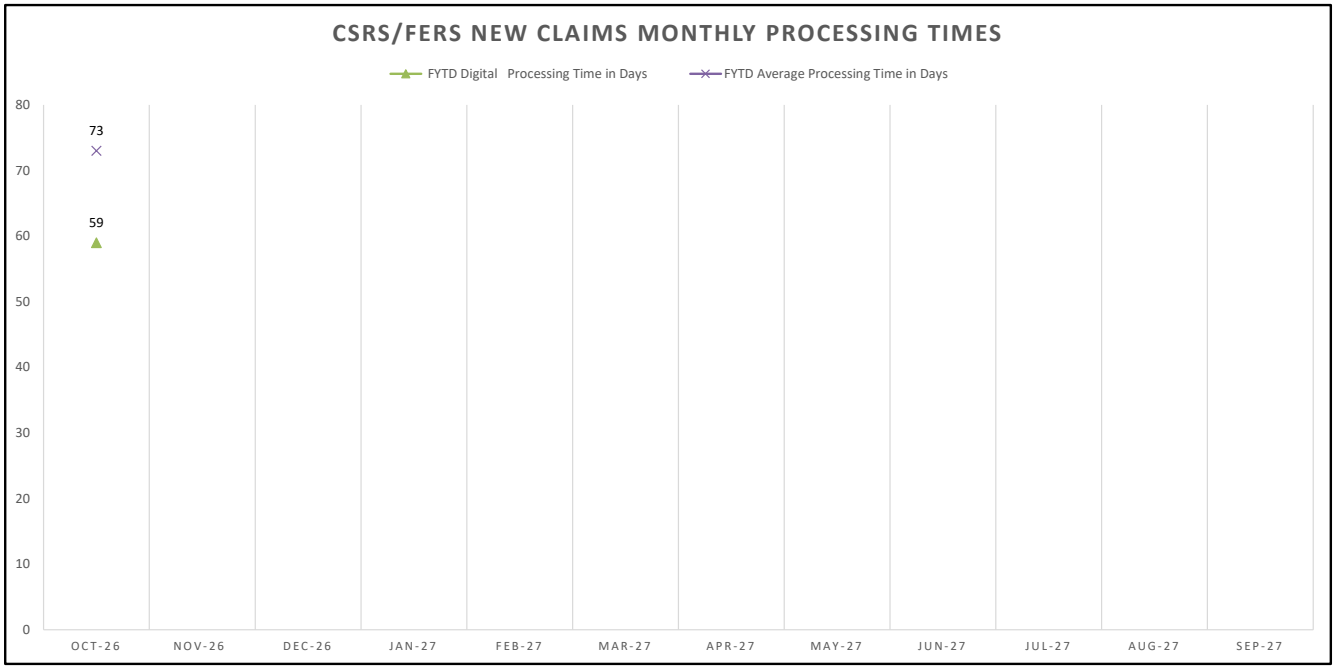


Month	Digital Claims Received	Total Claims Received	Digital Claims Processed	Total Claims Processed	Digital Processing Time in Days	Total Average Processing Time in Days	FYTD Digital Processing Time in Days	FYTD Average Processing Time in Days	Digital Inventory	Total Inventory
Oct-26	8,746	10,329	5,990	7,004	59	73	59	73	7,903	10,606
Nov-26										
Dec-26										
Jan-27										
Feb-27										
Mar-27										
Apr-27										
May-27										
Jun-27										
Jul-27										
Aug-27										
Sep-27										

Retirement Services (RS) is working towards a fully digital retirement application process; RS is working with agencies and payroll offices to update legacy processes. During this period of transition, RS is still receiving many new retirement claims on paper.

•In October RS Received 10,329 new retirement claims; of these 8,746 were digital and 1,583 were paper.

The processing of digital cases is faster. With systematic checks of data, annuitants experience less delays due to missing information or incomplete packages.

•In October digital cases were processed in 59 days, and paper claims were processed in 150 days.