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NEWS RELEASE

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Office of Customer Service Presents TRS with Customer Service Commendations

Atlanta, GA – February 29, 2008 – The Teachers Retirement System of Georgia (TRS) received two certificates of commendation signed by Governor Sonny Perdue for its dedication to providing faster, friendlier, and easier customer service. The Member Services Division and our Executive Director, Jeff Ezell, were both recognized by the Office of Customer Service (OCS) for their efforts in going above and beyond the call of duty.

The Member Services Division was nominated and recognized for their efforts to train employees and streamline their processes, resulting in significant customer service improvements. According to the OCS, ‘their attainment of a 99.4% accuracy rate for the year while reducing the time it takes for processing new retirements is a notable accomplishment.’ During 2007, the average processing time for all requests was reduced to 8.2 days for the year with no overtime worked, the average accuracy rate for the division was 99.4, and 100% of retirees were placed on payroll during the month of their retirement effective date.

Jeff Ezell was nominated and recognized for his leadership which resulted in improved services to the citizens TRS serves. The OCS states, ‘Mr. Ezell’s focus on training, improved processes and accountability shows in the high level of performance across the TRS organization. He is dedicated to raising the bar on customer service.’ Under the leadership of Mr. Ezell, the agency continues to provide exceptional customer service to its members. Mr. Ezell believes the best way to accomplish this goal and provide customers with faster, friendlier, and easier services is through efficient and effective processes supported by state-of-the-art technology and a competent, empowered staff.

These two commendations recognize meritorious actions that enhance the public image of customer service the way customer service is provided in Georgia and are in addition to Call Center Excellence award TRS received in October, 2007. Nominees were selected on the basis of consistent high levels of performance and/or going above and beyond the call of duty in the performance of their jobs while still accomplishing their normal job responsibilities.

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 \$2.3 billion, over 218,000 active members, 76,000 inactive members, and 76,000 retirees, TRS is the largest public retirement system in the State and the 51st largest retirement system in the world.