



FEBRUARY | FYTD-2025

Benefit Services Update

ANNUITY PAYMENTS

**\$6.8
BILLION**



ANNUITY PAYMENTS ISSUED

98% EFT
2% Warrants

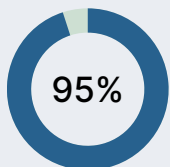


Total Payments: 3,081,159



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

334,056
TELEPHONE
CALLS



Goal: 90%

Telephone calls answered within three minutes

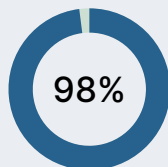
51,203
BENEFIT
ESTIMATES



Goal: 95%

Estimates mailed within thirty-one days of request by member

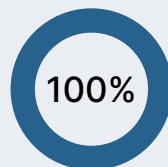
14,035
RETIREMENTS
PROCESSED



Goal: 98%

Retirees receiving first retirement annuity payment on time

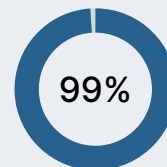
38,193
REFUNDS
PAID



Goal: 95%

Validated within five business days of receiving final deposit and all paperwork

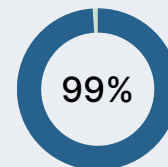
8,072
DEATH CLAIMS
ACKNOWLEDGED



Goal: 95%

Within fourteen days of receipt of death paperwork

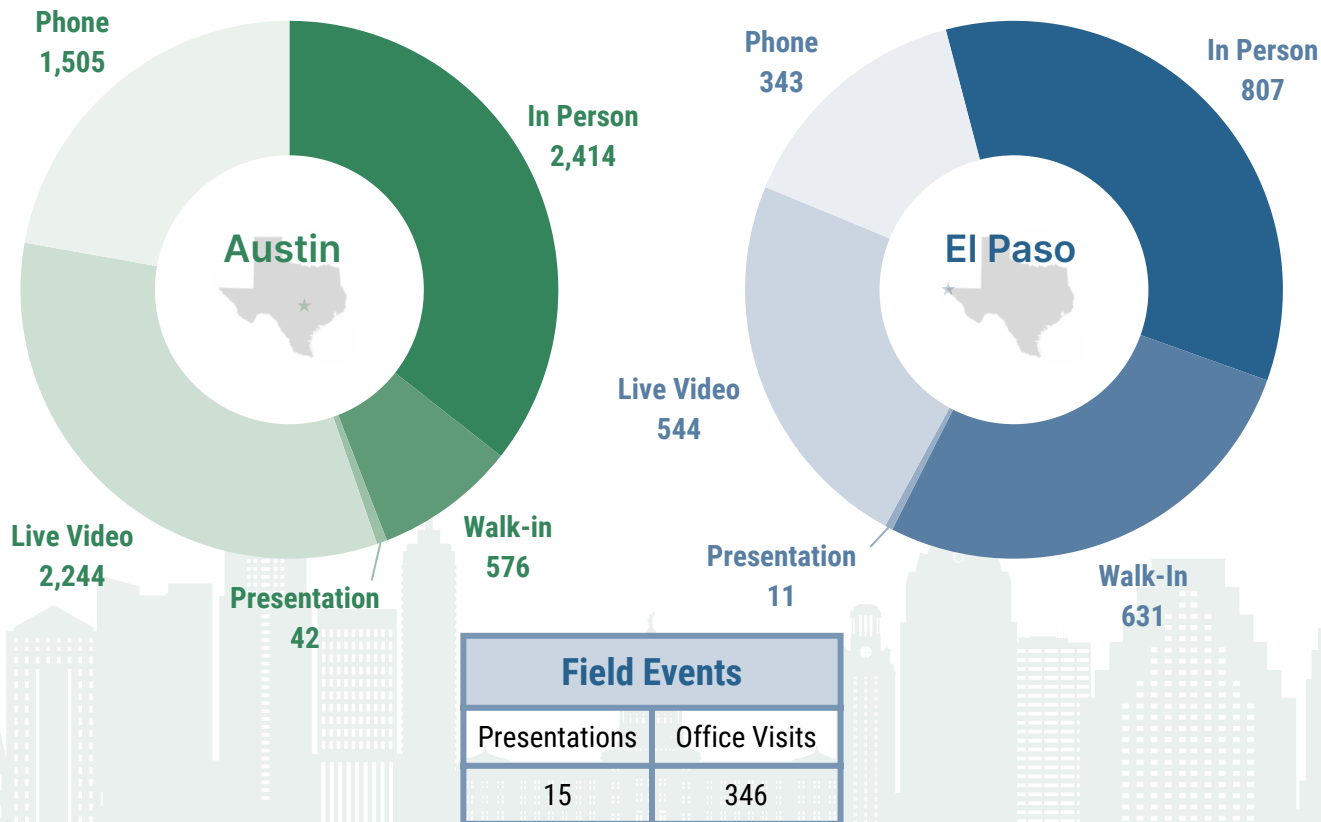
9,880
DEATH CLAIMS
PAID



Goal: 95%

Payments issued within thirty-one days of receipt of all required paperwork

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