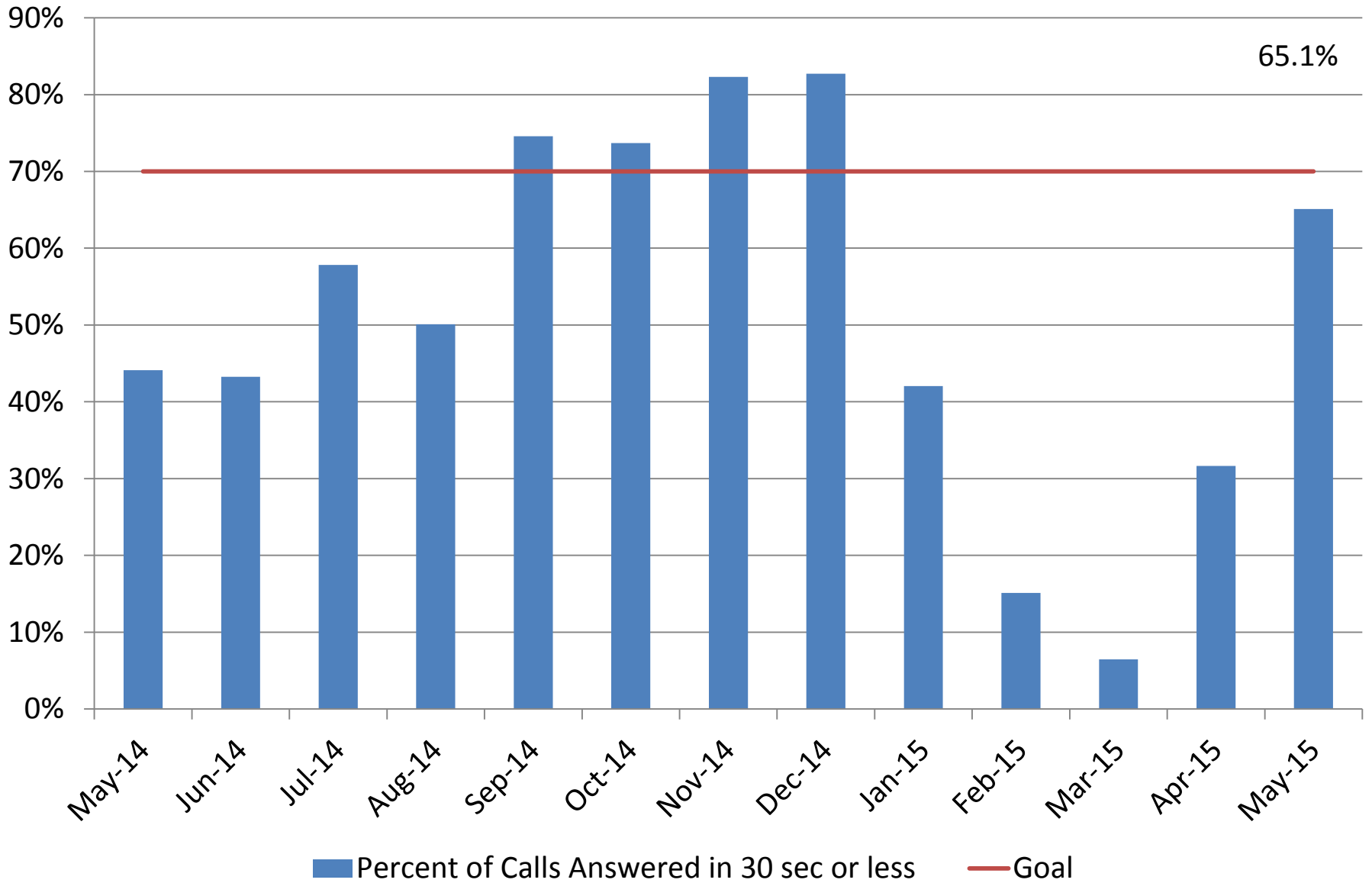
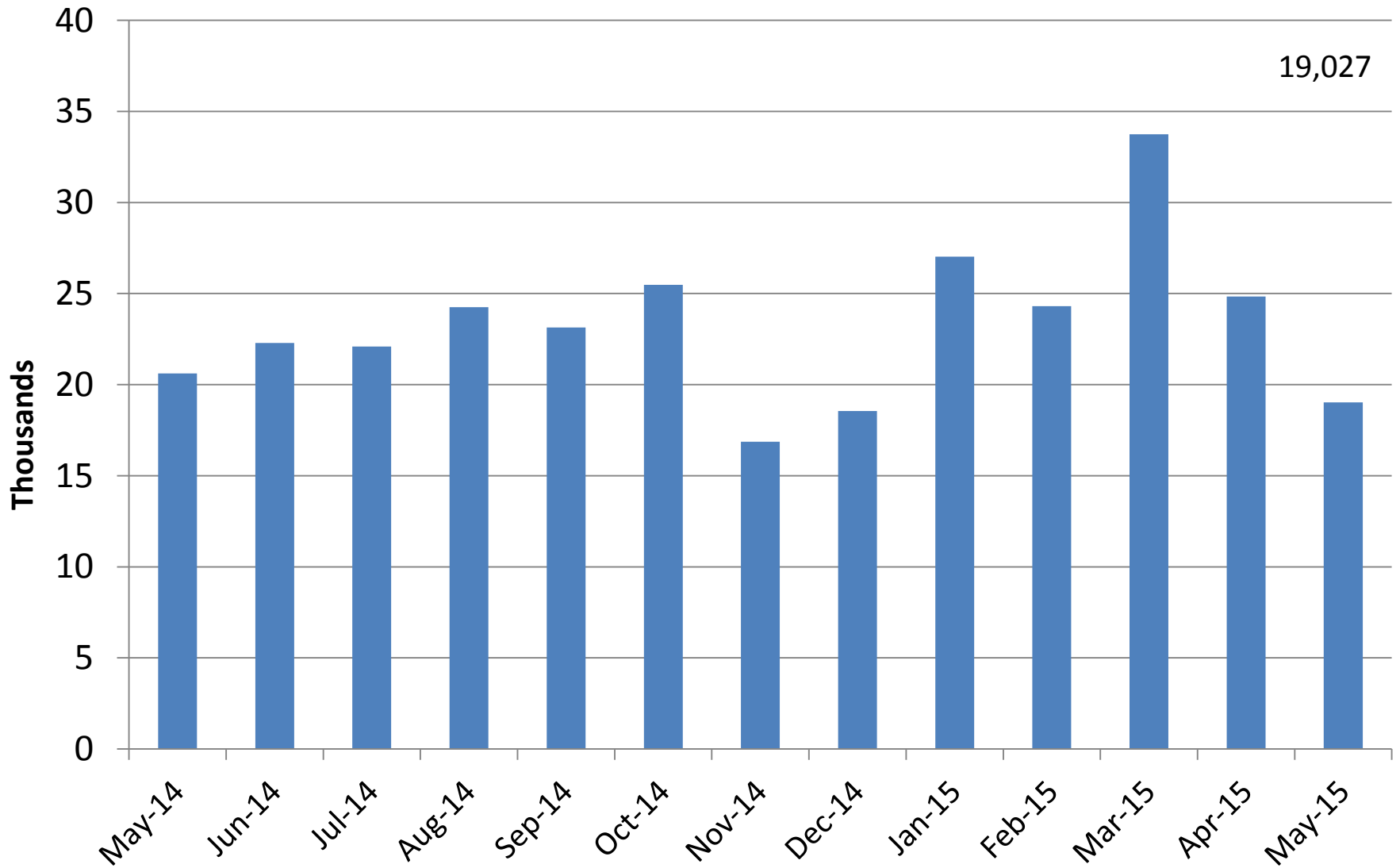


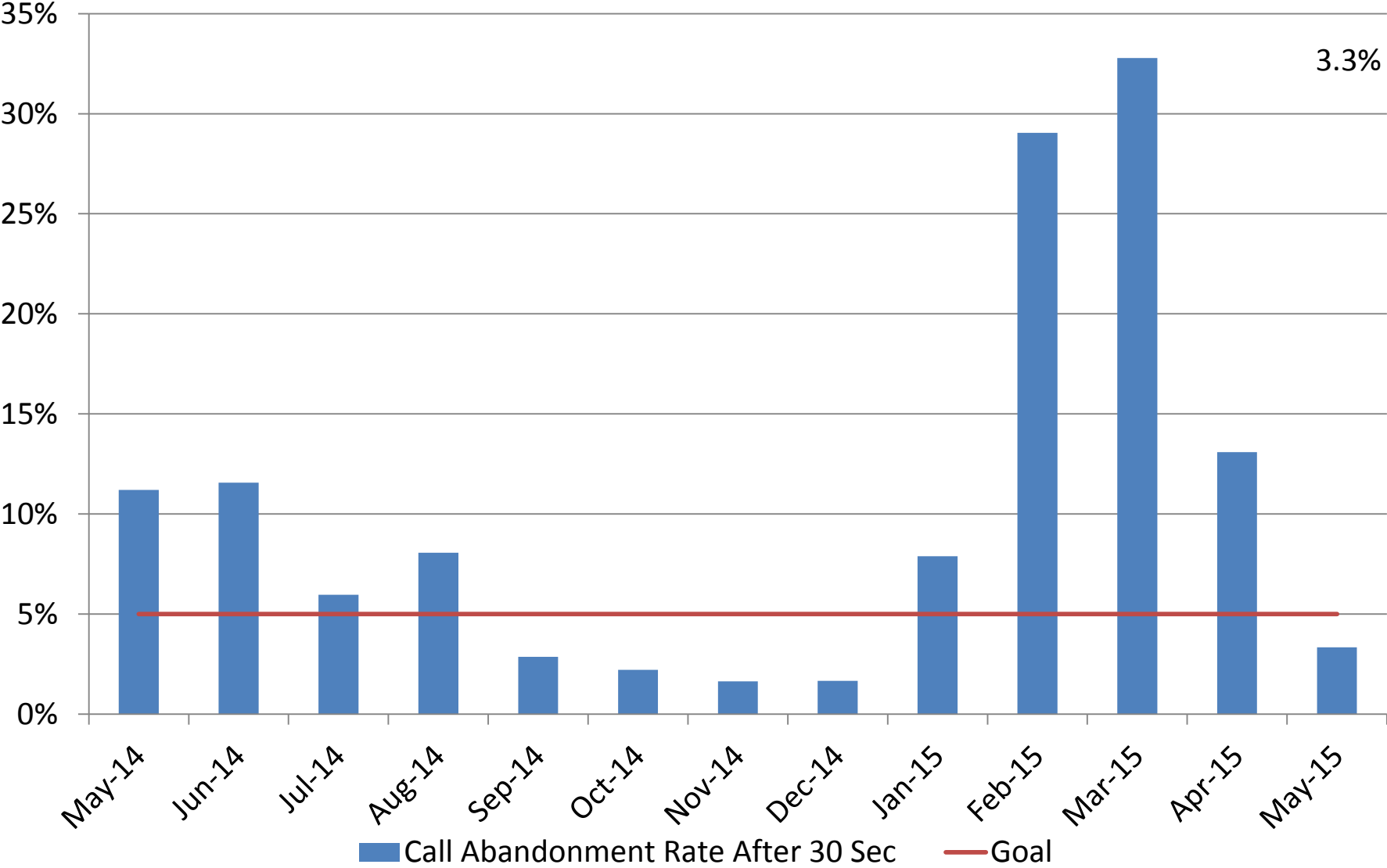
Call Center – Service Level



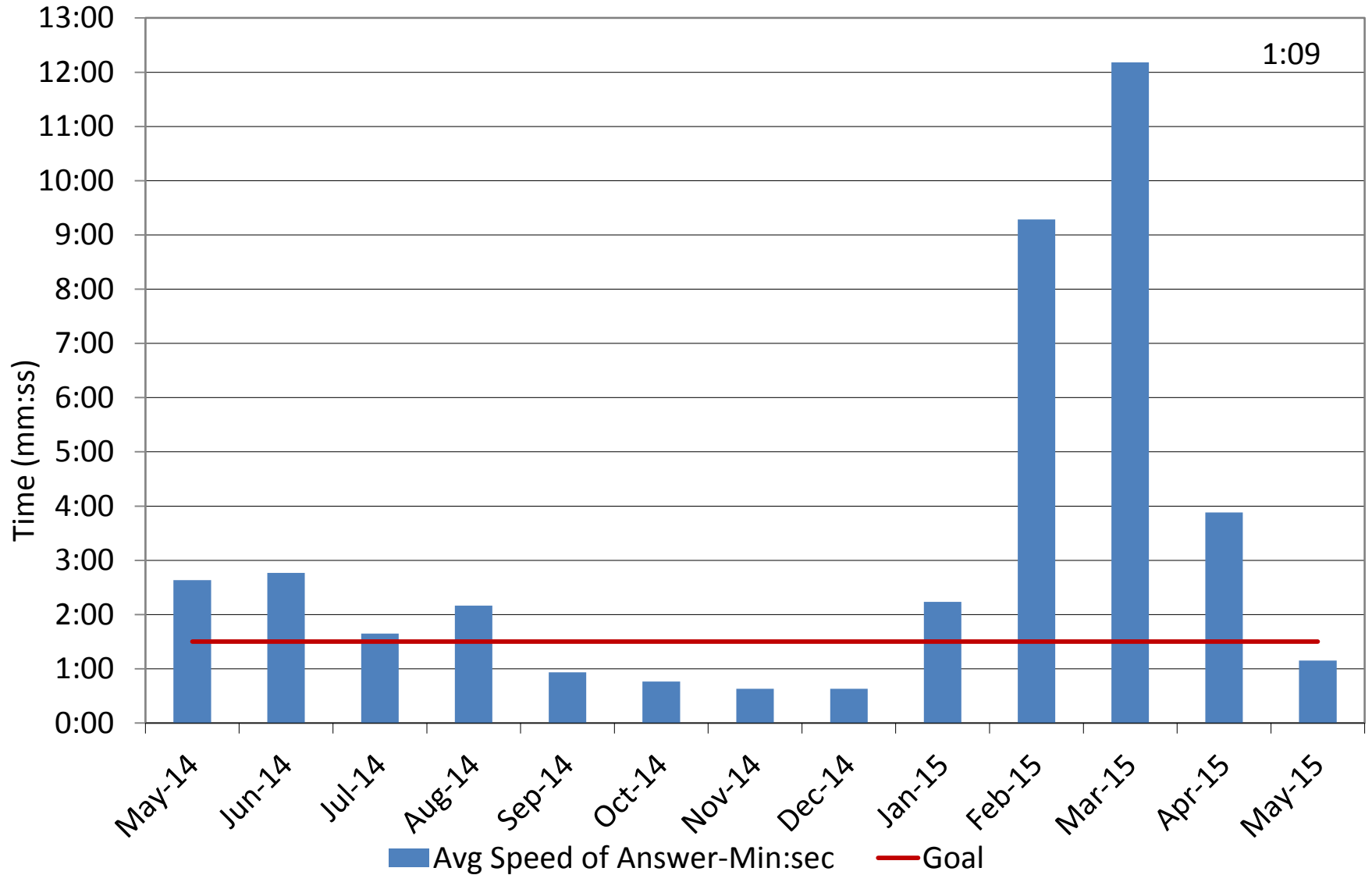
Call Center – Incoming Calls



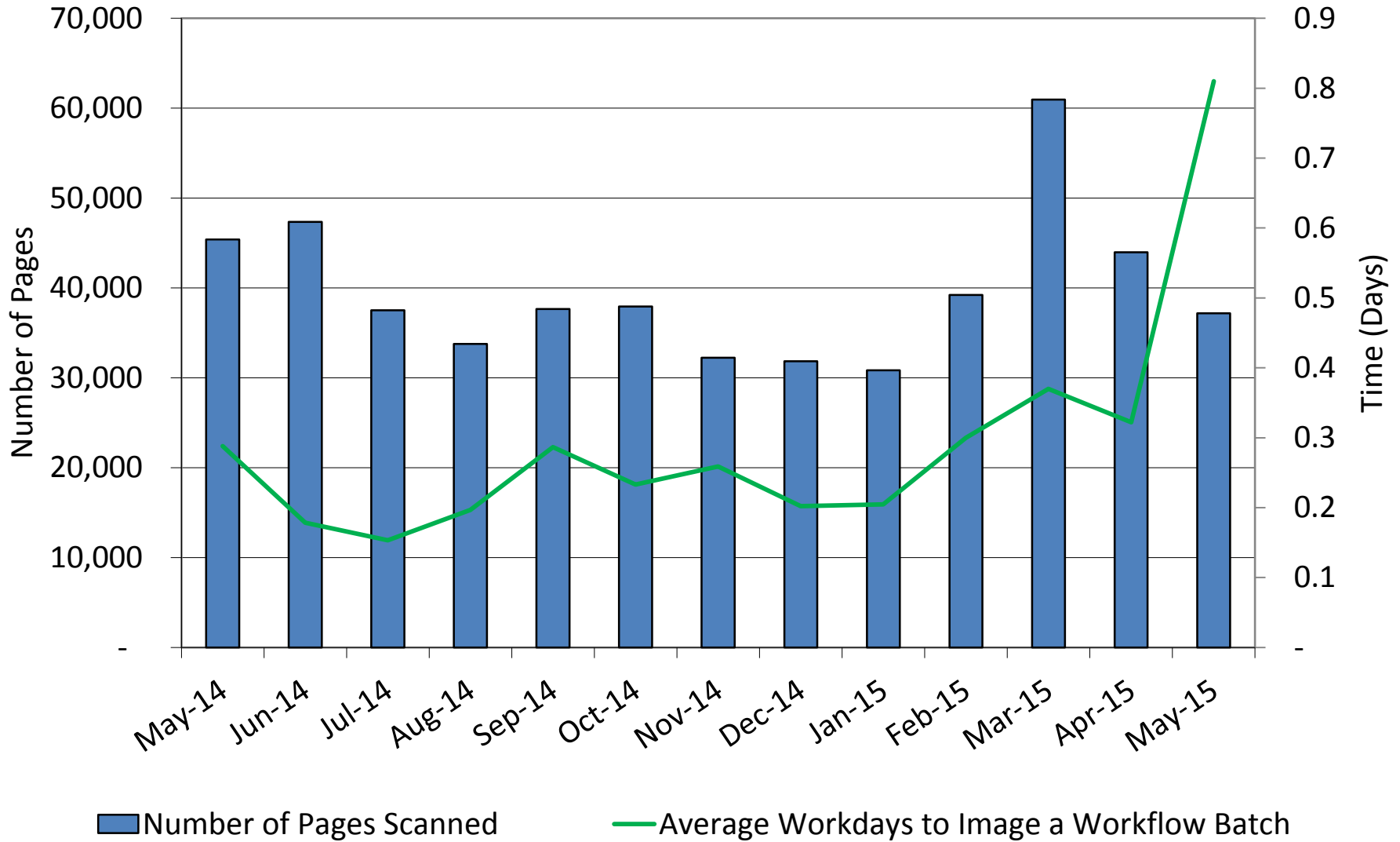
Call Center – Abandonment Rate



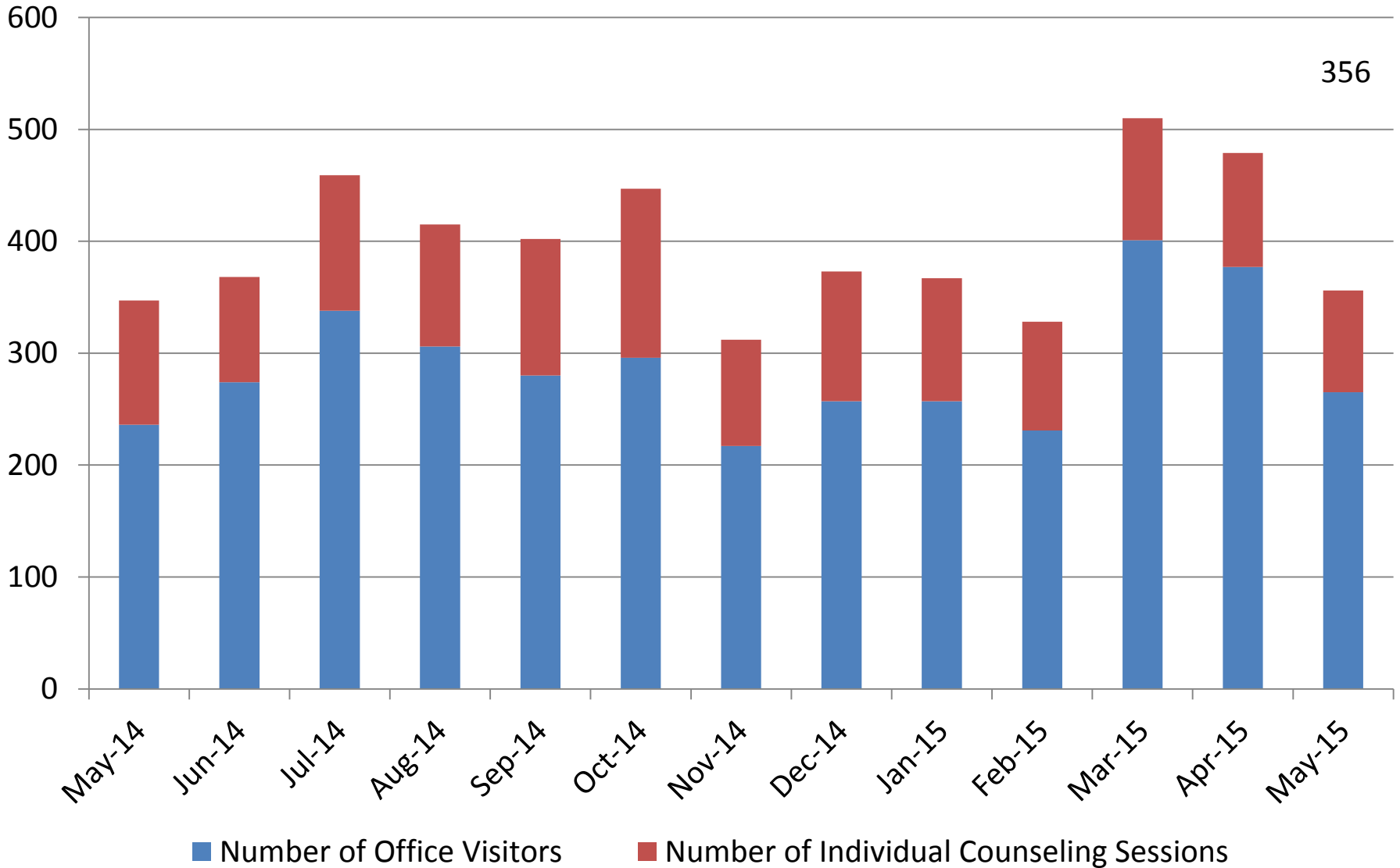
Call Center – Average Speed of Answer



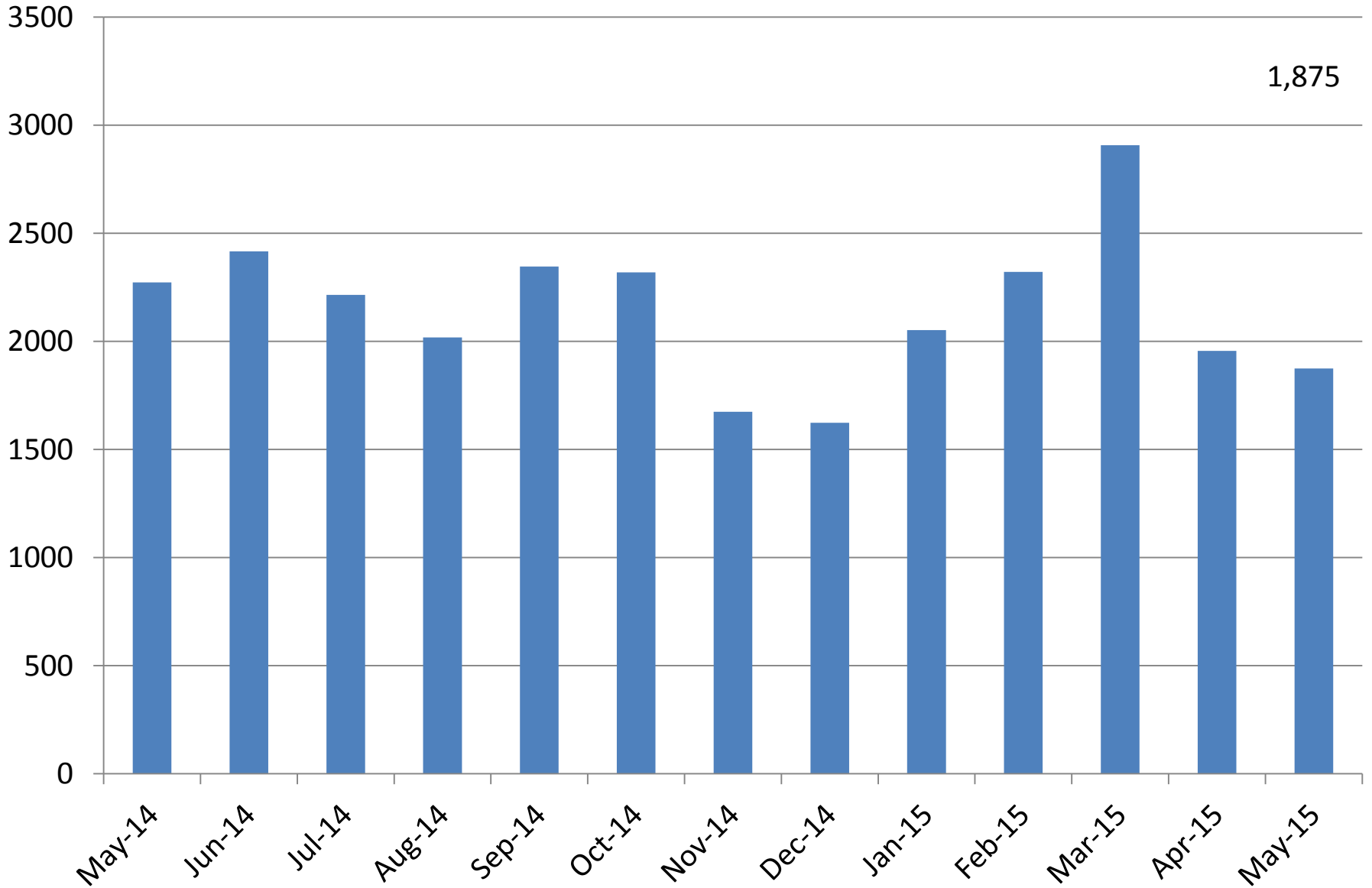
Imaging – Pages Scanned and Turnaround Time



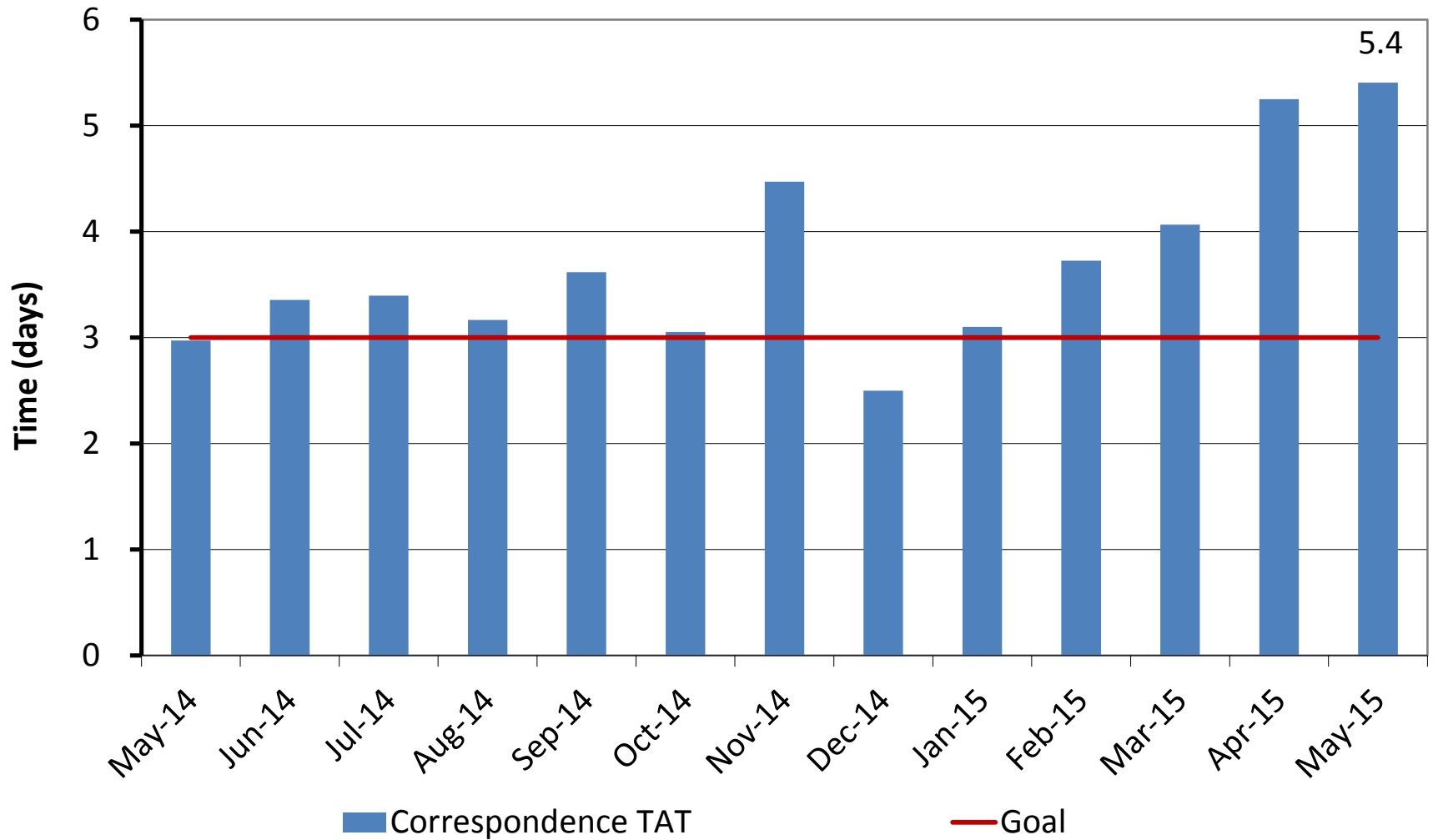
Educational Retirement Group – Visitors and Counseling Sessions



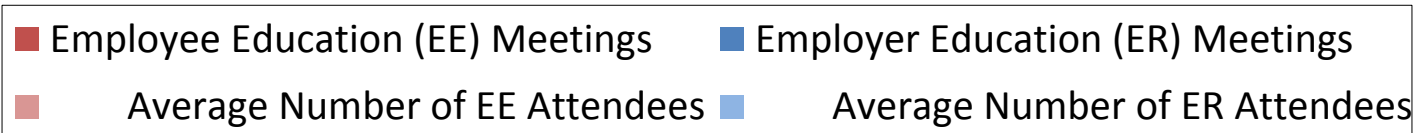
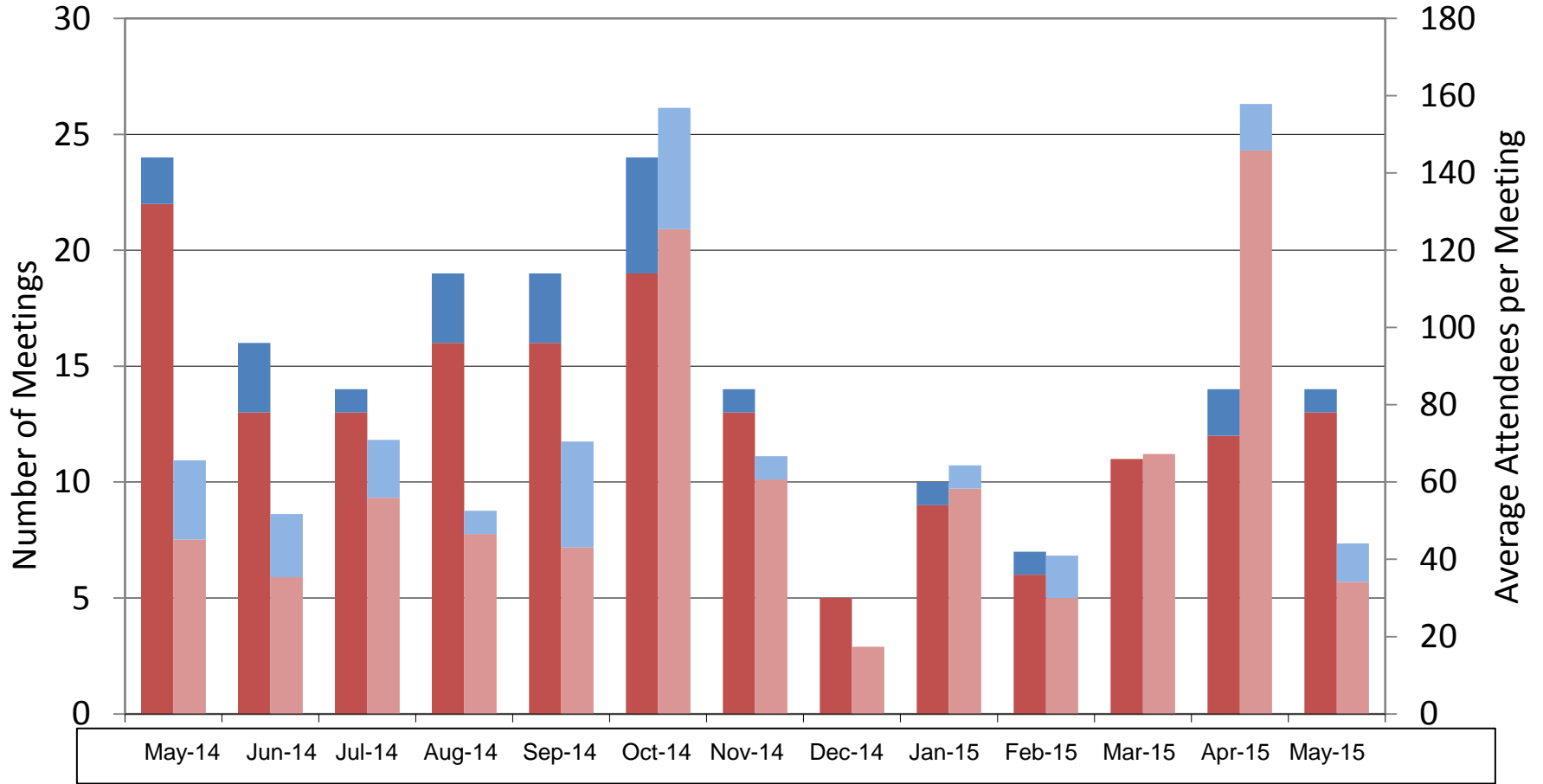
Educational Retirement Group – Correspondence Answered



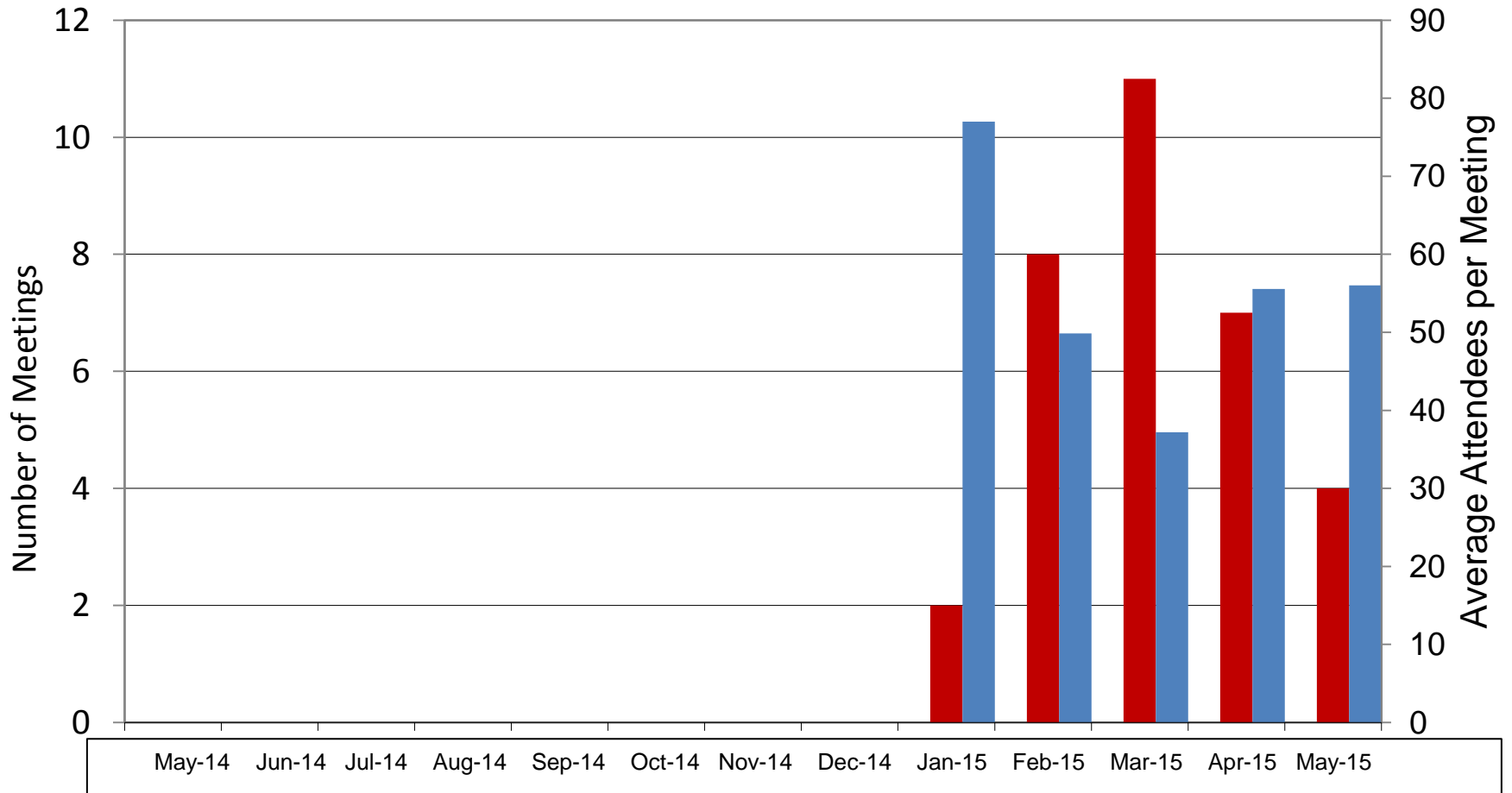
Educational Retirement Group – Correspondence TAT



Educational Retirement Group - Meetings

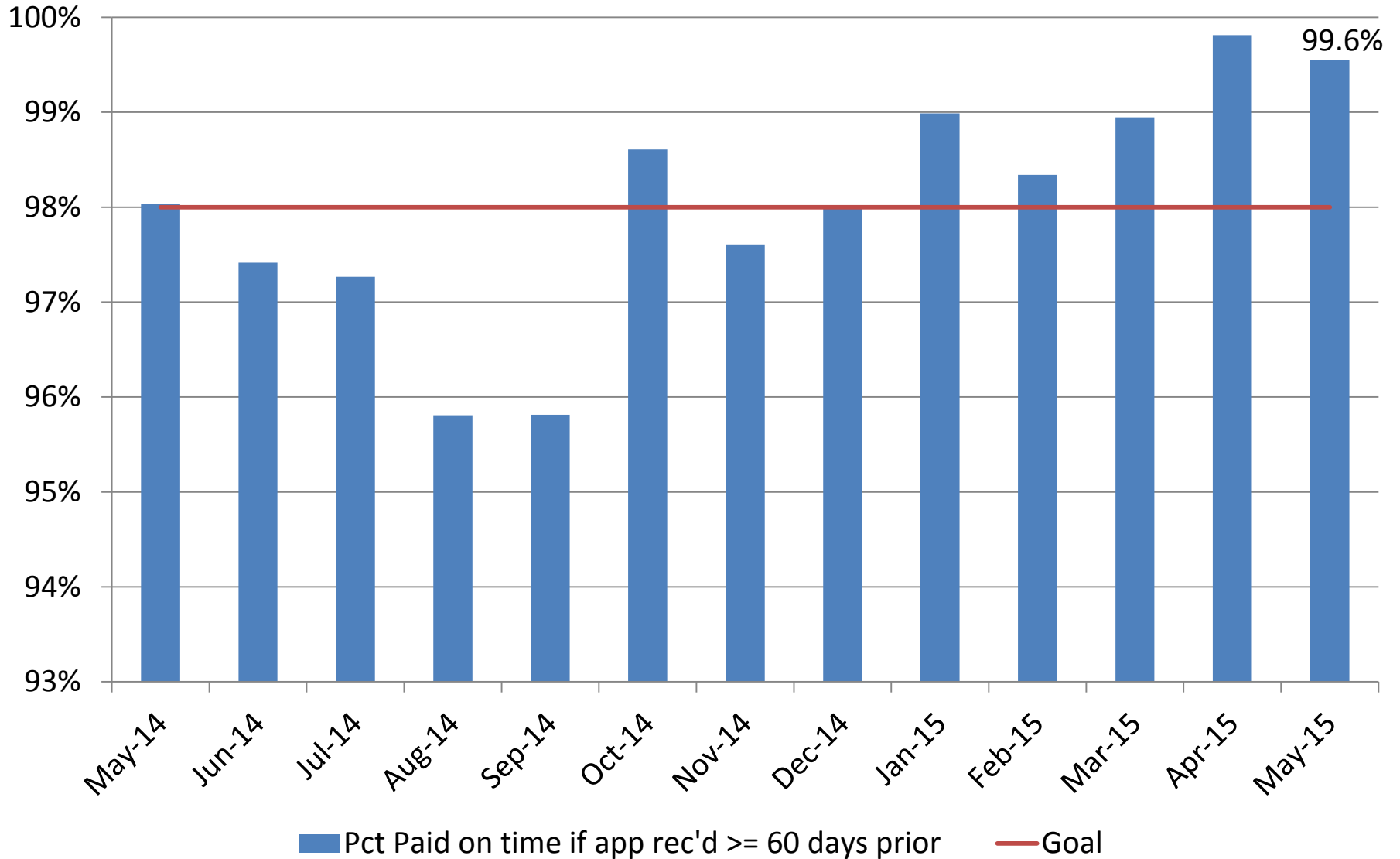


Educational Retirement Group - Webinars

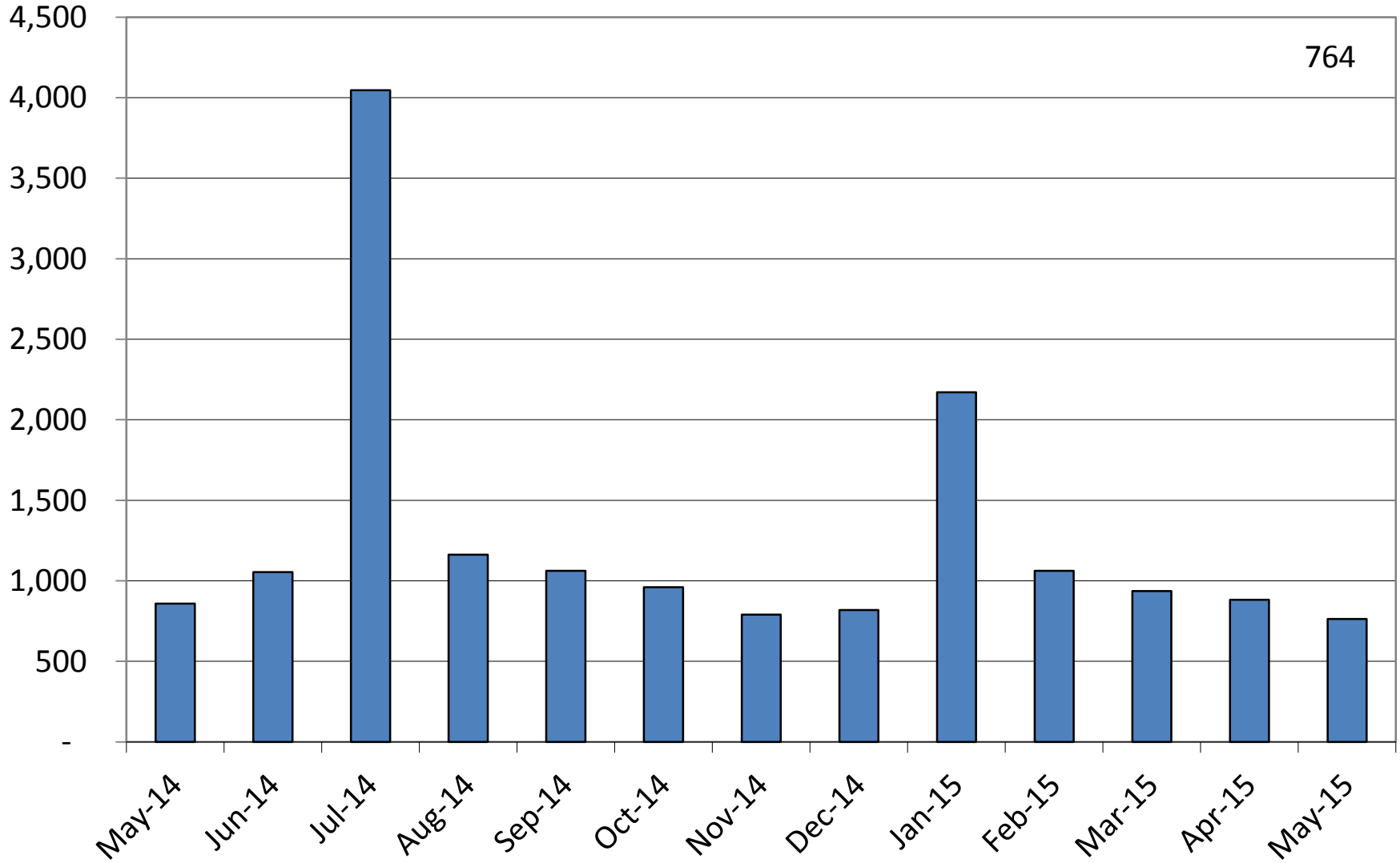


■ Webinars ■ Average Number of Webinar Attendees

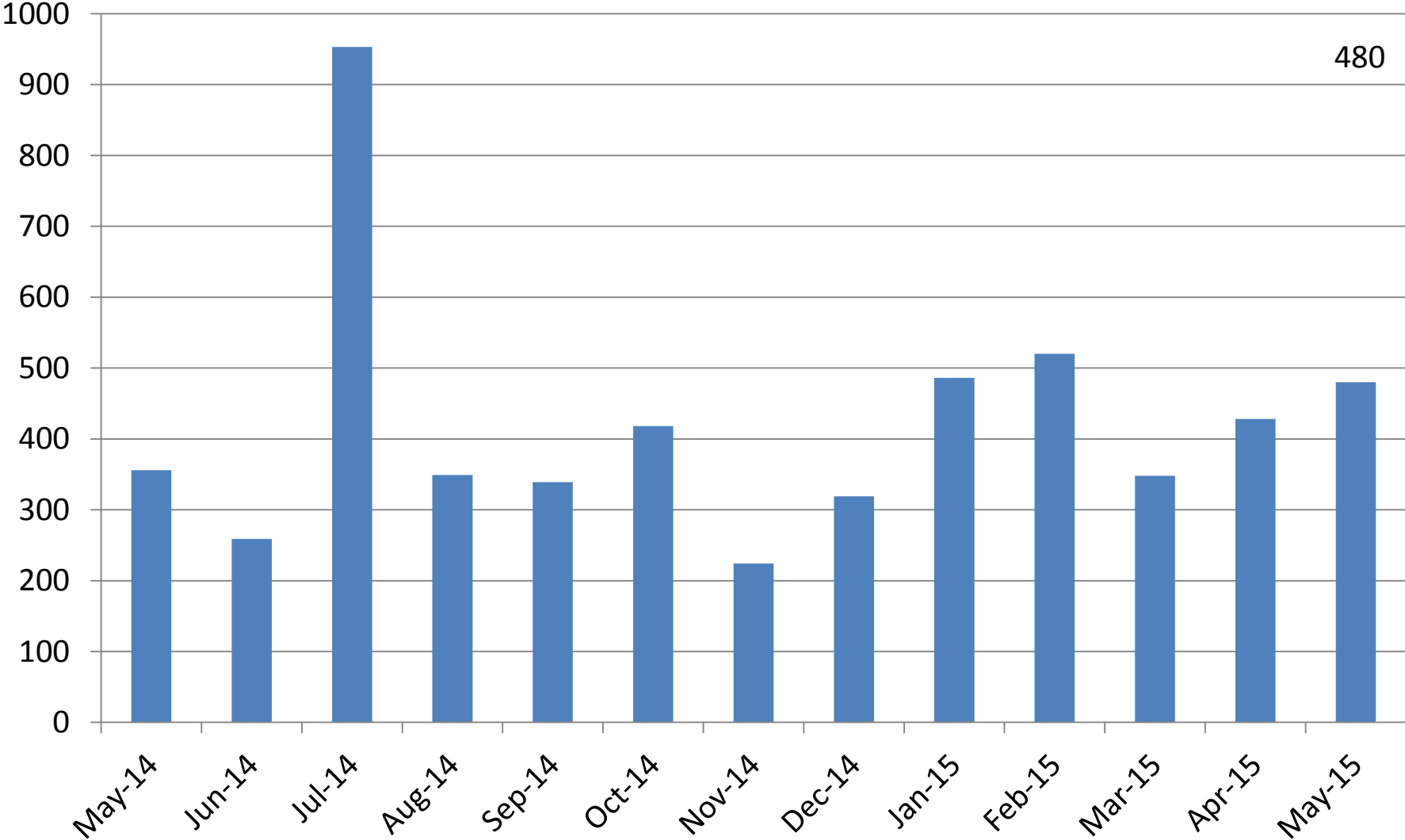
Retirement Processing – 60 Day Paid On Time Rate



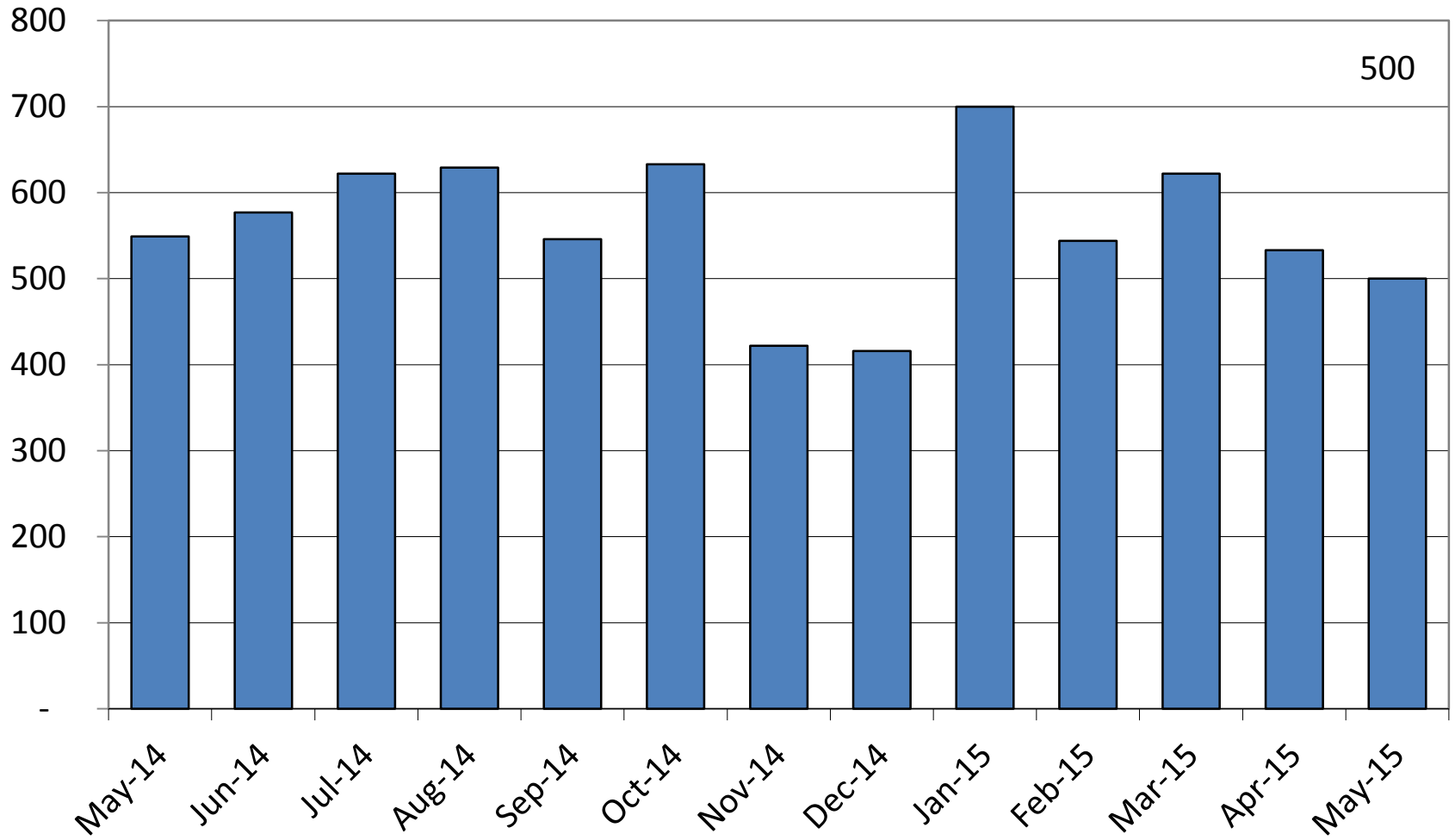
Retirement Processing – Retirements Requested



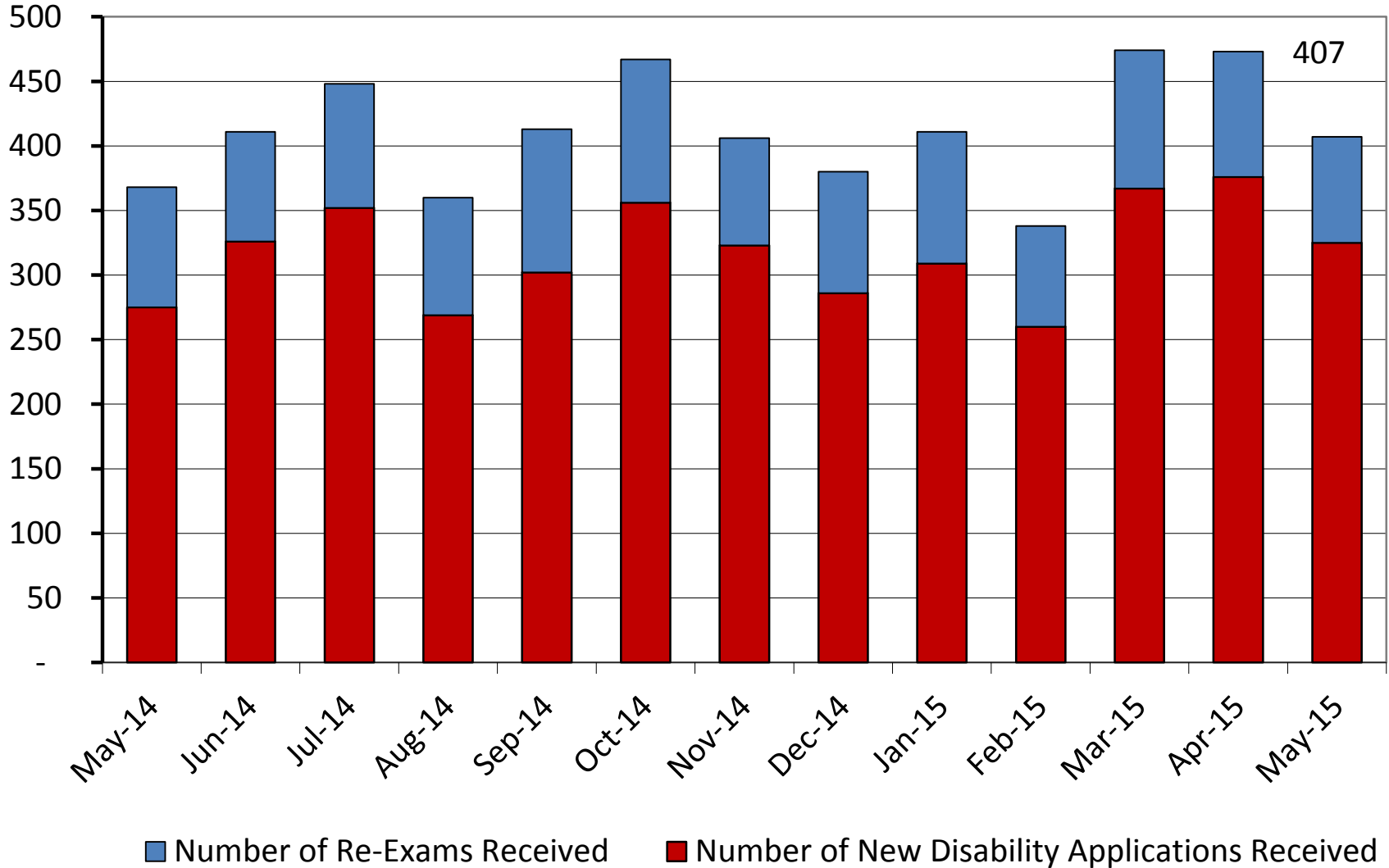
Retirement Processing – Service Purchase Calculations



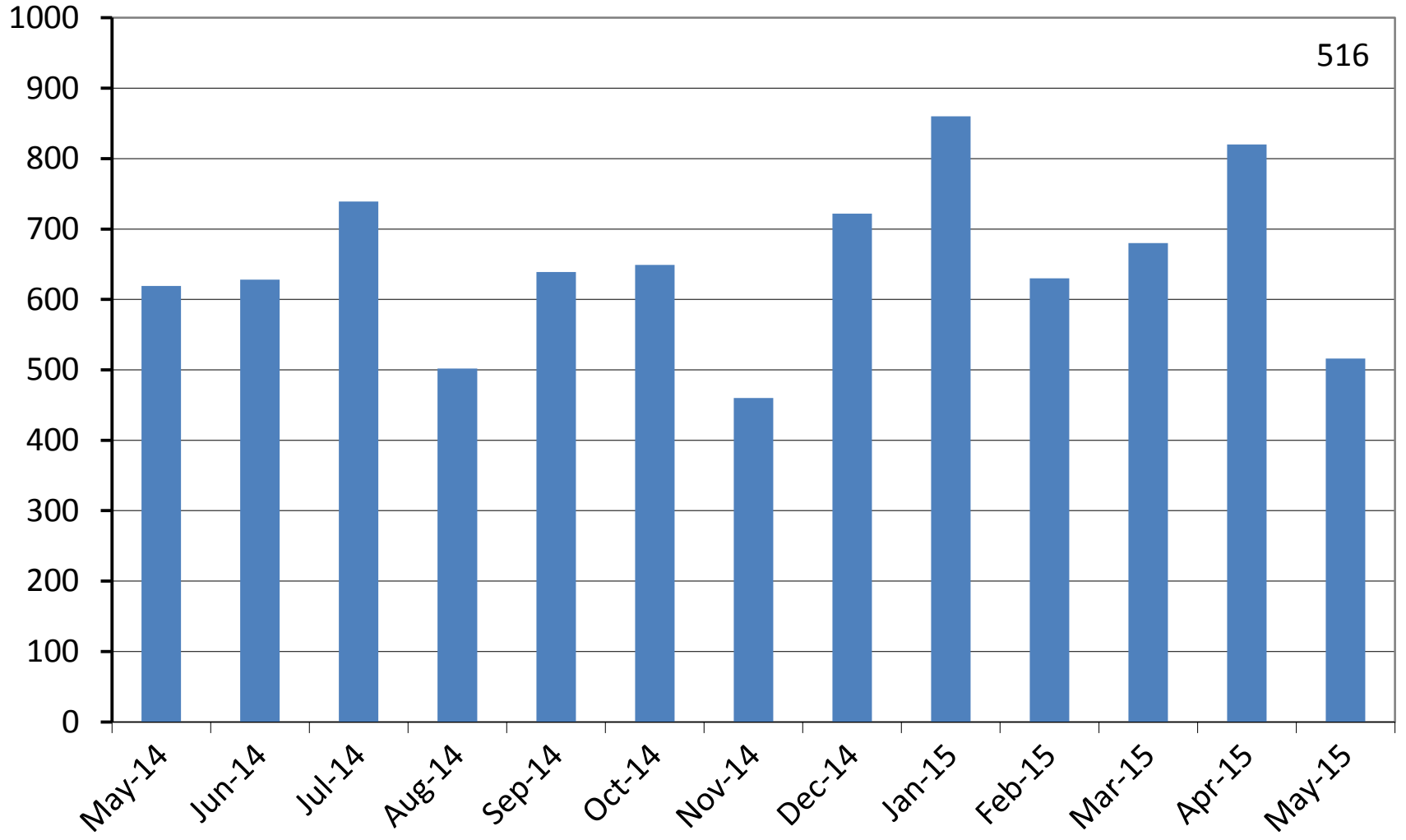
Retirement Processing – Estimates Requested



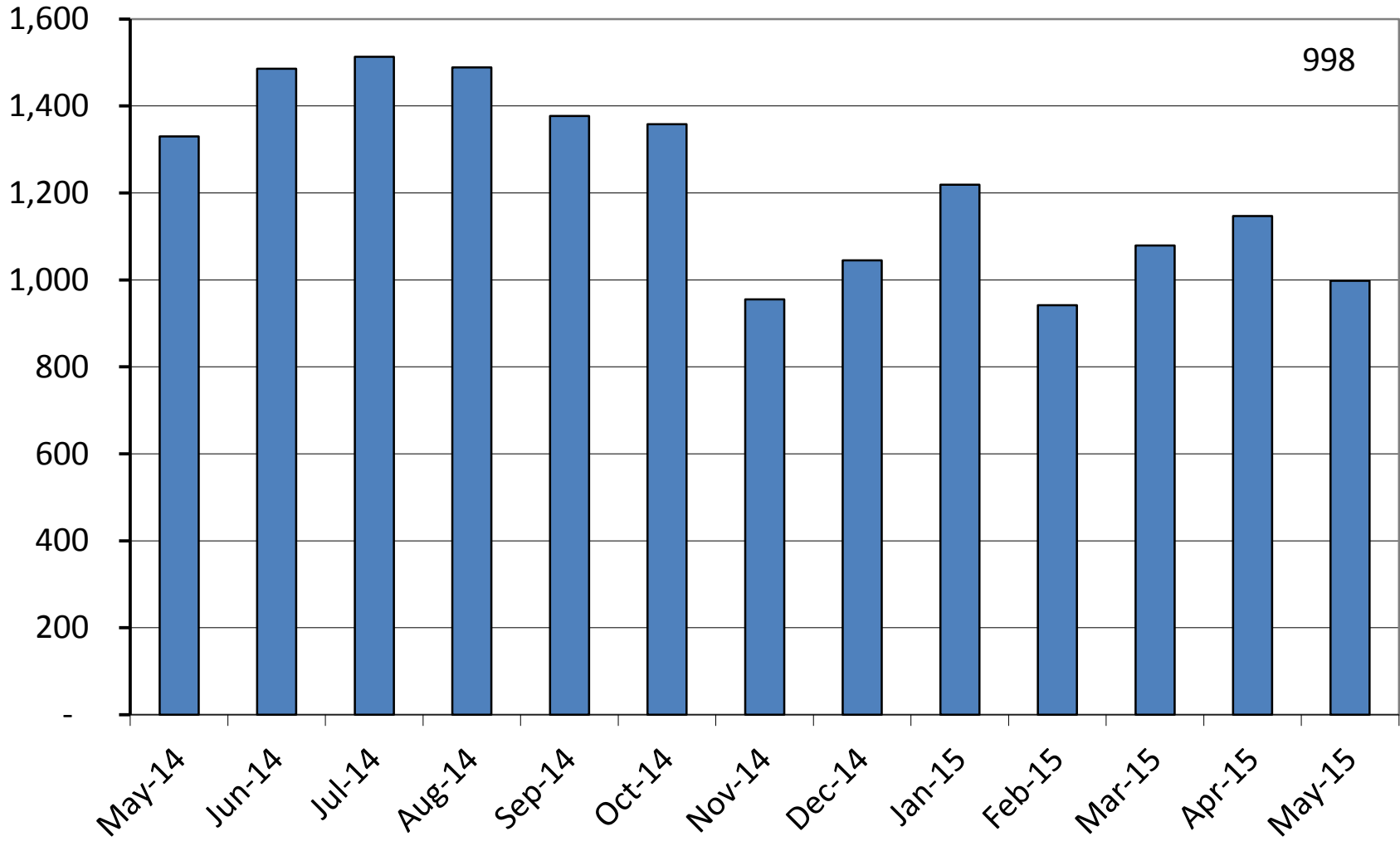
Benefit Processing – Disability Applications



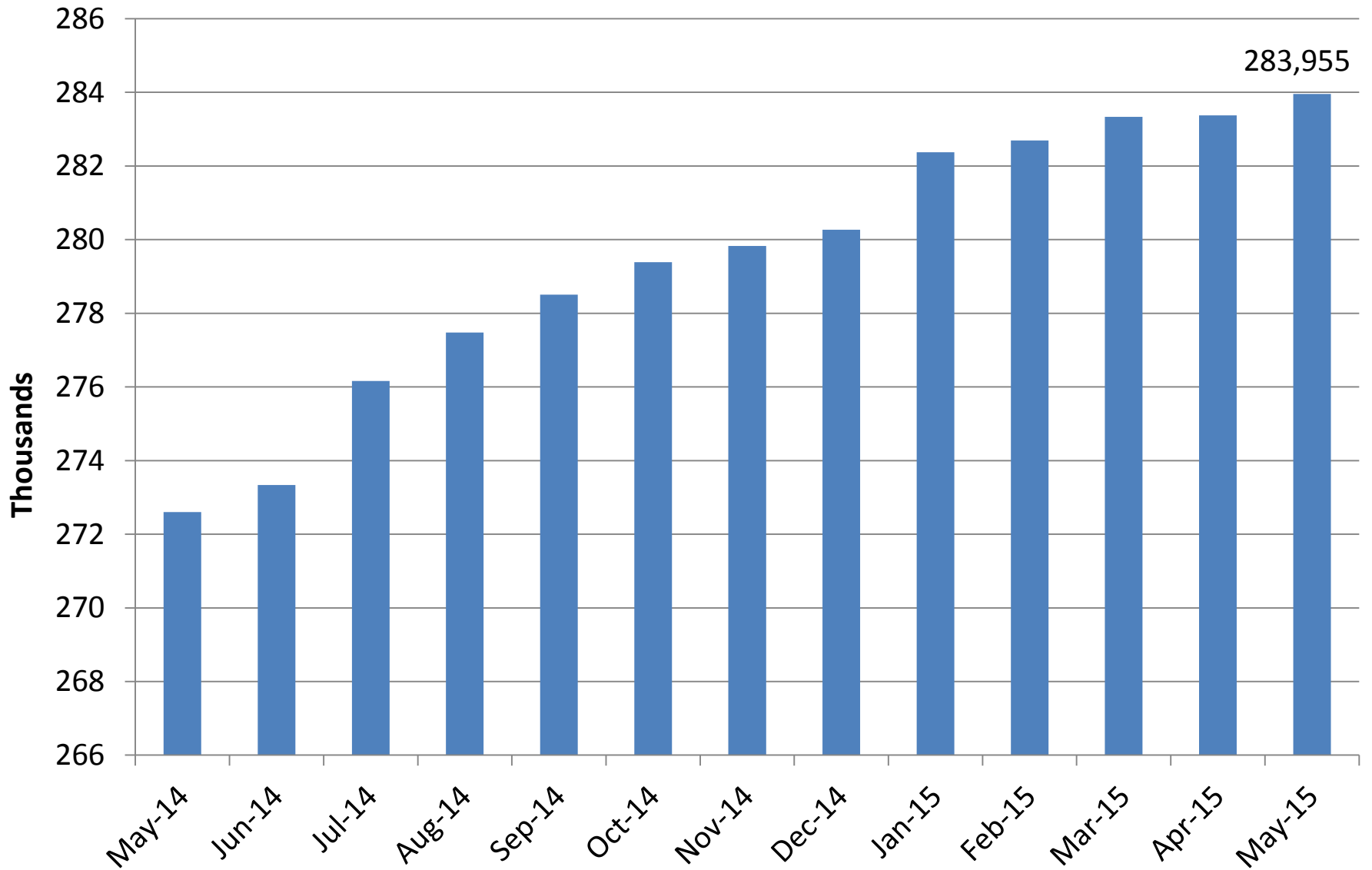
Benefit Processing – Death Notifications



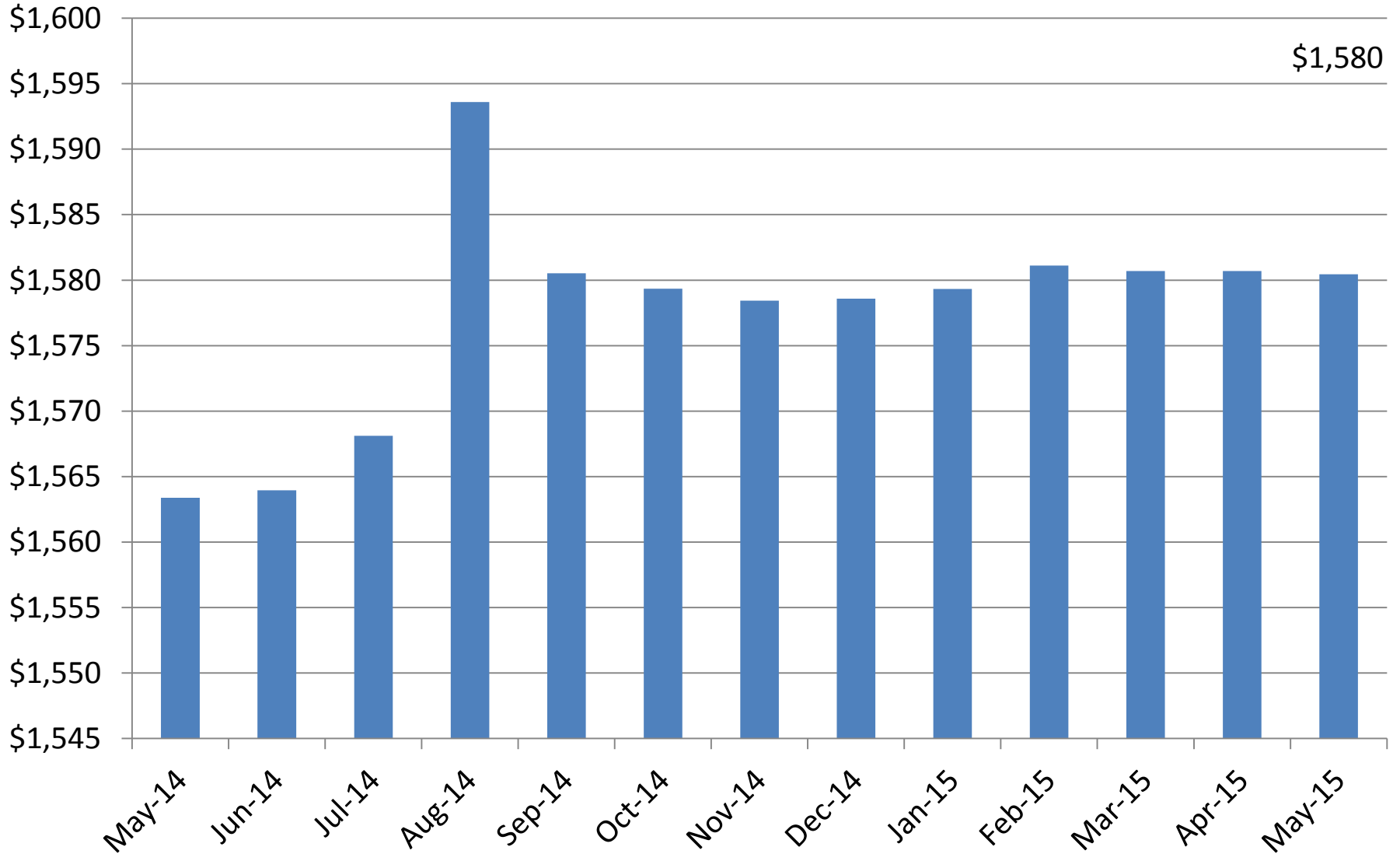
Benefit Processing – Refund Requests



Payroll Processing - Payees



Payroll Processing – Average Amount Paid



Overpayments – Cases Sent to Compliance Team

