



CALSTRS

BenefitConnect update

May 28, 2026

Regular Meeting: CEO report, item 10
Jeff Zimmer, chief benefits officer

Call volumes and wait time

Calls answered per month increased

Call wait time decreased

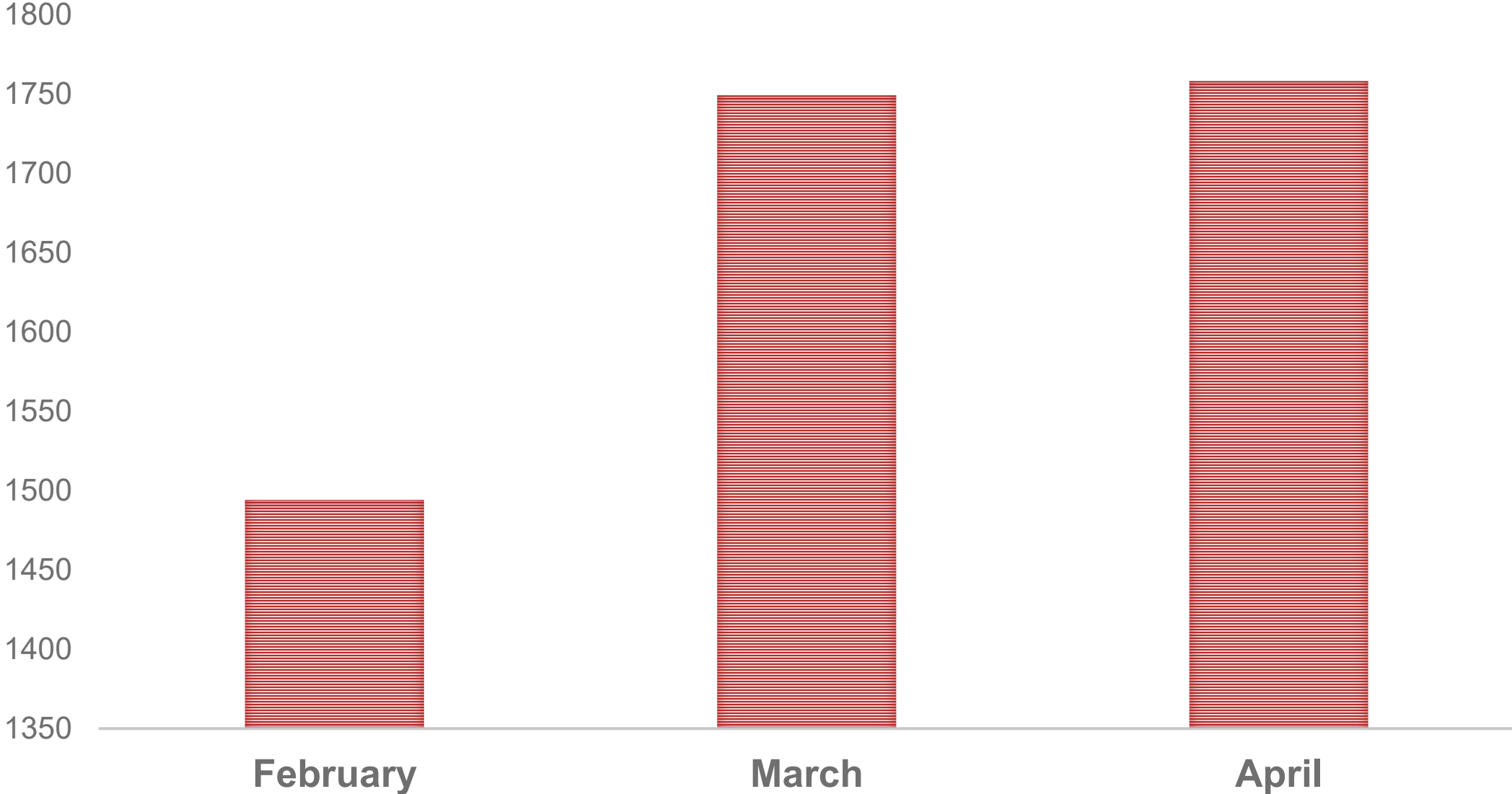
Identified CalSTRS number for callbacks

Increased staff

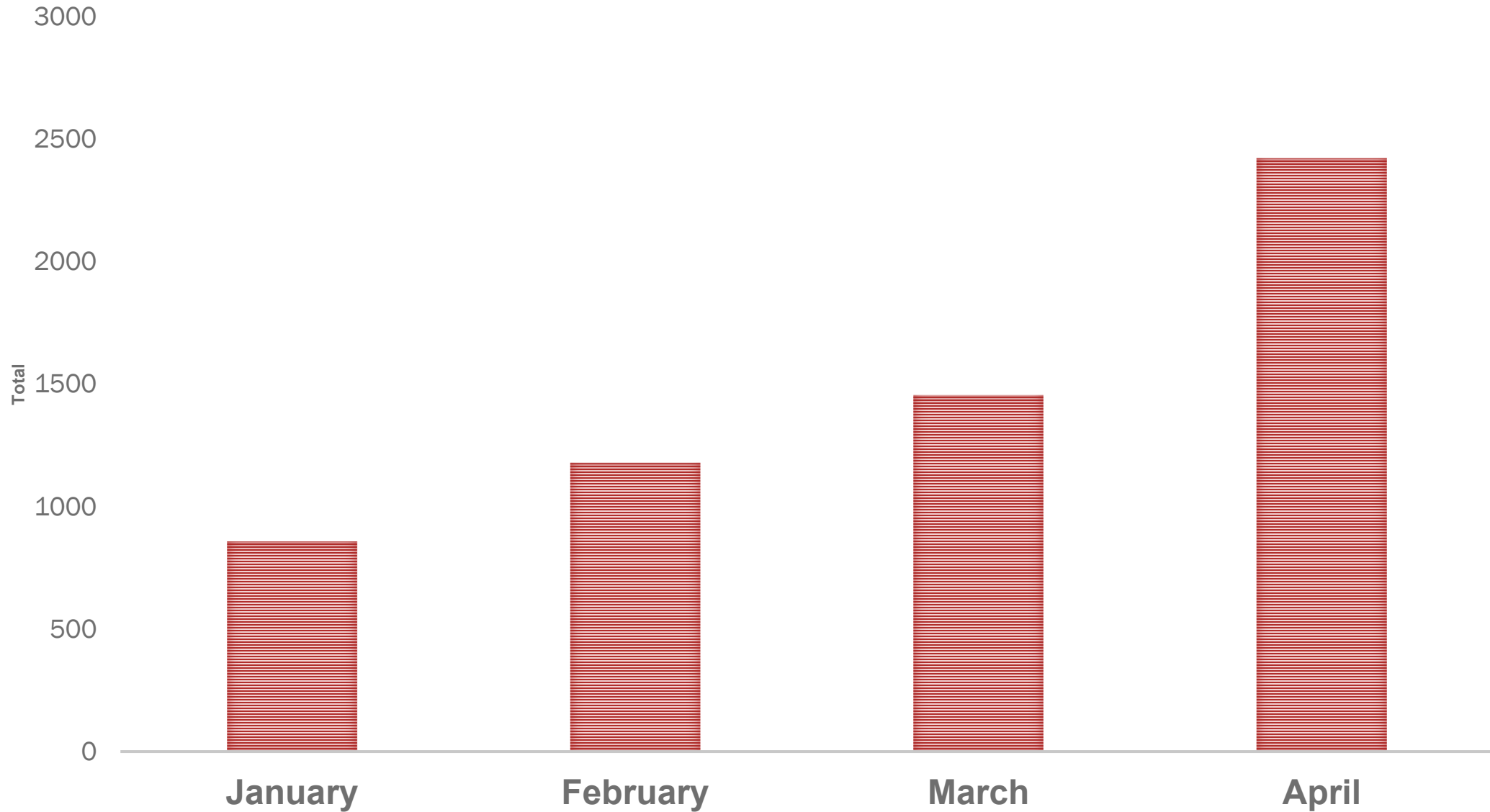
March +3,800 calls, April +2,600 calls

Abandoned call rate decreased, though still elevated

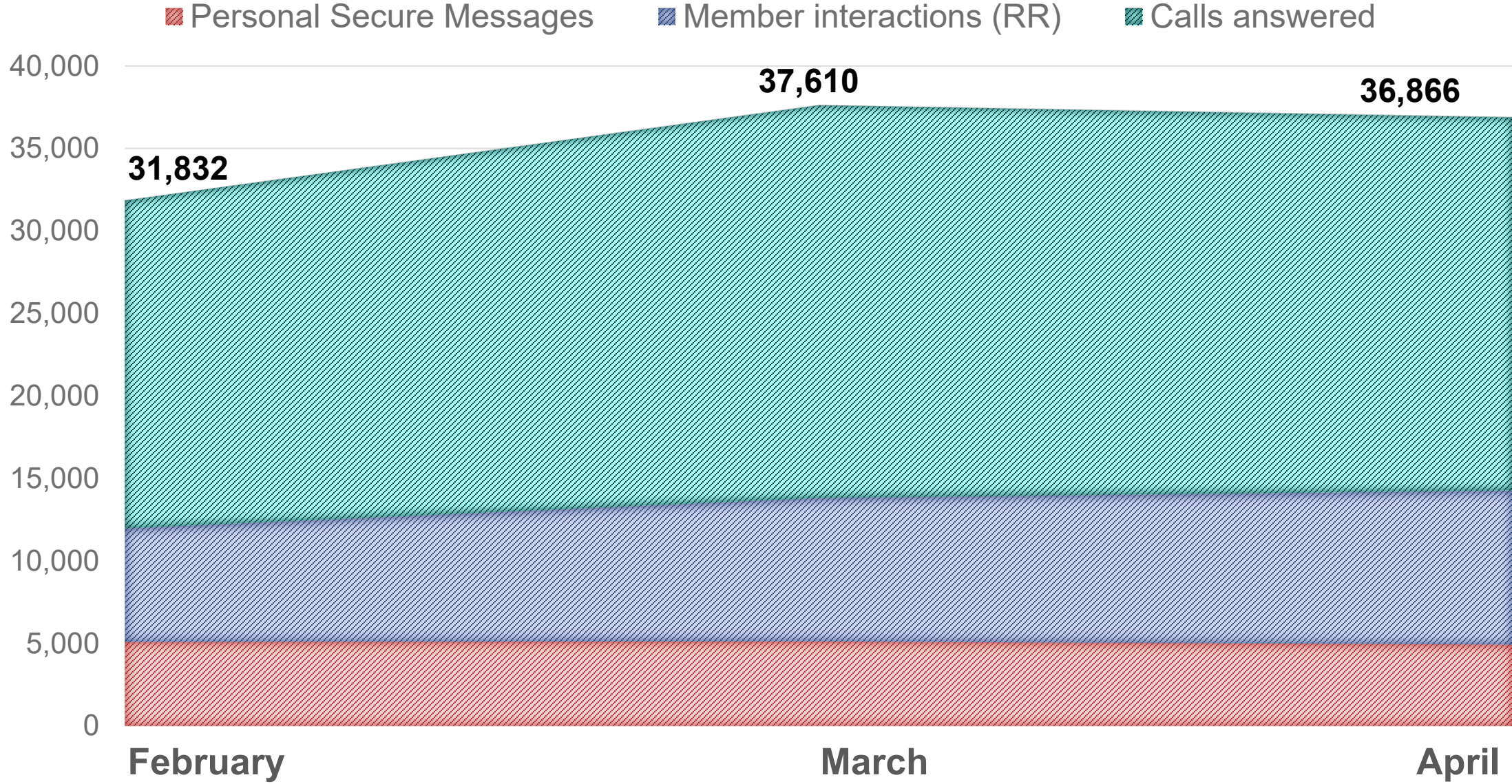
Survivor Benefit payments



2026 Service Retirement applications processed per month



Three months of member interactions



Stabilization recap

Staff prioritizing system fixes

Focus on peak retirement season

Customer experience improving, challenges remain

Committed to appropriate resourcing

Peak stabilization now