

MSRB By the Numbers

SEPTEMBER 2025

Pension Benefits



\$262.08m

in benefits were issued to

72,603+

retirees and beneficiaries.

For 2025, the total benefits issued is \$2.31b.



272

new benefit payees.

The total for 2025 is 2,367 new benefit recipients.

Accelerated Payments

51

new retirees received an accelerated payment, totaling

\$572k

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

In 2025, the Board issued 495 accelerated payments, totaling over \$4.911m in retro payments.

Disbursements

453

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

\$9.47m

in net refunds/rollovers/transfers were issued.

In 2025, more than 3,382 refunds/rollovers/transfers were processed, totaling over \$65.91m in net funds issued.



Member Services

~9,656

calls to main department extensions fielded.

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

6,158+

calls were taken by the Call Center.

728+

calls were taken by our Account Management Units.

Retiree eNews Bulletin

57,498

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.