UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

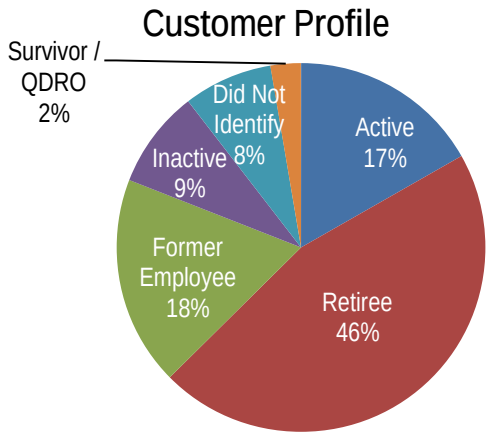
Calendar Year 2015

	Career Budget	Career Filled	Career Vacant	% Career Vacancy	TOPS Filled
RASC Staffing	84	80	4	5%	6

CUSTOMER CARE

	Calendar Year 2015	% Chg from Prior Year	Fiscal Year 2014/15	% Chg from Fiscal Year
# Calls Answered	109,901	1%	112,696	2%
# Correspondence / Other	22,374	1%	22,941	7%
Total Contacts	132,275	1%	135,637	3%

	Calendar Year 2015	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	85%	80%	106%
% of Customers Satisfied or Better with their Experience	84%	80%	105%



Top 4 Reasons Customers Contact the RASC		
Category	Description	% of Total
UCRP	Retirement Benefits Counseling & Estimates, Address Changes, Benefit Income Statements	59%
Health & Welfare	Medical Plans, Medicare Enrollment	16%
AYS	At Your Service Online Password Reset & Inquiries	12%
Financial	Direct Deposits, Tax Withholding, Lost/Missing Checks	7%

FULFILLMENT OPERATIONS

Monthly Productivity	Cal Year 2015	% Chg from Prior Year	Fiscal Year 2014/15	% Chg from Prior Year
Retirement Elections				
Avg Turn Time (Calendar Days) – Goal: 45 Days	36	NA	24	NA
# Death Report – Notice of Benefit Letters to Benef.	2,683	17%	2,703	17%
# Disability Applications Approved	133	-13%	154	-4%

Monthly UCRS Benefit Payments	Cal Year 2015	% Chg from Prior Year
# of UCRS Benefit Payments	812,878	5%
$ Amount of UCRS Benefit Payments ($ in millions)	$2,343.2	6%

Fiscal Year Retirement Election Activity	FY 2014/2015	FY 2013/2014	% Chg from Prior Year
# of Monthly Retirement Income Elections	3,949	3,730	6%
# of Lump Sum Cashouts (Incl QDRO)	1,395	1,001	39%
Total # of Retirement Elections	5,344	4,731	13%
$ Amount of Lump Sum Cashouts (incl QDRO) ($millions)	$297.11	$250.55	19%

Retirement Administration Service Center (RASC)
As of12/31/15

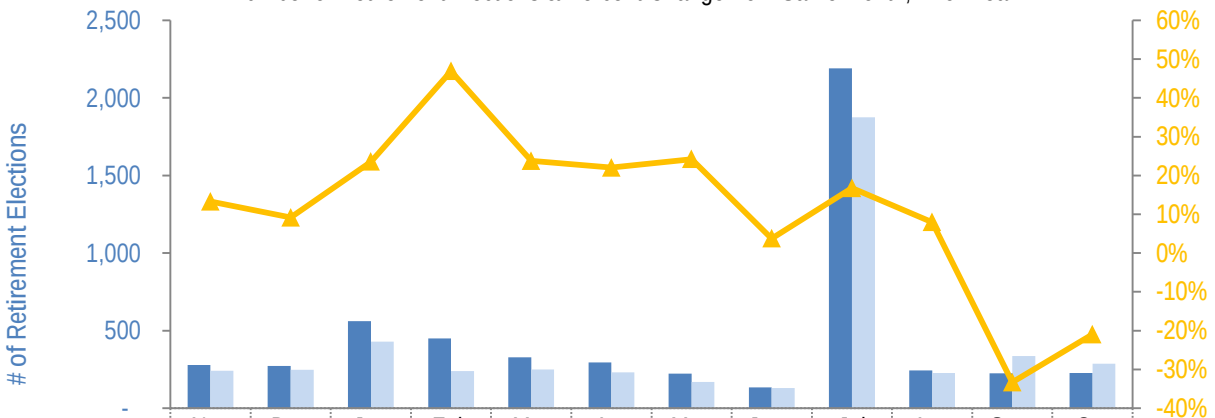
UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

Calendar Year 2015

Fulfillment Operations

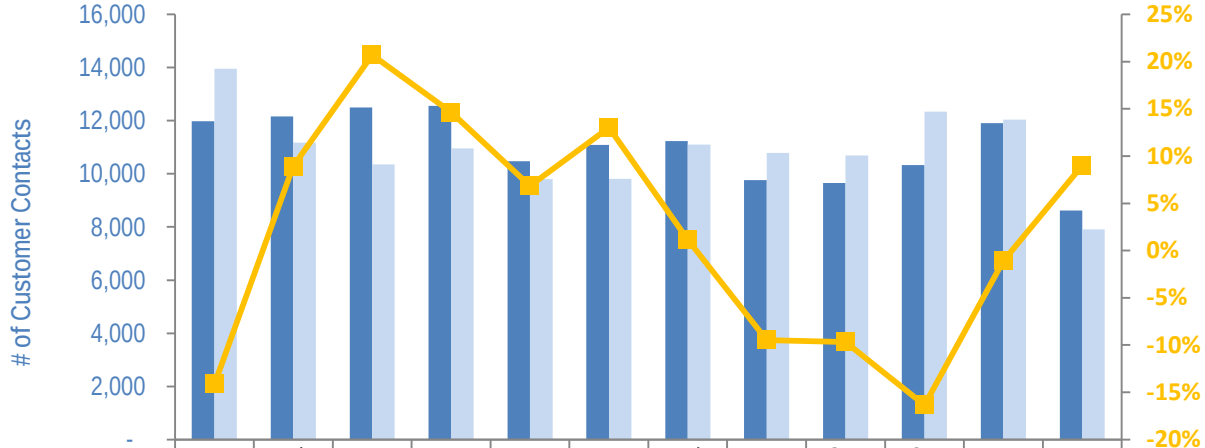
Number of Retirement Elections & Percent Change from Same Month, Prior Year



	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct
2014/15	279	273	560	450	328	295	223	134	2,190	244	224	226
2013/14	242	248	428	239	250	230	169	129	1,876	226	336	286
% Chg	13%	9%	24%	47%	24%	22%	24%	4%	17%	8%	-33%	-21%

Customer Care

Number of Customer Contacts and Percent Change from Same Month Prior Year



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	11,978	12,165	12,503	12,561	10,475	11,084	11,236	9,763	9,657	10,326	11,903	8,624
2014	13,951	11,170	10,357	10,957	9,804	9,807	11,106	10,783	10,690	12,345	12,036	7,911
% Chg	-14%	9%	21%	15%	7%	13%	1%	-9%	-10%	-16%	-1%	9%

Retirement Election results include monthly retirement income and lump sum cashouts and are reported on a two to three month lag.

Retirement Administration Service Center (RASC)
As of12/31/15