Retirement Administration Service Center (RASC)

CUCRA/CUCEA Update

RASC Survivor Collaborative Work Group

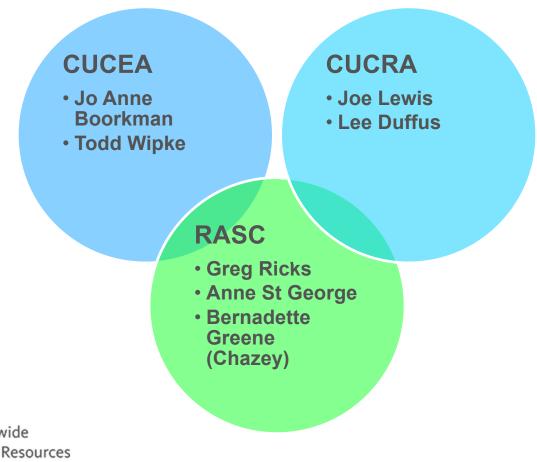
October 28, 2020



Systemwide Human Resources

Members & Purpose

To open a dialogue with the RASC and a collaborative group of emeriti and retirees to share insights and ideas with respect to improving the member or survivor experience.





Systemwide **Human Resources**

Focus areas and action plans

Provide retirees with online access to survivor / contingent annuitant choices made at retirement

- Assessing with technology team how RASC can provide this information as a future enhancement
- Every retiree receives a confirmation letter & copies can be requested through secure messaging

Improve Member & Survivor education & access to resources

 Leveraging partnership with Retiree & Emeriti Center Directors & Benefit Managers to provide additional training

Improve processes & communication

- Designing new RASC operating model
- Exploring options to increase communications
 - Previewed The Benet Tool

Encourage members to maintain contact information with RASC & Fidelity

 Scheduling outreach through New Dimensions and UC Net articles



Thank you!



