



NORTH CAROLINA
DEPARTMENT OF STATE TREASURER
RETIREMENT SYSTEMS DIVISION

JANET COWELL
TREASURER

STEVEN C. TOOLE
DIRECTOR

Operations Update

Key Metrics (Calendar Year End)

	<u>2012</u>	<u>2011</u>	<u>% Change</u>
Member Services			
Number of Visitors	4,112	4,213	-2.4%
Incoming Call Volume	282,583	297,159	-4.9%
Retirement Processing			
Estimates Requested	7,252	6,593	10.0%
Service Purchases	6,149	6,525	-5.8%
Applications Received	18,045	18,426	-2.1%
Paid-on-time Rate	88.9%	88.5%	0.4%
Benefit Processing			
Disability Applications Received	4,202	4,230	-0.7%
Death Notifications Received	7,118	6,921	2.8%
Payroll Processing			
Number of Payees as of Nov	258,432	246,511	4.8%
Avg. Monthly Amount Paid	\$1,572.35	\$1,557.88	0.9%
New Overpayment Invoices	1,088	1,248	-12.7%
Self Service (On-Line Processes)			
Retirement Estimates	1,336,732	1,163,470	14.9%
Transfer Estimates (401k & 457)	146,453	144,787	1.2%
Service Purchases	151,474	156,779	-3.4%
Beneficiary Changes	227,395	184,972	22.9%
Direct Deposit Changes	6,403	N/A	100.0%