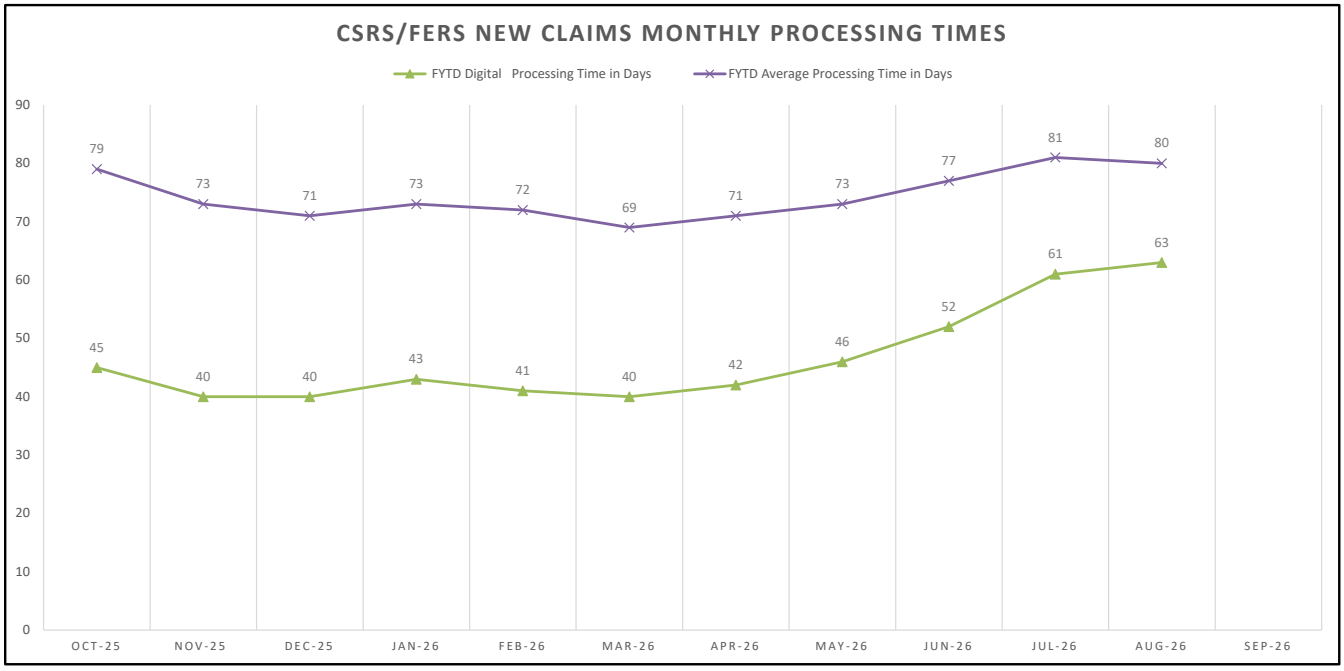

Month	Digital Claims Received	Total Claims Received	Digital Claims Processed	Total Claims Processed	Digital Processing Time in Days	Total Average Processing Time in Days	FYTD Digital Processing Time in Days	FYTD Average Processing Time in Days	Digital Inventory	Total Inventory
Oct-25	6,176	20,344	1,686	8,751	45	79	45	79	10,252	34,587
Nov-25	7,833	23,393	4,363	8,707	38	66	40	73	13,835	48,396
Dec-25	6,055	13,174	3,506	9,428	40	67	40	71	15,295	50,566
Jan-26	9,394	18,923	6,465	15,571	48	77	43	73	19,618	54,018
Feb-26	15,494	31,240	7,054	18,149	34	71	41	72	27,582	65,237
Mar-26	8,830	14,759	10,817	22,237	39	60	40	69	24,688	55,681
Apr-26	8,743	11,940	7,394	17,175	50	78	42	71	26,843	49,888
May-26	8,288	11,286	8,761	19,433	66	87	46	73	25,042	38,547
Jun-26	6,852	8,663	6,224	12,751	96	108	52	77	26,329	33,851
Jul-26	8,400	10,538	14,370	17,841	98	109	61	81	19,888	24,784
Aug-26	6,078	7,618	13,416	15,281	70	79	63	80	11,707	15,427
Sep-26										

Retirement Services (RS) is working towards a fully digital retirement application process; RS is working with agencies and payroll offices to update legacy processes. During this period of transition, RS is still receiving many new retirement claims on paper.

- In August, RS Received 7,618 new retirement claims; of these 6,078 were digital and 1,540 were paper.

The processing of digital cases is faster. With systematic checks of data, annuitants experience fewer delays due to missing information or incomplete packages.

- In August, digital cases were processed in 70 days, and paper claims were processed in 150 days.