THE ADVISOR
Quarterly Newsletter of the Oklahoma Teachers Retirement System

Survey Results – Clients Satisfied with OTRS

The Oklahoma Teachers Retirement System is proud to announce the results of a recent survey of its active and retired members. According to the survey of nearly 4,000 OTRS clients, the majority was satisfied with the service they received from the agency.

OTRS conducted the survey with a goal of determining levels of satisfaction, rates of technology use, and client's likelihood to use a potential OTRS online platform. The survey also offered an opportunity to collect valuable feedback from members on ways we can better serve our clients.

Key findings from the survey include:

- Nearly 8 in 10 Active members (78%) who have contacted OTRS in the past year say they are satisfied, either somewhat or very, with OTRS overall.
- Half of Active members (52%) who have not contacted OTRS in the past year say they are satisfied, either somewhat or very, with OTRS overall.
- Ninety-seven percent (97%) of Retired members say they've never had an issue with late payments.
- Active and Retired members who currently use some form of technology for retirement related tasks are much more likely to use an OTRS online interface than those who currently do not use some form of technology for retirement related tasks.
- Eighty-seven percent (87%) of the Active members surveyed say they make contributions to a retirement account/plan other than OTRS.

"We believe our clients' opinions and suggestions are important because they really do influence the way we conduct business, improve our services and relationships with our clients, and plan for the future," said James Wilbanks, OTRS Executive Director.

Oklahoma Teachers Retirement System

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Retiree Health Insurance:

Recent Changes & Option Period

Effective August 24, 2012, the Oklahoma State and Education Employees Group Insurance Board (OSEEGIB) became the Employees Group Insurance Division (EGID), a division of the Office of Management and Enterprise Services.

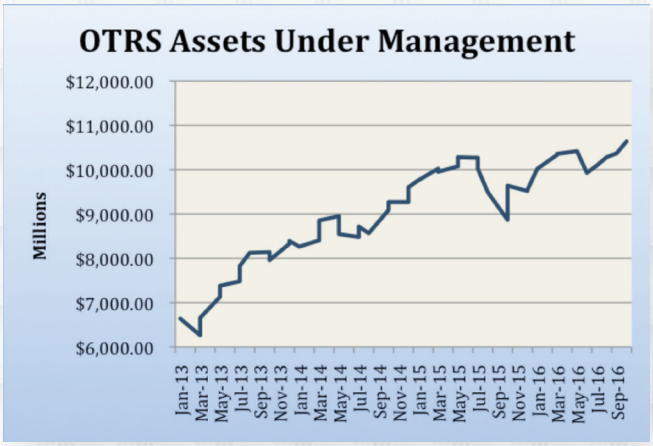
Every October, OTRS retirees who have elected the state health insurance coverage receive an insurance packet allowing them to choose an insurance carrier for the next calendar year. This packet comes directly from EGID, not OTRS.

The contact information for EGID will remain the same as listed below.

- Online at **www.sib.ok.gov** or **www.healthchoiceok.com**
- By calling Health Choice Member Services at 1-405-717-8780 or toll-free 1-800-752-9475.
  (TDD users call 1-405-949-2281 or toll-free 1-866-447-0436).

Quarterly Investment Overview

Equity markets in the third quarter of 2012 returned a stronger than expected performance which enabled the assets of the Teachers Retirement System to grow at a remarkable 5.40%. The System's assets increased by more than $500 million and outperformed our composite benchmark for the quarter by 0.38%, which is 7.5% outperformance of the benchmark for the quarter.



The multi-strategy diversification of the Fund's assets, along with a substantial allocation to domestic equities has provided for a one-year return of 20.86%. The year-to-date gain through three quarters is 12.18%. Both of these returns represent a nearly 1% outperformance compared to our Fund's composite benchmark over the same time periods. For this reason, the System maintains a high level of confidence in the current investment philosophy.

The key items that will drive performance in the equity markets over the next quarter are the Presidential election and consumer spending during the Christmas Season, along with quarterly earnings reports. Additionally, any unexpected actions by the Federal Reserve in relation to a rise or decline in interest rates could drastically affect the fixed income markets.

When Should I Retire?

The decision of "when to retire" is usually dependent upon many questions that will need to be answered first.

This list may include:

- How much will my monthly retirement benefit be from OTRS?
- When am I eligible to begin receiving Social Security Benefits?
- What will be the cost of my health insurance and when am I eligible for Medicare?
- What are my anticipated monthly expenses?
- How much do I have in savings or other retirement savings plans?
- What are my lifestyle expectations?

When you should retire hinges upon these considerations and many more. Some decisions are irrevocable and require careful evaluation. Americans are living longer than ever before so you need to factor in the distinct possibility that you may live in retirement for a very long time.

Fortunately, there are many experts, publications and financial tools available that can assist you in this decision making process.

One helpful tool that is easily accessible to you is the ***Benefit Calculator*** located on our website, **www.ok.gov/TRS**. We encourage you to utilize this tool throughout your career, but specifically before beginning the pre-retirement process.

Also available to our clients are the services of ING. Not only can they help you save for the future, they may also be able to provide you with tax and estate planning tools. For more information, please call ING's OTRS dedicated support line at (800)584-6001 or visit **www.OTRS403b.com**.

You can become very familiar with your future Social Security benefits by visiting their website at **www.ssa.gov**. This website provides valuable information about the latest Social Security and Medicare benefits.

When to retire is one of the most important decisions of your life. The staff of the Oklahoma Teachers Retirement System is committed to answering any questions about your OTRS benefits.

Oklahoma Teachers Retirement System

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Have Questions? Need Help?

Here's how you can get in touch with us:
In person: Oliver Hodge Building, 5th Floor, 2500 N. Lincoln Blvd., Oklahoma City
On the phone: 1-877-738-6365 or 405-521-2387
On the web: www.ok.gov/TRS or facebook.com/okTRS

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Mission & Values

By James R. Wilbanks, Ph.D.
Executive Director
Oklahoma Teachers Retirement System

The leadership of Oklahoma Teachers Retirement System recently adopted a new mission statement to better reflect the work we do on behalf of our clients.

"We collect, protect and grow assets to provide a secure retirement income for public education employees."

We also adopted the following Core Values for delivery of service:

Accuracy – Implement strategic review process to provide accurate information and payment of benefits.

Consistency – We provide the same answer to the same question every time through improved methods and processes.

Responsive – We are timely in the delivery of requested information.

Security – We ensure personal information is safe and kept confidential.

Professionalism – Respect and courtesy is demonstrated through our honesty and manners.

We will work diligently to implement our new mission and values while remaining focused on meeting the needs of our clients. We are committed to providing retirement services that exceed your expectations.