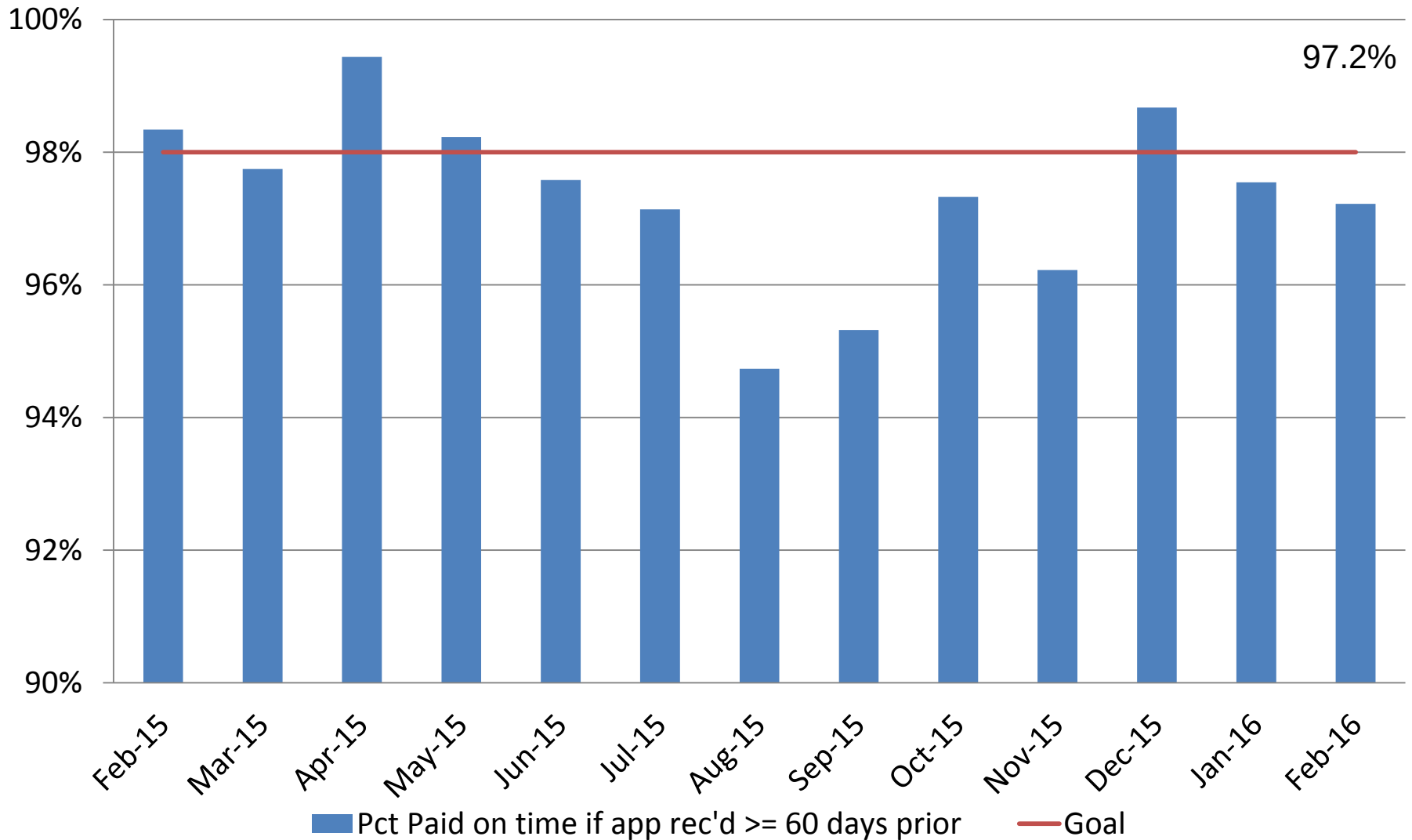
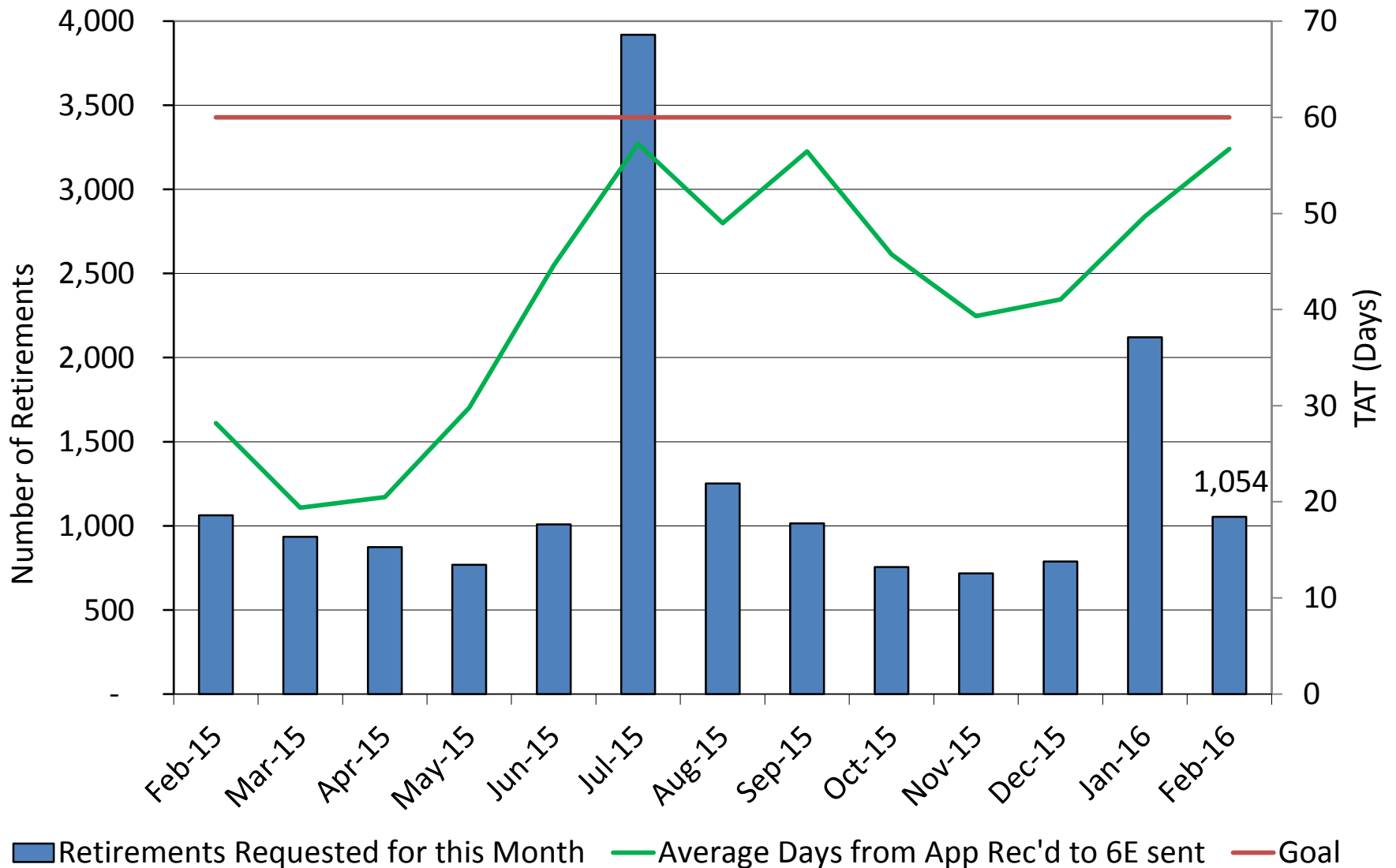


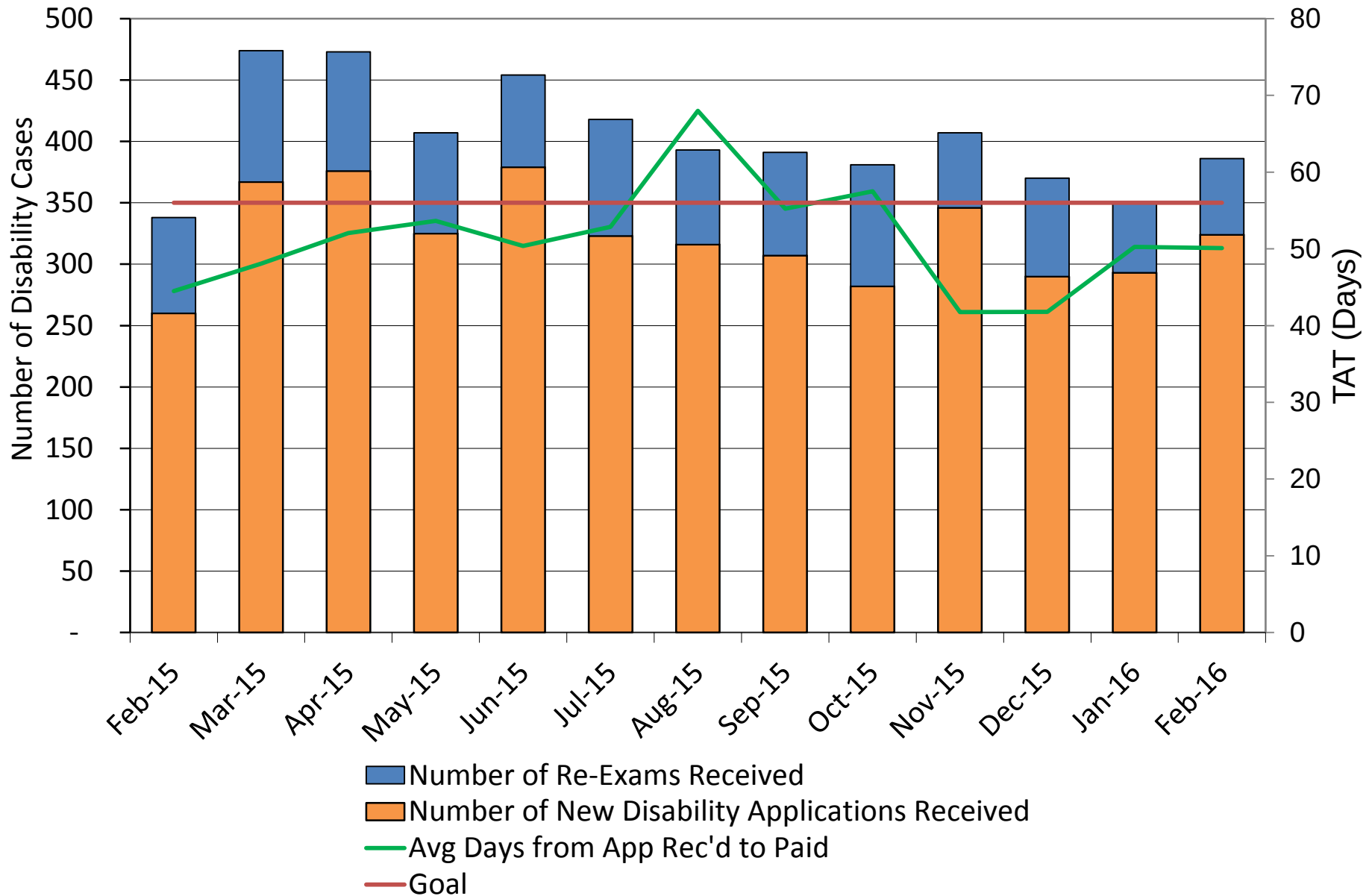
Retirement Processing - 60 Day Paid On Time Rate



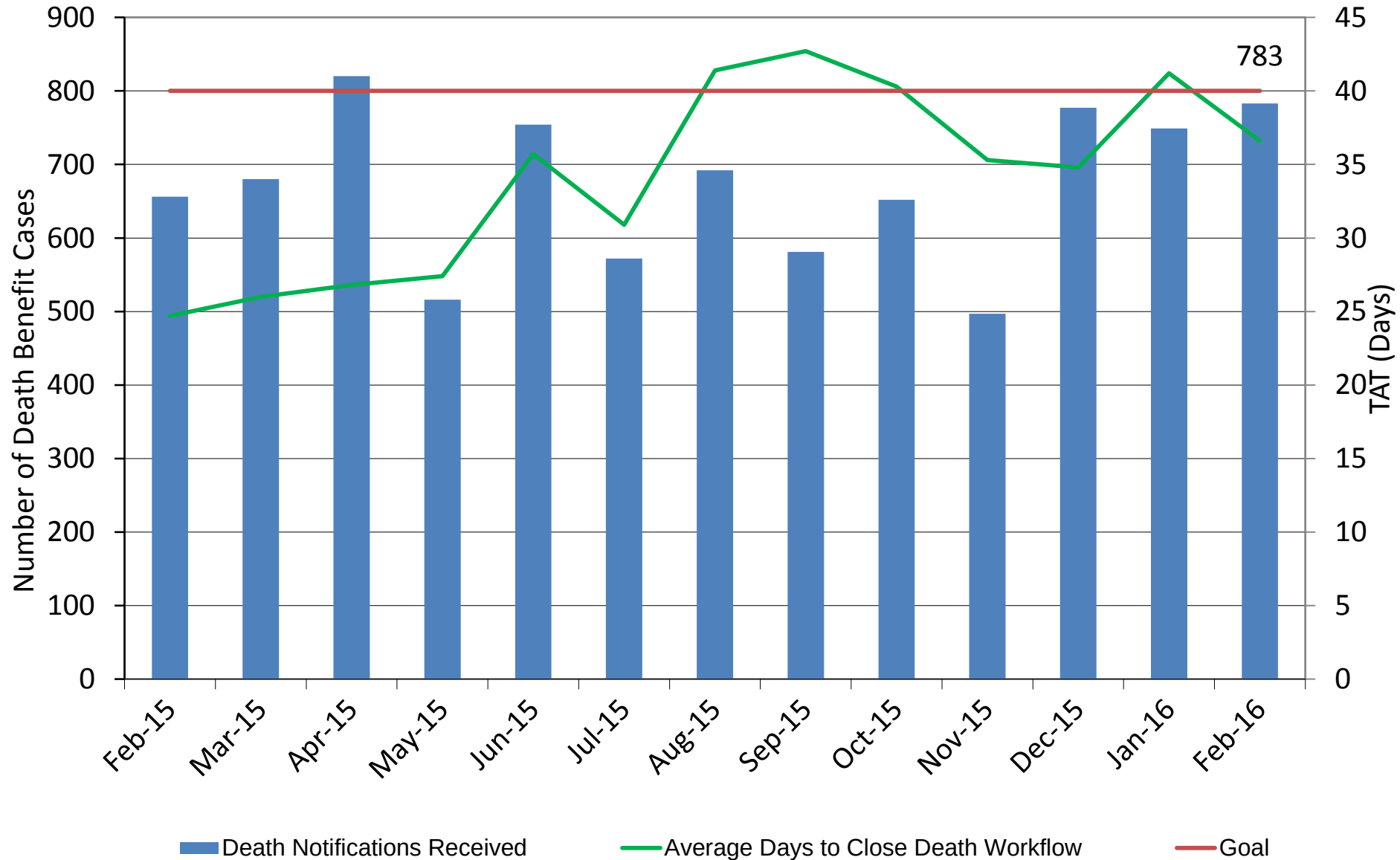
Retirement Processing - Retirements Requested, TAT



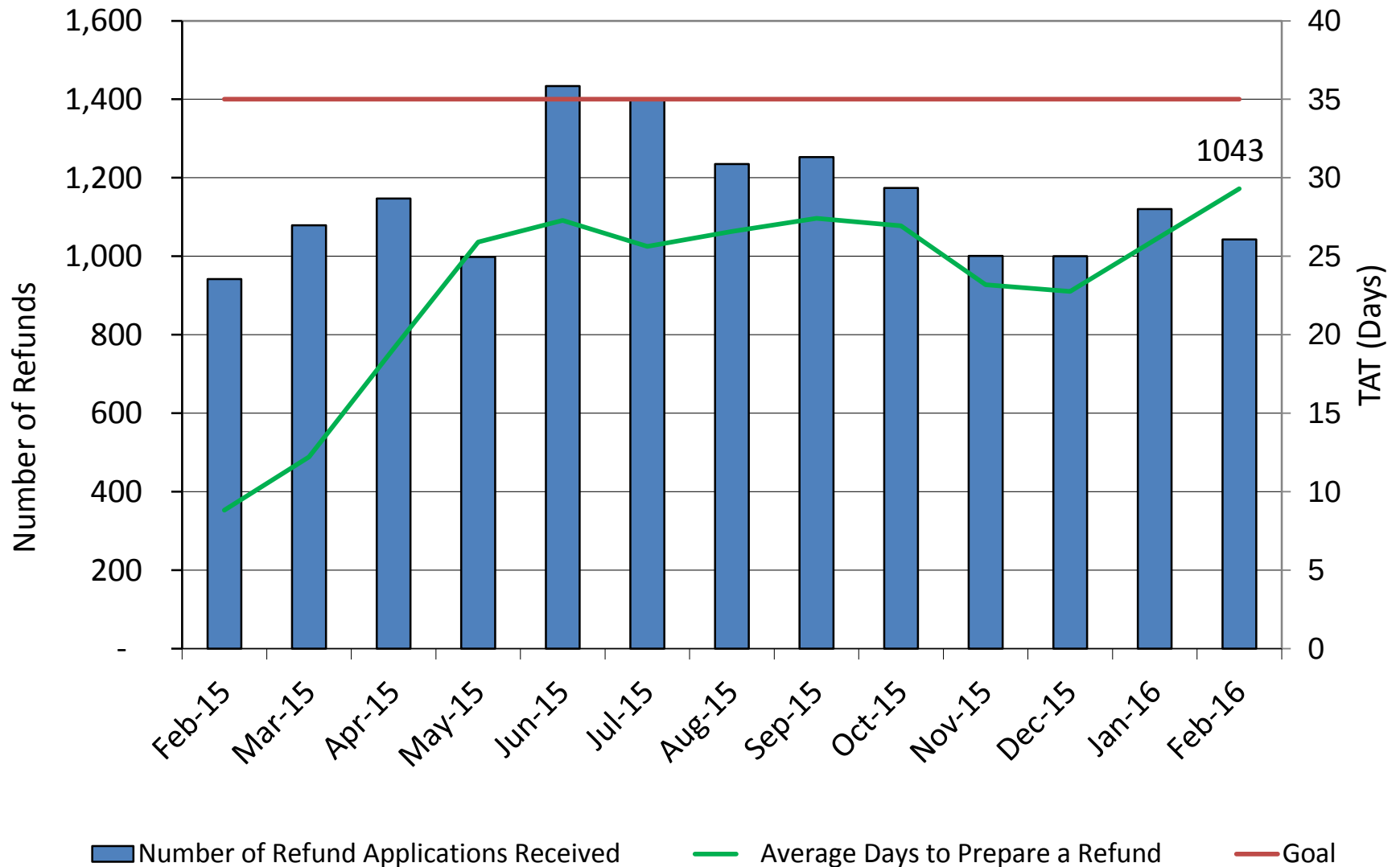
Benefit Processing - Disability Applications



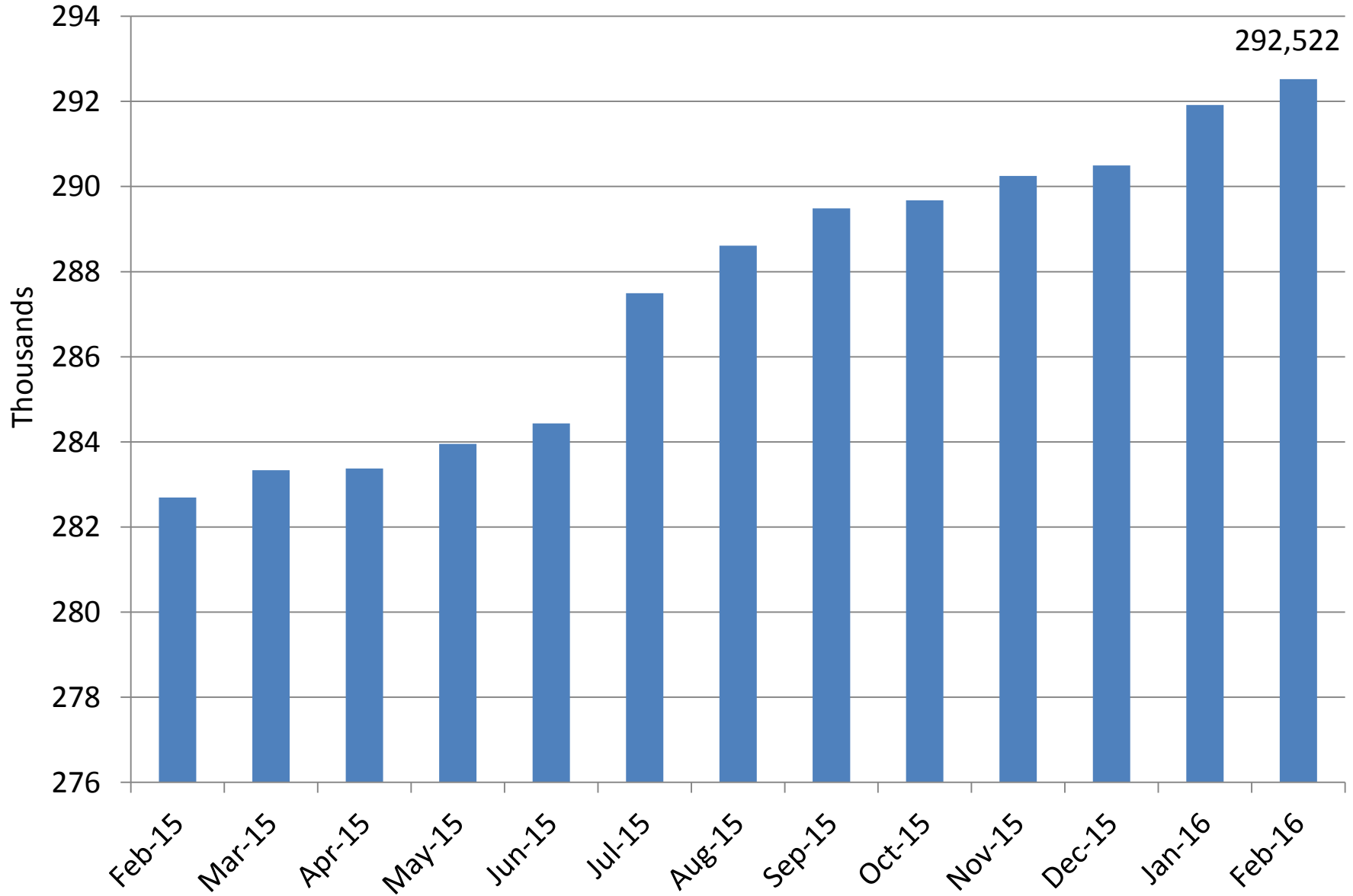
Benefit Processing - Death Notifications



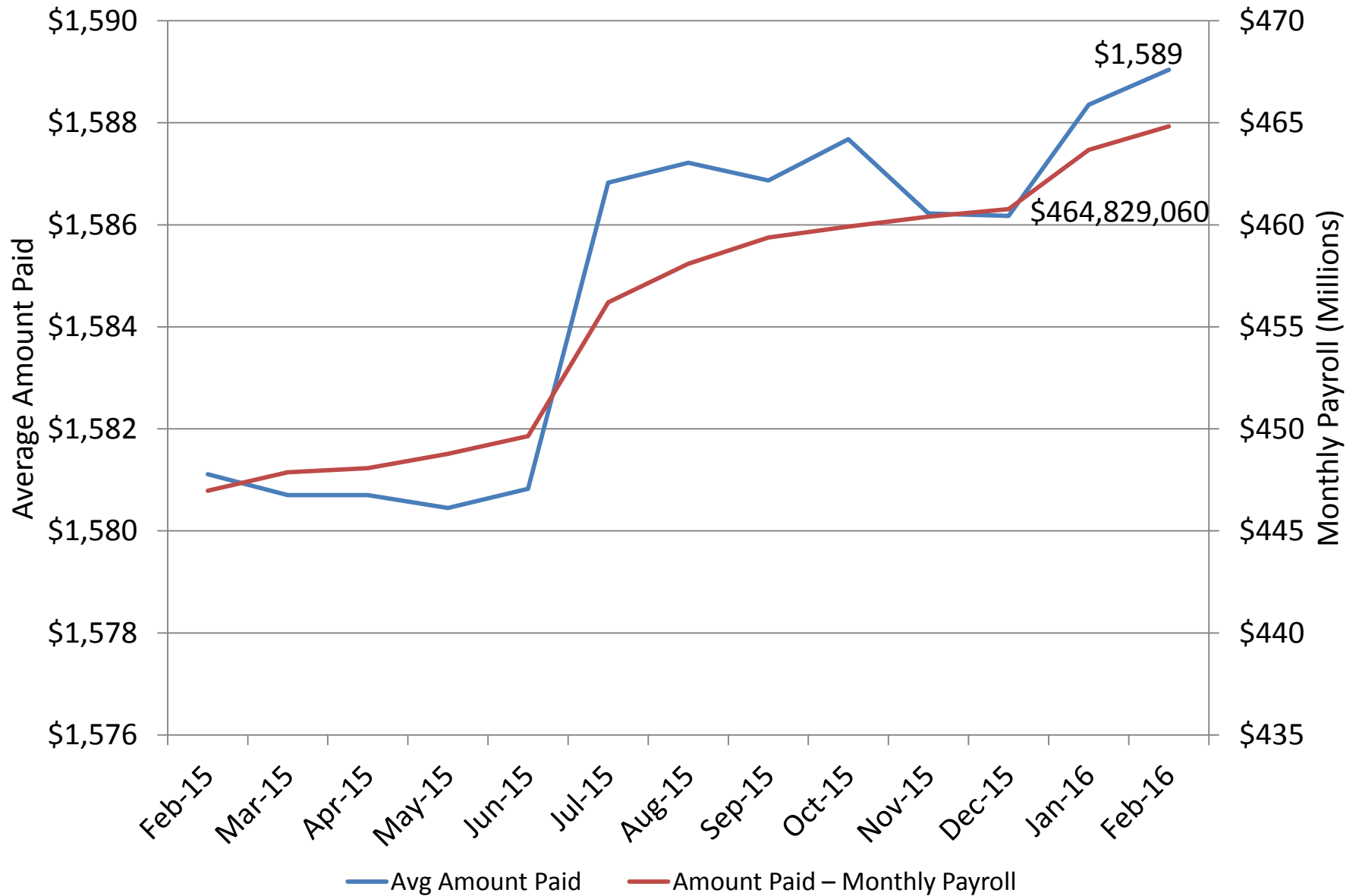
Benefit Processing - Refund Requests



Payroll Processing - Payees

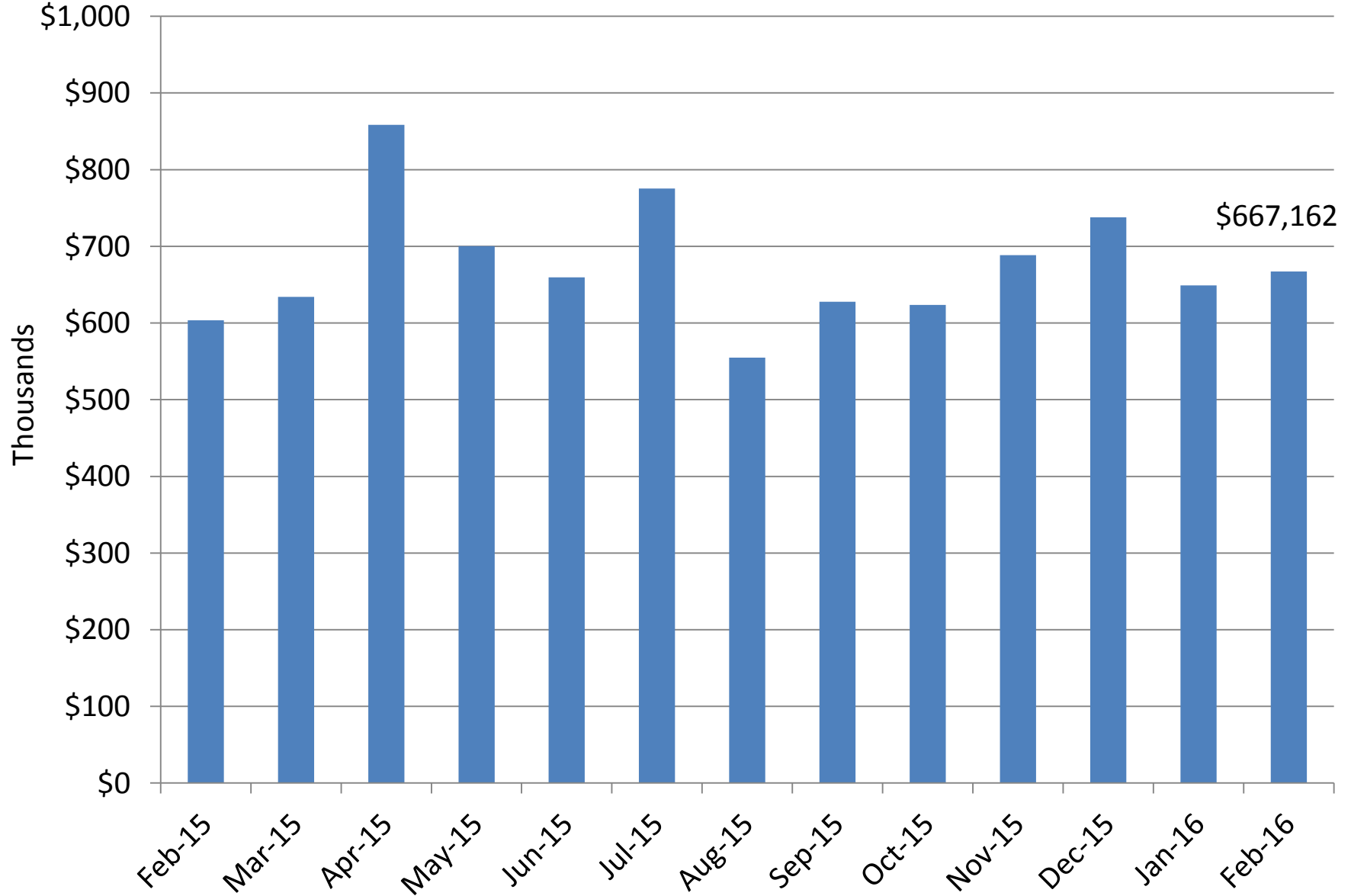


Payroll Processing - Amount Paid



Overpayments - Amount Collected

Collected in past 13 months:
\$8,778,905

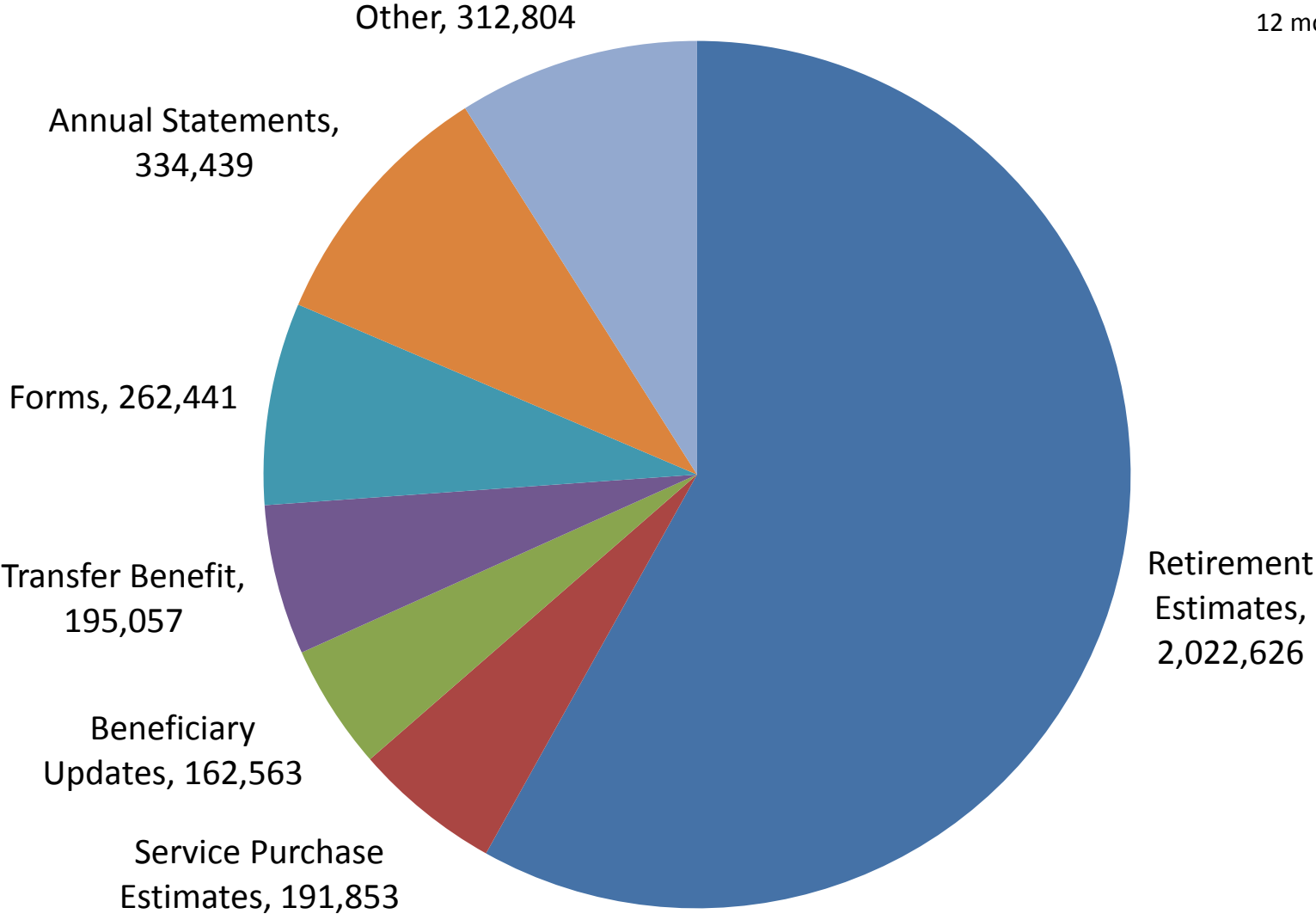


Pension Spiking

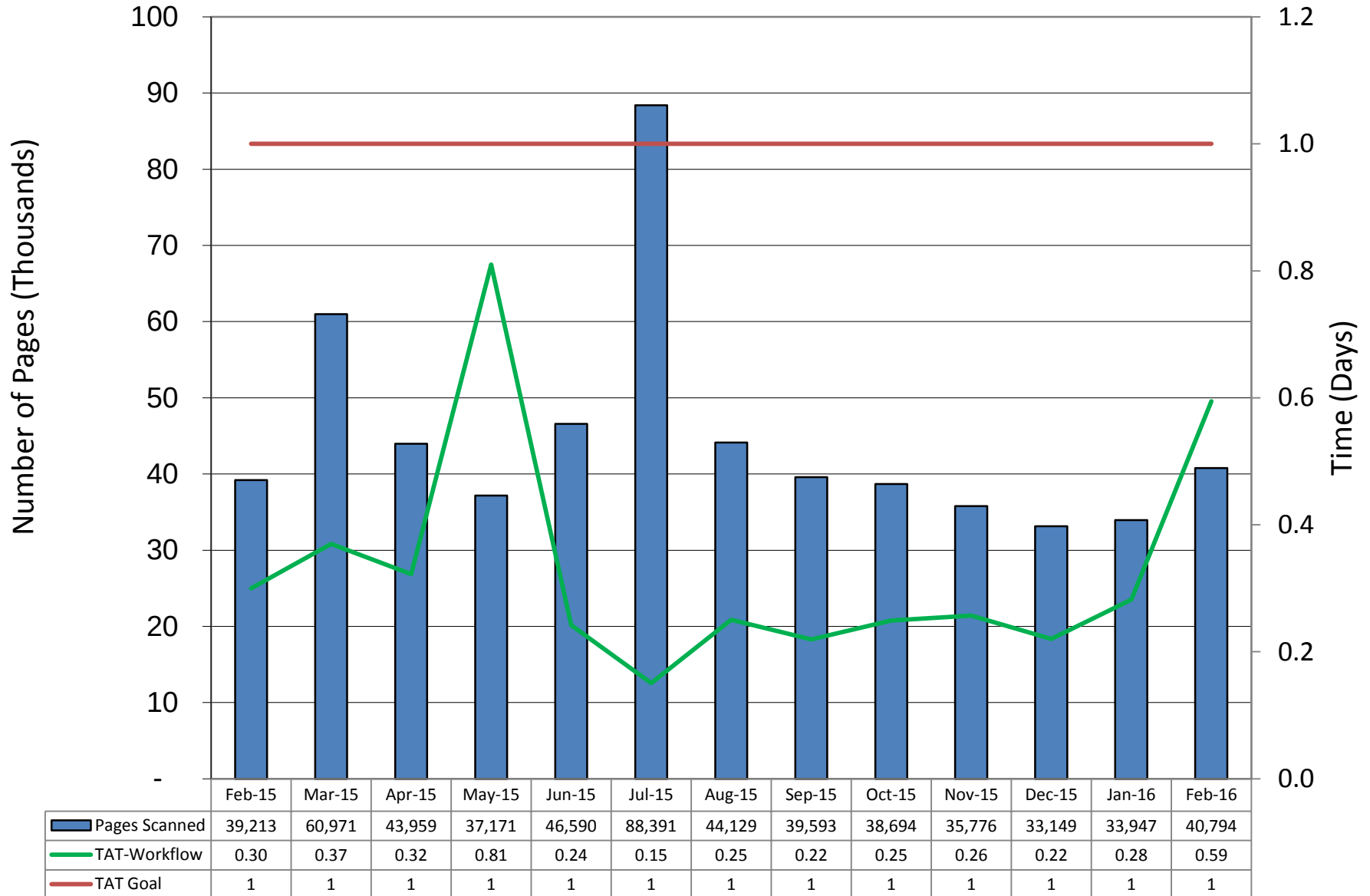
- 34 retirees as of 3/28/2016
- 8 in LGERS and 26 in TSERS
- Average invoice cost \$94,362
- 20 agencies paid in full (exceeds \$1.6 million)
- Total cost to employers exceeds \$3.5 million

ORBiT Self Service

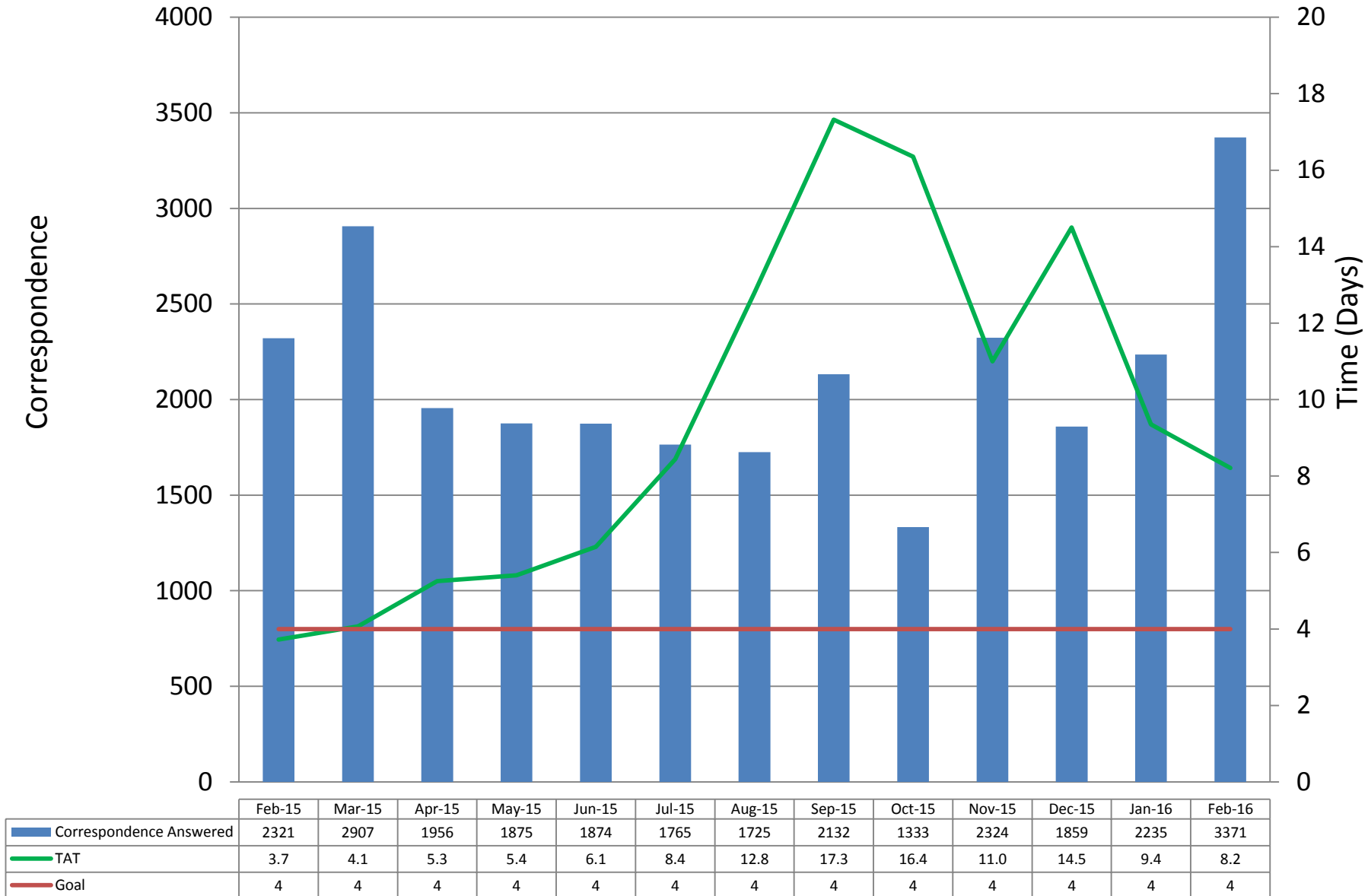
Data is for last 12 months.



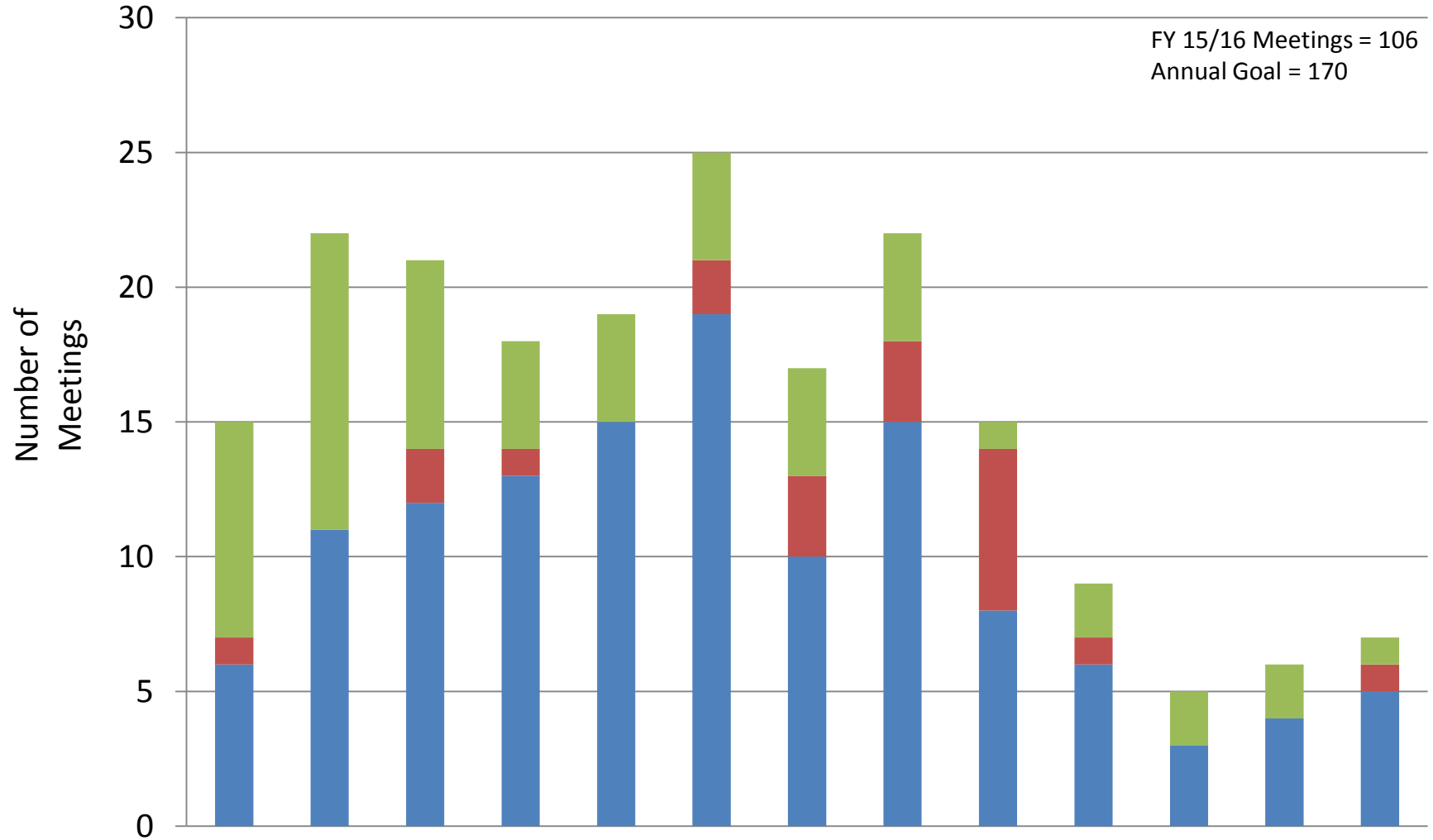
Imaging - Pages Scanned



Educational Retirement Group - Correspondence

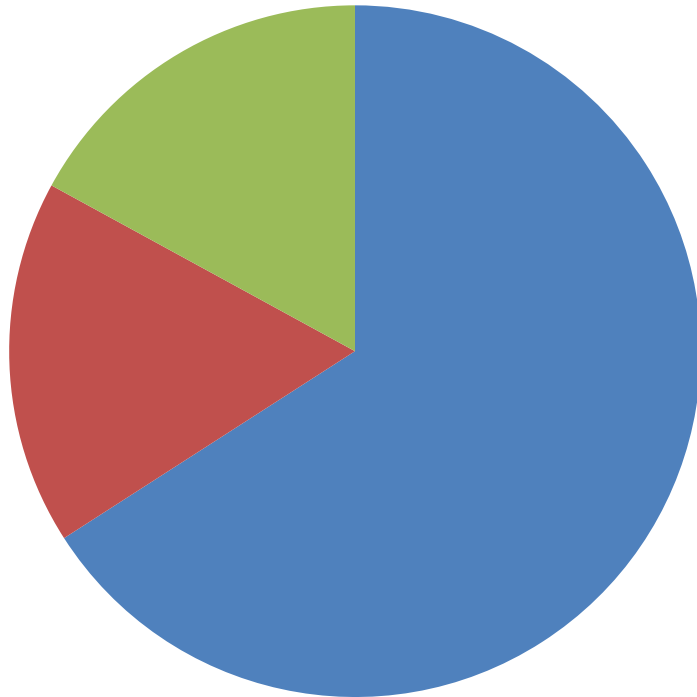


Educational Retirement Group - Meetings and Webinars



	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Webinars	8	11	7	4	4	4	4	4	1	2	2	2	1
Employer Meetings	1	0	2	1	0	2	3	3	6	1	0	0	1
Employee Meetings	6	11	12	13	15	19	10	15	8	6	3	4	5

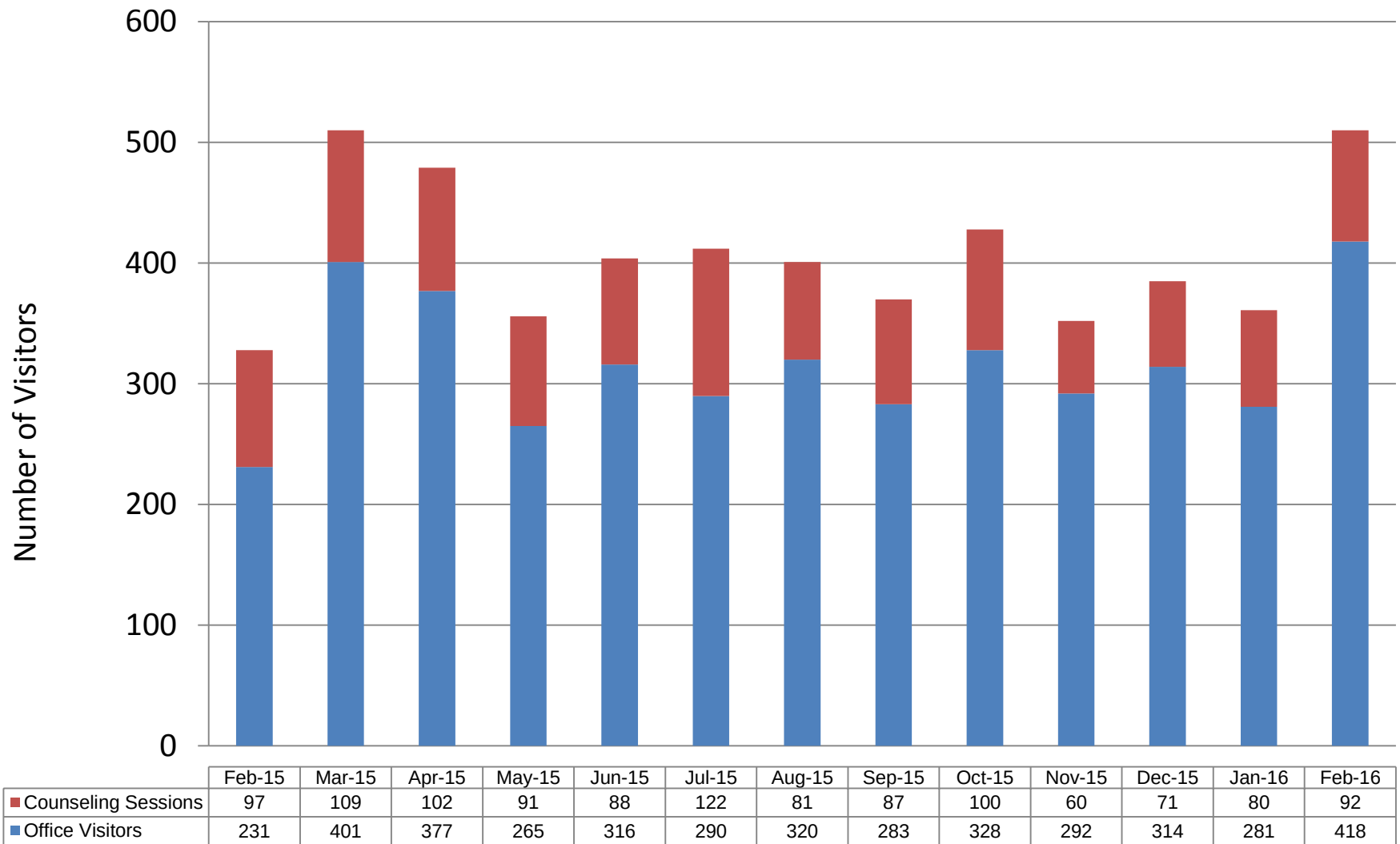
Educational Retirement Group – 2015/2016 Fiscal Year Meetings and Webinars



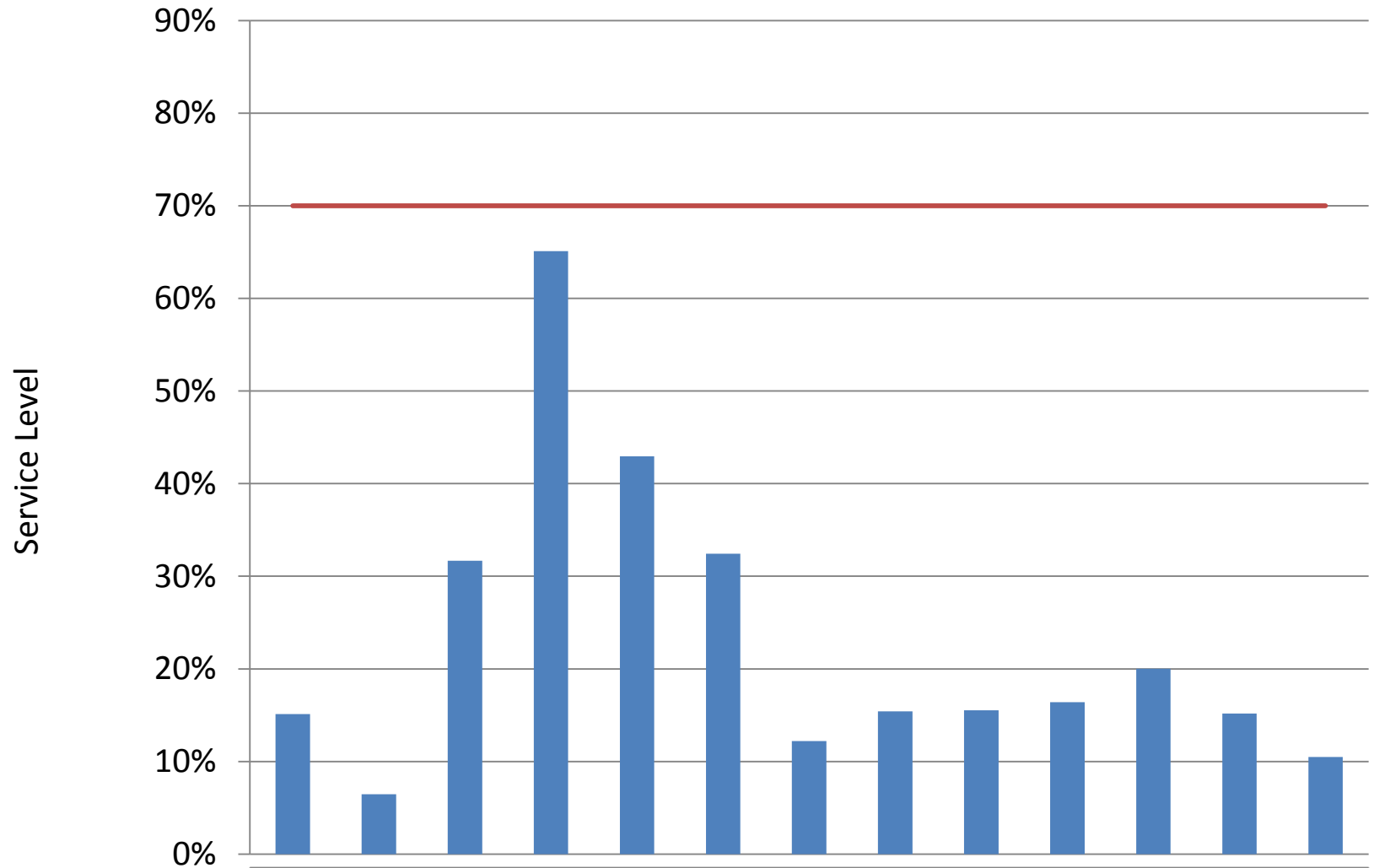
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-Nov	Attendees Jul-Nov
Employee	70	4,846
Employer	16	904
Webinar	20	980
Total	106	6,730
Goal	170	

Educational Retirement Group - Visitors and Counseling Sessions



Call Center - Service Level



	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
% Calls Answered in 30 Sec	15.1%	6.5%	31.7%	65.1%	43.0%	32.4%	12.2%	15.4%	15.5%	16.4%	20.0%	15.2%	10.5%
Goal	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Avg Speed of Answer	9:17	12:11	3:53	1:09	2:14	3:38	5:33	8:57	11:31	10:11	10:27	12:19	13:35
Total Calls Offered	24,304	33,752	24,836	19,027	23,293	24,957	24,590	25,111	28,578	21,021	21,402	25,268	31,973