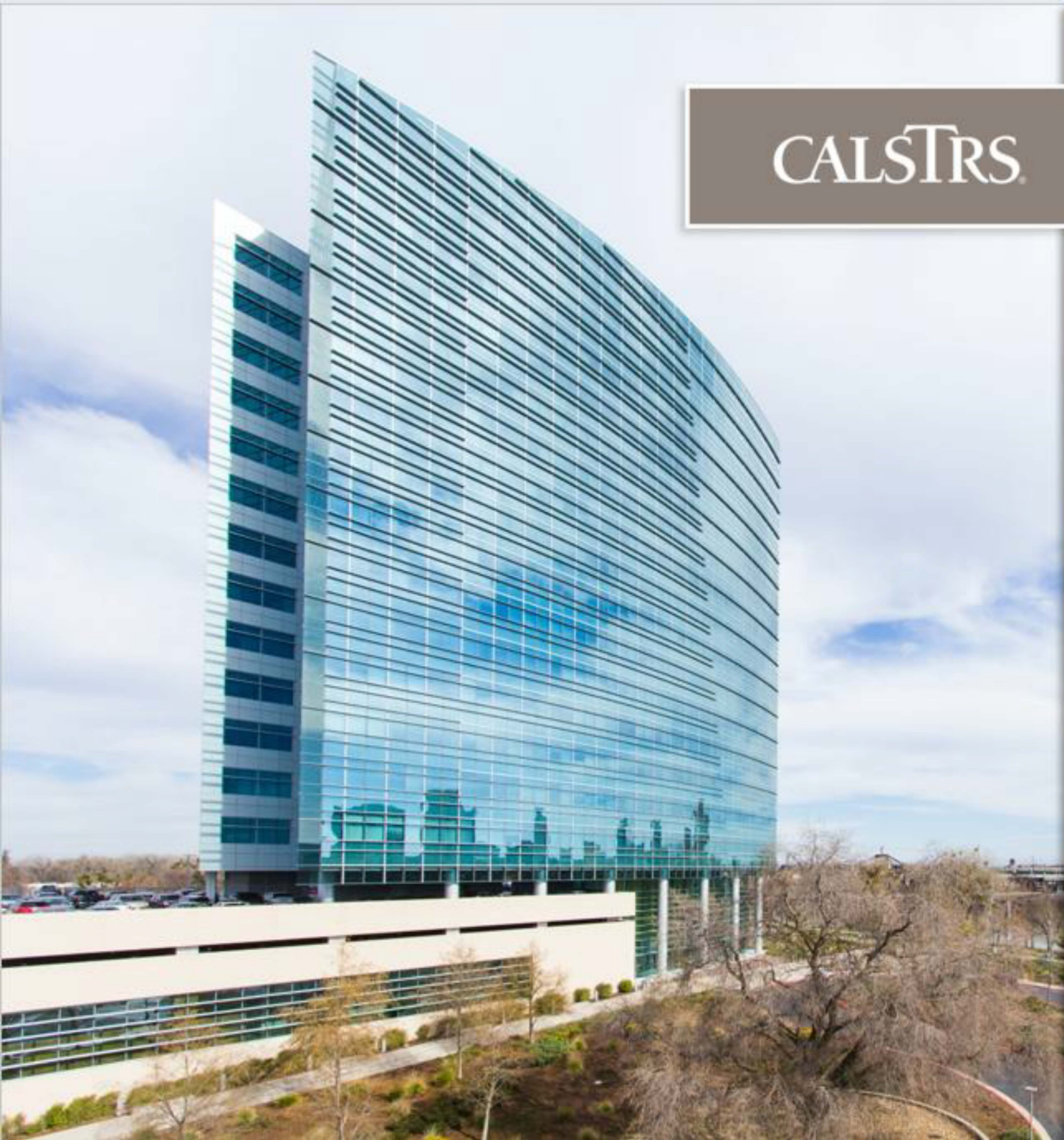




CALSTRS

BenefitConnect update

September 24, 2026

Regular Meeting: CEO report, item 11

Jeff Zimmer, chief benefits officer

One year in, by the numbers

\$18 billion paid since first monthly payroll November 1

454,000+ benefit recipients per month

\$327 million to nearly 65,000 one-time benefit recipients

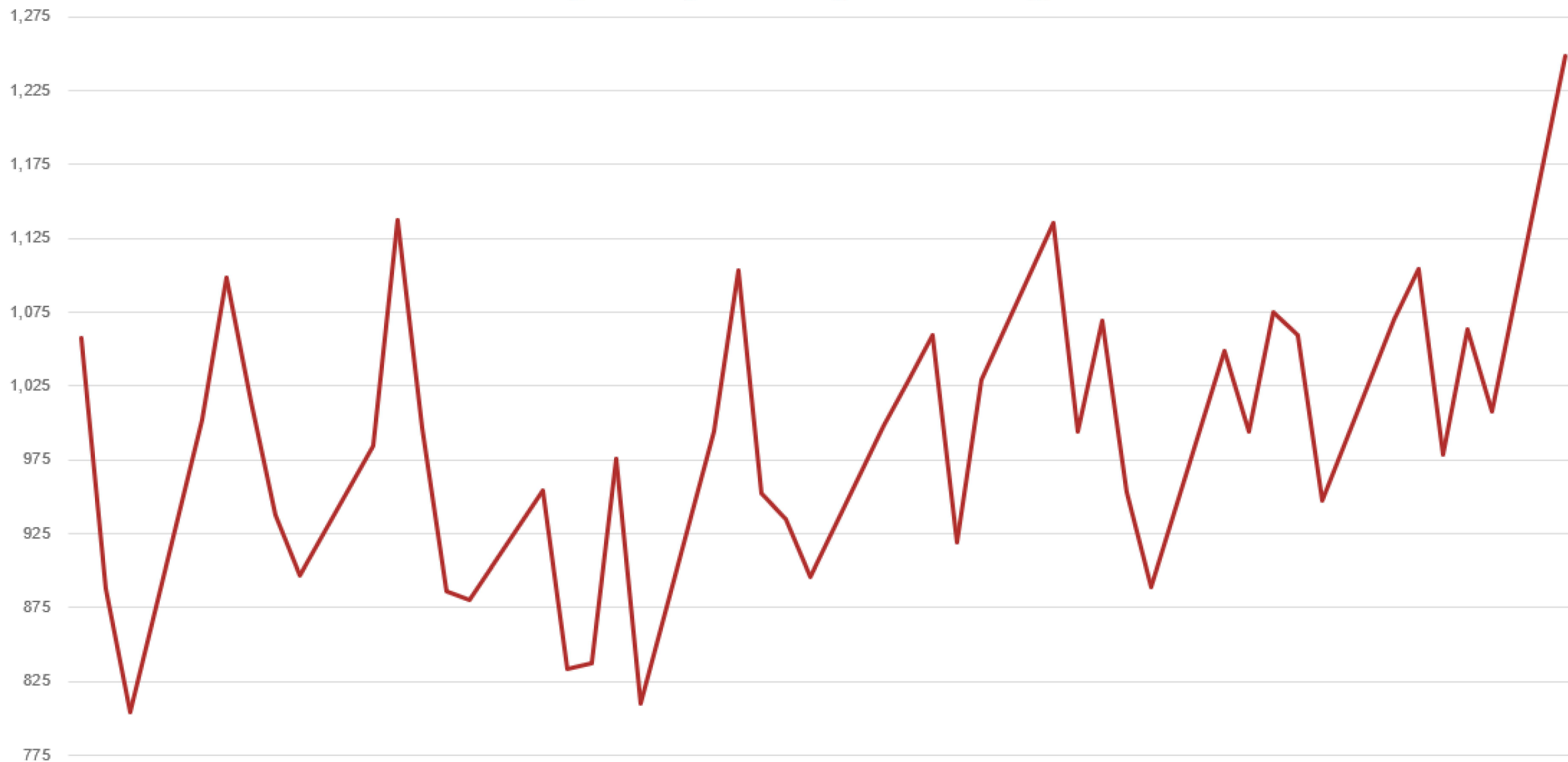
309,000+ registered *myCalSTRS* users

5,100+ Secure Employer Website users

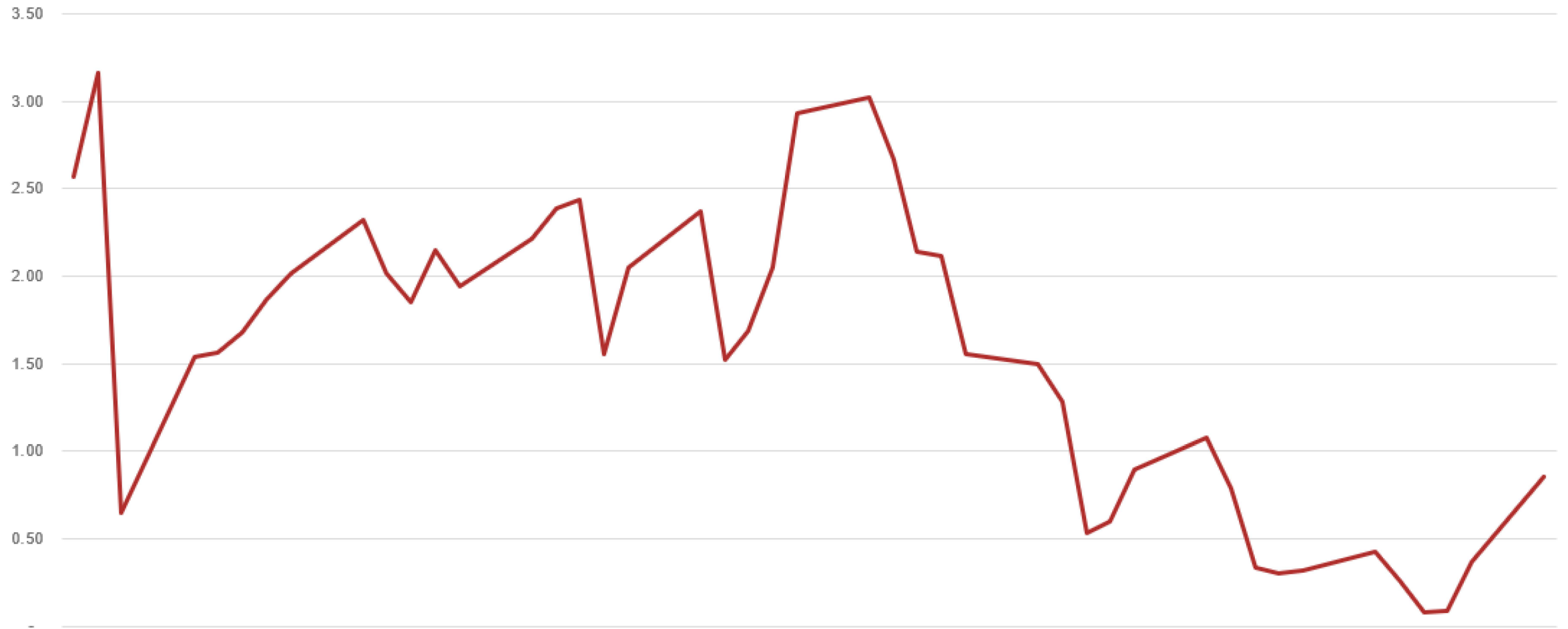
21,865 member service center walk-ins (+77%)

16 minutes

Calls answered by day: July 1- August 31



Average speed to answer by day: July 1- August 31



Continuing customer experience improvement

Shortening calls

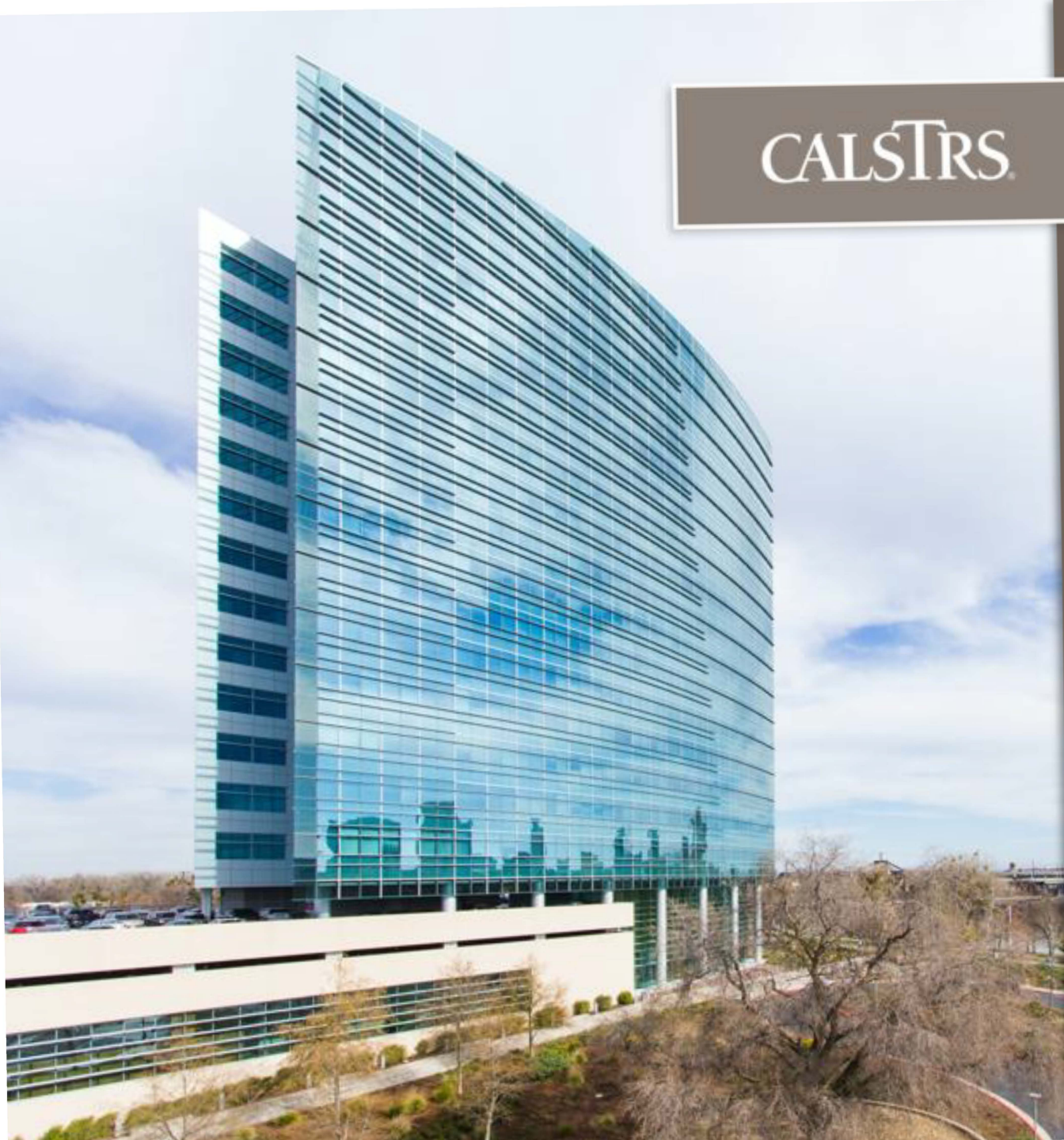
- Improving screens that teams use to find information
- Ongoing training and communication between areas

Taking more calls

- Adding resources to areas that serve customers
- Shifting teams and training sequence to put contacts first

Reducing calls

- Improving *myCalSTRS* to help members find and do more
- Processing backlogs and new cases quickly



CALSTRS

BenefitConnect update

Questions...