



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

Operations Update

April 28, 2022



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



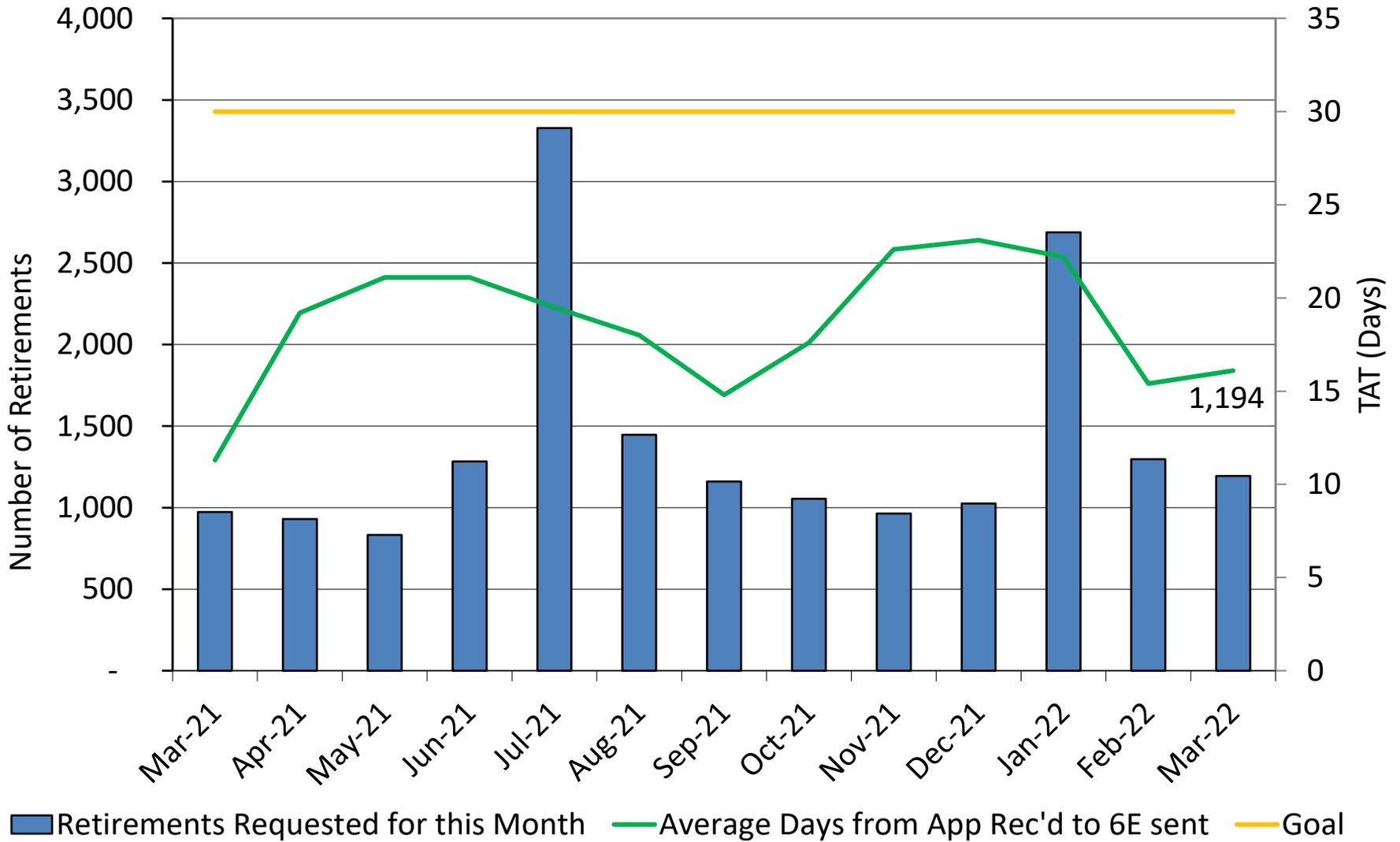
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

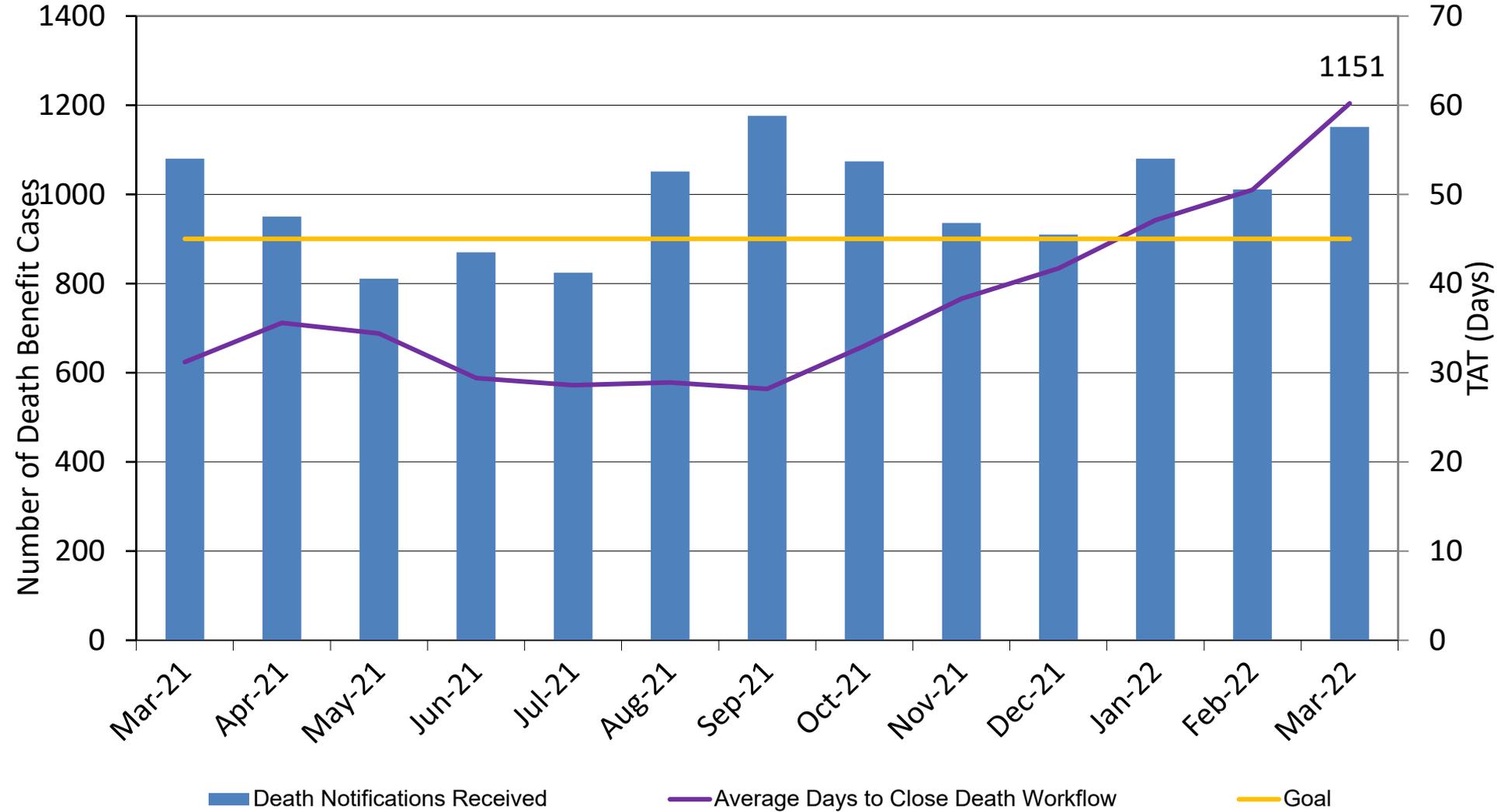


North Carolina
Total Retirement Plans



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Benefit Processing - Death Notifications

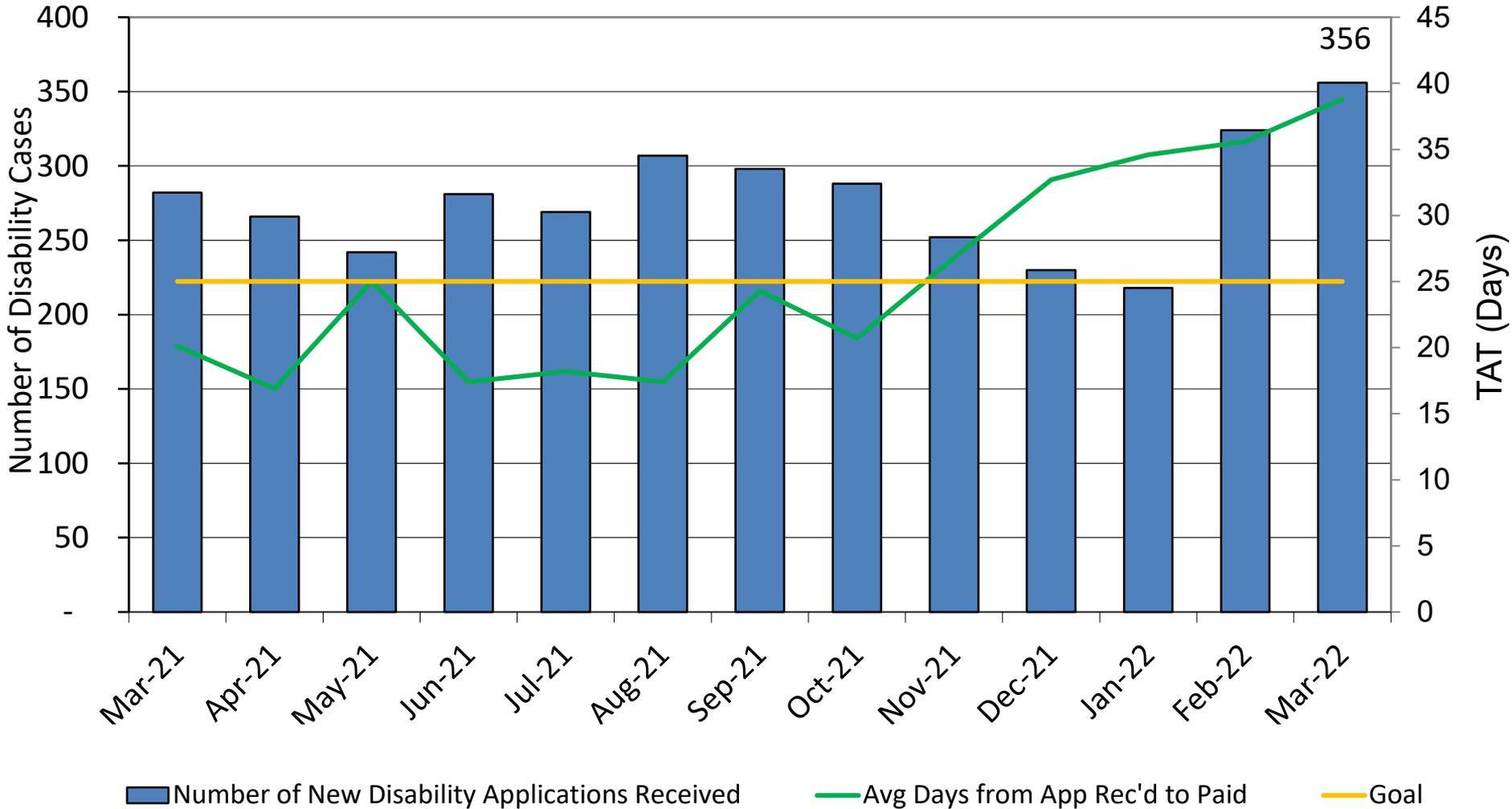


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Benefit Processing - Disability Applications

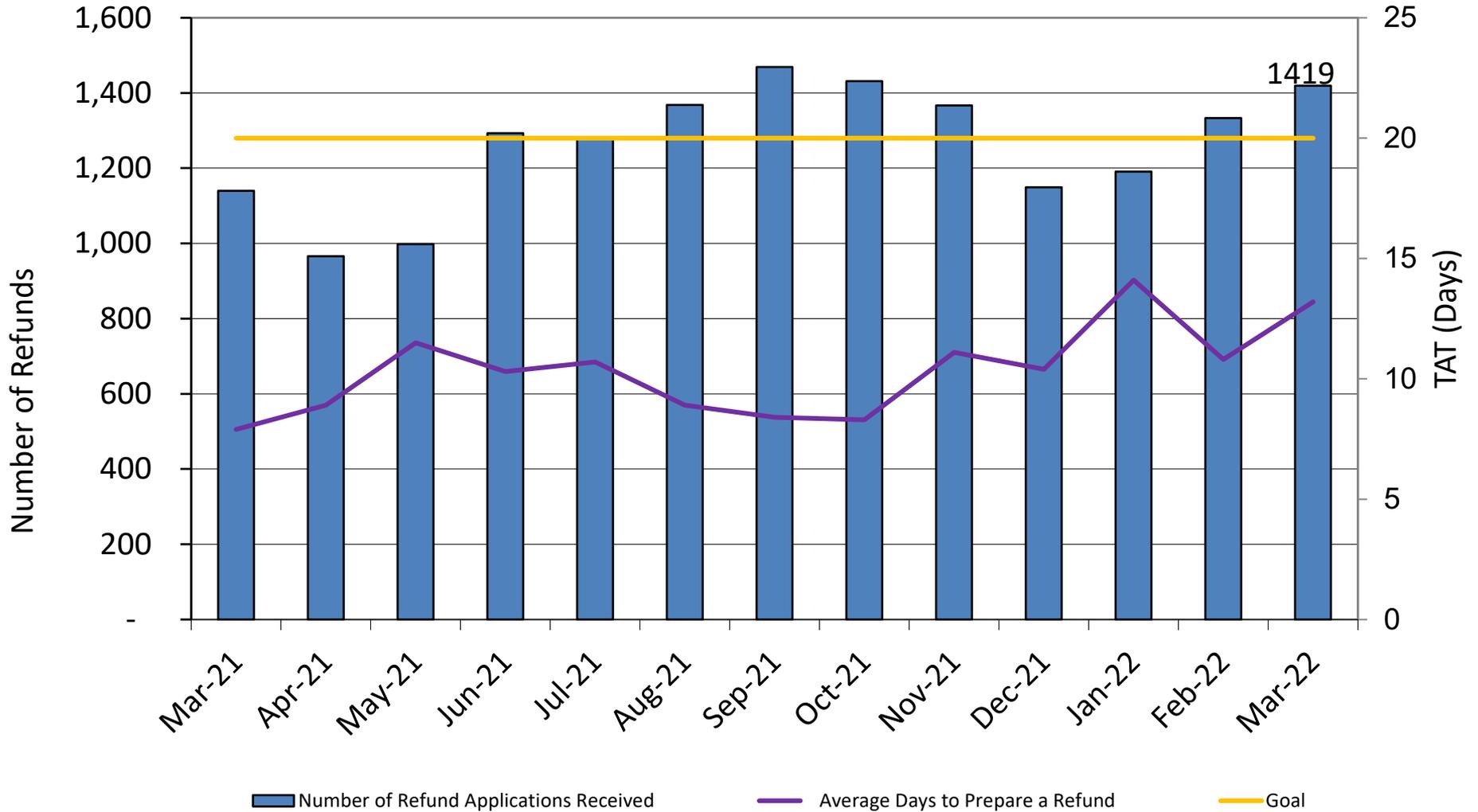


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Benefit Processing - Refund Requests

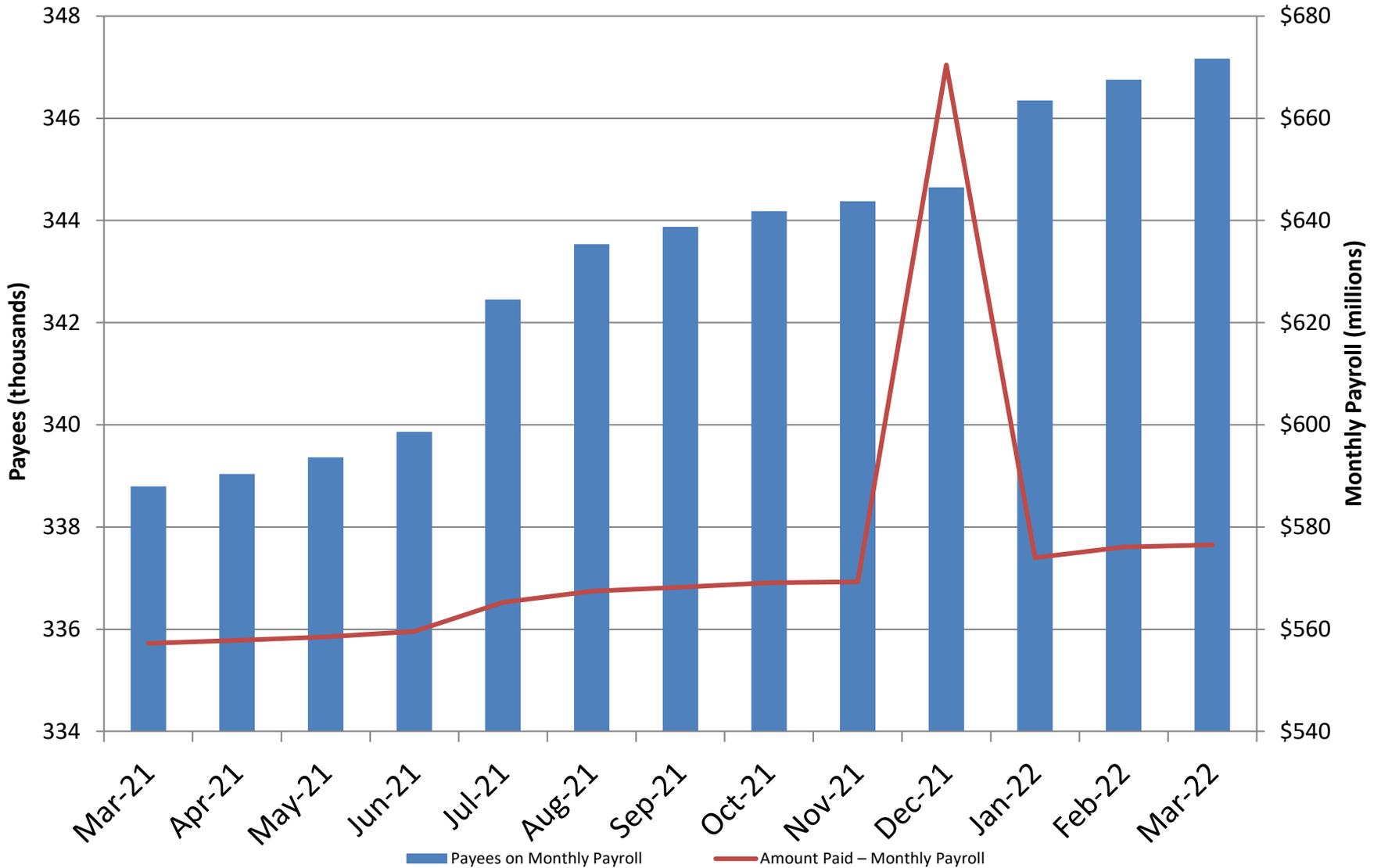


North Carolina
Total Retirement Plans

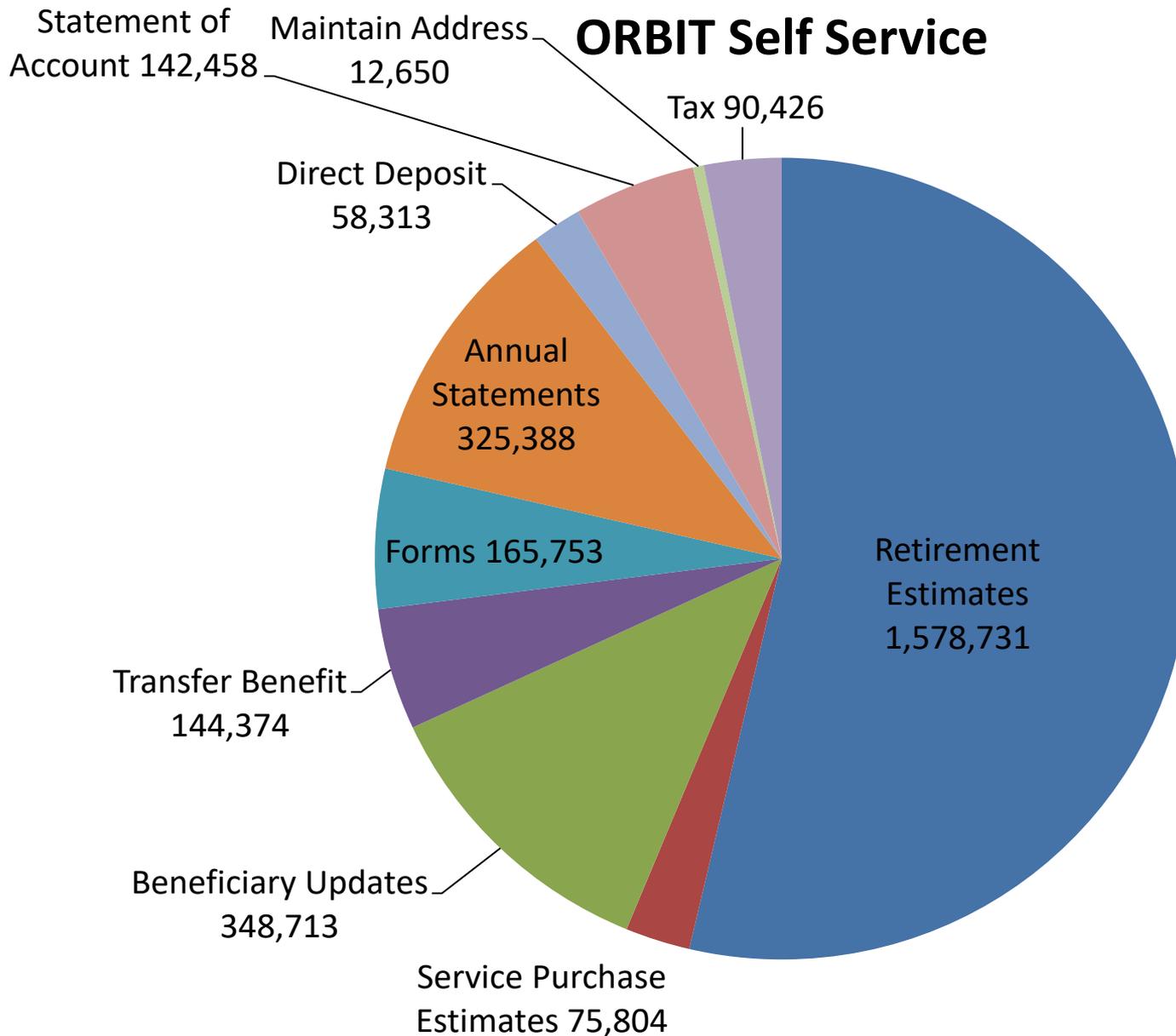


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Payroll Processing - Monthly Payroll



ORBIT Self Service



Data is for last 12 months.



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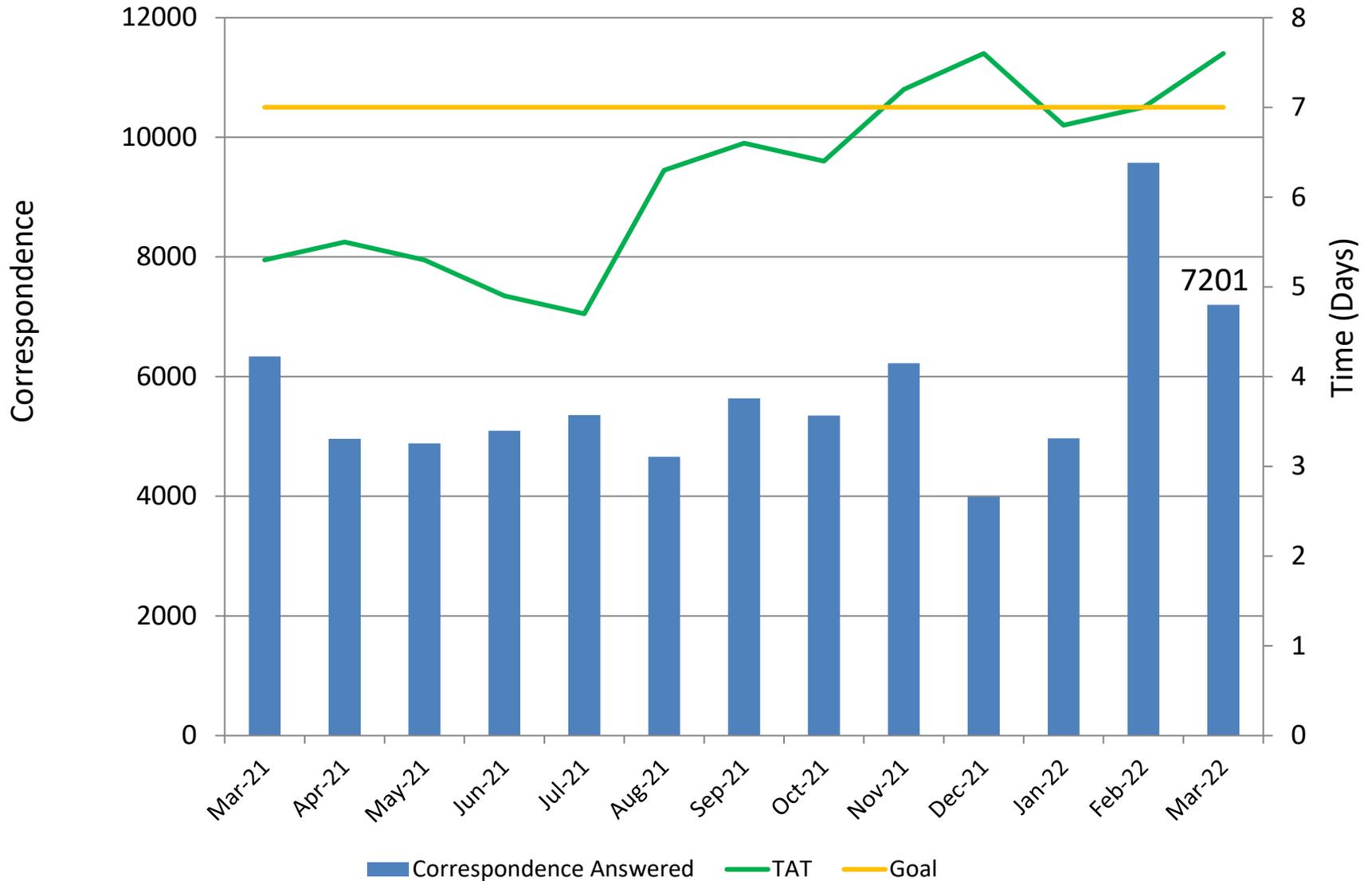
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Member Services

Educational Retirement Group - Correspondence

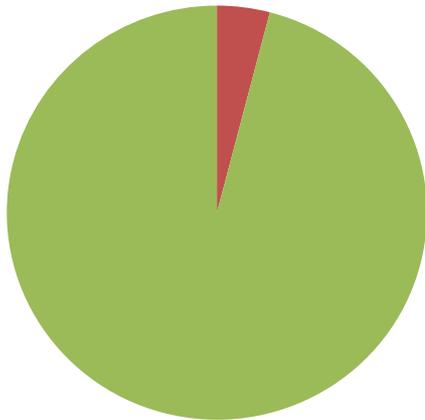


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Educational Retirement Group – 2021/2022 Fiscal Year Meetings and Webinars



	Count Jul 2021 - YTD	Attendees Jul 2021 - YTD
Employee	0	0
Employer	11	676
Webinar	260	6,764
Total	271	7,440
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



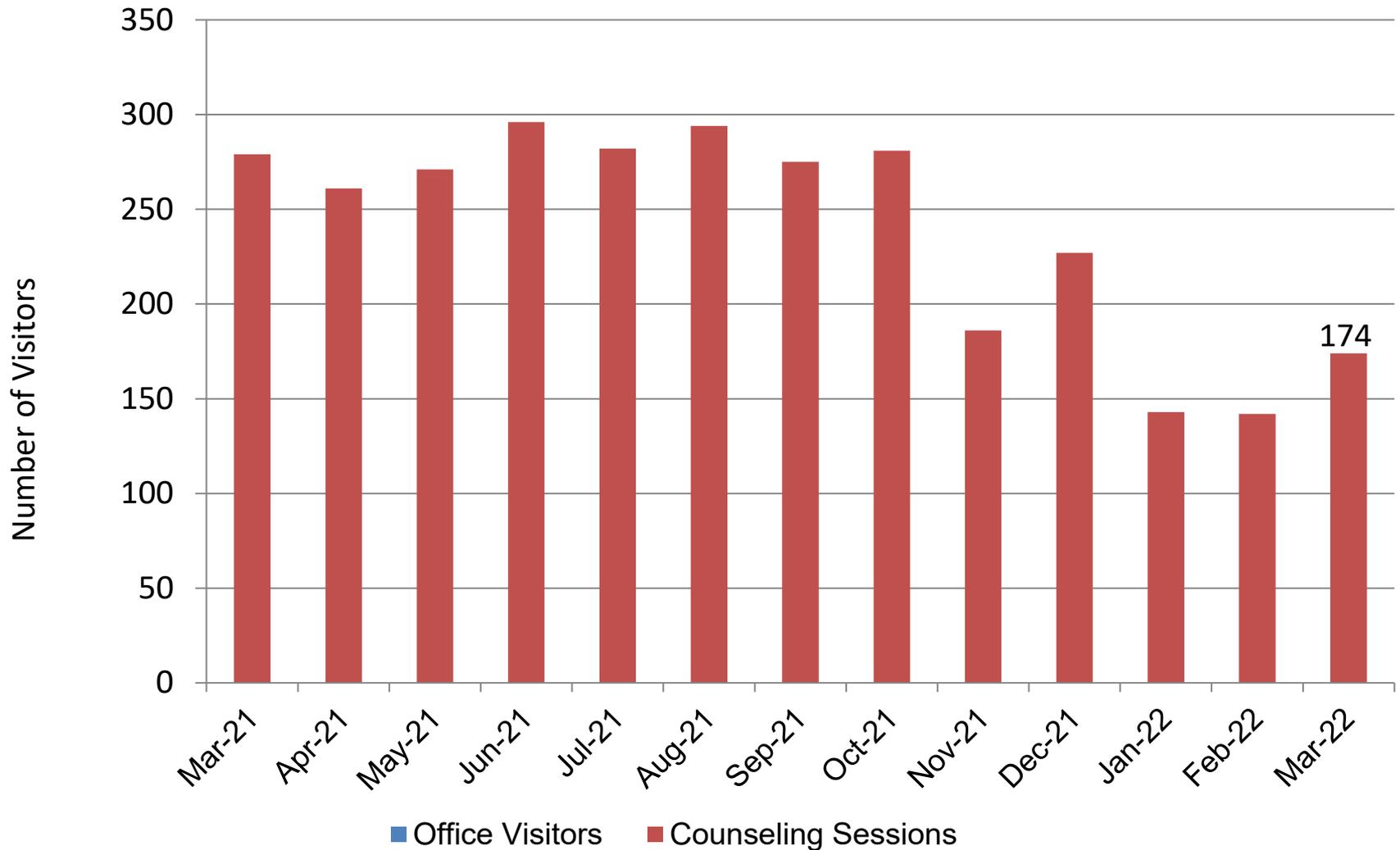
North Carolina
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FY 21/22 Counseling = 2,004
Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

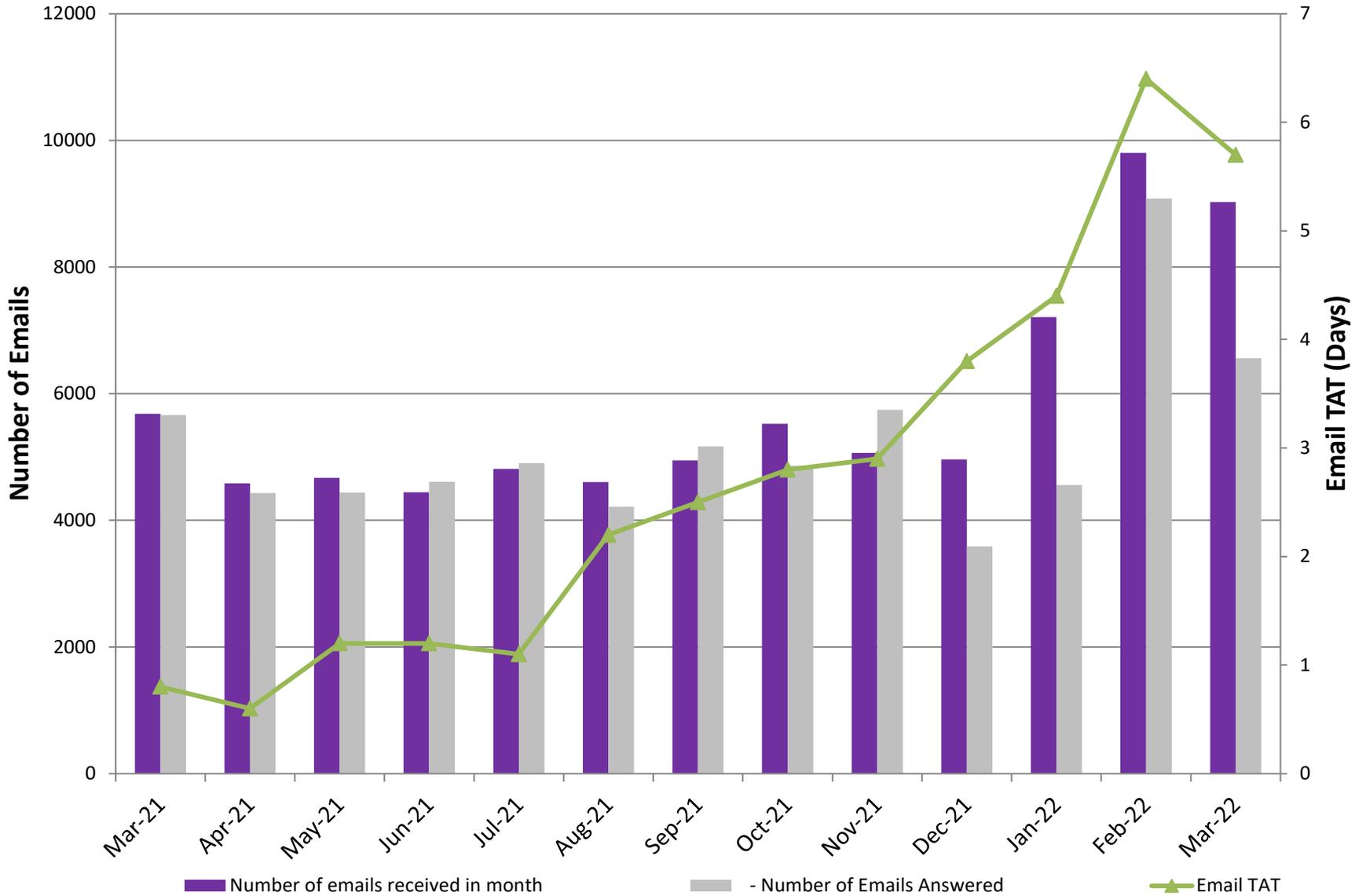


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Member Services - Emails Received and Answered

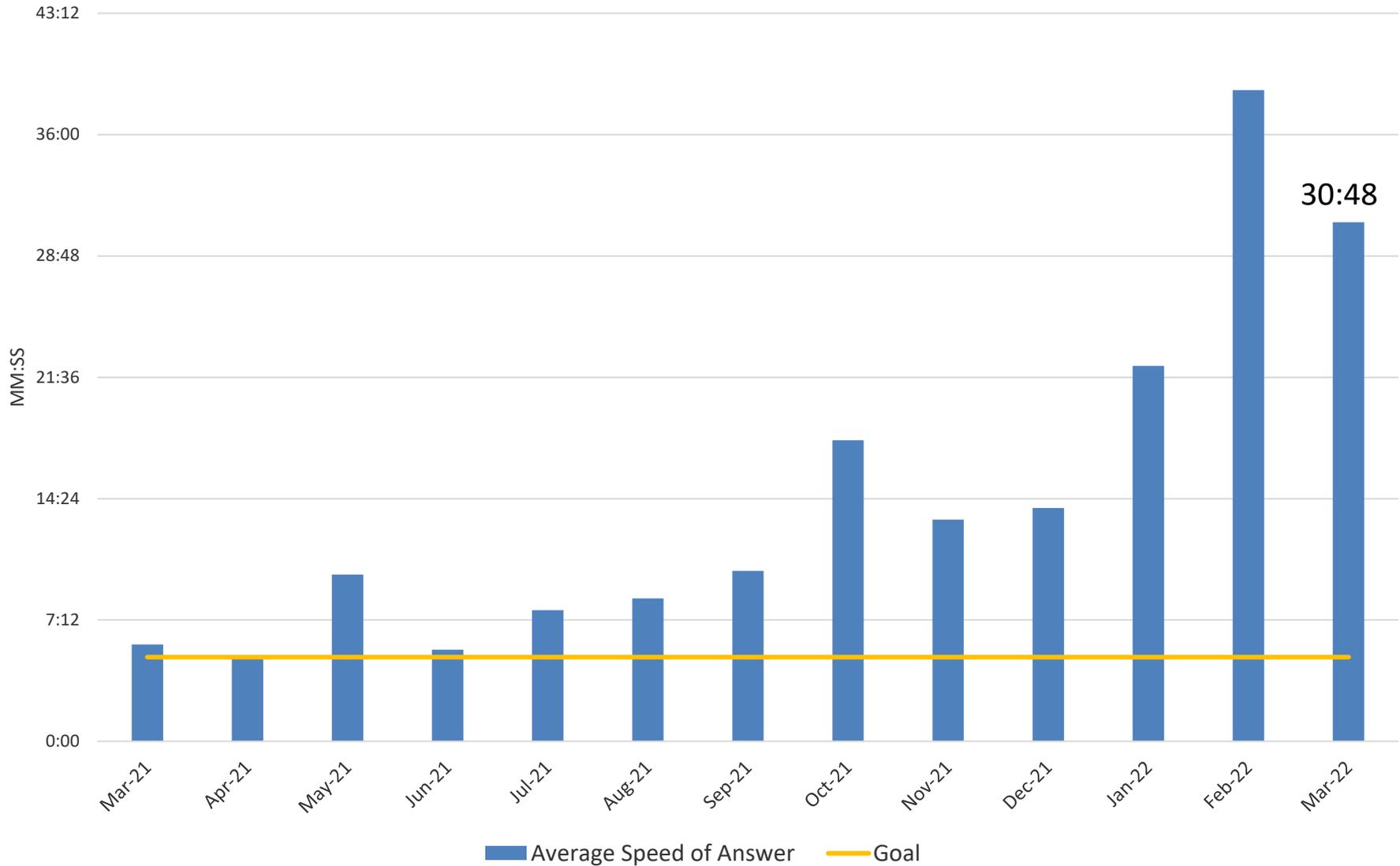


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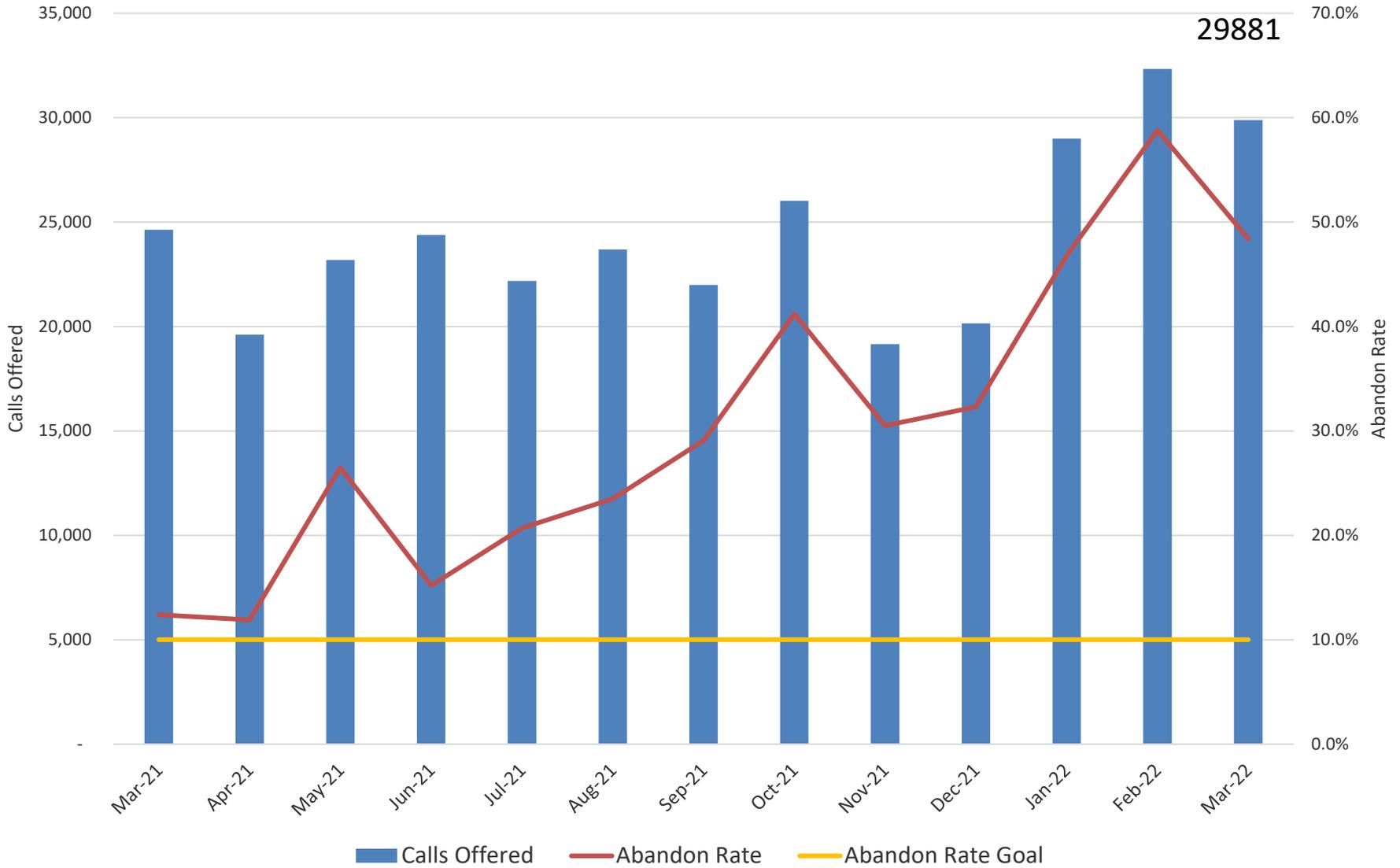


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Call Center - Average Speed of Answer



Call Center - Calls Offered and Abandoned





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Policy, Planning & Compliance

Contribution-Based Benefit Cap (CBBC) Liabilities

- 492 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 4/6/2022
 - 191 invoices are for LGERS employers
 - 301 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 4/6/2022 exceeds \$47.6 million
- Average invoice cost: \$96,836.11
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- For 425 of the retirements, employers have paid required contributions in full
 - Total CBBC liabilities collected: exceeds \$39.5 million



Thank you



Thomas Causey, Executive Director



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