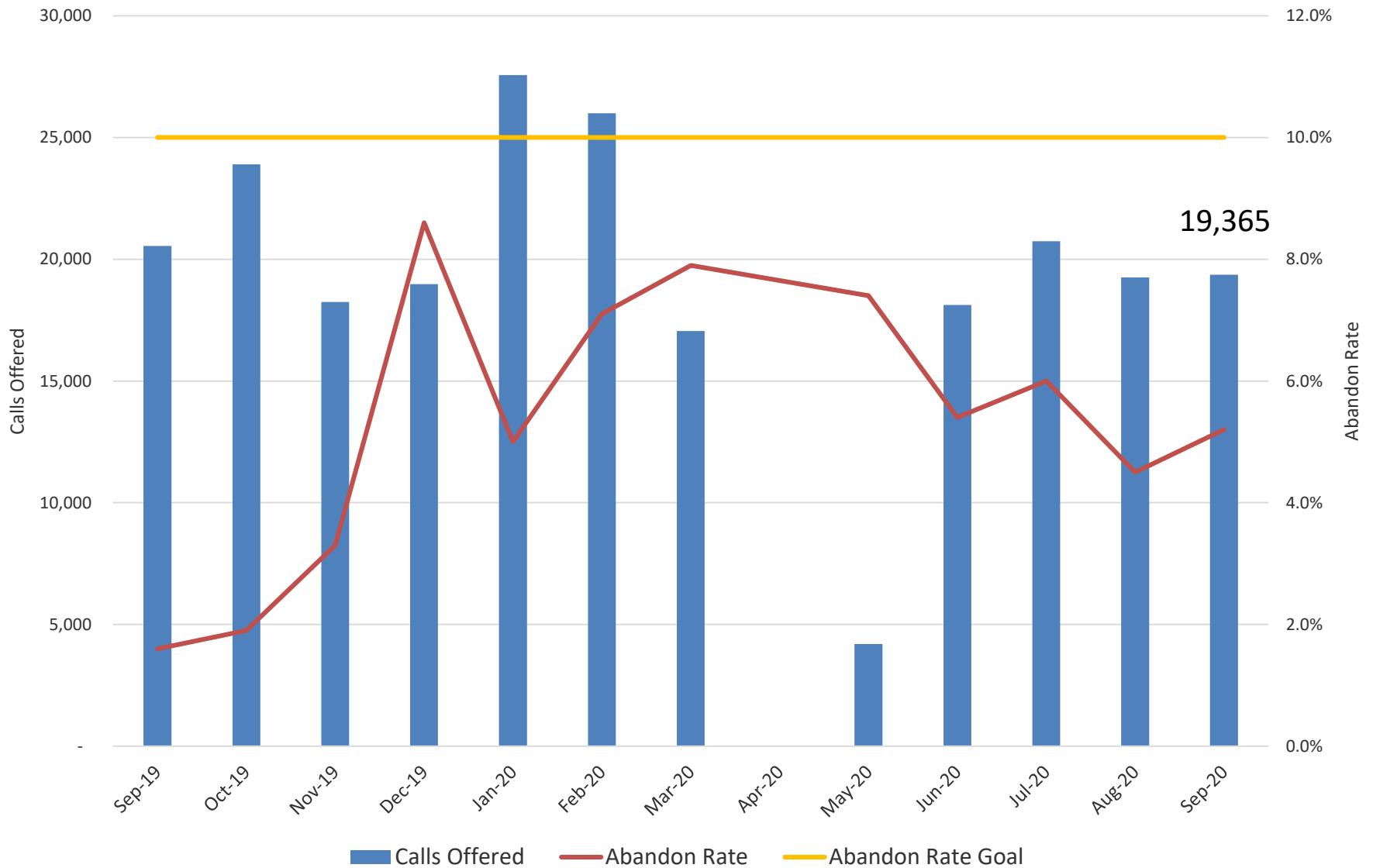


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# Call Center - Average Speed of Answer



# Call Center - Calls Offered and Abandoned







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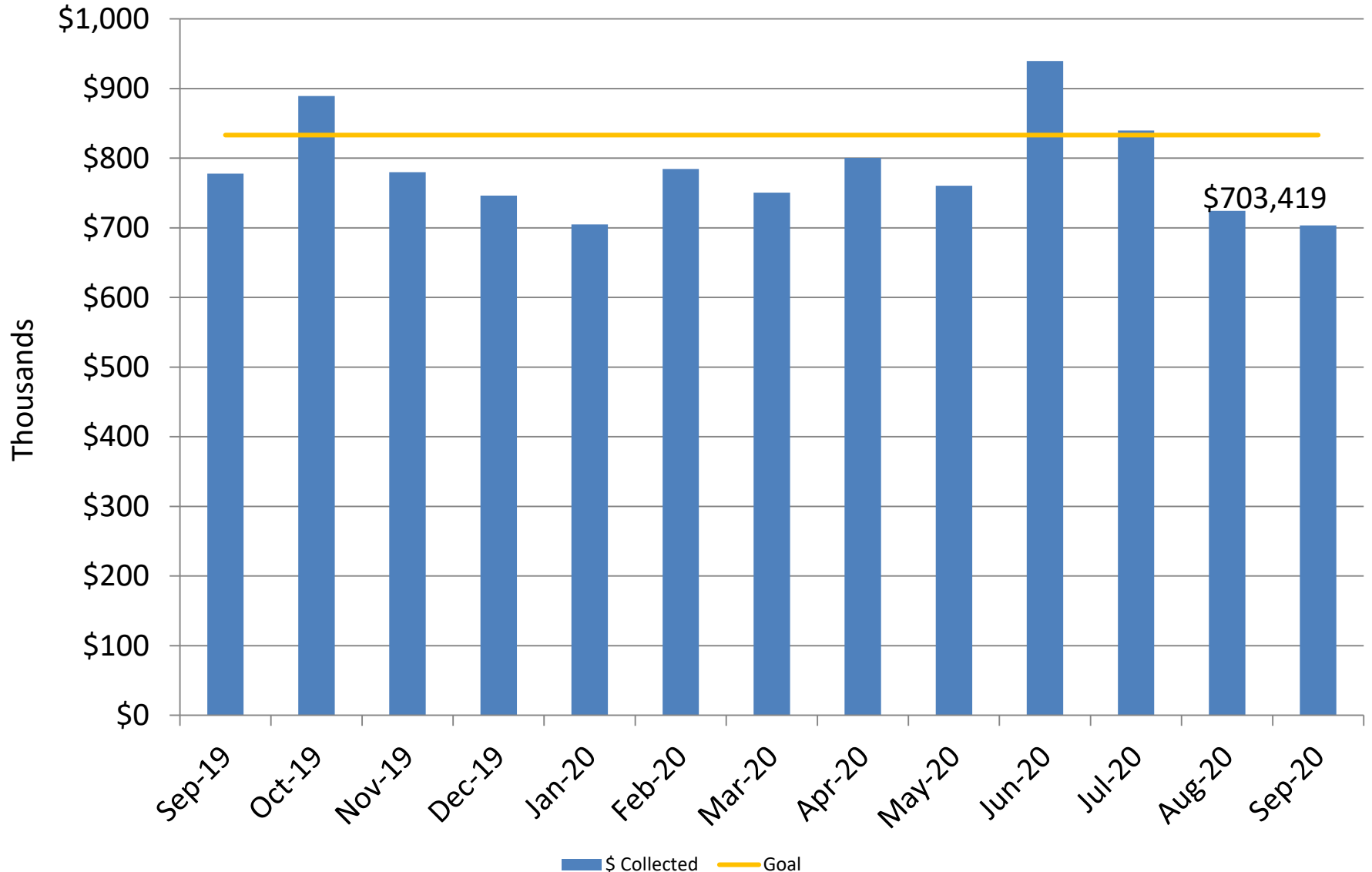


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# Policy, Planning & Compliance

# Overpayments - Amount Collected

Collected in past 13 months:  
\$10,202,270



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## Contribution-Based Benefit Cap (CBBC) Liabilities

- 339 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 10/6/2020
  - 126 invoices are for LGERS employers
  - 213 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/6/2020 exceeds \$32.3 million
- Average invoice cost: \$95,310.70
  - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 297 employers have paid in full
  - Total CBBC liabilities collected: exceeds \$26.5 million