



Joint Benefits Committee CUCRA-CUCEA

Retirement Administration Service Center

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April 29, 2026

Agenda

- **RASC Executive Update – Bill Perez**
- **Security Event Update – Matt Tindol**
- **Business Operations Update – Ming Wung**
- **Retirement Readiness Update – Kevin Kennedy**

RASC Executive Update



RASC Executive Update

RASC/PATH Shared Services Synergies (Six Months Post-Alignment)

- Alignment established to leverage economies of scale while maintaining distinct business units
- Governance and operating model development in progress under the SWSS framework
- Improved coordination and decision-making; stable delivery maintained
- Improved resource alignment and early cost efficiencies
- Examples of early success: Salesforce Implementation & Expansion; Talkdesk Contract Negotiation; Centralized Budget Reconciliation within SWSS; Centralized IT partnership between Path & RASC; Coordinated Security Responsiveness

RASC Successes Following Reorganization

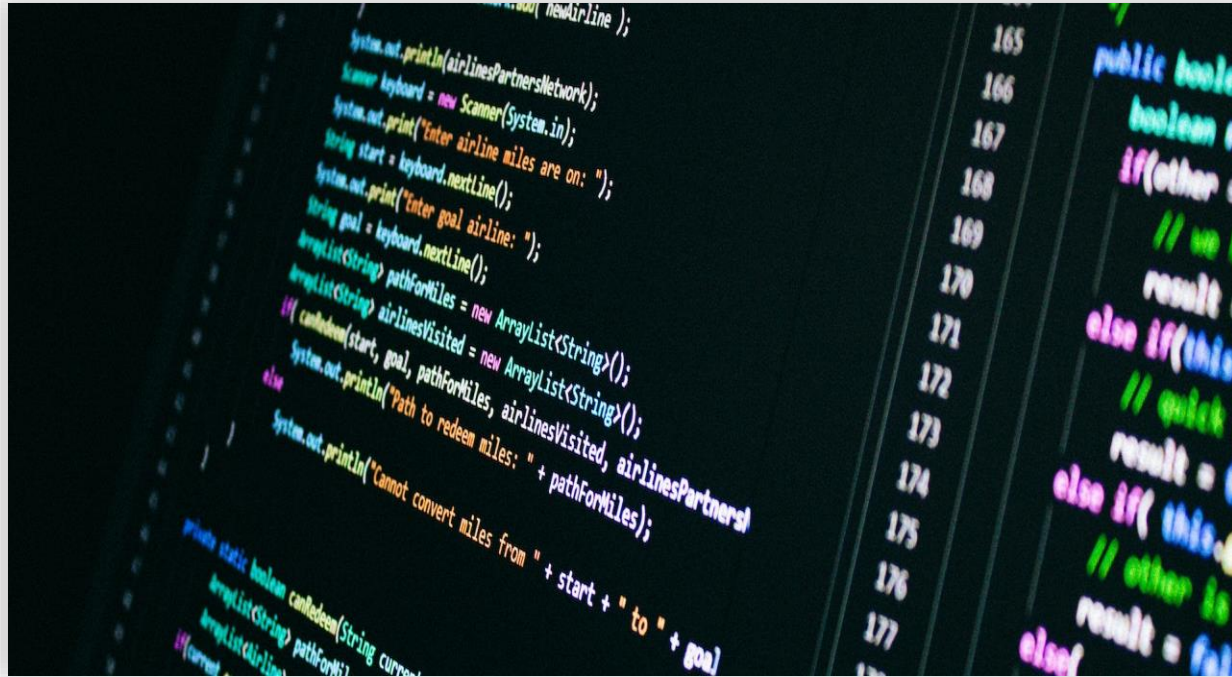
- Service levels maintained or improved
- Continued operational enhancements
- Enhanced consistency in member experience

Future State: Reporting and Metrics

- Shift to outcome-based key performance indicators (KPIs) standardized to CEM Benchmarking Peer Group
- Enhancement in Operations dashboards leveraging clear target standards for performance

Leverage CEM Benchmarking

- Use of benchmarking to guide performance improvement
- Alignment with industry standards and peer comparison



Security Update

WHAT HAPPENED – PRIMARY FRAUD PATTERN

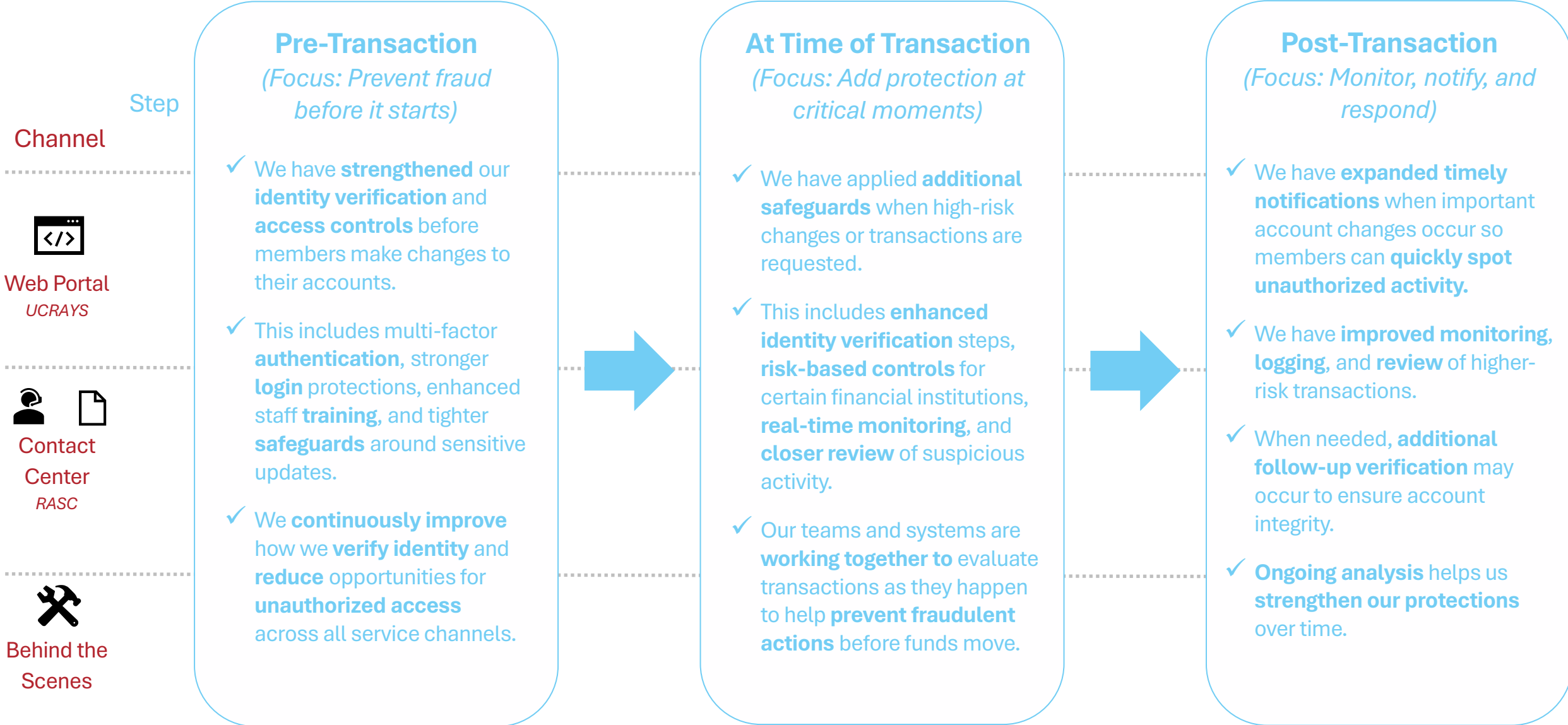
Overall Context & Scope of Impact

- 2021 MFA Introduced for direct deposit changes.
- Q3 of 2025 MFA required for all logins.
- From October – February:
 - Total **fraud losses** have been **\$154,507** across 10 accounts. All members have been made whole.
 - Total **fraud intercepted and stopped** has been **\$885,939** across 47 accounts.
- We have not incurred any new fraudulent account changes since December 18, 2025.

2022	2023	2024	2025	2026
0	0	0	10	0

Population	Count	Percent
Total Accounts	395,000	
Suspected Fraud	345	.09% of total accts
Confirmed Fraud	47	.01% of total accts
Funds Lost	10	.003% of total accts

Anti-Fraud Measures



Anti-fraud measures

Engaging Outside Expertise

Incident Response

- **Cyber forensics firm** engaged to review the incidents and confirm that the threat actor was not in our systems.

Law Enforcement

- Informed the FBI. Shared indicators of compromise for investigation.

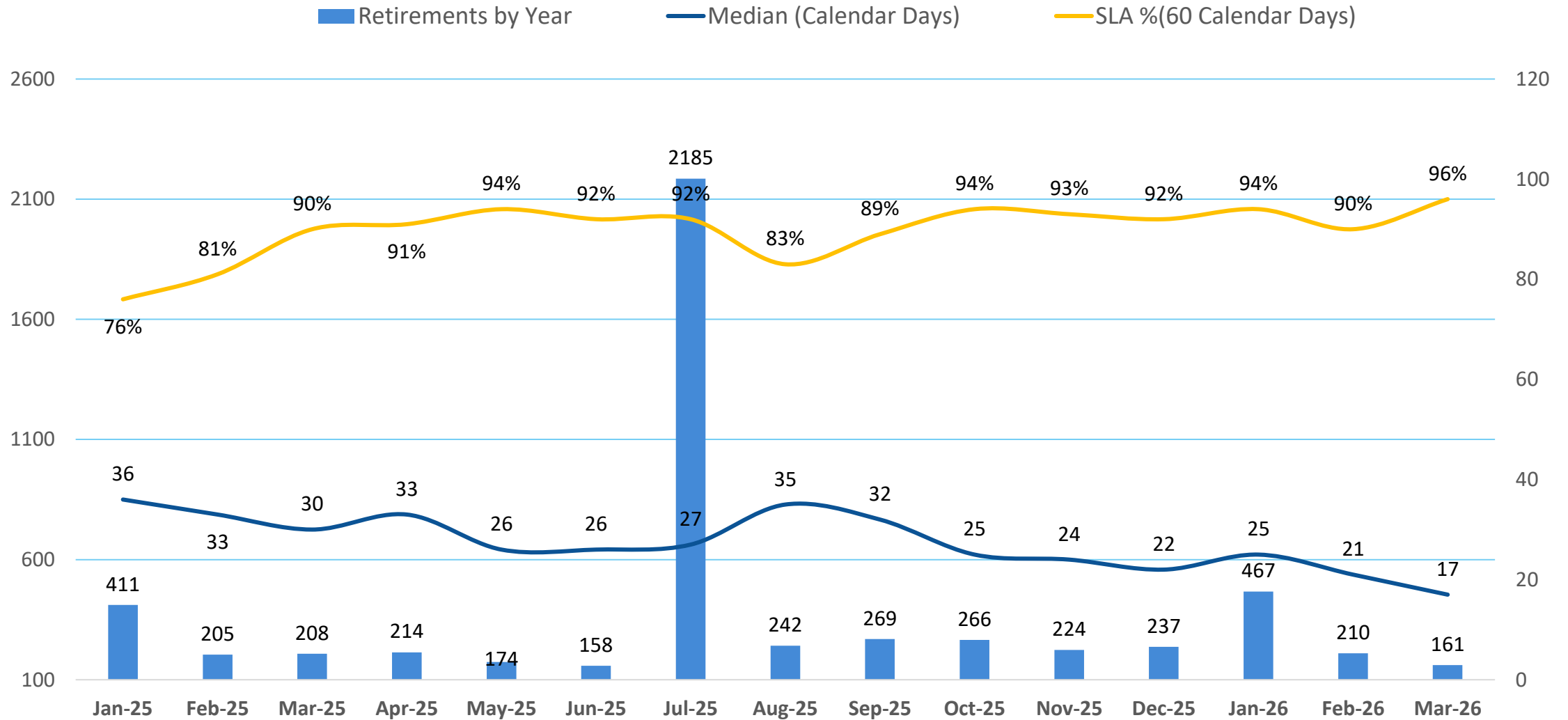
Strategy and Benchmarking

- Engaging **consulting firm** to develop anti-fraud strategy.
- Knowledge sharing with large **retirement system providers, financial services firms** to enhance our defensive posture.



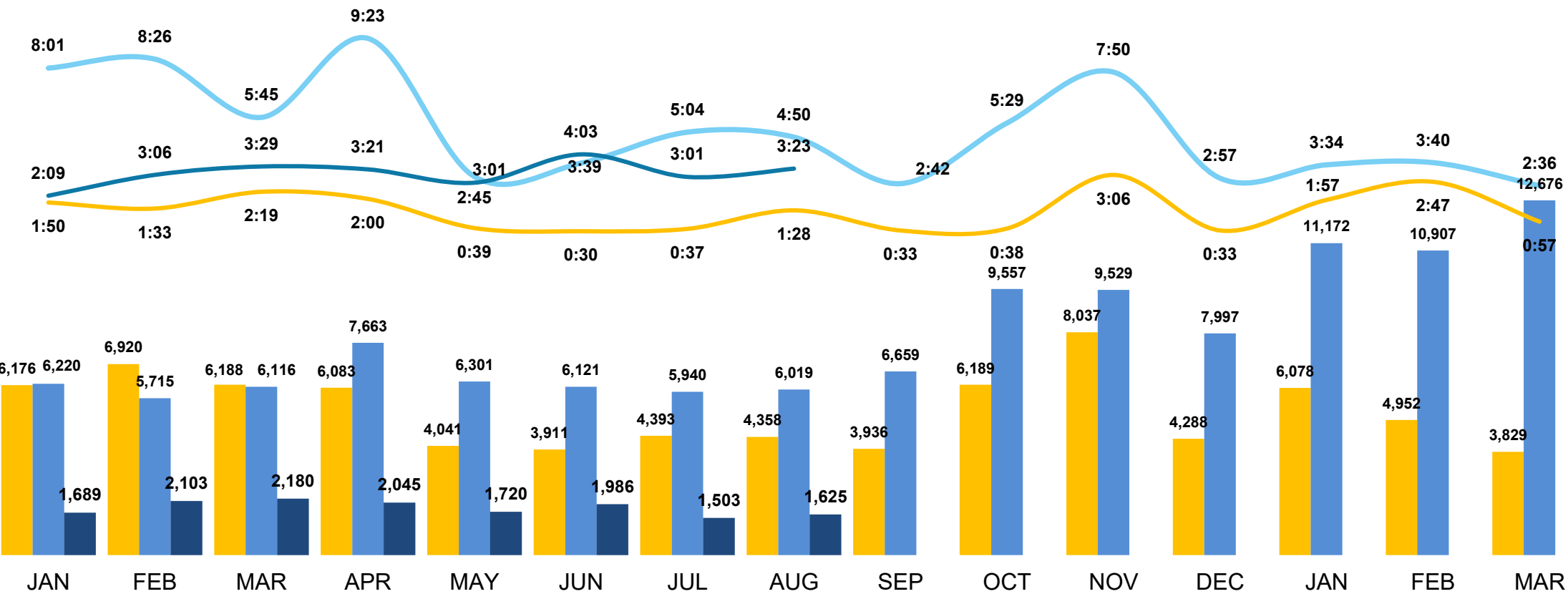
Member Experience Update (MX)

90% of Retirements Processed within 60 Calendar Day SLA

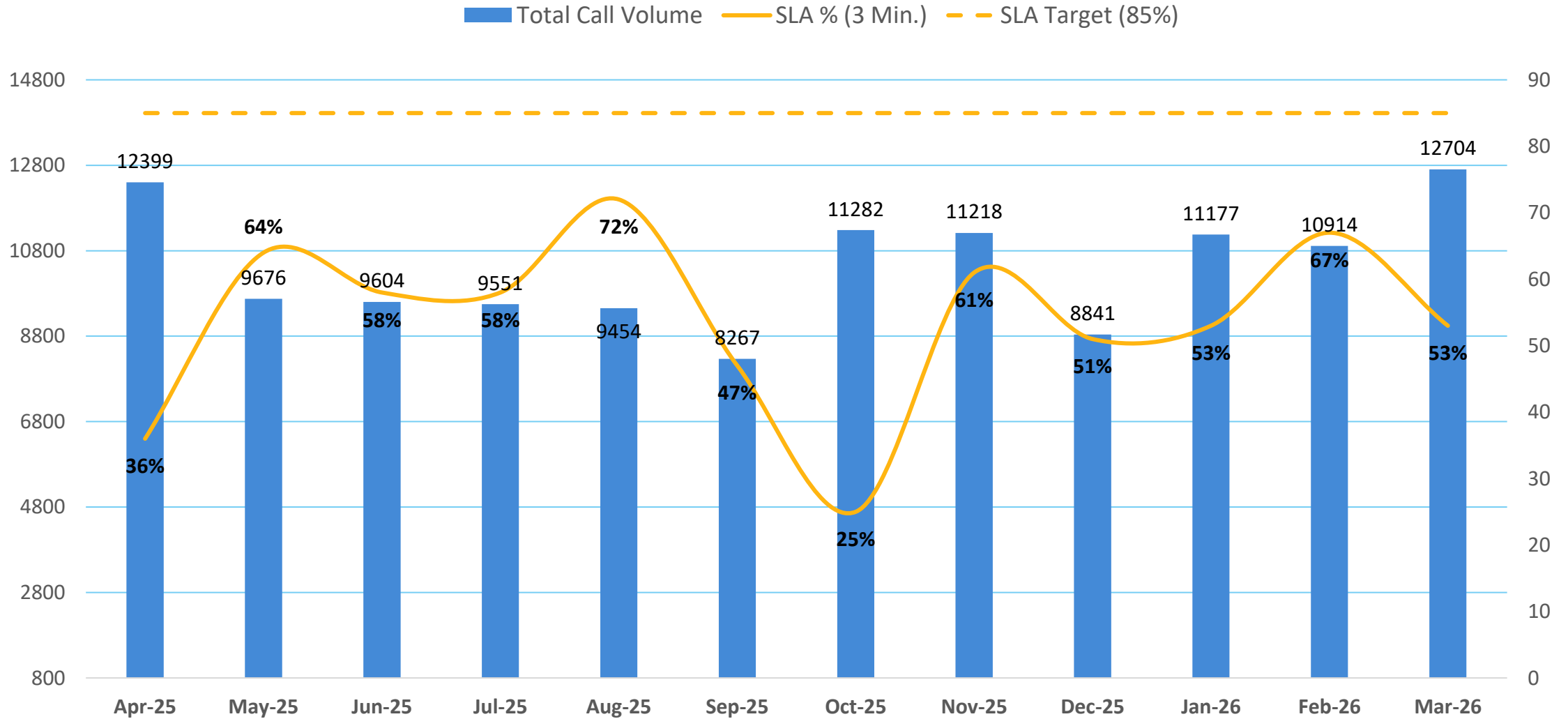


Call answer times are holding steady to seasonal patterns

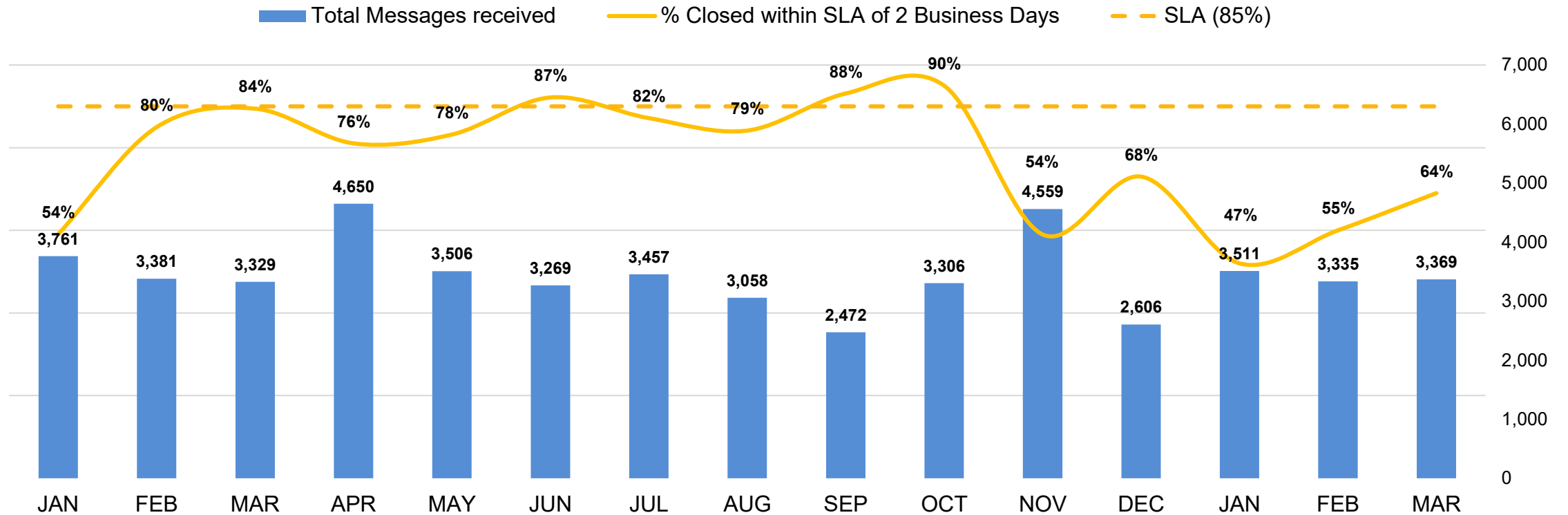
■ Tier 1 - UnifyHR (Call Volume) ■ Tier 2 - RASC Call Team (Call Volume) ■ Survivor Intake (Call Volume)
— ASA UnifyHR (minutes/secs) — ASA RASC Call Team (minutes/secs) — ASA Survivor Intake (minutes/secs)



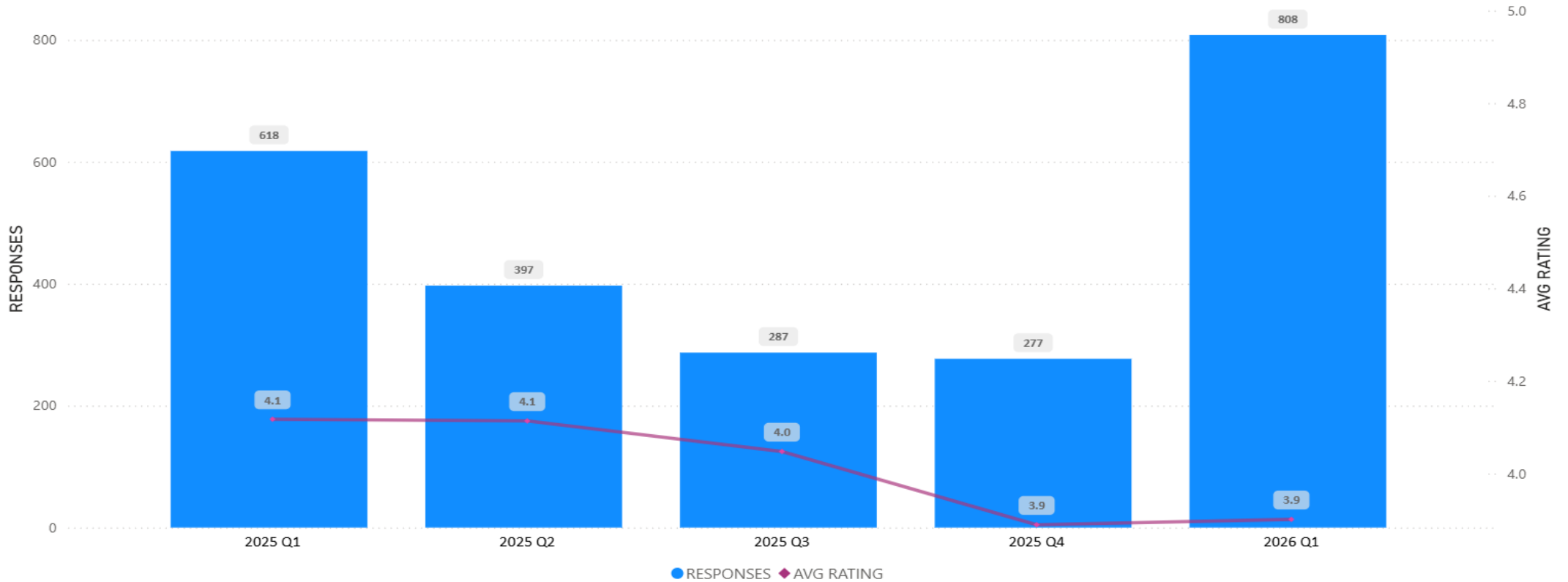
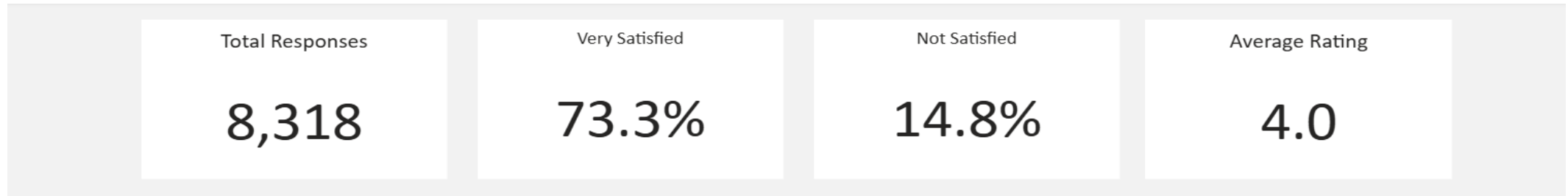
Next goal is to consistently achieve 85% of calls answered in 3 min



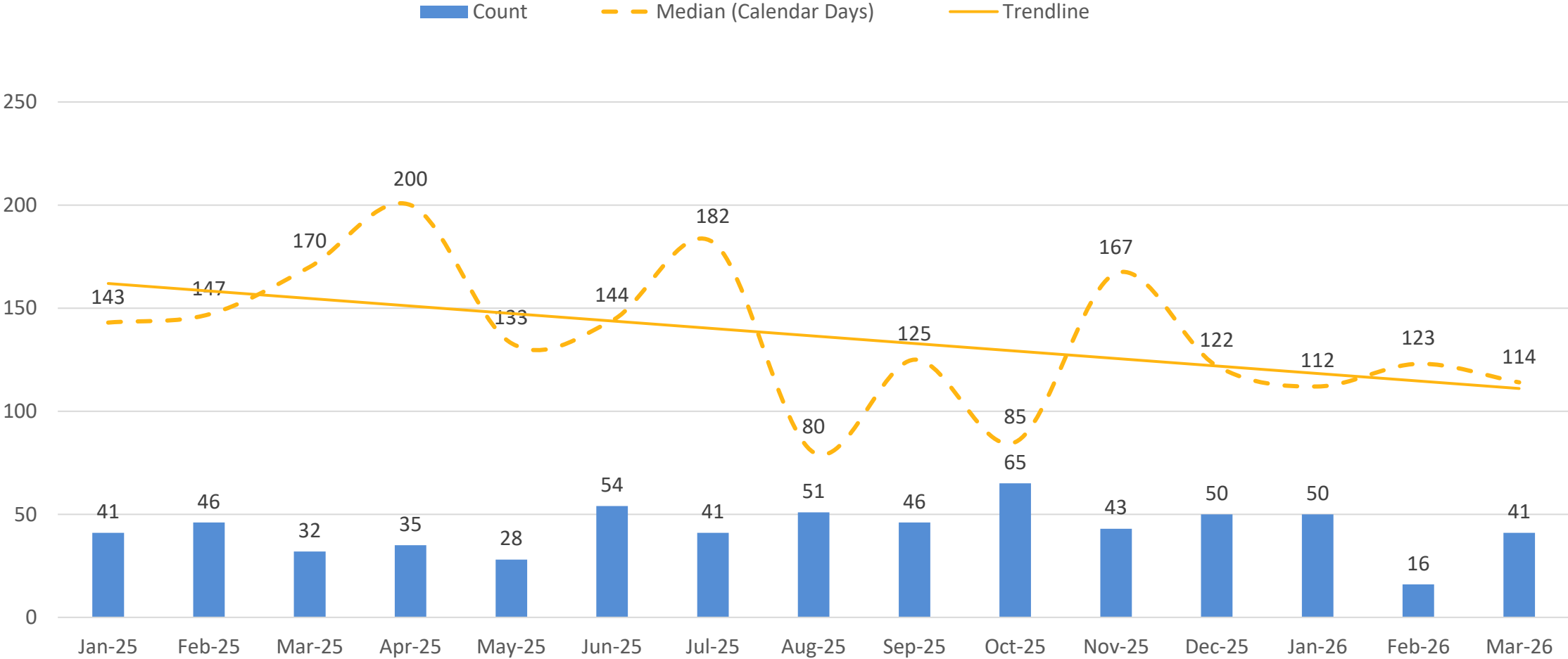
Correspondence resources helped with calls in recent months to bolster call answer times



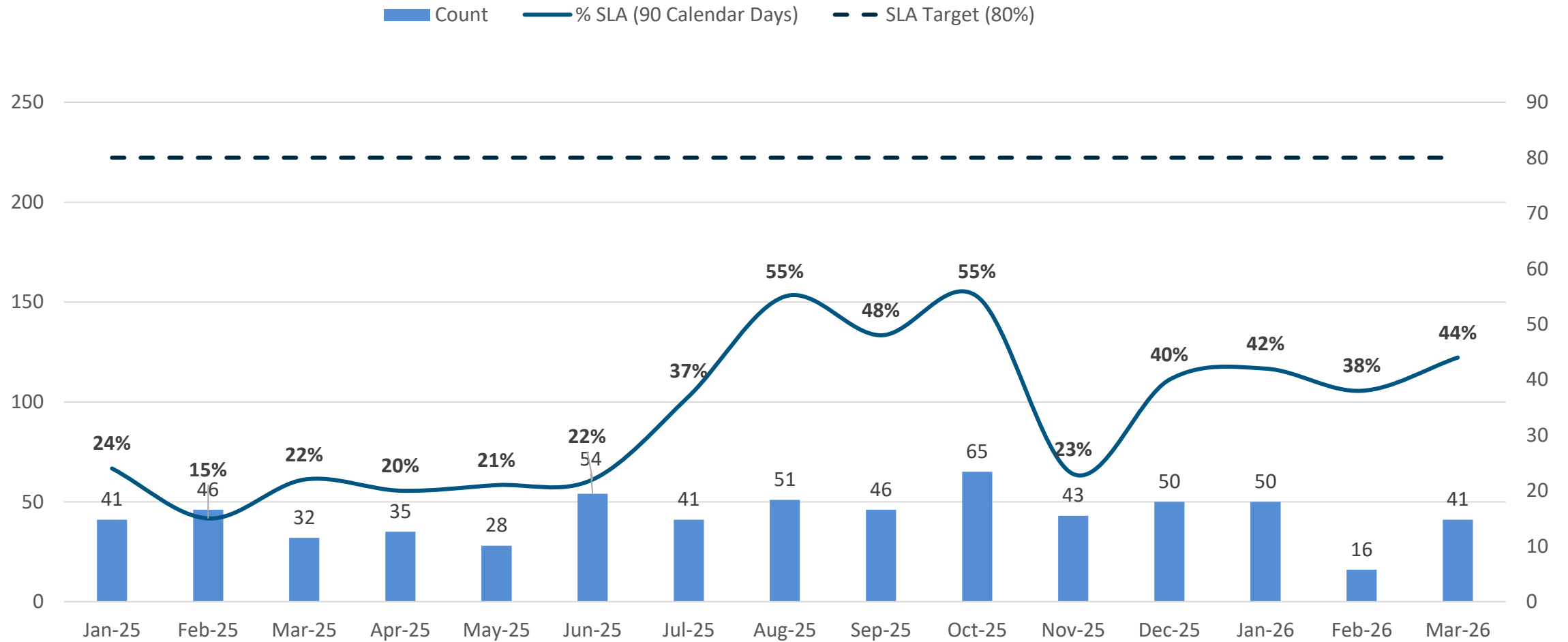
Contact Center member satisfaction is 4.0 out of 5 with 73.3% scoring in the top 2 boxes (strongly agree and agree)



Survivor end to end processing times are improving and will continue to be an operational focus area for RASC



Next survivor goal is consistently achieving 80% processed within 90 calendar days

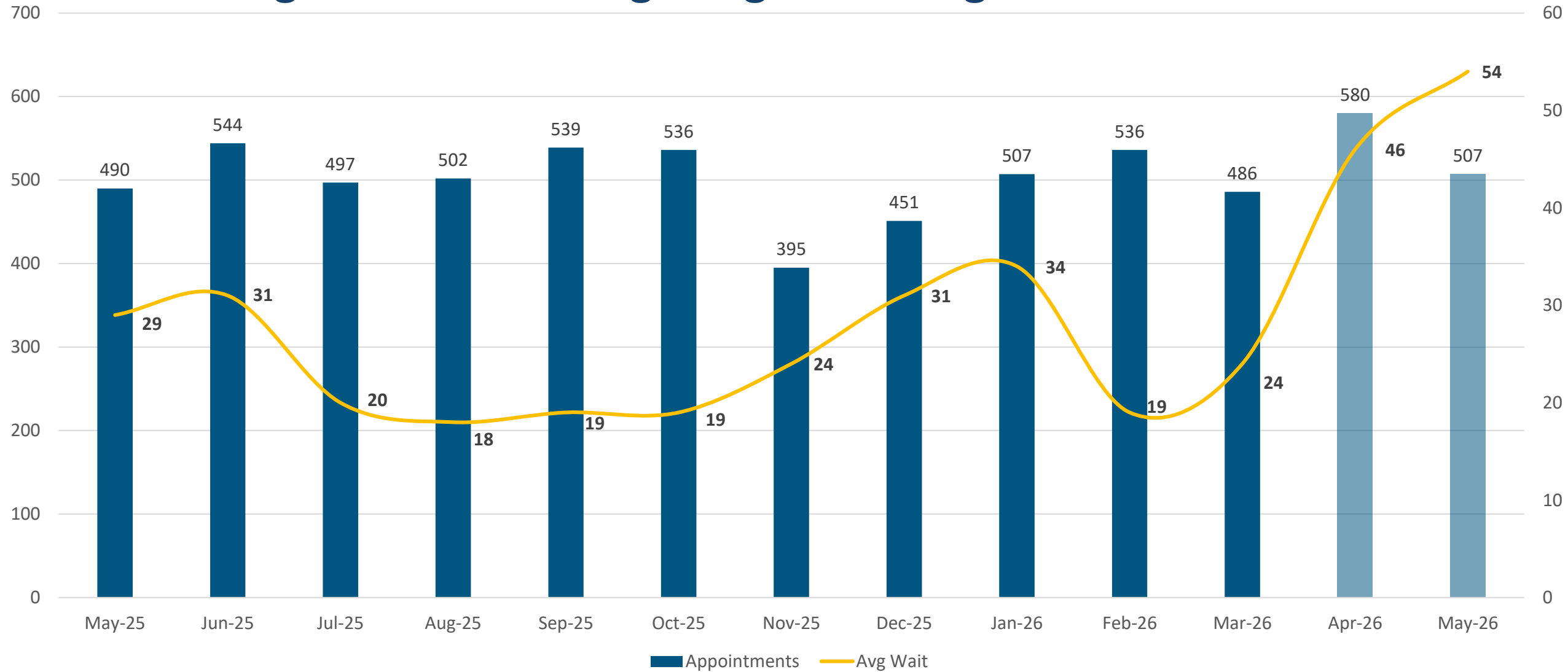




Retirement Readiness



Counseling Demand Driving Longer Waiting Periods



Increasing Visibility and Presence

Scaling retirement guidance as one-on-one demand grew

THE DEMAND

Counseling appointments per year

2024

2025

5,142

5,974

+16% year over year

22 days

average wait for an appointment

held steady across both years, on 16% more volume

OUR RESPONSE

7,500+

members reached through group guidance

September 2025 – April 2026 (8 months)

24

UCRS retirement webinars

Preparing for Retirement, Retiree Health, UC Retirement Process, Confident Retiree

12

Pathway to Retirement with Fidelity

Campus-specific retirement readiness webinars

11

Campus Open Enrollment Fairs

In-person presence at open enrollment fairs

Thank You

Data sources - Appendix

- *Incoming Calls: Data provided by TalkDesk detailing the volume of incoming calls from Jan. 2025 – Mar. 2026.*
- *Correspondence Data: Data provided by Redwood detailing metrics on messages processed from Jan. 2025 – Mar. 2026*
- *Retirement Data: Data provided by Redwood detailing retirement applications processed from Apr. 2025 – Mar. 2026. File received from the JX Team*
 - *Data received: April 13, 2026*
- *Survivor Data: Data provided by Redwood detailing retirement applications processed from Jan. 2025 – Jan. 2026. File received from the JX Team*
 - *Data received: April 13, 2026*