

# MSRB By the Numbers

## JULY 2025

### Pension Benefits



**\$259m**  
in benefits were issued to  
**72,349+**  
retirees and beneficiaries.

*For 2025, the total benefits issued is \$1.79 billion.*



**198**  
new benefit payees.

*The total for 2025 is 1,730 new benefit recipients.*

### Accelerated Payments

**37**

new retirees received an  
accelerated payment, totaling

**\$338k**

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

*In 2025, the Board issued 407 accelerated payments,  
totaling over \$3.88m in retro payments.*

### Disbursements

**296**

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

**\$5.79m**

in net refunds/rollovers/transfers  
were issued.

*In 2025, more than 2,489 refunds/rollovers/transfers were  
processed, totaling over \$47.92m in net funds issued.*



### Member Services

**~9,253**

calls to main department extensions fielded.

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

**5,857+**

calls were taken by  
the Call Center.

**826+**

calls were taken by  
our Account  
Management Units.

### Retiree eNews Bulletin

**57,172**

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.*