

NHRS MEMBER SATISFACTION SURVEY SUMMARY
Q3 Fiscal Year 2018

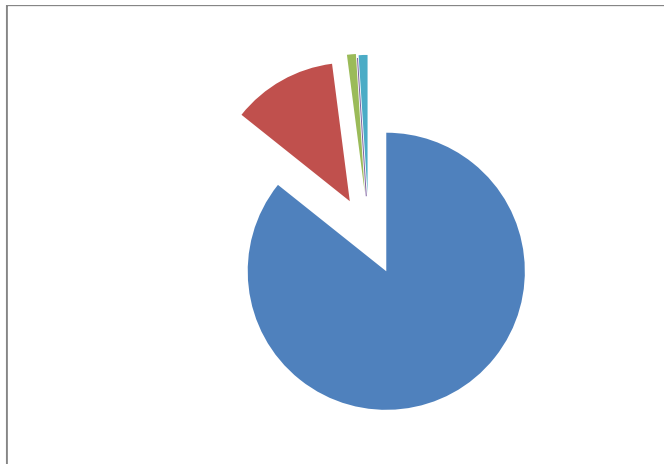
Overview

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 and from weekly telephone surveys of randomly selected stakeholders by the Executive Director. 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:

Overall Satisfaction



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

- Very Satisfied 85.7% (84 responses)
- Somewhat Satisfied 12.3% (12 responses)
- Neutral 1.0% (1 response)
- Somewhat Dissatisfied 0.0% (0 responses)
- Very Dissatisfied 1.0% (1 response)

| Question: How satisfied are you with the following? | Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied |
|--|----------------|--------------------|---------|-----------------------|-------------------|
| Phone system | 86.3% | 6.2% | 6.2% | 0.0% | 1.3% |
| Email | 86.3% | 11.4% | 2.3% | 0.0% | 0.0% |
| Initial contact with representative | 96.1% | 2.6% | 1.3% | 0.0% | 0.0% |

| 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 | 96.2% | 1.3% | 2.5% | 0.0% | 0.0% |
| Knowledge | 94.8% | 3.9% | 1.3% | 0.0% | 0.0% |
| Clarity of verbal explanation | 94.7% | 4.0% | 1.3% | 0.0% | 0.0% |
| Clarity of written materials | 95.9% | 2.7% | 1.4% | 0.0% | 0.0% |

Response rates for individual surveys

| | |
|--|--|
| Appointments: 239 sent / 57 returned / 23.9% | Withdrawal / Rollover: 235 sent / 22 returned / 9.4% |
| Estimates: 284 sent / 21 returned / 7.4% | Service Credit: 55 sent / 1 returned / 1.8% |

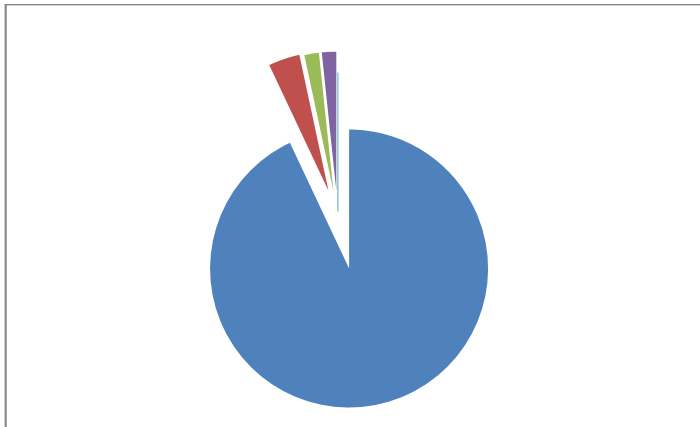
Retirees

One universal survey is provided to retirees who have an interaction (either in person or by phone) with NHRS.

The top retiree interactions for the quarter are:

- (1) questions regarding benefit – 23.73%;
- (2) 1099R or W-4P – 17.52%;
- (3) other – 13.08%;
- (4) name/address change – 12.20%;
- (5) direct deposit – 10.86%;
- (6) income verification – 9.09%;
- (7) death/survivor benefits – 7.76%;
- (8) option or beneficiary change – 5.02%;

Overall Satisfaction



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

| | |
|-----------------------|-----------------------|
| Very Satisfied | 93.0% (232 responses) |
| Somewhat Satisfied | 3.6% (13 responses) |
| Neutral | 1.7% (6 responses) |
| Somewhat Dissatisfied | 1.7% (6 responses) |
| Very Dissatisfied | 0.0% (0 responses) |

| Question: How satisfied are you with the following? | Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied |
|--|----------------|--------------------|---------|-----------------------|-------------------|
| Phone system | 85.8% | 7.5% | 4.4% | 1.7% | 0.6% |
| Email | 83.8% | 4.5% | 8.8% | 2.9% | 0.0% |
| Reception upon arrival | 89.4% | 5.3% | 5.3% | 0.0% | 0.0% |

| 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 | 96.9% | 1.7% | 1.4% | 0.0% | 0.0% |
| Knowledge | 97.0% | 0.9% | 2.1% | 0.0% | 0.0% |
| Clarity of verbal explanation | 95.4% | 1.5% | 2.1% | 1.0% | 0.0% |
| Clarity of written materials | 92.8% | 3.0% | 2.4% | 1.8% | 0.0% |

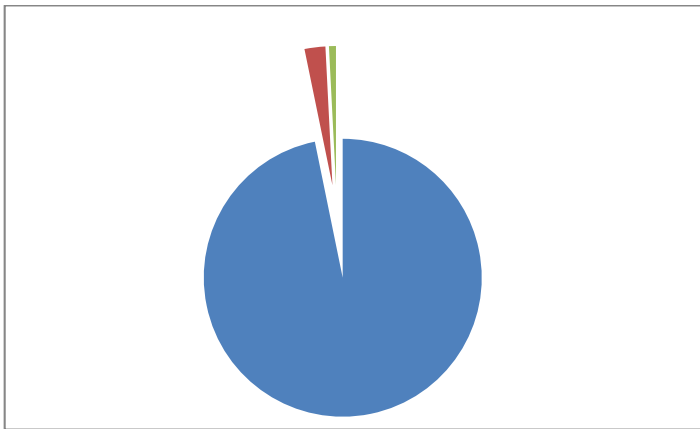
Response Rate: 945 sent / 369 returned / 39.1%

Telephone Surveys

The Executive Director contacts stakeholders via telephone to inquire about their level of satisfaction with NHRS. On a weekly basis, a list of ten (10) members who have visited NHRS, called NHRS, or attended an education session held by NHRS' Public Information Office (PIO) are selected at random and provided to the Executive Director.

The Executive Director, in turn, contacts or attempts to contact each member to inquire about their satisfaction with the service received. Below are the results for the quarter.

Overall Satisfaction



Question: "I am calling to see if you are happy with the service you received from our staff."

| | |
|------------|----------------------|
| ■ Positive | 92.9% (52 responses) |
| ■ Neutral | 5.4% (3 responses) |
| ■ Negative | 1.8% (1 response) |

Response rate: 120 calls made / 56 responses/ 46.7%
