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News Release

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Teachers Retirement System of Georgia Call Center wins Governor's Customer Service Award

Atlanta, GA – November 20, 2007 –The Teachers Retirement System of Georgia (TRS) Call Center was honored to receive the Governor's Customer Service Call Center Excellence Award on October 30th at the Customer Service Summit, hosted by Governor Sonny Perdue. The winners, selected from a pool of over 400 nominations from agencies across the State, were chosen by a panel of leaders from the business community and the public sector.

"We are pleased to receive such a prestigious award from the Governor," says Jeff Ezell, TRS Executive Director, "Our Call Center has been, is, and always will be committed to providing faster, friendlier, and easier services. Receiving this award, I believe, is also recognition of every member of our TRS staff, who daily provides excellent customer service to our members and the citizens of Georgia."

The TRS Call Center is comprised of a dedicated manager and twelve specially trained customer service representatives. The team proudly serves more than 363,000 members and retirees, as well as 385 employers throughout the State. The Call Center Manager is an active member of the Call Center Solutions Group, a group that worked to improve call center customer service and established the state wide call center metrics for the average monthly percentage of calls not answered of 9% and the average speed to answer of 60 seconds.

In 2007, the Call Center handled over 121,000 calls from members and employers. 85% percent of the calls were answered in less than 60 seconds with an average speed of overall answers set at 31 seconds and the average monthly percentage of calls not answered was only 3.6%. Both of which exceeded the State Customer Service Goals.

To learn more about TRS and the services we provide, please visit www.trsga.com. You may also speak with a qualified and friendly TRS customer service representative by calling (404) 352-6500 or (800) 352-0650. Call Center hours are from 8:00 am – 5:30 pm EST, Monday through Friday.

About Teachers Retirement System of Georgia

The Teachers Retirement System of Georgia (TRS) administers retirement funds for the State's public school educators, many employees of Georgia's public universities, and other designated employees in education-related work environments. TRS is a defined benefit plan that guarantees a monthly benefit payable for the life of a member and, when applicable, for a member's beneficiary based on salary and years of service. With more than \$53 billion in assets, an annual benefit payroll of more than \$2.2 billion, 287,000 members, and 76,000 retirees, TRS is the largest public retirement system in the State and the 27th largest public retirement system in the United States.