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Coffee Breaks
A Resourceful Retirement Network

MOSERS, in association with our Retiree Connection group, will continue hosting post-retirement Coffee Breaks for fall 2011. These Coffee Breaks allow us to reach out to our retirees, give you a chance to have face-to-face communication with MOSERS staff, and provide you with the opportunity to interact with other state retirees in your area.

Coffee Break Topics for Fall 2011

- Senior Scams
  Presented by the Missouri Department of Insurance, Financial Institutions and Professional Registration

- Computer Security Basics
  Presented by MOSERS’ Information Technology staff

- MOSERS Update
  Presented by MOSERS staff

Visit MOSERS’ Website to Enroll

You must login to your secure Member Homepage to enroll in a Coffee Break. After logging in, click on the Coffee Break link in the left menu beneath the Seminar Enrollment header. The enrollment program will walk you through the rest of the process.

If you cannot enroll online or have questions about your Coffee Break enrollment, call (800) 827-1063, extension 6194 or email maggier@mosers.org.

Coffee Break Itinerary

Morning Coffee Breaks begin at 9:30 a.m. and should conclude around noon. Afternoon sessions begin at 1:00 p.m. and should conclude around 3:30 p.m.. Complimentary refreshments will be provided.

We hope to see you soon!

Announcing Fall 2011 Dates & Locations

September 7
- Springfield – 1 p.m.
  Lamplighter Inn & Suites North Convention Center
  2820 N. Glenstone Ave.

September 8
- Joplin – 9:30 a.m.
  Joplin Regional Office
  Dept. of Mental Health
  3600 E. Newman Rd.

September 27
  Richmond Heights – 1 p.m.
  • THE HEIGHTS - Richmond Heights Community Center
  8001 Dale Ave.

September 28
  • Cape Girardeau – 9:30 a.m.
    Conservation Nature Center
    2289 County Park Dr.

October 25
  • Hannibal – 9:30 a.m.
    Hannibal Nutrition Center
    219 S. 10th St.

Look for more spring dates in upcoming issues of RetireeNews. We will visit Independence, St. Joseph Columbia, and Jefferson City in early 2012.
We have expanded our communications strategy to include the use of some forms of social media. Social media includes the various online technology tools that enable people to communicate easily via the Internet to share general information and resources. The use of these new technologies, such as Facebook, Twitter, blogs, and podcasts, is becoming increasingly popular.

MOSERS & Social Media
Members Respond Favorably to Latest Survey

Social Media
Missouri State Government
You can follow many Missouri state government agencies, including MOSERS, on your favorite social networks. For more information and links to additional sites visit www.mo.gov/my-government/socialmedia.

Twitter
• MO.gov
• Department of Agriculture
• Department of Conservation
• Department of Corrections
• Department of Economic Development
• Department of Health & Senior Services
• Department of Insurance, Financial Institutions and Professional Registration
• Department of Labor
• Department of Natural Resources
• Department of Revenue
• Department of Social Services
• Department of Transportation
• Office of Administration
• MOSERS
• Secretary of State

In April, we conducted our second annual MOSERS social media survey. If we have your email address on file, you may have been randomly chosen to take part. Thank you to those who participated. We received 1,935 responses (a 10.2% response rate).

Keep in mind that these are simply tools we use to help us improve our communication with you. We are not discontinuing our website. On the contrary! The MOSERS website is one of the most popular forms of communication that we use and we are continually improving its look, security features, and functionality. Additionally, MOSERS’ communications and information technology sections work together to protect our members’ security and reduce our members’ risk of identity theft. We take your privacy concerns very seriously as we strive to provide you with accurate, timely information.

We appreciate your feedback. It will help guide us in our future communications efforts. Your feedback helps us achieve our mission which is:

To exceed customer expectations by providing outstanding benefit services through professional plan administration and sound investment practices.

Your Social Media Status
Below are your views regarding emerging forms of social media as a means of communication.

• 68% of respondents are familiar with social networking and over 40% are familiar with blogging.
• 17% of respondents read blogs frequently or somewhat frequently.
• 39% of respondents make frequent or somewhat frequent use of Facebook and online video (36%) as communication techniques.
• Use of Facebook jumps to 65% in the 26-35 age group and to 70% in the 18-25 age group.
• Online video use jumps to 47% in the 26-35 age group.
• The percentage of age 56+ who use Facebook frequently or somewhat frequently is 30%.

Respondents indicated that the very or somewhat useful social media communication tools include:

• Webinars – 52%
• Online video – 39%
• Audio podcasts – 26%
• Facebook page – 28%
• Blogs – 21%
• RSS feed – 16%
• Twitter feed – 9%
Of those who use social networks:

- 67% use them to keep in touch/socialize with family, friends, and former colleagues and contacts.
- 11% use them for professional networking and getting news/updates from companies/organizations of interest to them.
- 22% use them for all of the above.

The social network that respondents use the most are:

- Facebook – 50%
- YouTube – 18%
- Blogs – 6%
- LinkedIn and RSS feeds – 5%
- Twitter – 3%

On the question of a MOSERS Blog:

- 37% of respondents indicated they would be highly or somewhat likely to follow a MOSERS blog.
- 39% of respondents being interested in a MOSERS blog remains consistent for all age groups.

Of the active state employees:

- Only 5% work in departments that allow employees to freely participate in social media while at work.
- Nearly 20% can participate at work with restrictions.

**Website and Newsletter Status**

Of those familiar with MOSERS’ website:

- 93% find the MOSERS website to be very or somewhat useful.
- 95% find email notifications to be very or somewhat useful.
- 84% use websites in general and 58% use MOSERS’ website specifically.
- 98% strongly or somewhat agree that information is timely and relevant.
- 98% strongly or somewhat agree that information is accurate and credible.

Of those familiar with PensionsPlus, our active member newsletter:

- 96% strongly or somewhat agreed that information is relevant and timely.
- 97% strongly or somewhat agreed that information is accurate and credible.

Of familiar with RetireeNews, our retired member newsletter:

- 97% strongly or somewhat agreed that information is timely and relevant.
- 97% of familiar respondents strongly or somewhat agreed that information is accurate and credible.

**Communications Preferences**

Members prefer to receive their information from MOSERS via individual email and the website. Following that, they prefer to get their information via the newsletters, from a benefit counselor, from a local public service announcement (either newspaper, radio or television), and via various social networking sites such as Facebook and Twitter (in that order). This doesn’t change significantly by age category. Of those surveyed:

- 86% are very or somewhat interested in MOSERS’ investments.
- 48% are very or somewhat interested in MOSERS’ Rumor Central blog as a way of distributing information to members. This jumps to 51% for those age 56 and above.
- 62% think MOSERS does a very good job communicating with members; 35% think MOSERS does a good job but communication with members could be improved. Among the respondents who are age 26-35, that number (those who think we could do a better job) jumps to 44%.
Beware of IRS Tax Scams

Don’t Become a Victim of Computer Fraud

MOSERS is aware of a couple of scams that appear after tax season is over, and we want to warn our members so they don’t become victims.

IRS Overpayment Notification
You may receive an email that looks something like this:

Dear Taxpayer:

Our records show you were overpaid on your Federal Tax Refund under Social Security Number xxx-xx-xxxx, therefore $380.00 of the overpaid Tax Refund must be returned.

This memorandum serves as notification of an overpayment of Tax Refund that you received and the subsequent repayment that is your responsibility.

The overpayment totals $380.00 for 1040/2010 filing period you were overpaid in error because of an incorrect Tax Adjustment causing an incorrect refund.

You are offered the following options of repayment within five (05) business days from today. Failure to respond timely will result in the immediate recovery of the overpayment, fines, and possible criminal prosecution.

IRS Refund Scam
A sample of this scam can be found and viewed on the Missouri Attorney General’s list of scams found on their website: http://ago.mo.gov/ConsumerCorner/encyclopedia/IRS-refund-scam.htm. For example,

After the last annual calculations of your fiscal activity we have determined that you are eligible to receive a tax refund of $63.80. Please submit the tax refund request and allow us 6-9 days in order to process it. A refund can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline. To access the form for your tax refund, please click here.

If you receive any information like this in the mail, by email, or over the phone, do not give any personal information away. According to the Attorney General’s website, “Clicking the “click here” link embedded within the phishing email and following the instructions contained in that web page is how the phishers will obtain the information they need to complete their scam.” The IRS does not contact individuals this way. If you are unsure, contact the IRS directly, but if you didn’t initiate the contact, it is probably not legitimate.
A Form for You & Your Spouse
Authorization to Release Information

If your spouse has ever called MOSERS to get information about your retirement benefit, you know that there is certain information we cannot provide by phone. This may be frustrating, but it is for security purposes and to protect your personal information. However, if you complete and submit an Authorization to Release Information form, in the future we can communicate certain benefit information to your spouse. If you ask your spouse to take care of the phone call or email to MOSERS for you, please remember: the form must come first.

Purpose of This Form
The Authorization to Release Information form allows MOSERS to communicate specific information about you to certain persons or organizations. This form must be submitted via the Secure Member Login or be signed by you, dated, and delivered to MOSERS to be effective.

Confidentiality of Your Records
MOSERS is required to provide, upon written request, the following information with regard to benefits: name, department, benefit amount, and length of service.

The limited exceptions to closed records are noted in Board Rule 1-3. This can be viewed on MOSERS’ website: www.mosers.org/About-MOSERS/Board-of-Trustees/Board-Rules/01-03.aspx.

Other Reasons to Use This Form
• Another Person Takes Care of Your Financial Matters - Some members prefer to have a spouse, other family member, advisor, or some other trusted person assume the responsibility for getting information from MOSERS about their benefits either because that person is well versed in such matters or because it is simply easier for that person to understand or get the information in person, over the phone, or via email.

• Military Leave or Other Extended Absence – If you will be away from home for an extended period of time, you may wish to authorize another trusted person to access information from MOSERS on your behalf.

• Change in Marital Status - If you previously completed this form but then get married, divorced, remarried or another life event occurs, you may want to consider completing a new Authorization to Release Information form.

When Filling Out the Form
• Be sure to check a box in the Benefit Information to Be Released section. This tells us what information we may and may not release. If you do not do so, we must return the form to you to be completed, which could delay tasks you hope to accomplish with the form.

• Be sure to tell us how long you want the release to be effective. Check a box in the Release will be effective for section. If you do not do so, we must return the form to you to be completed, which could delay tasks you hope to accomplish with the form.

• You are not required to list anyone under Person/Organization #2. That decision is up to you.

For Your Convenience
This optional form can be completed, amended, or revoked at any time. You may complete the form online by logging in to our secure website, printing the form from www.mosers.org, or submitting the copy located in the retirement packet. To submit it electronically, go to the Secure Member Login section of the MOSERS website, enter your social security number or Member ID, plus your password. On your member home page, choose Authorization to Release Information from the side menu.

Authorization to Release Information Form vs. Designation of Agent Form
When you submit an Authorization to Release Information form, you are only giving MOSERS permission to share information about you or your benefits with a certain person(s) or organization(s). The Authorization to Release Information form does not give the person(s) or organization(s) the authority to make decisions about your MOSERS benefits. It becomes effective for the period of time you choose; either 90 days or for your lifetime. It is in effect when you are not incapacitated.

When you submit a Designation of Agent form, you name someone to make benefit decisions for you if you become disabled or incapacitated, just as if they were acting under a durable power of attorney for purposes of your retirement benefits. It is effective for the period of time you choose; either 90 days or for your lifetime. It is in effect when you are not incapacitated.

When you submit a Designation of Agent form, you name someone to make benefit decisions for you if you become disabled or incapacitated, just as if they were acting under a durable power of attorney for purposes of your retirement benefits. It becomes effective only when MOSERS receives written notification from a physician that you are disabled or incapacitated.
CEM Results - A Rock-Solid Performance

Keeping Customer Service and Member Costs in Balance

Each year, we get a “report card” from a pension plan benchmarking service, Cost Effectiveness Measurement Benchmarking, Inc. (CEM), that rates us in various categories in relation to other pension plans in the U.S., Canada, and around the world. We report our scores to our members so you can see how we are performing in relation to our peers.

Service

CEM defines service as “anything a member would like, before considering costs,” so a high level of customer service tends to increase a system’s costs. Our goal is to maintain and increase our service ratings without significantly increasing our total cost.

We are proud to report that our service has once again been ranked #1 among our peers, and one of the highest among all of the 88 plans participating this year. MOSERS’ service score again was 90. This was the highest score of our peer group and well above the peer median of 79. Each year, we look for improvements to service that can be made in a cost-effective manner. Between 2007 and 2010, our service score increased from 88 to 90. Some of the reasons for our high service rating include:

• A staff focused on excellence in customer service and ongoing improvement. Our benefit counselors participate in coaching to improve service and our phone call and walk-in wait times outperform our peer group. We recently implemented an electronic walk-in distribution system which alerts benefit counselors when there are members waiting, so there is less wait time for walk-ins and other guests in the building.

• Document Express is a new member communication tool that is still being phased in. When there is new individual benefit information, it is posted online in the secure Member Homepage. The member receives an email notification with a direct link to log in and view or print the document. Document Express offers members another option to receive information securely and at their convenience. This feature is available to all members, whether they have chosen electronic publication delivery or not.

• Our website provides members with secure access to personal information and the ability to perform important processes online. Members can generate retirement benefit estimates, see their annual benefit statements, and update personal information through our Secure Member Login. Many forms can also be completed and submitted entirely online.

• Evening PreRetirement Planning seminars were offered in 4 locations in 2010 to better accommodate our members’ diverse schedules. These will be offered again in 2011.

As a member of MOSERS, what these scores mean to you is that we provide fast, efficient service and we strive to “do it right the first time.” We aim to make the retirement process simple and less stressful. Our hardworking staff goes the extra mile to address all your questions and concerns along the way.

Cost

MOSERS’ cost per member was $72 per active member and retiree. This was below the peer average cost of $103 and below the peer median cost of $76. This cost measure is particularly meaningful when you consider that with 87,000 active member and annuitants, MOSERS does not enjoy the economies of scale available to larger systems in the CEM study.
CEM revised their cost model this year to provide more data to better explain differences in total costs. This data helps us analyze our costs related to economies of scale; transaction volume; productivity per FTE; salaries; building and information technology; third party and front office; and back office.

The information we receive aids us in developing ways we can continue to improve our cost-effectiveness each year.

For example, we have promoted electronic initiatives to reduce cost in the areas of printing and postage and get news to our members faster. Members can choose to receive their newsletters, benefit statements, and news about MOSERS seminars electronically.

For our retired members, we continue to offer post-retirement Coffee Breaks throughout the state for educational and networking opportunities. In 2010, retirees had the opportunity to register online the same way our active members sign up for seminars.

For the second year, we provided an annual newsletter for our terminated-vested members called Vested Interest. In Winter 2010, it was sent electronically to those members who had a valid email address on file, saving on printing and postage costs.

We added to and updated our online video library as another way to communicate information to members. Our videos are created in-house and feature brief overviews of benefits-related topics.

Why We Participate
CEM gathers the data for their report through an extensive survey process. Last year's survey contained over 200 questions and examined every aspect of what we do in terms of operations. Why do we do it?

• To improve our understanding of our business. Knowing how and why we are different from our peers helps us better understand our business.

• To establish service standards. The CEM measures have helped us develop new service standards to maintain and improve our service to members.

• To demonstrate our performance in the absence of competition. Good benchmarking allows us to compare our costs and performance to that of our peers.

• To communicate performance. The results of the CEM analysis are presented to our staff and board members.

• What gets measured gets managed. Without measures it is difficult to assess where improvements or cost-effective strategies can be applied.

• To identify best practices. By observing how other systems conduct business, we are able to identify best practices or other alternatives to enhance the operation of our organization.

Our Peer Universe
This year, 88 leading pension systems around the globe participated in the CEM benchmarking service. In order to get the best comparisons of cost and performance, we are compared to pension systems of similar size and nationality. MOSERS’ peer group consists of 12 U.S. pension systems.
You’ve Got Connections!
Group Actively Representing State Retirees

With 300 years of combined service to the state of Missouri, the 12 men and women who are current members of the Retiree Connection (RC) have seen and done a lot! They know a thing or two about working for and retiring from state government. They are very interested in making sure their retirement system is properly funded and well run. They understand the joys and difficulties of retirement. As active members of their communities, they talk with other retirees about things they think MOSERS does well and can do better. They provide valuable input that has helped the system save thousands of dollars and improve services. They represent you and what you want and need from your retirement system.

Started in 2005, the Retiree Connection group meets four times a year to learn about MOSERS and advise staff on issues of importance to retirees. (They are not a lobbying group or political action committee.) Since the group’s inception, members have:

• Learned a great deal about MOSERS’ investments and returns.
• Suggested topics for the RetireeNews newsletter.
• Recommended cost-savings measures (like electronic newsletters and publications that save the system thousands of dollars a year).
• Spoken at PreRetirement Planning seminars about how they are spending their retirement years and what they wish they would have known before they retired.
• Established and hosted the post-retirement Coffee Break program which:
  – Allows MOSERS to reach out to members,
  – Provides face-to-face communication with MOSERS staff about hot topics for retirees, and
  – Offers retirees the opportunity to interact with other state retirees in their area.

In the last few months, the group has been doing a self-evaluation and making plans for the future. In May, they established a mission statement and set goals.

Retiree Connection members would like to hear from you if you have an issue in mind that you think they should address. You can find contact information for the Retiree Connection member in your area on MOSERS’ website or by calling 800-827-1063, ext. 6194.

New members are appointed periodically as needed to represent benefit recipients. If you are a MOSERS retiree and interested in serving as described above, send an email or letter to MOSERS with the following information:

• Name and address
• Daytime phone number
• Email address
• State agency(ies) you worked for
• Community involvement
• Tell us about yourself and why you are interested in serving on Retiree Connection
• References: Please provide us with the names and contact information of three people who can provide a personal reference.

Send it to loril@mosers.org or to MOSERS Retiree Connection, Attn: Lori, PO Box 209, Jefferson City, MO 65102-0209. Thank you for your interest!

In the meantime, remember, you’ve got connections through Retiree Connection.
The majority of MOSERS funding is not from state taxpayers. Rather, it is from its better than average long-term investment returns.

If MOSERS’ investment return was simply average, the share of state funding vs. investment returns would look like this.

FOR A SMALL INVESTMENT, MISSOURI TAXPAYERS GET A BETTER BANG FOR THEIR BUCK BECAUSE MOSERS IS NOT YOUR AVERAGE PENSION FUND.
Award-Winning Publications

CAFR & PensionsPlus Newsletter Receive Top Honors

The 2010 MOSERS Comprehensive Annual Financial Report (CAFR) was nominated for a National Association of Government Communicators (NAGC) award for financial reporting. The awards were presented at the NAGC Communications School in May, and MOSERS won first place for our Annual Report, titled *Innovation*.

The Ranly Awards are held each year by the Missouri Association of Publications (MAP) to showcase entries in writing, design, and photography. In an awards ceremony held March 16 in Columbia, our PensionsPlus newsletter won in the category of Best Entire Issue for the Summer 2010 edition. For a list of all the winners, check out [http://missouripublications.org](http://missouripublications.org).