



CALSTRS

## BenefitConnect update

May 28, 2026

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

# Call volumes and wait time

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Calls answered per month increased

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Call wait time decreased

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Identified CalSTRS number for callbacks

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Increased staff

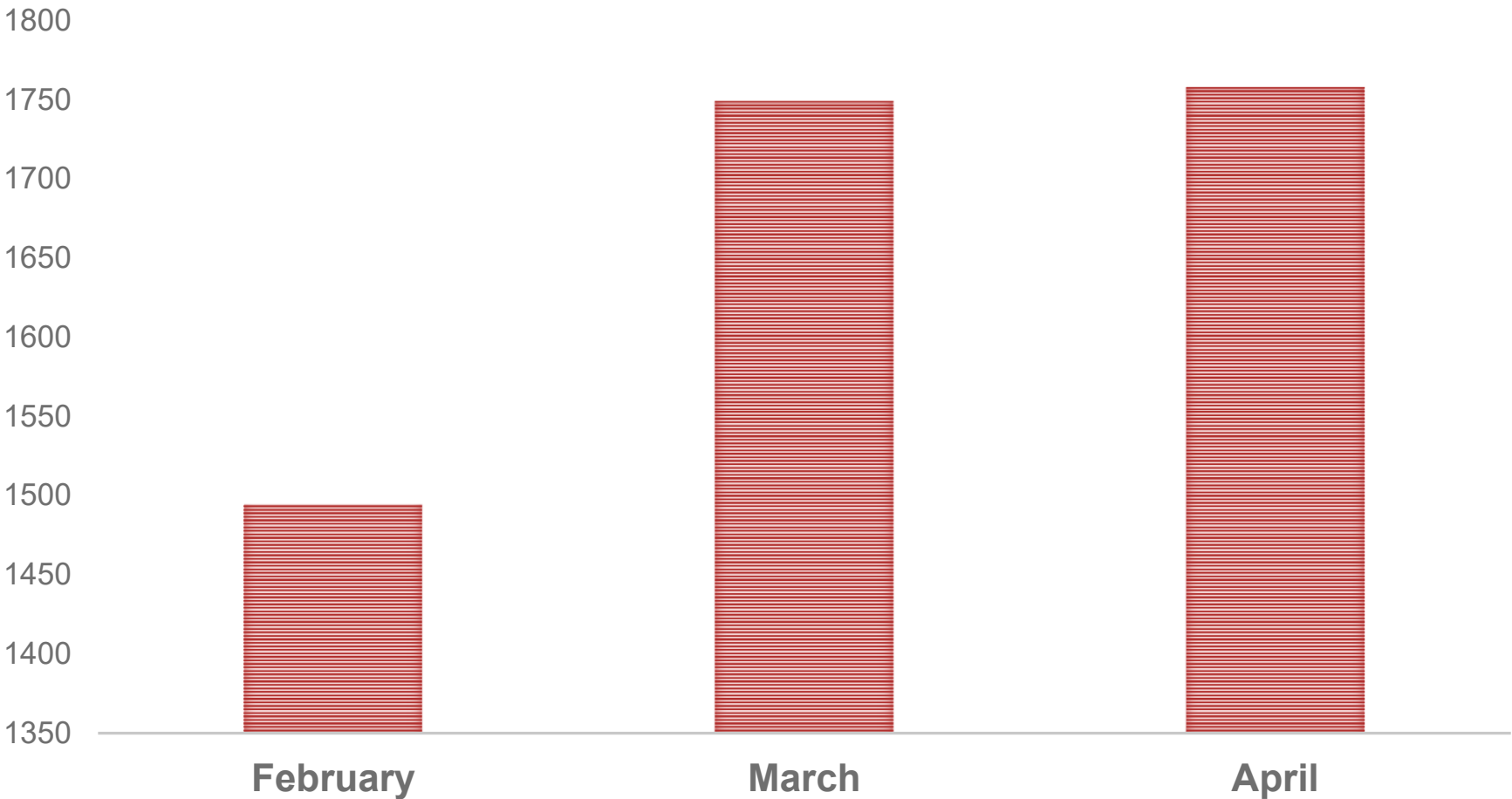
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March +3,800 calls, April +2,600 calls

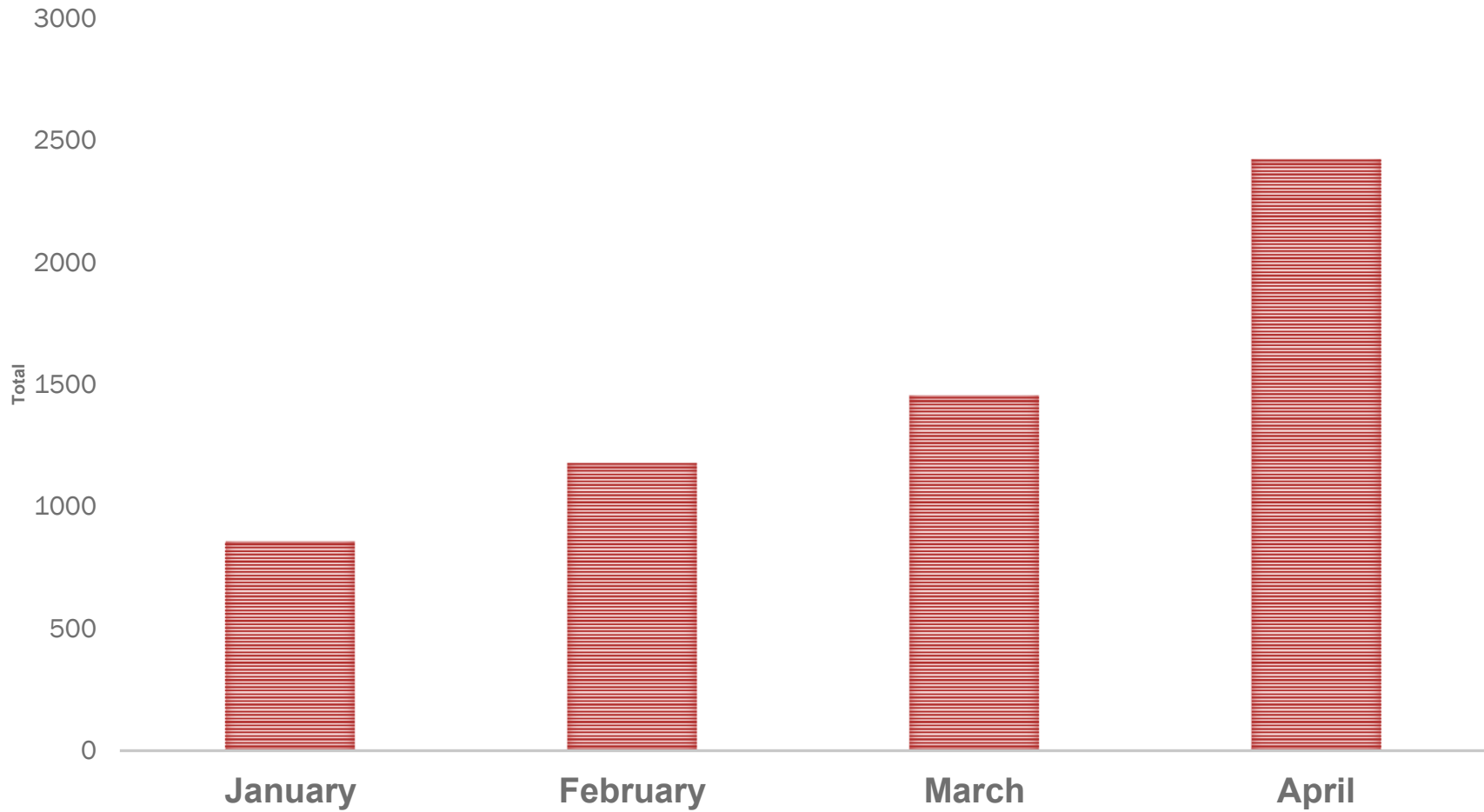
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Abandoned call rate decreased, though still elevated

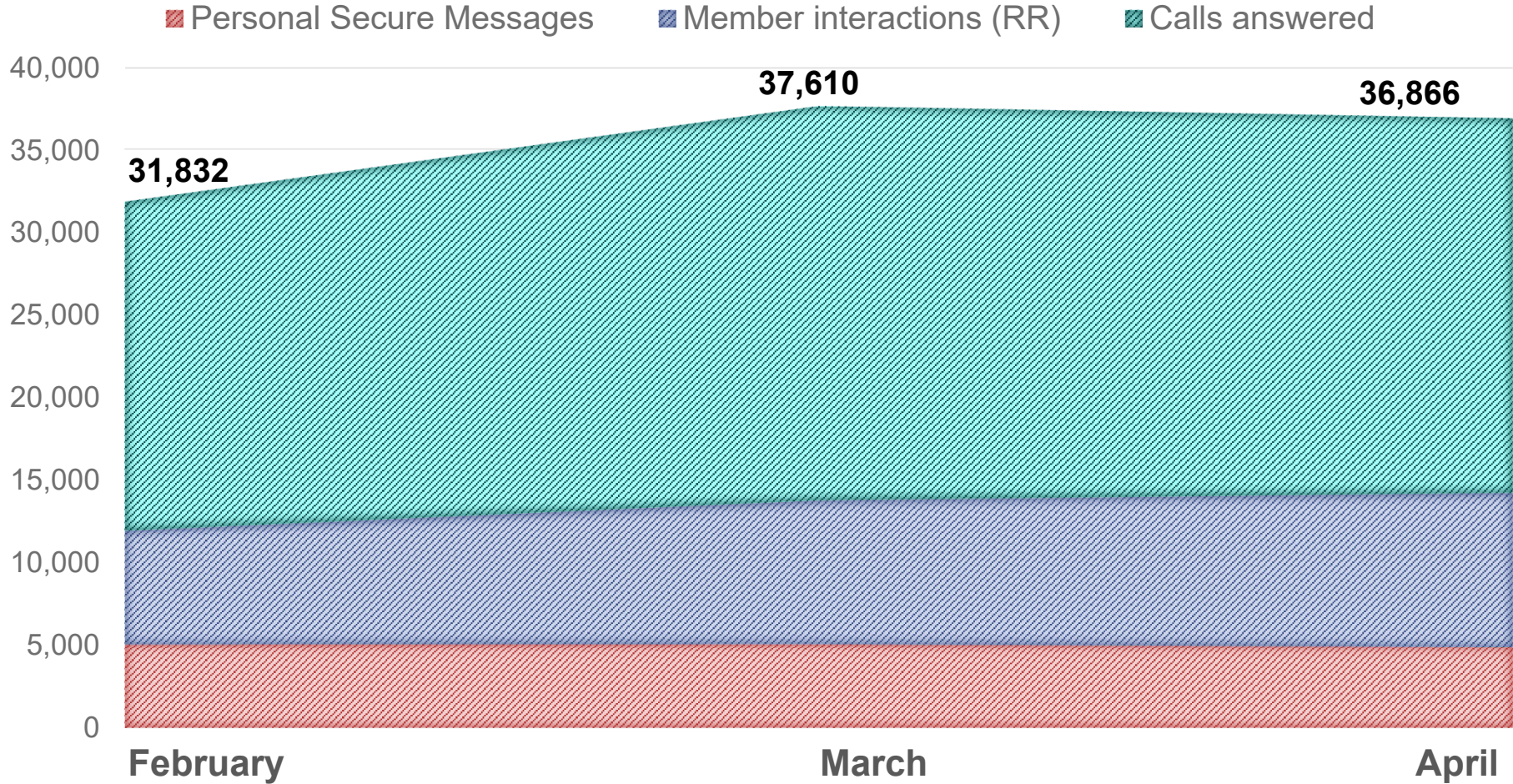
# Survivor Benefit payments



## 2026 Service Retirement applications processed per month



# Three months of member interactions



# Stabilization recap

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Staff prioritizing system fixes

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Focus on peak retirement season

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Customer experience improving, challenges remain

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Committed to appropriate resourcing

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Peak stabilization now