

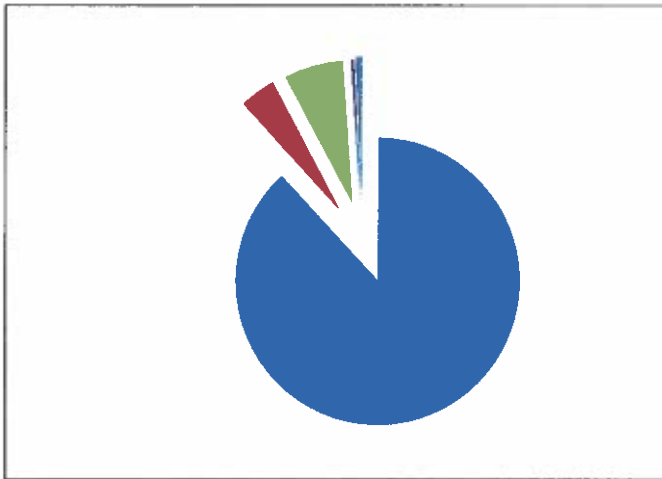
NHRS MEMBER SATISFACTION SURVEY SUMMARY
Fiscal Year 2021

Overview

NHRS has been utilizing member satisfaction surveys since July 2013. The following summary provides a high-level overview of key survey results for Member Services. Negative comments are identified when responses are received and, in keeping with our mission to provide superior service, managers reach out to anyone who had an unsatisfactory experience and provided their name and/or contact information.

Active Members

Separate surveys are provided to members who are involved in the following interactions: (1) appointment with a benefits specialist; (2) request for a written pension estimate; (3) withdrawal or rollover of accumulated contributions; or (4) purchase of service credit. There are several common questions on each survey, and the responses to all of the common questions are aggregated below:



Question: Overall, how satisfied are you with your experience?

- Very Satisfied 88.15% (238 responses)
- Somewhat Satisfied 4.07% (11 responses)
- Neutral 6.67% (18 responses)
- Somewhat Dissatisfied 0.37% (1 response)
- Very Dissatisfied 0.74% (2 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	81.67%	9.16%	7.50%	1.67%	0.00%
Email	90.83%	5.50%	3.67%	0.00%	0.00%
Initial contact with representative	93.06%	3.47%	1.39%	0.69%	1.39%

Question: How satisfied are you with the service provided by the NHRS representative who assisted you?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Friendliness / Professionalism / Courtesy	93.70%	3.15%	1.58%	0.00%	1.57%
Knowledge	94.29%	3.57%	0.00%	1.43%	0.71%
Clarity of verbal explanation	94.20%	3.62%	1.45%	0.73%	0.00%
Clarity of written materials	92.19%	3.91%	3.12%	0.78%	0.00%

Appointments: 403 sent / 92 returned / 22.83%	Withdrawal / Rollover: 652 sent / 47 returned / 7.21%
Estimates: 1562 sent / 122 returned / 7.82%	Service Credit: 65 sent / 7 returned / 10.77%

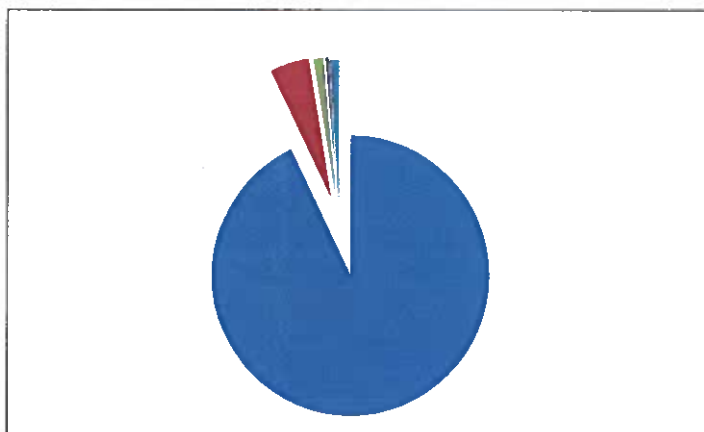
Retirees

One universal survey was previously provided to retirees who had an interaction (either in person or by phone) with NHRS. These Paper surveys were eliminated with the launch of the contact center when a brief, three question survey was added to the end of calls.

The top retiree interactions for the quarter were:

- (1) questions about benefit – 32.56%
- (2) direct deposit – 16.41%
- (3) name/address change – 14.21%
- (4) death/survivor benefits – 9.56%
- (5) income verification – 9.04%
- (6) other – 8.79%
- (7) 1099R or W-4P – 5.43%
- (8) option or beneficiary change – 4.01%

Overall Satisfaction



Question: Overall, how satisfied are you with your experience?

■ Very Satisfied	92.83% (596 responses)
■ Somewhat Satisfied	4.52% (29 responses)
■ Neutral	1.25% (8 responses)
■ Somewhat Dissatisfied	0.31% (2 responses)
■ Very Dissatisfied	1.09% (7 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	85.23%	11.20%	2.92%	0.65%	0.00%
Email	86.25%	5.62%	6.25%	0.00%	1.88%
Reception upon arrival	91.00%	1.00%	8.00%	0.00%	0.00%

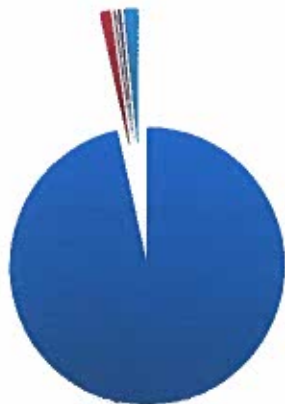
Question: How satisfied are you with the service provided by the NHRS representative who assisted you?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Friendliness / Professionalism / Courtesy	97.81%	2.03%	0.16%	0.00%	0.00%
Knowledge	96.05%	3.45%	0.50%	0.00%	0.00%
Clarity of verbal explanation	96.28%	2.53%	0.85%	0.34%	0.00%
Clarity of written materials	92.60%	6.34%	1.06%	0.00%	0.00%

Response Rate: 2,253 sent /963 returned / 42.74%

Contact Center

The contact center opened in December 2020 to transform member services operations to better meet the needs of our stakeholders. Callers are offered the option to stay on the line after their call is finished to complete a brief, three (3) question survey. The following summary provides a high-level overview of the results for this survey.

Overall Satisfaction



Question: Overall, how satisfied were you with your experience?

Very Satisfied	84.22% (587 responses)
Somewhat Satisfied	3.15% (22 responses)
Neutral	0.86% (6 responses)
Somewhat Dissatisfied	1.87% (13 responses)
Very Dissatisfied	9.90% (69 responses)

Question: Was this the first time you contacted NHRS about this issue?

Yes	No
65.92%	34.08%

Question: Overall, how satisfied are you with the service provided by the representative who assisted you?

Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied*	Very Dissatisfied*
95.75%	1.23%	0.41%	0.28%	2.33%

Response Rate: 18,283 calls received /826 surveys completed /4.52%

* Contact center management has initiated a review of all 'somewhat dissatisfied' and 'very dissatisfied' calls to understand whether members were truly dissatisfied with their service or if they simply selected an incorrect response option. Since calls are recorded, every call in these two categories are listened to and a report is issued. These reports will be used to determine if our survey options need to be modified and also serve as a training tool for our contact center representatives.