LEOFF PLAN 2 RETIREMENT BOARD

ONLINE RETIREMENT APPLICATION

July 25, 2012

DEPARTMENT OF RETIREMENT SYSTEMS

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Project Background

Strategic Goal

- Increase customer self-service options by expanding and simplifying DRS' online systems
  - Offer an online retirement application process by March 2012

- Successfully implemented **March 29, 2012**
  - Provides the ability for customers to complete an online service retirement application

Early Customer Involvement

- Analyzed existing retirement application processes and best practices for online applications
- Developed screen design options
- Worked with focus group participants (internal and external) to select approved design
- Modified application to incorporate customer improvement suggestions

Customer Service Enhancements

- Customers can apply online for a service retirement and independently start the process at their convenience
- Provides retirement education information for the customer’s specific system and plan
- Questions within the application are specific to the customer’s system and plan

Customer Service Enhancements

- Estimated retirement benefit amount is known
- Information will be pre-filled whenever possible
- Customers can update information directly online
- Built-in calculators

Customer Service Enhancements

- Once the application is submitted
  - Ability to print forms with information pre-filled
  - Provides tracking of exactly what additional forms or documentation are needed to retire
  - Ability to cancel and resubmit the application

- Eliminates requirement to file some forms separately

DRS Service Enhancements

- Eliminates approximately 5 manual processes
- Fewer errors as information is pre-filled and legible
- Automatically updates DRS systems
- Provides information to generate optional bills based on customer's request
- Improved application processing time
  - Application view is organized as a DRS team member typically processes retirement information

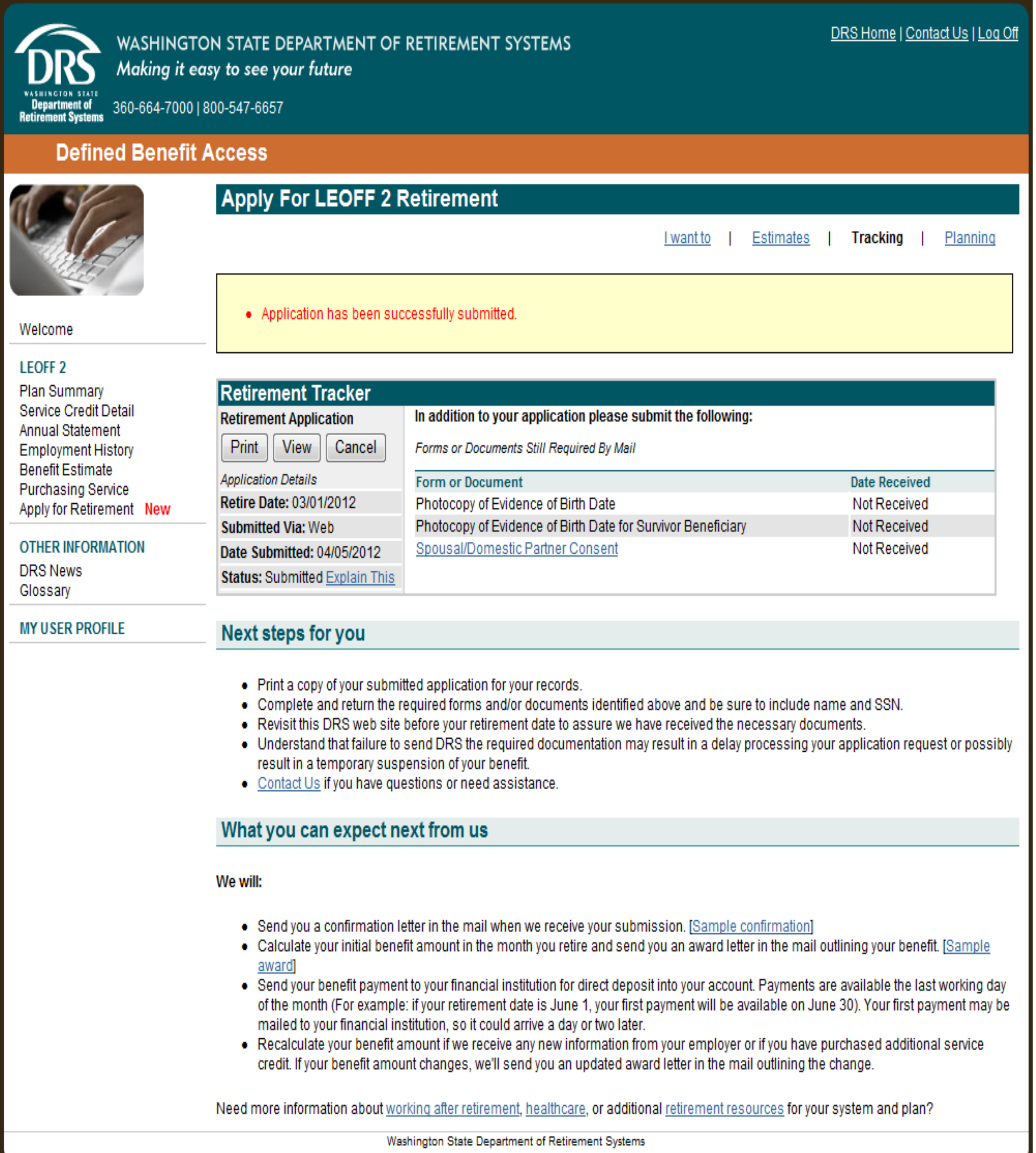
As of June 2012

- 3,184 total service applications submitted through June 2012
- 416 or 13% submitted through the web
- LEOFF Plan 2:
  - Web: 20
  - Paper: 87
  - Web percentage: 19%

Total Usage as of June 2012

System Plan	Application Received	System Plan	Application Received
LEOFF 2	20	SERS 3	39
LEOFF 1	3	SERS 2	12
PERS 3	19	TRS 3	50
PERS 2	176	TRS 2	16
PERS 1	51	TRS 1	30

Communicating to Customers



DRS
WASHINGTON STATE Department of Retirement Systems

WASHINGTON STATE DEPARTMENT OF RETIREMENT SYSTEMS
Making it easy to see your future
360-664-7000 | 800-547-6657

DRS Home | Contact Us | Log Off

Defined Benefit Access

Welcome

LEOFF 2
Plan Summary
Service Credit Detail
Annual Statement
Employment History
Benefit Estimate
Purchasing Service
Apply for Retirement New

OTHER INFORMATION
DRS News
Glossary

MY USER PROFILE

Apply For LEOFF 2 Retirement

I want to | Estimates | Tracking | Planning

- Application has been successfully submitted.

Retirement Tracker

Retirement Application

Print | View | Cancel

Application Details

Retire Date: 03/01/2012
Submitted Via: Web
Date Submitted: 04/05/2012
Status: Submitted Explain This

In addition to your application please submit the following:

Forms or Documents Still Required By Mail

Form or Document	Date Received
Photocopy of Evidence of Birth Date	Not Received
Photocopy of Evidence of Birth Date for Survivor Beneficiary	Not Received
Spousal/Domestic Partner Consent	Not Received

Next steps for you

- Print a copy of your submitted application for your records.
- Complete and return the required forms and/or documents identified above and be sure to include name and SSN.
- Revisit this DRS web site before your retirement date to assure we have received the necessary documents.
- Understand that failure to send DRS the required documentation may result in a delay processing your application request or possibly result in a temporary suspension of your benefit.
- Contact Us if you have questions or need assistance.

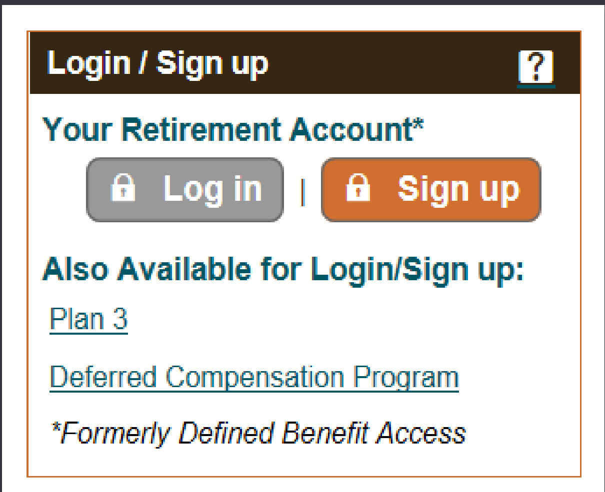
What you can expect next from us

We will:

- Send you a confirmation letter in the mail when we receive your submission. [Sample confirmation]
- Calculate your initial benefit amount in the month you retire and send you an award letter in the mail outlining your benefit. [Sample award]
- Send your benefit payment to your financial institution for direct deposit into your account. Payments are available the last working day of the month (For example: if your retirement date is June 1, your first payment will be available on June 30). Your first payment may be mailed to your financial institution, so it could arrive a day or two later.
- Recalculate your benefit amount if we receive any new information from your employer or if you have purchased additional service credit. If your benefit amount changes, we'll send you an updated award letter in the mail outlining the change.

Need more information about working after retirement, healthcare, or additional retirement resources for your system and plan?

Washington State Department of Retirement Systems



Login / Sign up ?

Your Retirement Account*

Log in | Sign up

Also Available for Login/Sign up:

Plan 3

Deferred Compensation Program

**Formerly Defined Benefit Access*

Communicating to Customers

- News and Announcements on DRS Public website
- Expanded stakeholder communications delivered incrementally
  – LEOFF Plan 2 Retirement Board
  – Superintendent of Public Instruction
  – Washington Education Association
  – Governor's Office
  – Cabinet Agency Directors
  – WA Federation of State Employees
  – All state agency Communication Directors

Customer Follow-up

- Contacted customers who have submitted an online application to determine ease of use and recommended enhancements
- Asked general questions about overall experience

What Customers Are Saying

- What they liked:
  - Easy to use and quick to complete
  - Prompts if something is incorrect or missed
  - Helpful publications and information throughout the application
  - Being able to track their application
  - The tax calculator
  - The Purchase Service Credit calculator

What Customers Are Saying

- Recommendations for enhancements:
  - Make the beneficiary section clearer and allow members who designate a survivor to designate contingent beneficiaries
  - Clarify what allowances means in the tax calculator
  - Clarify in the purchase service credit text that you can use Deferred Compensation monies to pay for the service credit
  - Make the requirement to submit a Spousal Consent Form clearer in the application

What's Next?

- Foundation for future online customer service delivery enhancements
- Prioritize short-term and long-term customer service delivery enhancements
- Validate future service delivery enhancements with customer recommendations
- Adapt application as needed and continue to follow-up with customers
- Modify estimate functionality in application-stakeholder input

Thank you for helping us develop the online retirement application!