Pension Systems & Digital Strategy Update

REDWOOD

University of California
February 28, 2025

UCRAYS Will Be A Focus for 2025

Areas of Exploration and Research

- **Security & Authentication**
  - Password reset improvements
  - Passwordless authentication (e.g., biometrics)
  - AI-driven fraud detection
- **User Experience & Interface**
  - General UI improvements
  - Mobile UCRAYS access
  - Voice-enabled interactions
- **Document Management**
  - Smart document upload
  - Document library enhancements
  - E-signature for secure submissions
- **Automation & AI**
  - AI-powered chatbot and virtual assistants
  - Case tracking with automated updates
- **Pension Tools & Modeling**
  - Improved pension payout modeling tools
  - Limited survivor access

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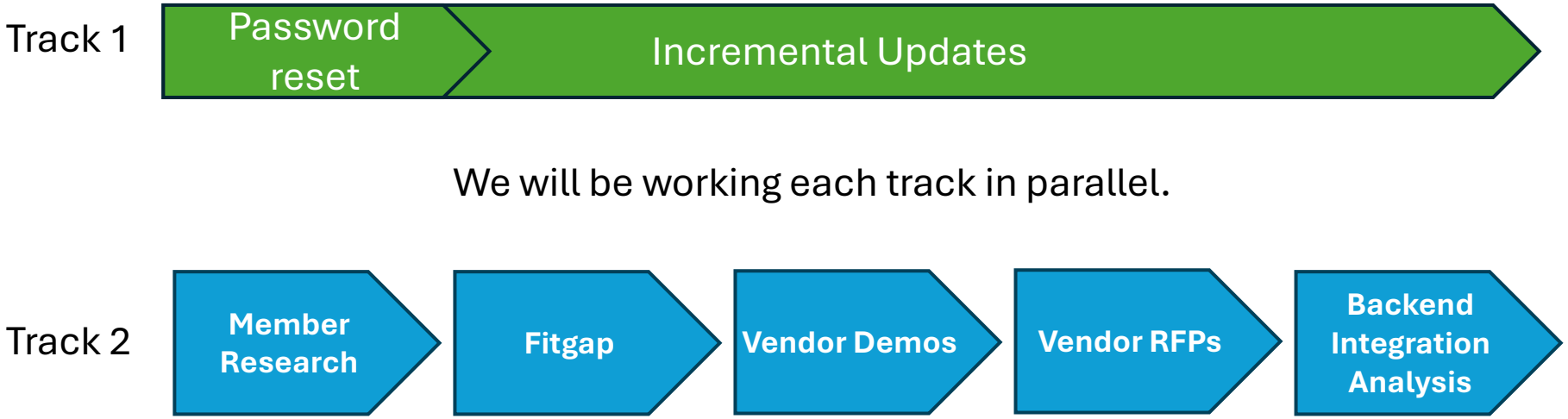
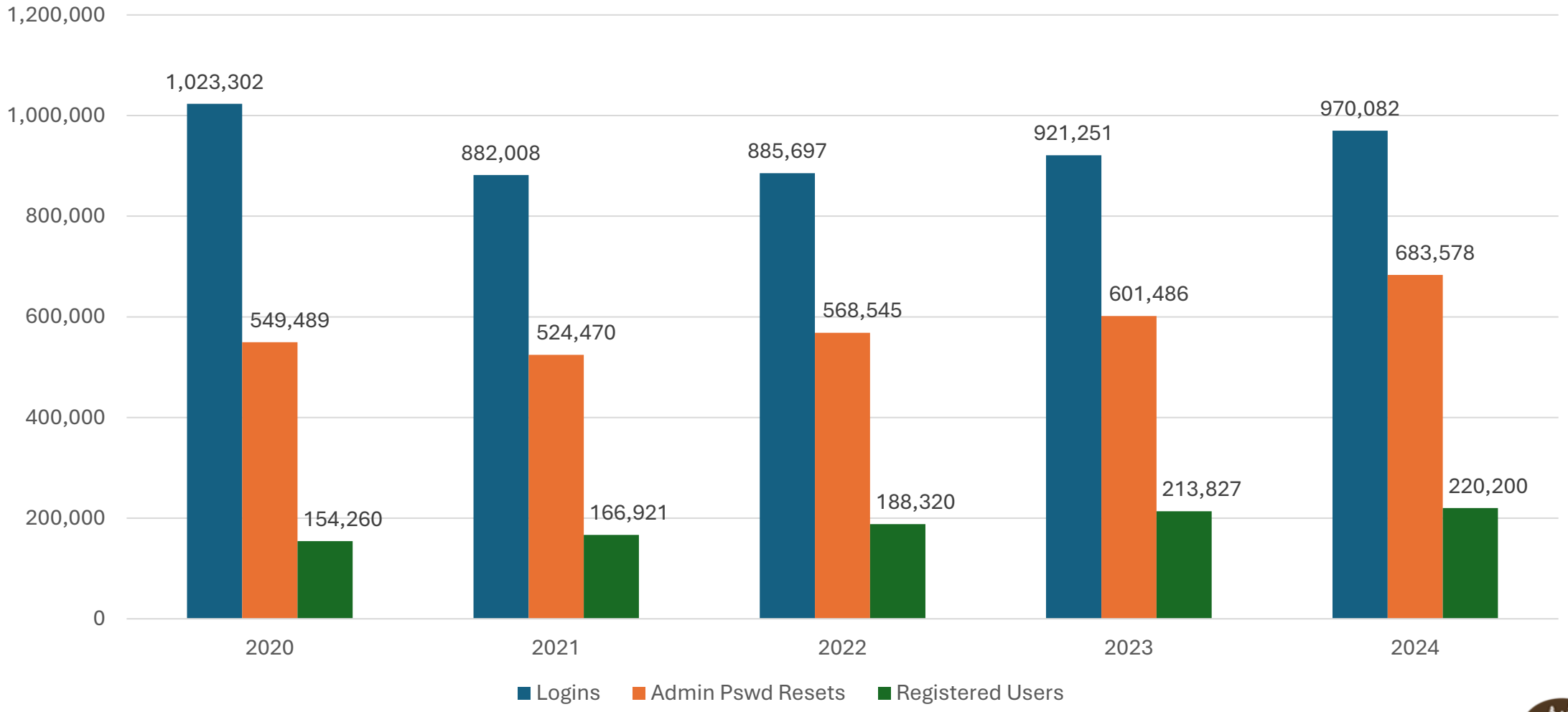
UCRAYS - Approach

- **Two-Track Approach to Improving UCRAYS**
  - **Track 1:** Focus on small but meaningful enhancements to the current UCRAYS.
  - **Track 2:** Understand members' digital needs, explore options, and determine the best path forward.



UCRAYS Login Activity



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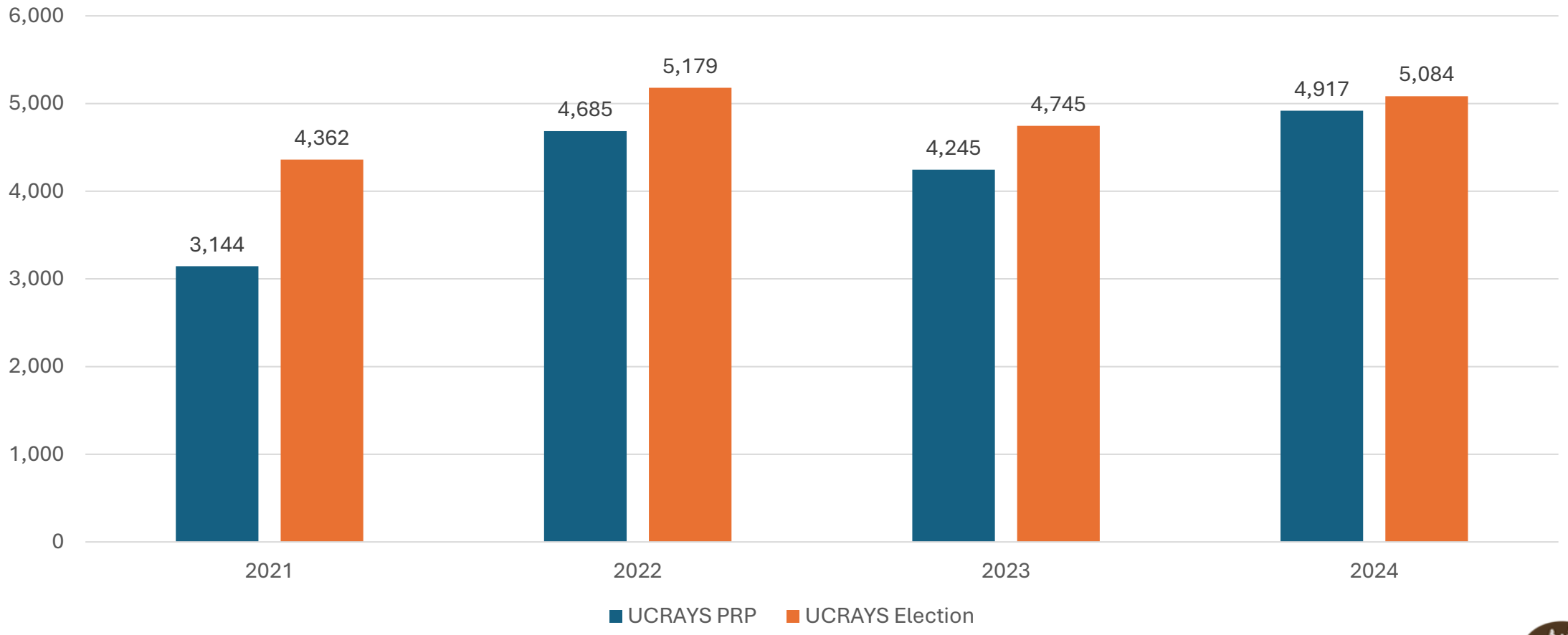
UCRAYS Retirement Activity



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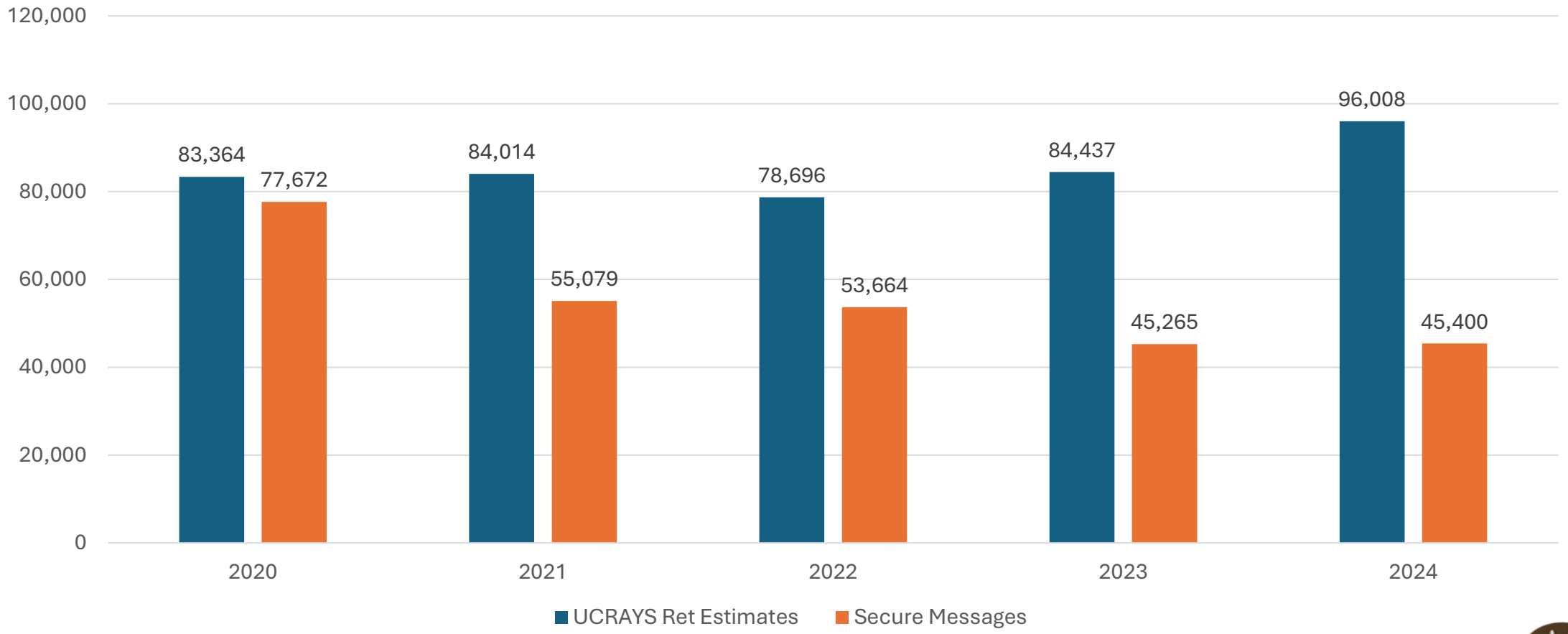
UCRAYS Other Activity



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Recent Updates

- Finalized Lived Name & Gender Recognition Updates
- Generated 104k Tax Statements mailing 80K
- UCRAYS Security Enhancements
  - Multi-Factor Adoption Campaign

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