

# MSRB By the Numbers

# MAY 2025

## Pension Benefits



**\$256m**  
in benefits were issued to  
**72,235+**  
retirees and beneficiaries.

*For 2025, the total benefits issued is \$1.28 billion.*



**192**  
new benefit payees.

*The total for 2025 is 1,300 new benefit recipients.*

## Accelerated Payments

**38** >>>

new retirees received an accelerated payment, totaling

**\$310k**

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

*In 2025, the Board issued 325 accelerated payments, totaling over \$3.25m in retro payments.*

## Disbursements

**421**

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

**\$7.82m**

in net refunds/rollovers/transfers were issued.

*In 2025, more than 1,898 refunds/rollovers/transfers were processed, totaling over \$36.7m in net funds issued.*



## Member Services

**~7,380**

calls to main department extensions fielded.

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

**5,046+**

calls were taken by the Call Center.

**460+**

calls were taken by our Account Management Units.

## Retiree eNews Bulletin

**56,778**

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.*