UNIVERSITY OF CALIFORNIA RETIREMENT ADMINISTRATION SERVICE CENTER (RASC)
FY 2012/13 STATISTICAL SUMMARY

	FY 2012/13 Budget	FY 2011/12 Budget	% Chg
RASC Staff (Incl. Contract)	88	83	6%

CUSTOMER SERVICE

	FY 2012/13	FY 2011/12	% Chg
# Calls Answered	86,168	75,945	13%
# Correspondence / Other	13,993	12,205	15%
Total Contacts	100,161	88,150	14%

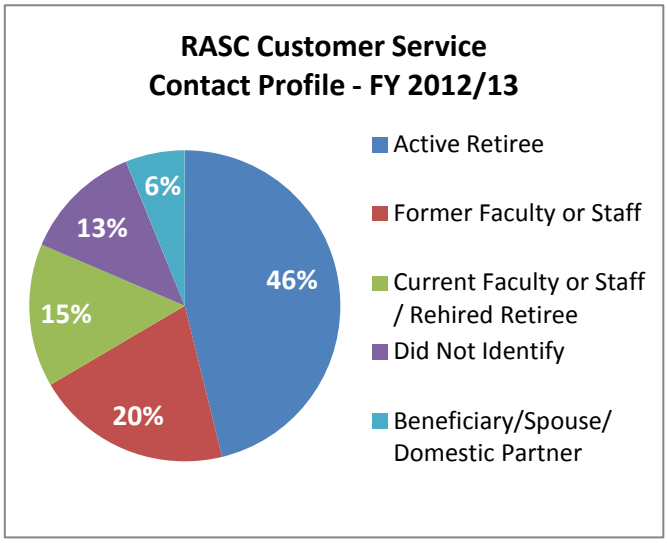
	FY 2012/13	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	80%	80%	100%
Avg Correspondence Turn Time (Calendar Days)	4.57	7.0	153%

RETIREMENT OPERATIONS

	FY 2012/13	FY 2011/13	% Chg
Retirement Elections			
Avg Turn Time (Calendar Days) – Goal: 21 Days	22	21	8%
# Death Report – Notice of Benefit Letters to Benef.	1,971	2,160	-9%
# Disability Applications Approved	159	139	14%
# Disability Callups Selected for Review	1,177	1,214	-3%
# Divorce Estimate Requests Received	139	185	-25%

Annual Retirement Election Activity	FY 2012/13	FY 2011/12	% Chg
# of Monthly Retirement Income Elections	3,516	3,209	10%
# of Lump Sum Cashouts (Incl QDRO)	1,028	789	30%
Total # of Retirement Elections	**4,544**	**3,998**	**14%**
$ Amount of Lump Sum Cashouts (incl QDRO) ($ in millions)	$239.1 M	$182.4 M	31%

Annual UCRP Benefit Payments (excluding Lump Sum Cashouts)	FY 2012/13	FY 2011/12	% Chg
# of UCRP Benefit Payments – TOTAL	61,715	58,934	5%
# of UCRP Benefit Payments by Check	1,958	3,494	-44%
$ Amount of UCRP Benefit Payments ($ in billions)	$2.2 B	$2.0 B	10%



Top 4 Reasons Customers Contact the RASC FY 2012/13

Category	Description	% of Total
UCRP	Benefit Income Statements, Retirement Elections & Estimate, Address Changes	50%
Health & Welfare	Medical Plans, Medicare Enrollment (Retiree & Active)	18%
AYS	Password reset & inquiries	15%
Financial	Direct Deposit, Tax Withholding, Lost/Missing Checks	9%

As of 11/12/13