

MSRB By the Numbers

MARCH 2024

Pension Benefits



\$245.86m

in benefits were issued to

71,123+

retirees and beneficiaries.

For 2024, the total benefits issued is \$738.94m.



226

new benefit payees.

The total for 2024 is 708 new benefit recipients.

Accelerated Payments

42

new retirees received an accelerated payment, totaling

\$712k

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

In 2024, the Board issued 212 accelerated payments, totaling over \$3.78m in retro payments.

Disbursements

595

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

\$14.8m

in net refunds/rollovers/transfers were issued.

In 2024, more than 1,527 refunds/rollovers/transfers were processed, totaling over \$30.7m in net funds issued.



Member Services

~10,438

calls to main department extensions fielded.

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

7,726+

calls were taken by the Call Center.

701+

calls were taken by our Account Management Units.

Retiree eNews Bulletin

54,112

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 your continued understanding.