



# Promoting retirement security for Washington's public employees

**15** plans in 8 retirement systems serving state and local government employees

**335,000**

active members working and contributing to the plans

**197,000**

retirees and beneficiaries receiving monthly benefit payments

**\$4.6 Billion**

in contributions from members and employers

**\$5.6 Billion**

in benefit payments, with almost 90% paid in-state

## Goals & results



### Elated Customers

DRS consistently receives high customer satisfaction ratings for responsive, respectful and accurate service



### Engaged Team Members

DRS team members take pride in improving processes, solving problems and delivering great customer service



### Vigilant Resource Steward

DRS provides cost-effective services compared to our peer group of other pension administrators in the US



### Best Practice Leader

DRS uses leading-edge practices to understand and support customers in their journey to retirement



### Reliable Partner

DRS partners with 1,300+ state and local government employers to ensure smooth reporting of data and contributions

## Initiatives

### Record Keeper Transition

Provide high-quality investment accounting and retirement readiness services for Plan 3 and DCP customers

### CORE System Modernization

Modernize DRS' foundational legacy systems, beginning with re-hosting its mainframe applications

### IT Security

Strengthen DRS security capabilities to safeguard customers' personal and financial information

### Facilities Improvements

Improve customer service, operational efficiency and building security

### Legislative Updates

Protect customer medical information, create respectful end-of-benefits process for deceased members

### Inclusive Workplace

Enhance DRS' efforts to grow its culture of diversity and inclusion