



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

Administrative Update

October 27, 2022



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



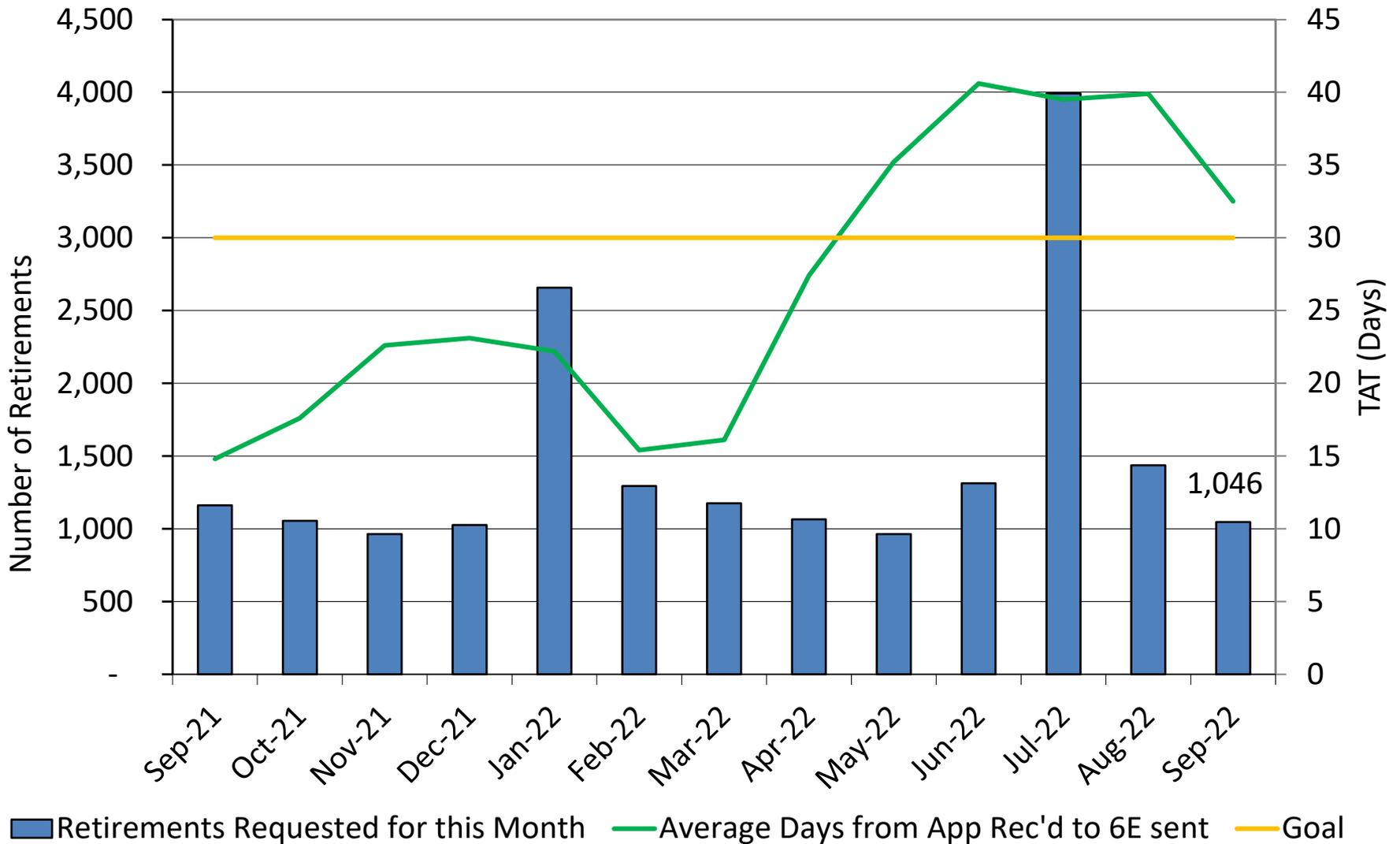
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

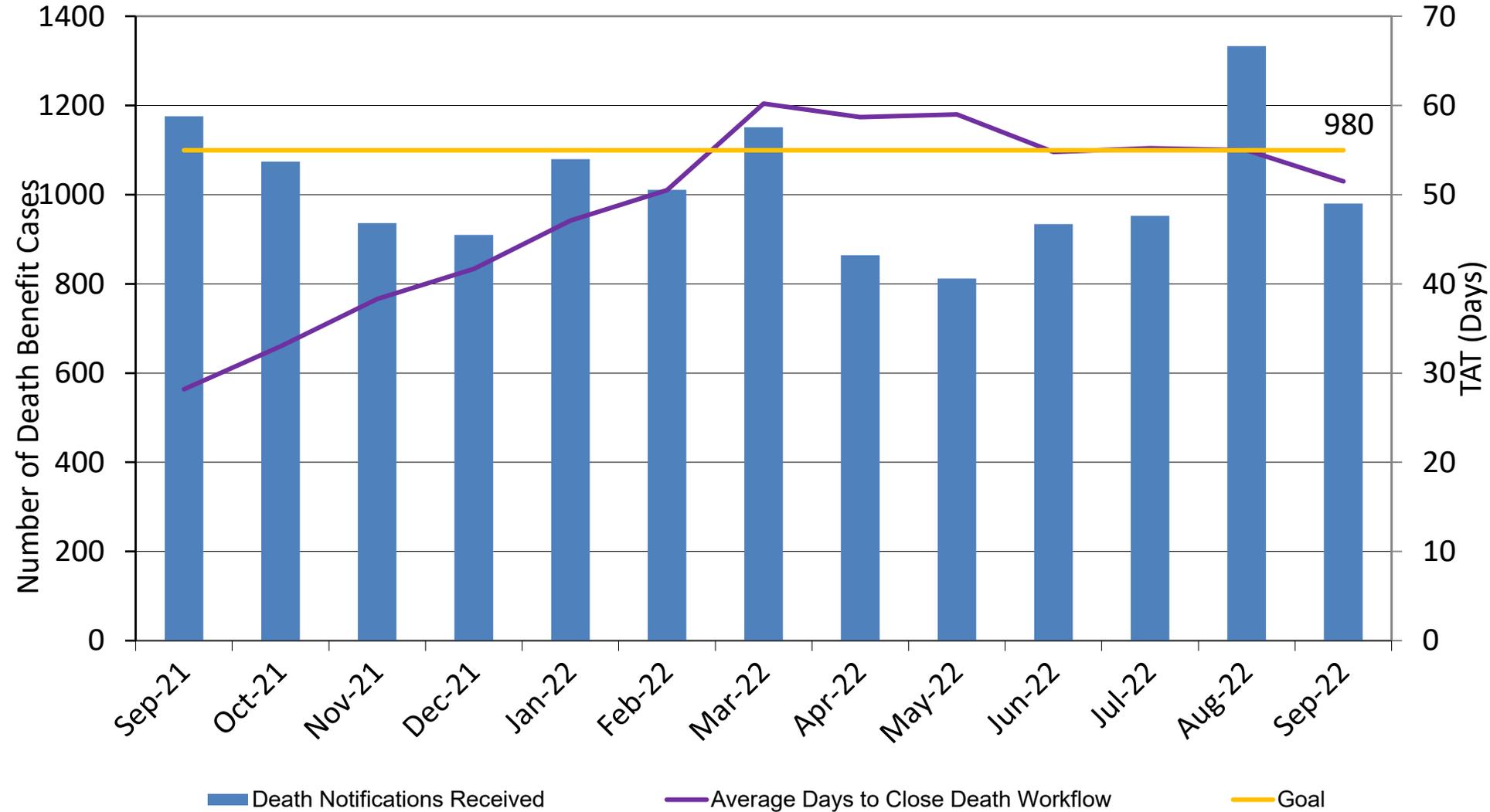


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Benefit Processing - Death Notifications

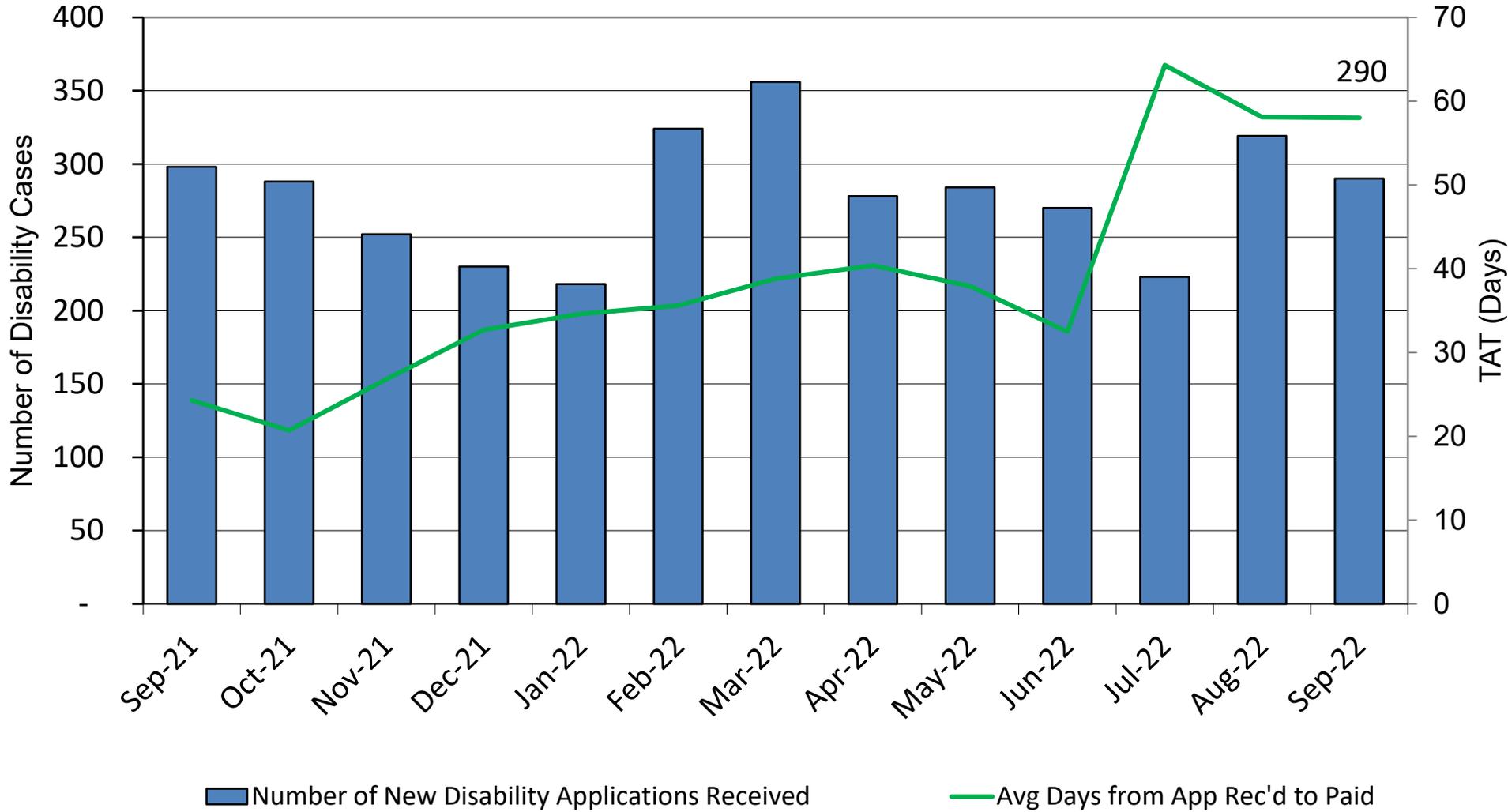


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Benefit Processing - Disability Applications

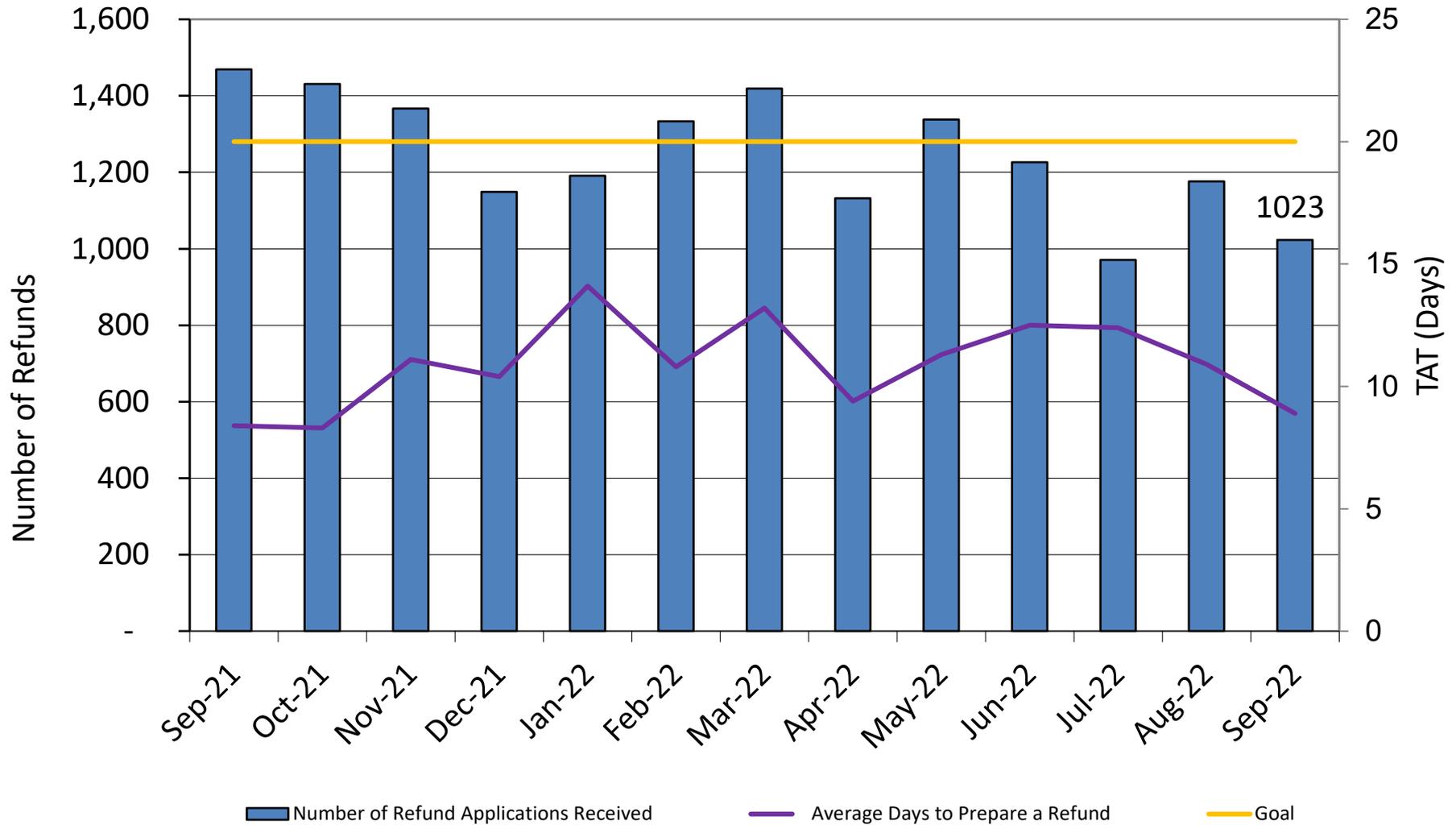


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Benefit Processing - Refund Requests

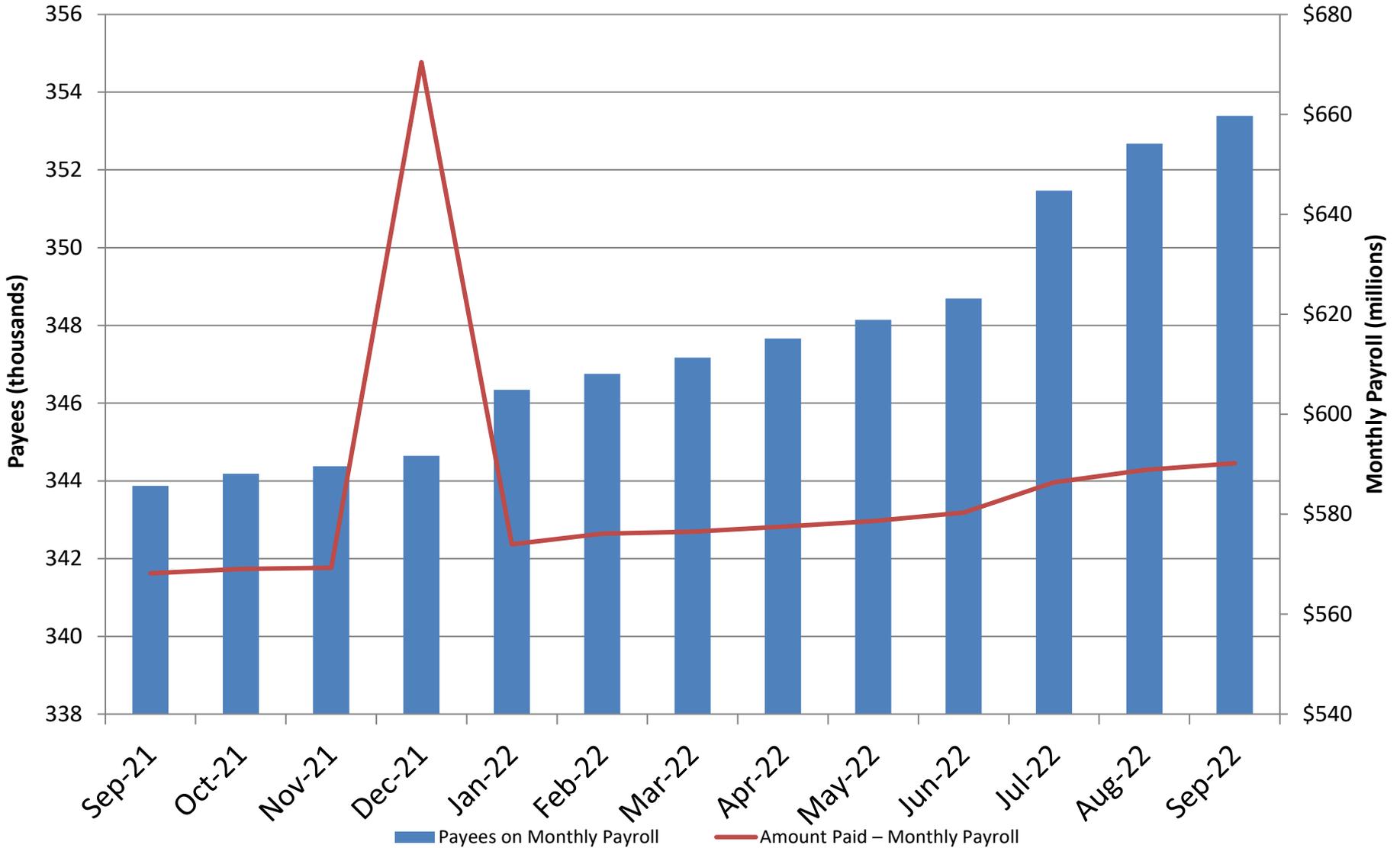


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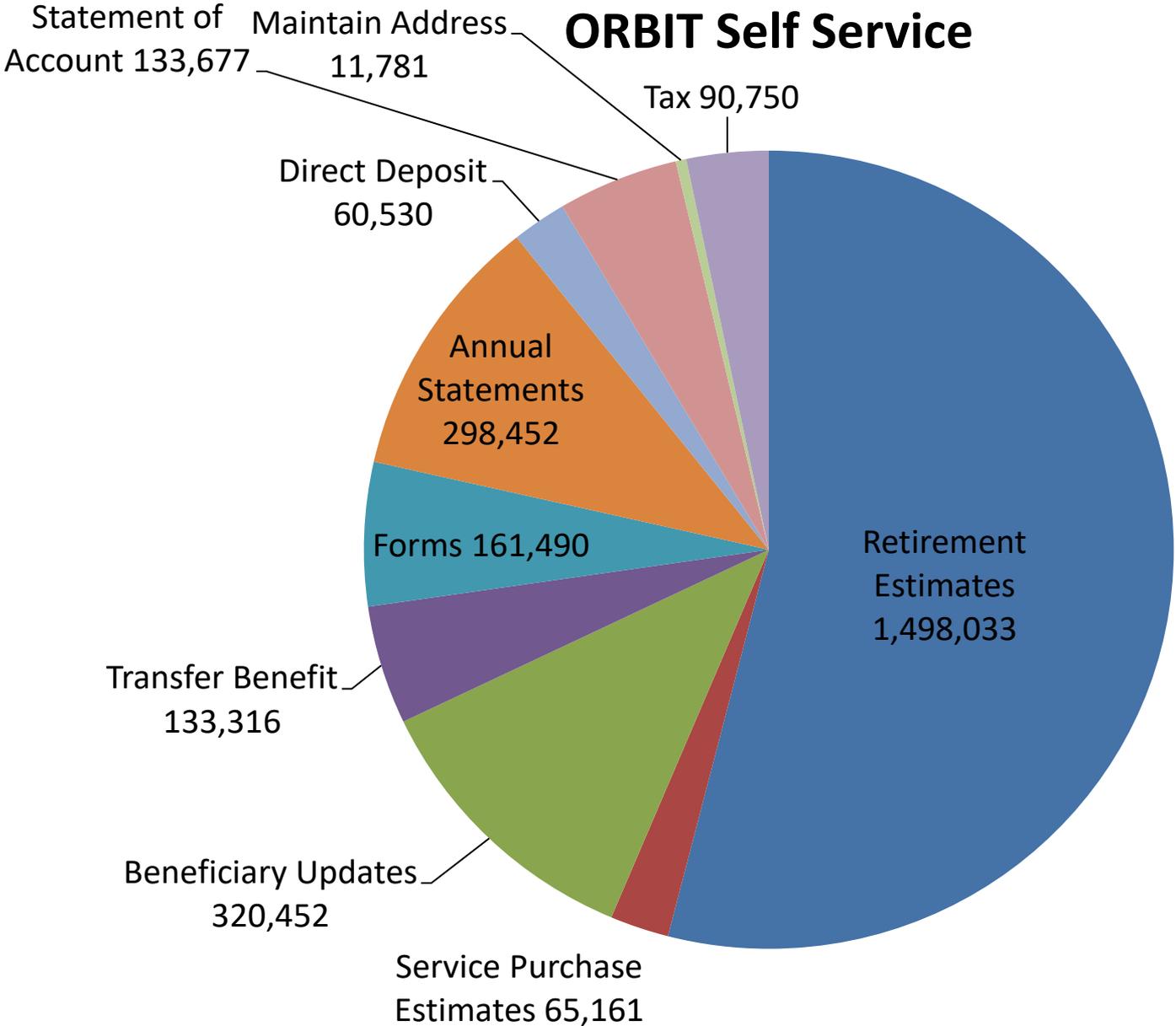
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Payroll Processing - Monthly Payroll



ORBIT Self Service

Data is for last 12 months.





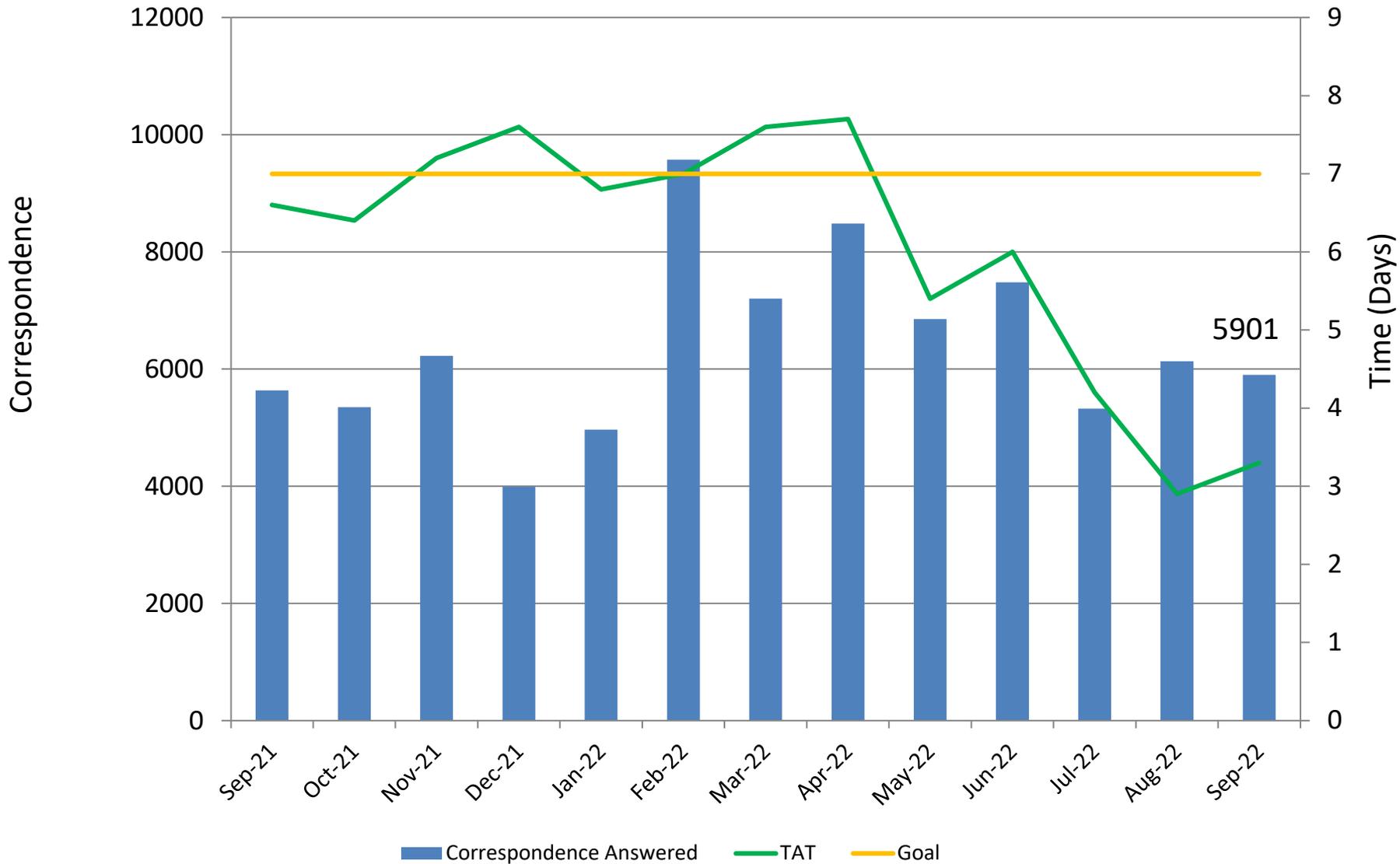
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Member Services

Educational Retirement Group - Correspondence

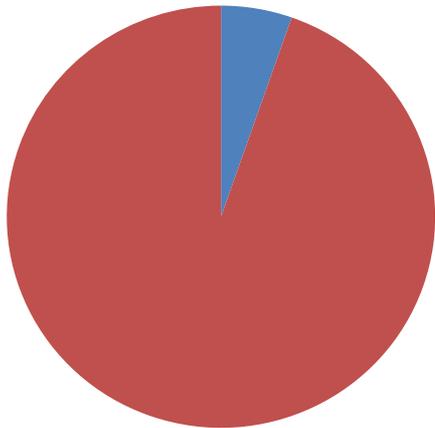


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Educational Retirement Group – 2022/2023 Fiscal Year Meetings and Webinars



	Count Jul 2022 - YTD	Attendees Jul 2022 - YTD
Employer	3	104
Webinar	53	1,273
Total	56	1,377
Annual Goal	108	

■ Employer Meetings

■ Webinars



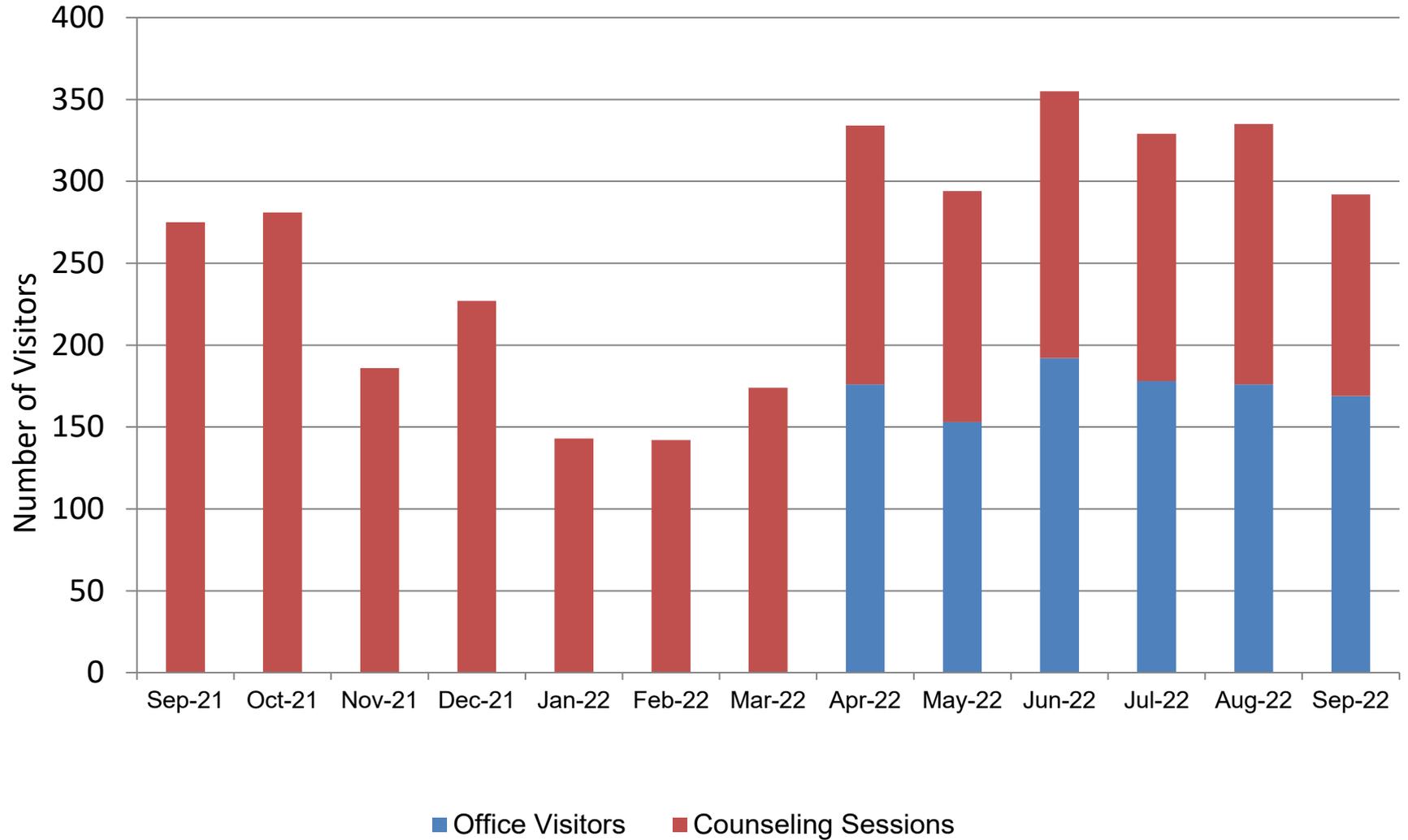
North Carolina
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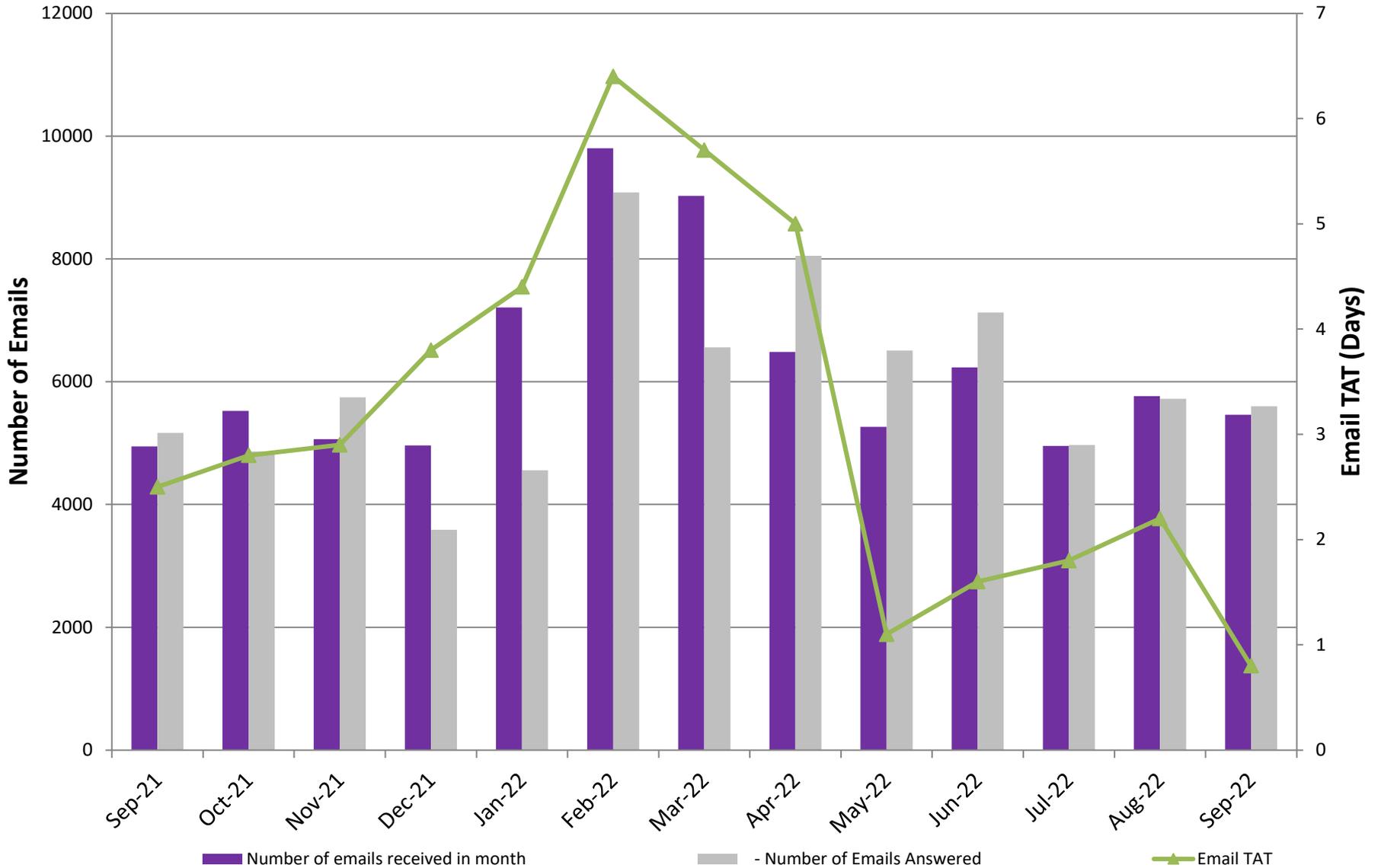
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FY 22/23 Counseling = 433
Annual Goal = 2,480

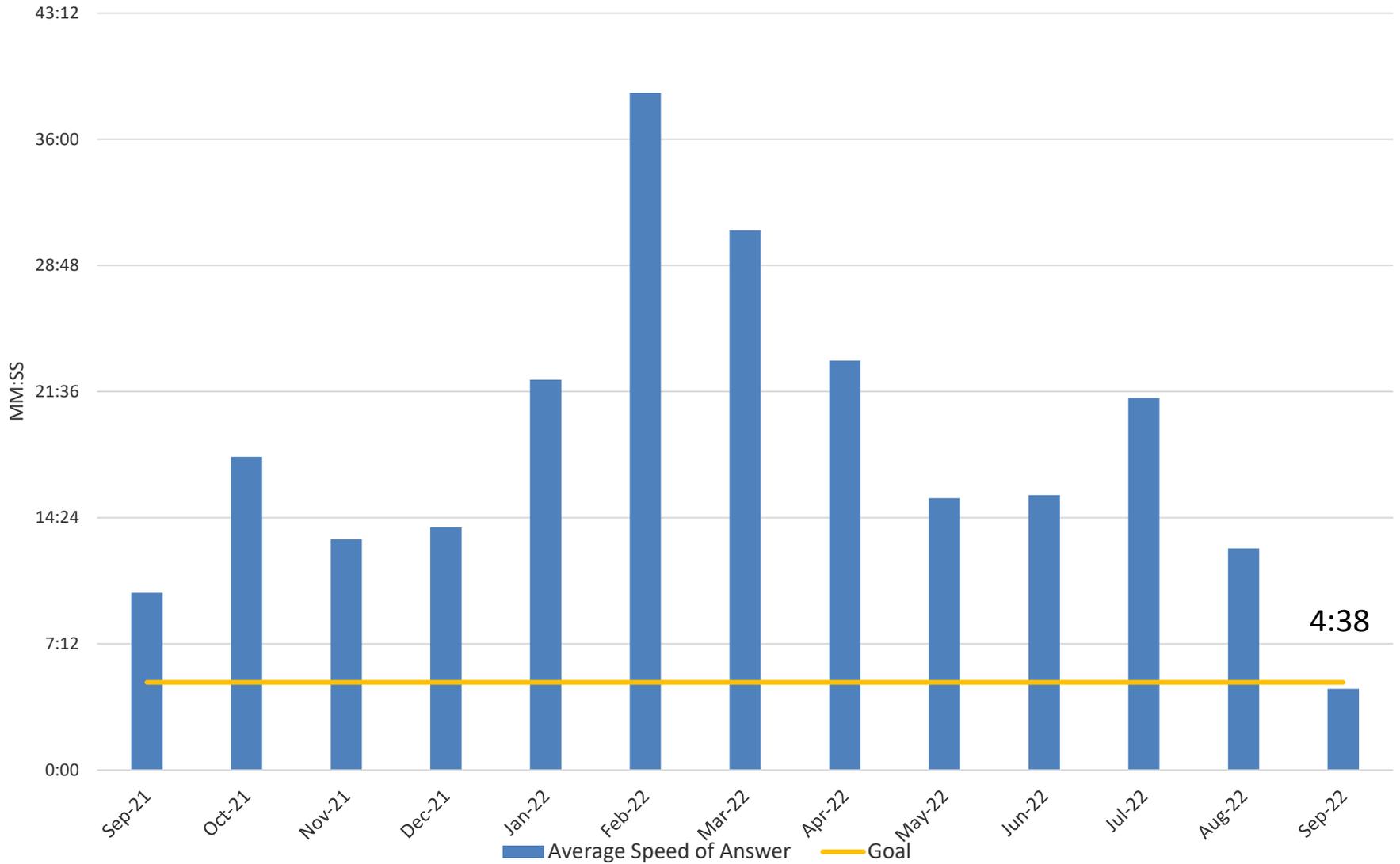
Educational Retirement Group - Visitors and Counseling Sessions



Member Services - Emails Received and Answered



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

- 568 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 10/06/2022
 - 214 invoices are for LGERS employers
 - 354 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/06/2022 exceeds \$56.9 million
- Average invoice cost: \$100,210.65
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- For 490 of the retirements, employers have paid required contributions in full
 - Total CBBC liabilities collected: exceeds \$45.1 million



Thank you



Thomas Causey, Executive Director



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