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

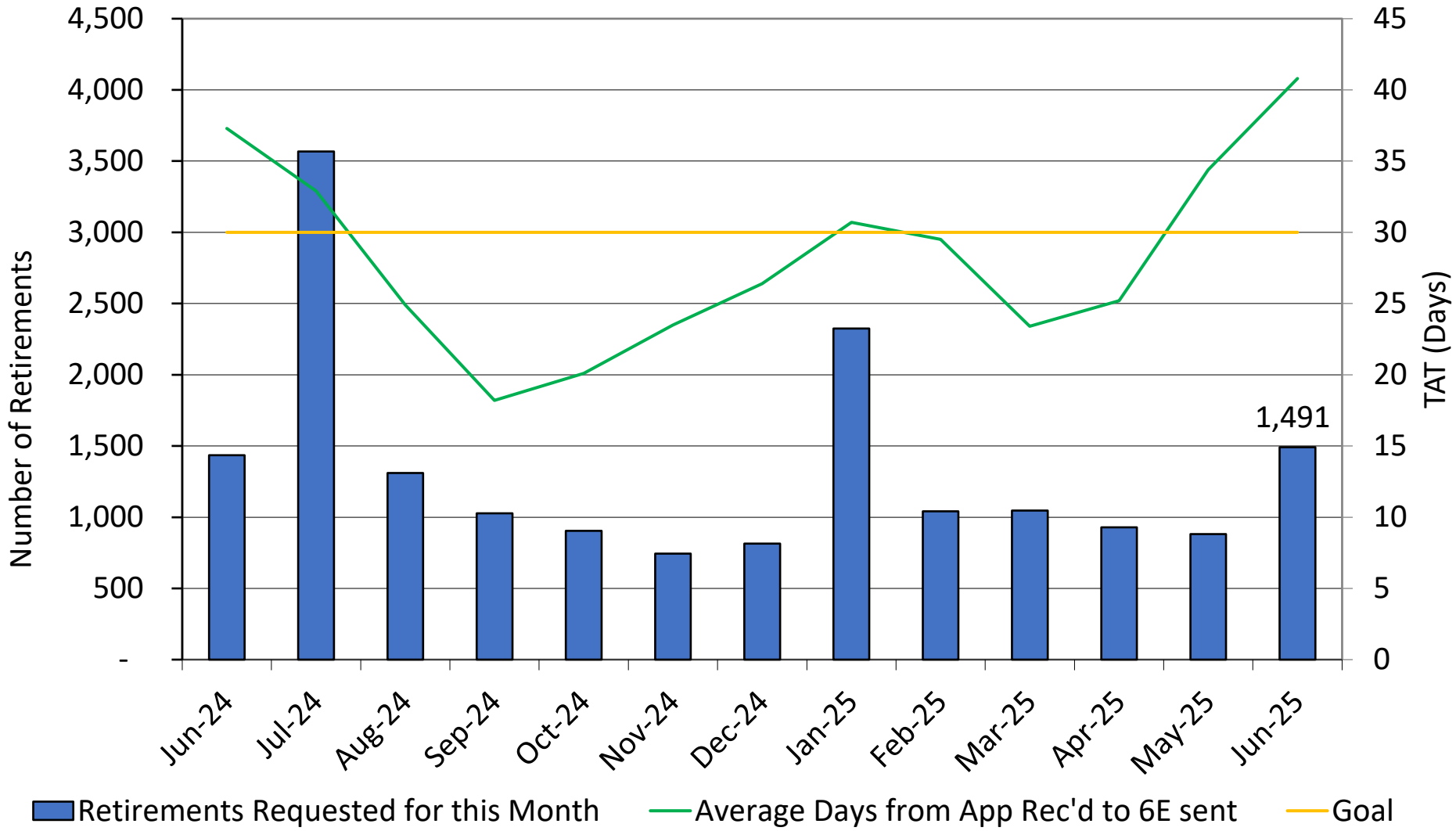
Operations Update

July 31, 2025

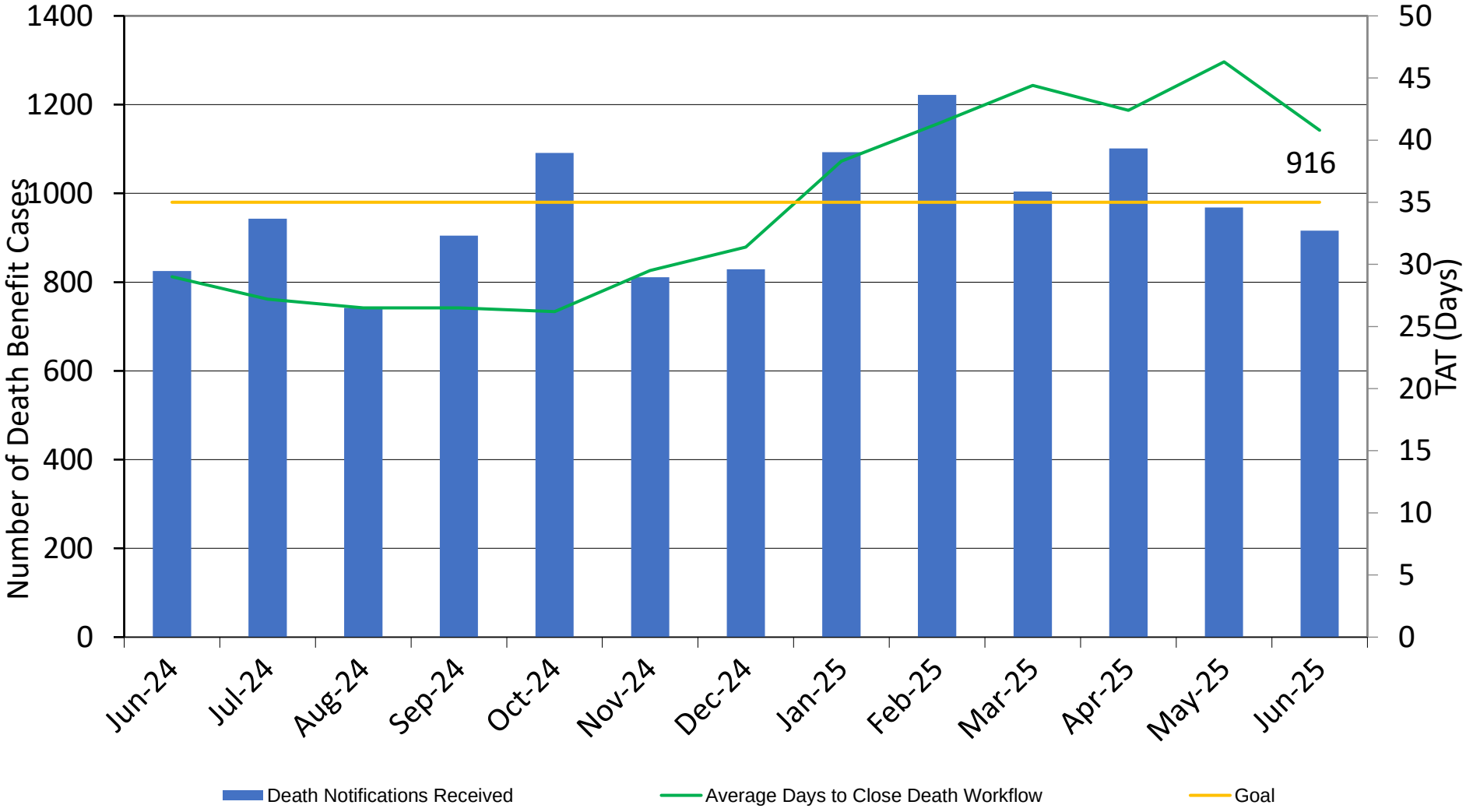
North Carolina
Retirement Systems

Operations

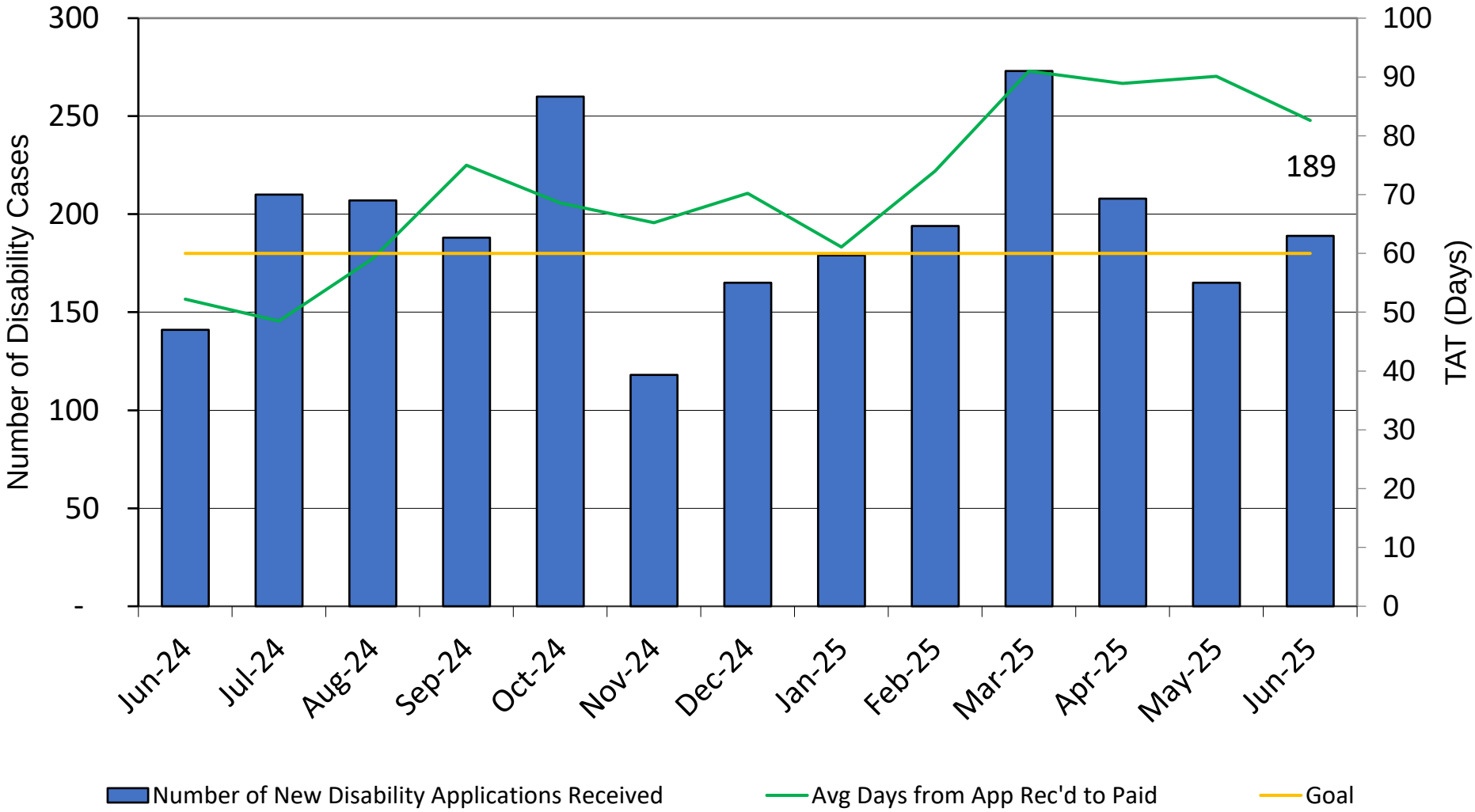
Retirement Processing - Retirements Requested, TAT



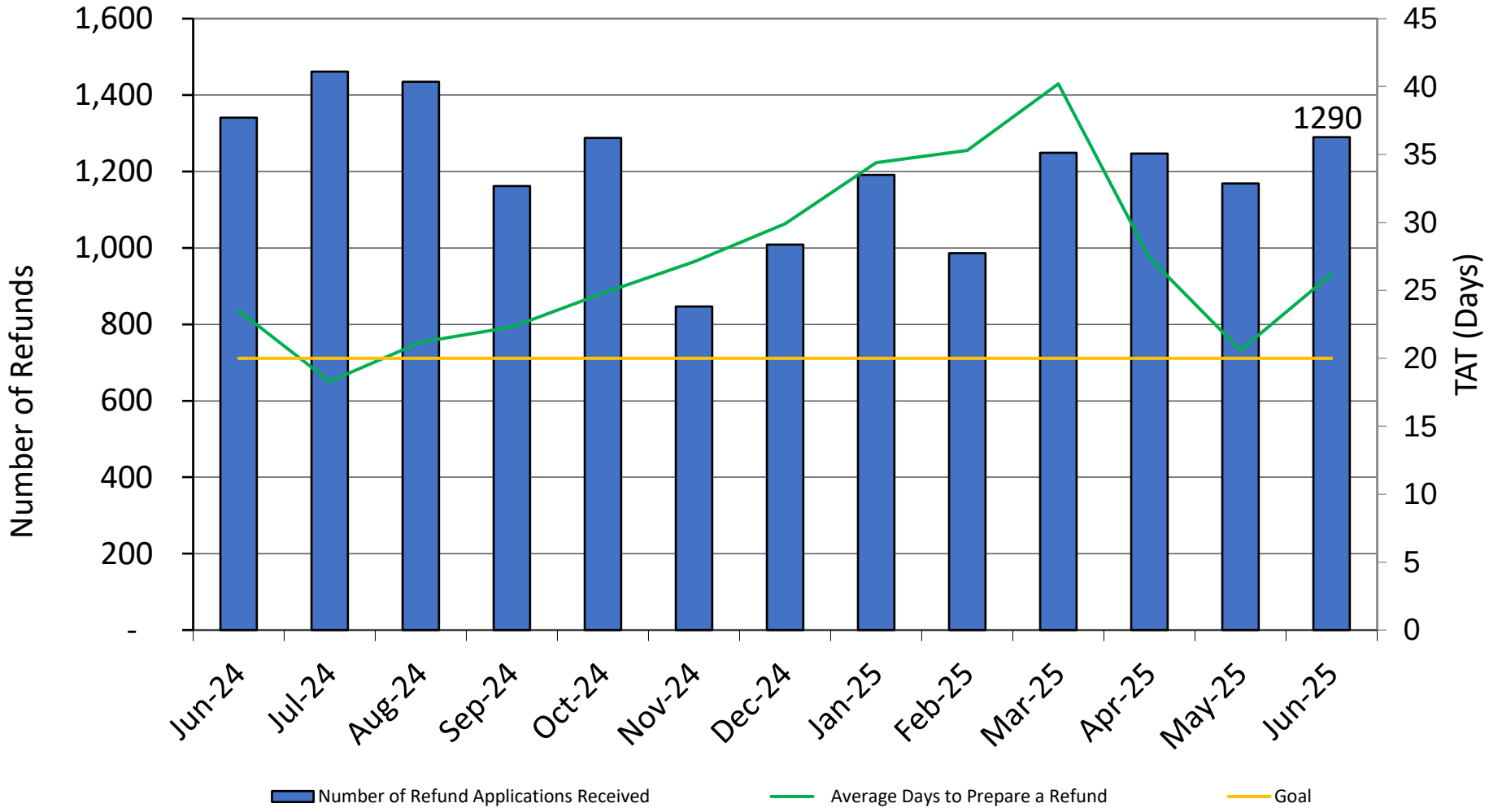
Benefit Processing - Death Notifications



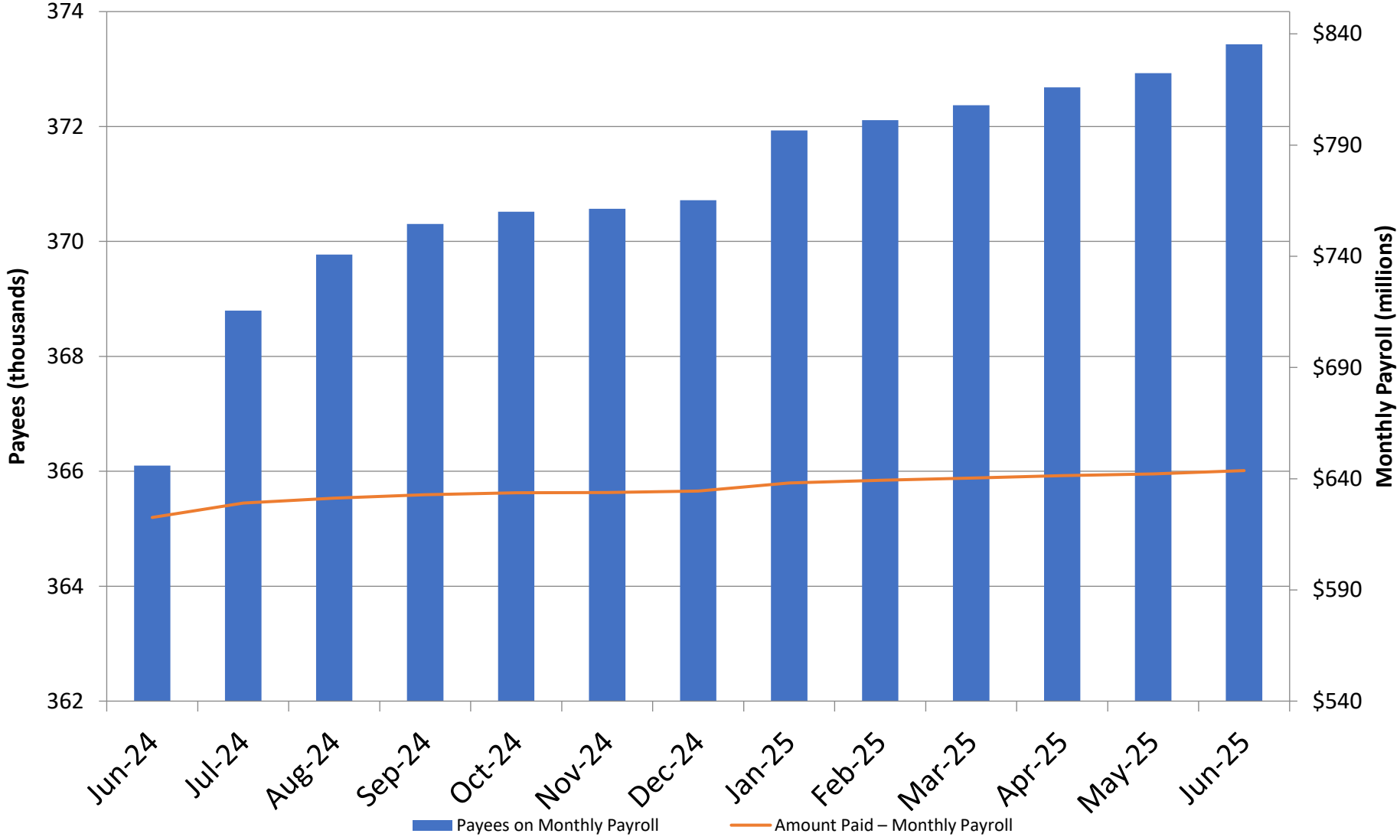
Benefit Processing - Disability Applications



Benefit Processing - Refund Requests

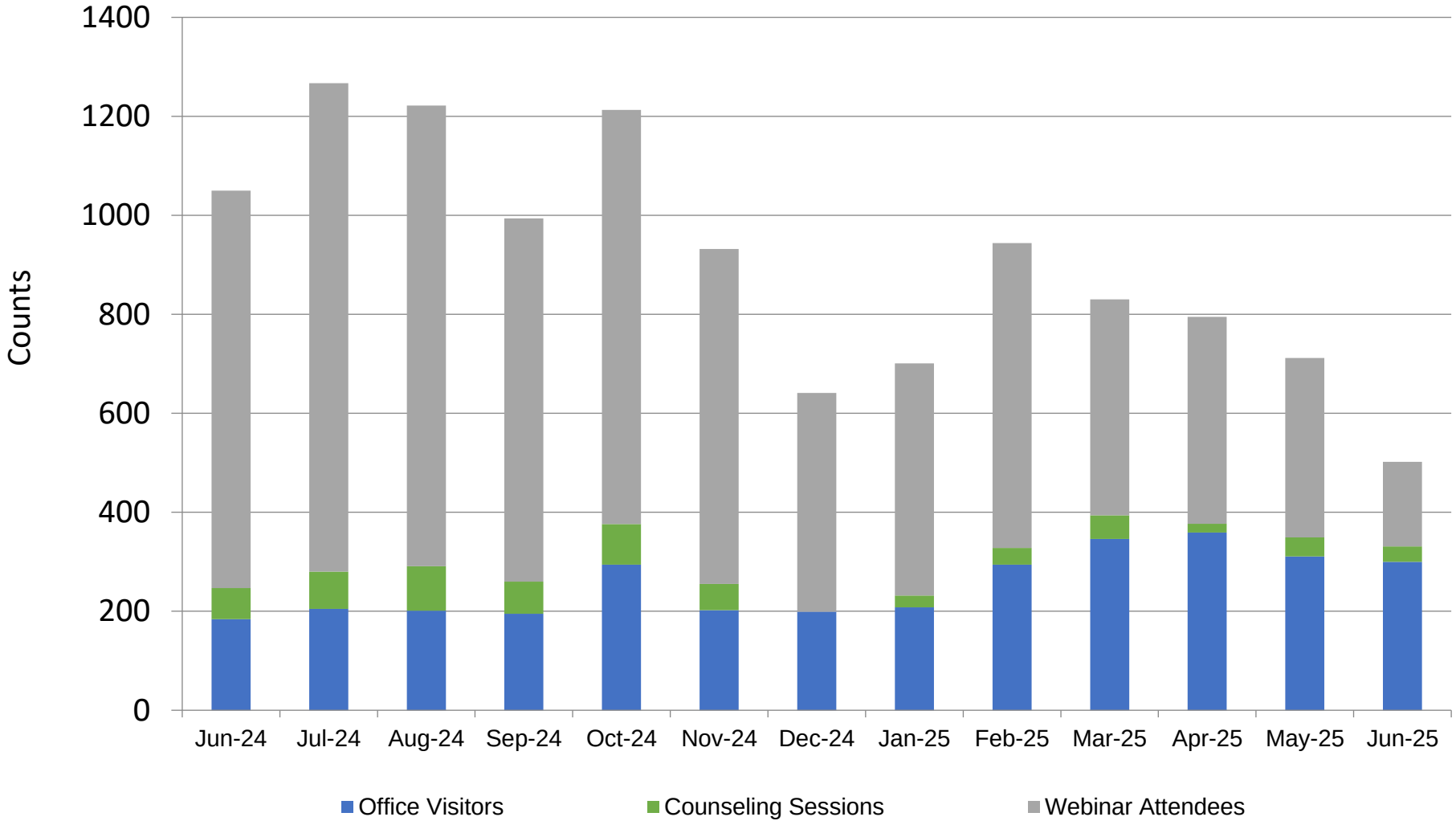


Payroll Processing - Monthly Payroll

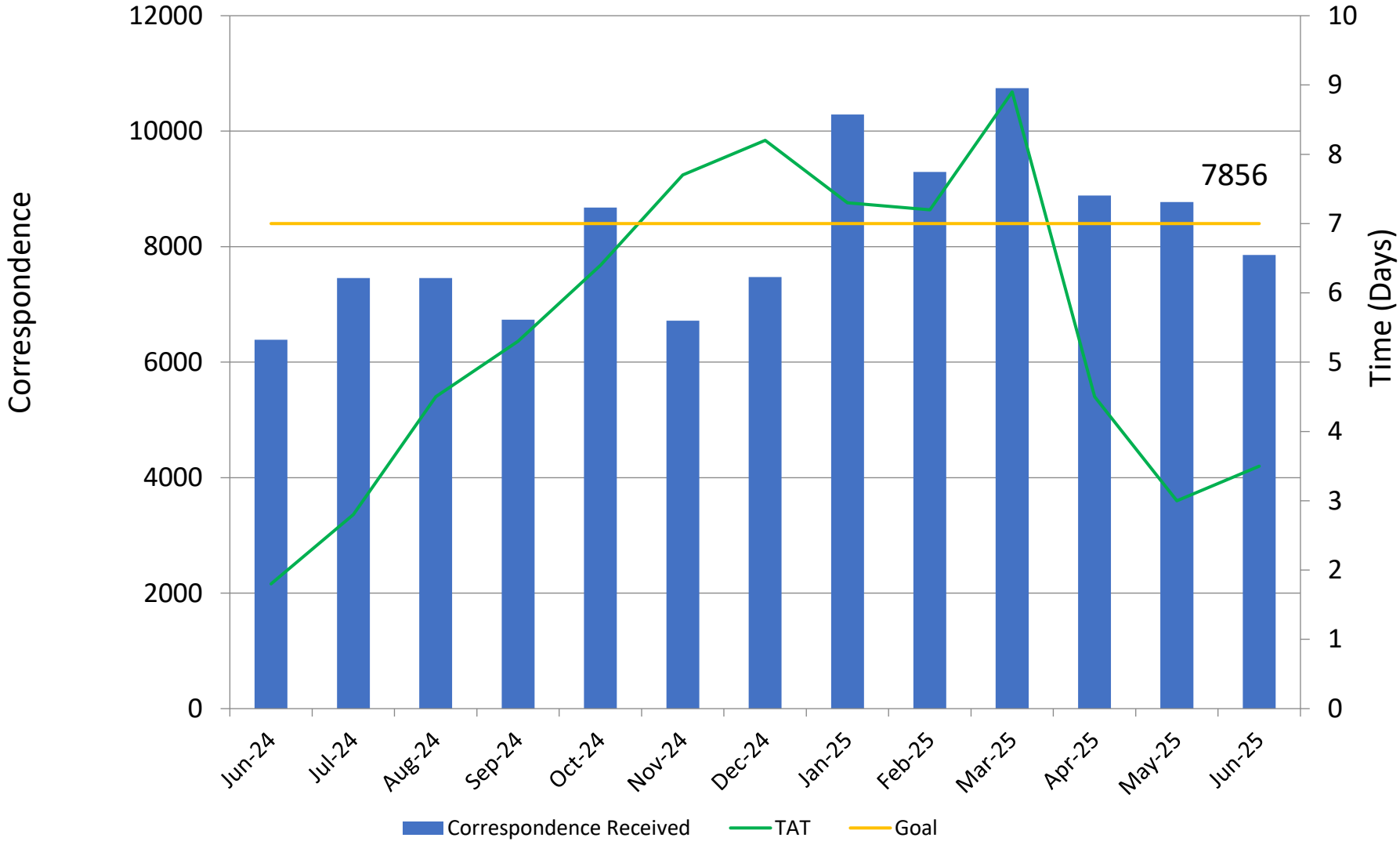


Member Services

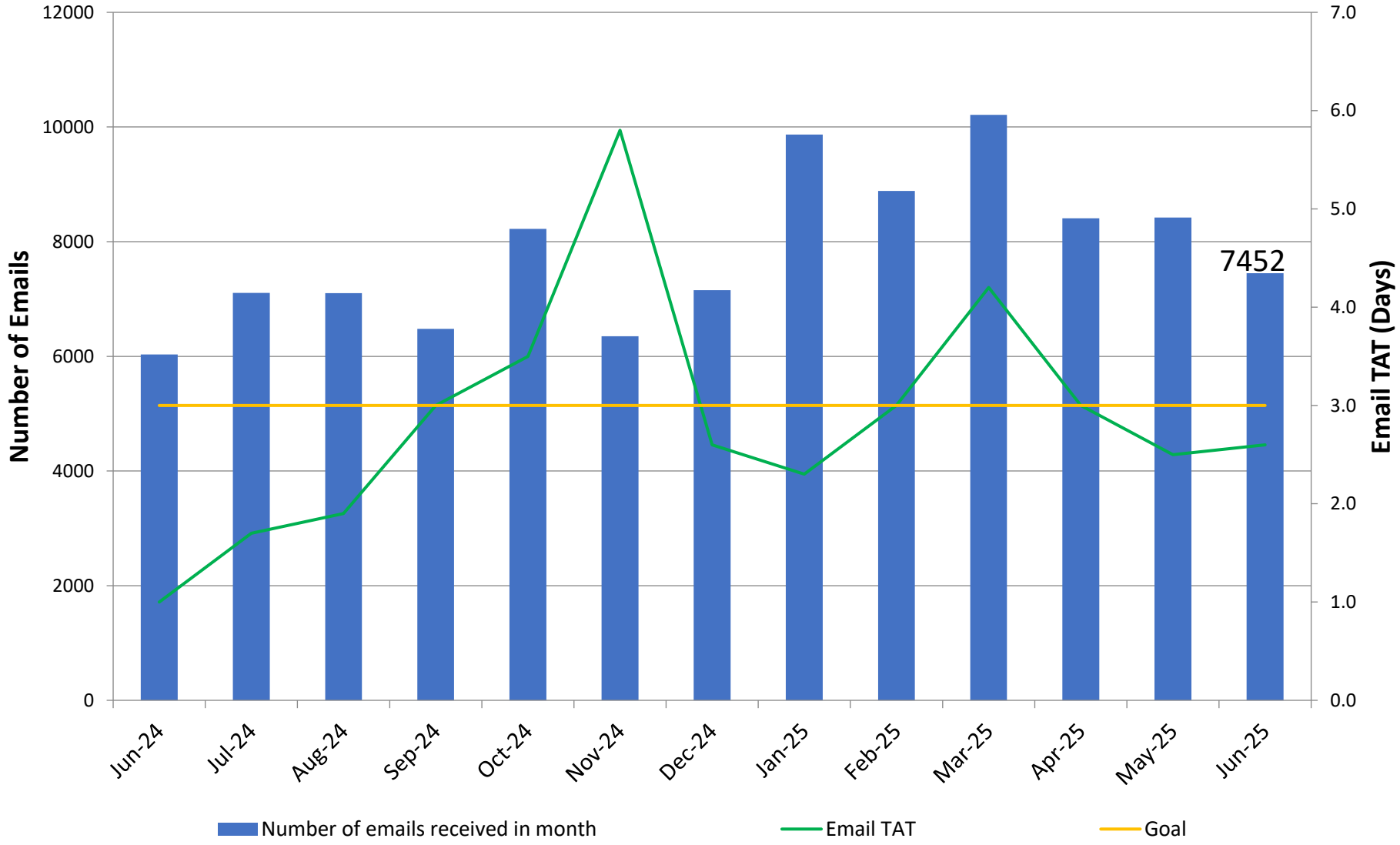
Educational Retirement Group - Visitors, Counseling Sessions, and Webinars



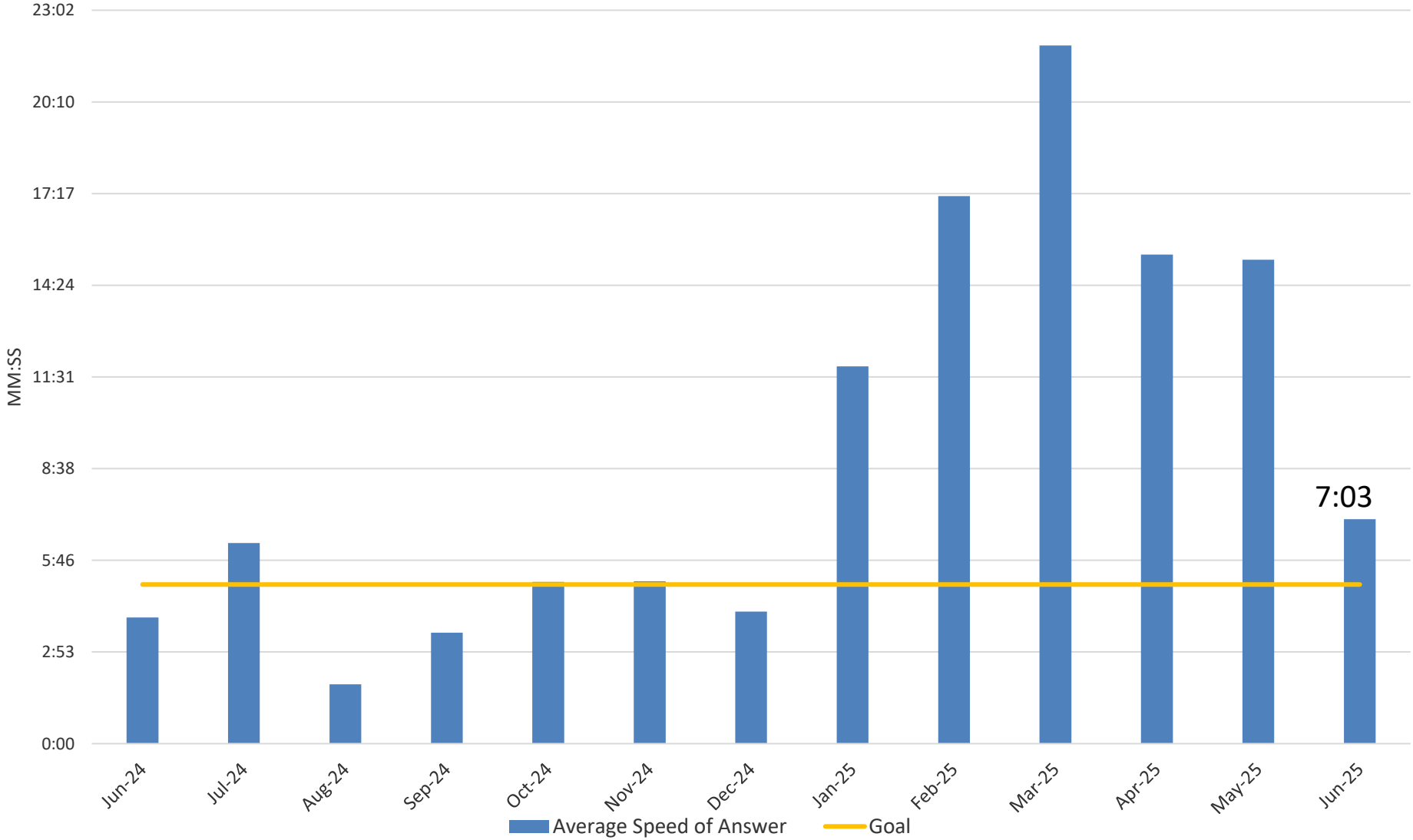
Educational Retirement Group - Correspondence



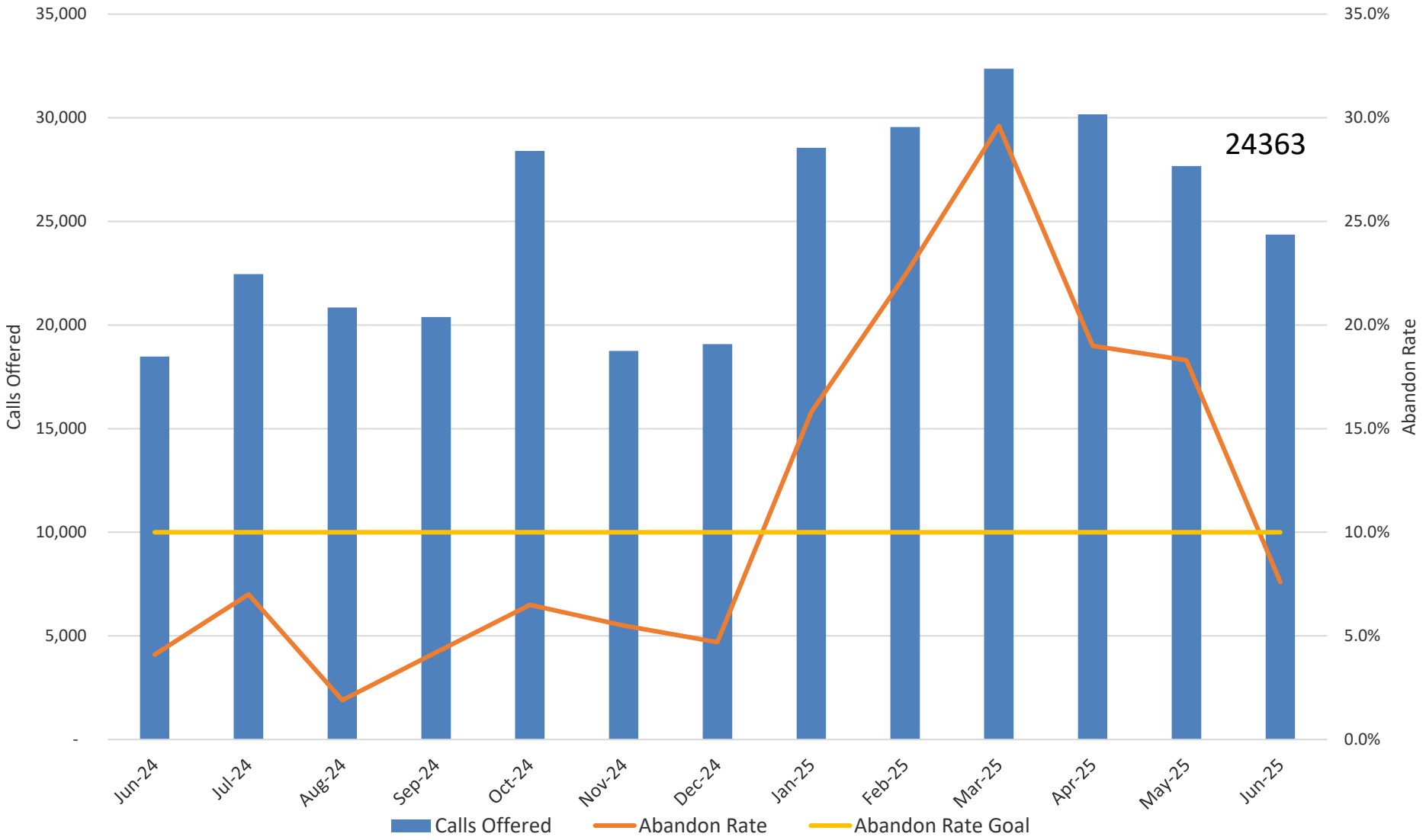
Member Services - Emails



Counseling Center - Average Speed of Answer



Counseling Center - Calls Offered and Abandoned



Thank you.



Sam Watts, Executive Director



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