

MSRB By the Numbers

AUGUST 2025

Pension Benefits



\$261m
in benefits were issued to
72,556+
retirees and beneficiaries.

For 2025, the total benefits issued is \$2.05 billion.



365
new benefit payees.

The total for 2025 is 2,095 new benefit recipients.

Accelerated Payments

37

new retirees received an accelerated payment, totaling

\$463k

in gross retro-benefits were approved for payment in mid-August.

In 2025, the Board issued 444 accelerated payments, totaling over \$4.34m in retro payments.

Disbursements

440

refunds/rollovers/transfers were processed by the Disbursement Unit.

\$8.51m

in net refunds/rollovers/transfers were issued.

In 2025, more than 2,929 refunds/rollovers/transfers were processed, totaling over \$56.43m in net funds issued.



Member Services

~8,833

calls to main department extensions fielded.

*This data does not take into consideration those calls made directly to staff extensions.

5,530+

calls were taken by the Call Center.

720+

calls were taken by our Account Management Units.

Retiree eNews Bulletin

57,355

retirees/survivors subscribe to the monthly MSRB Retiree eNews Bulletin.

~79%

of our total retirees/beneficiaries are subscribers.



The State Retirement Board (MSRB) is working diligently to process the thousands of pending benefit requests and inquiries we regularly receive. We thank our members for your continued understanding.