

MSRB By the Numbers

January 2024

Pension Benefits



\$246.18m

in benefits were issued to

70,978+

retirees and beneficiaries.



208

new benefit payees.

Accelerated Payments

81 >>>

new retirees received an accelerated payment, totaling

\$1.52m

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

Disbursements

542

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

\$8.82m

in net refunds/rollovers/transfers were issued.

In 2023, more than 4,596 refunds/rollovers/transfers were processed, totaling over \$80.08m in net funds issued.



Member Services

~10,928

calls to main department extensions fielded.

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

8,319+

calls were taken by the Call Center.

694+

calls were taken by our Account Management Units.

Retiree eNews Bulletin

53,731

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

~76%

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 their continued understanding.