

FEBRUARY | FYTD-2025

Benefit Services Update

ANNUITY PAYMENTS

**\$6.8
BILLION**



ANNUITY PAYMENTS ISSUED

98% EFT
2% Warrants

Total Payments: 3,081,159

KEY PERFORMANCE INDICATORS (as of February 28th, 2025)

334,056
TELEPHONE CALLS

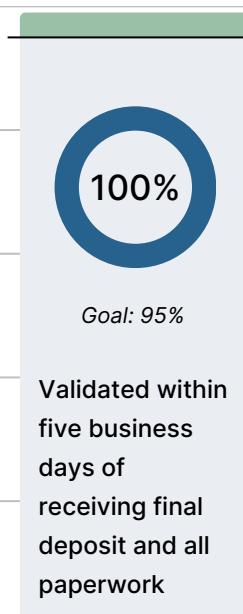
51,203
BENEFIT ESTIMATES

14,035
RETIREMENTS PROCESSED

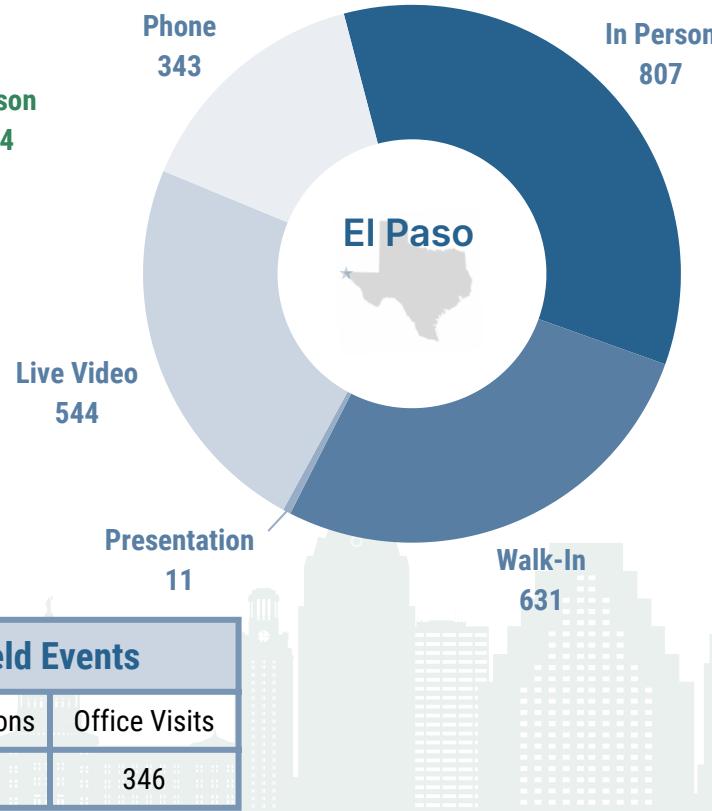
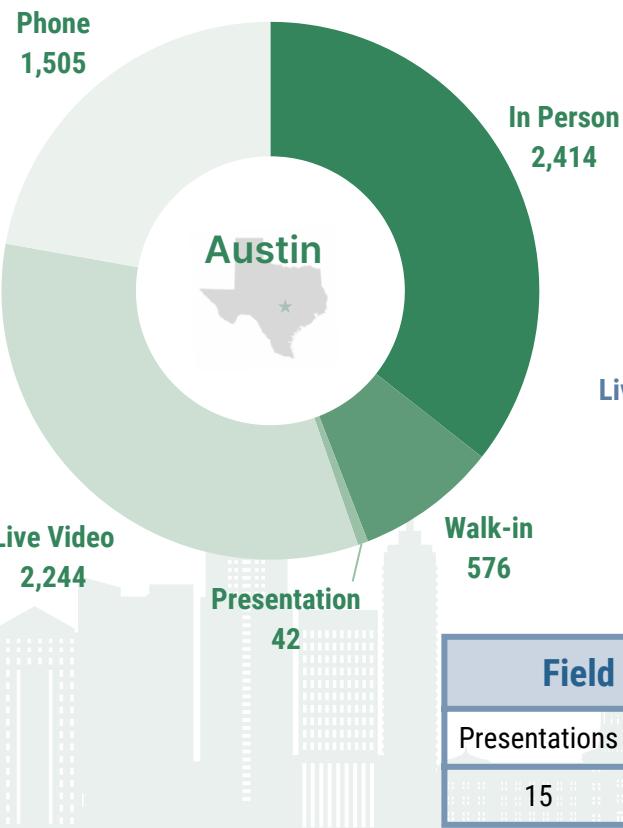
38,193
REFUNDS PAID

8,072
DEATH CLAIMS ACKNOWLEDGED

9,880
DEATH CLAIMS PAID



MEMBER EDUCATION AND COUNSELING



BENEFIT OPERATION SUPPORT

TRAINING

4 Full and 1 Micro Foundational Trainings
9 Secure Message Trainings
13 Other Trainings
183 KB Updates

E-LEARNING

5 e-Learnings
8 Instructional Materials
24 Supplemental Materials

QUALITY ASSURANCE

6,041 Call Evaluations
238 Recording Requests
603 OV Evaluations

WORKFORCE MANAGEMENT

30,908 Schedules Produced
18,745 Schedule Changes
584 RTA Occurrences

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BENEFIT SERVICES VACANCIES



REPORTING EMPLOYERS

RE Reports:

7,014 Processed
1,016 Outstanding
8,030 Total

RE Activity:

5,758 Calls
95,747 Emails
138 Chats

EAR Strikes:

294 First Strike Warning
81 Second Strike Warning
25 Third Strike Warning

RE Penalties:

114 Regular Payroll
34 EAR