



69%

The percent of respondents say WRS' customer service is excellent and good similar to the response of 70% last year.

215

randomly selected respondents reflect the views of active employees with a margin of error of +/- 5% with a 85% confidence interval.

87%

feel the WRS Pension Plan is Mostly or Very Important to keeping you in your current employment.

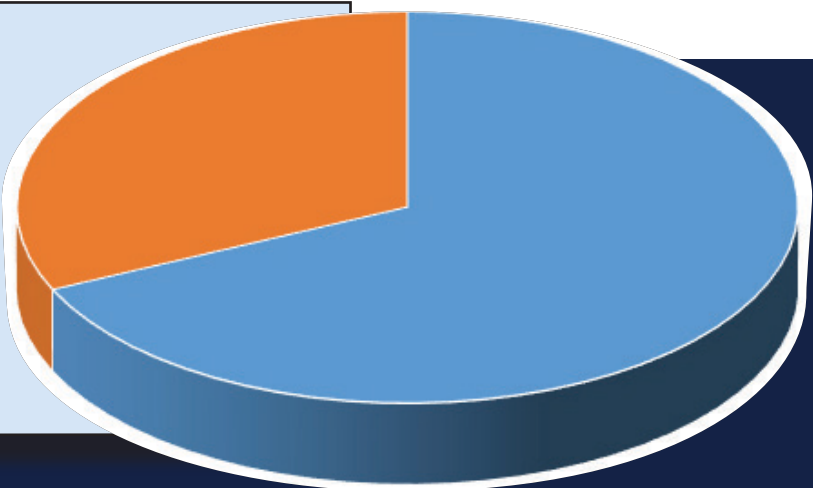
73%

The percent of respondents who have a positive view of WRS

80% feel WRS operates in their best interest.

80% feel WRS is financial Strong

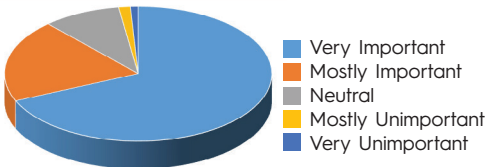
67% have estimated their needed income in retirement, which means they are more likely to achieve their retirement needs.



# Members - 2018



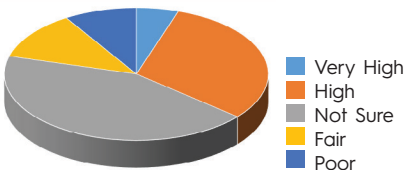
1. How important is the WRS defined benefit pension plan to keeping you in your current employment?



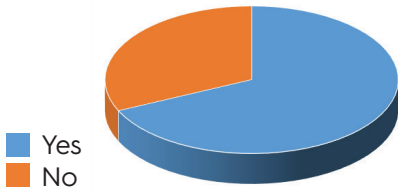
2. How would you characterize your career stage?



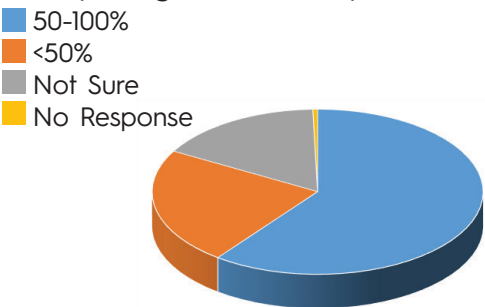
3. Rate your confidence in having enough money to live comfortably throughout your retirement years.



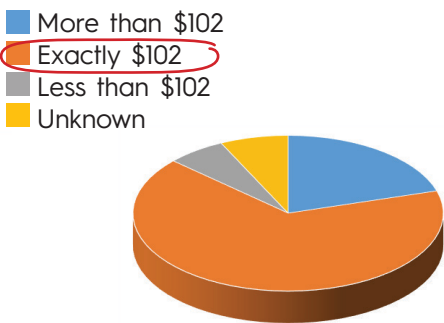
4. Have you ever tried to estimate how much income you will need in retirement and if you are currently saving enough to meet that need?



5. Excluding your home and other property, roughly what percentage of your non-Social Security retirement assets -- pension, WRS 457 Plan and other retirement savings -- is through the Wyoming Retirement System?



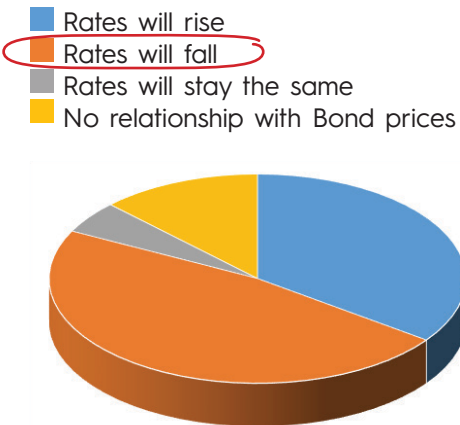
6. Suppose you had \$100 in a savings account and the interest rate was 2% per year. After one year, how much do you think you would have in the account if you left the money to grow?



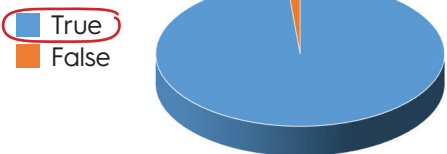
7. Imagine that the interest rate on your savings account was 1% per year and inflation was 2% per year. After 1 year, how much would you be able to buy with the money in this account?



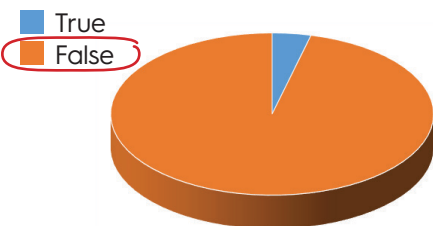
8. If interest rates rise, what will typically happen to bond prices?



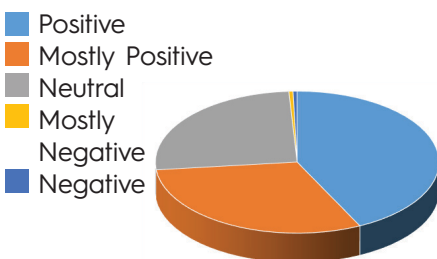
9. True or false. A 15-year mortgage typically requires higher monthly payments than a 30-year mortgage, but the total interest paid over the life of the loan will be less.



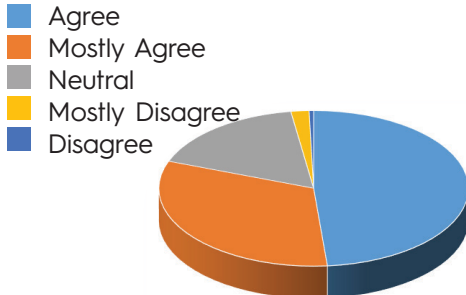
10. True or false. Buying a single company's stock usually provides a safer return than a stock mutual fund.



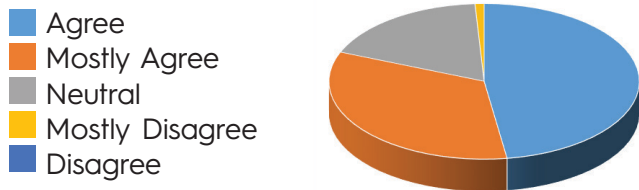
11. What is your general attitude regarding your experience with the Wyoming Retirement System?



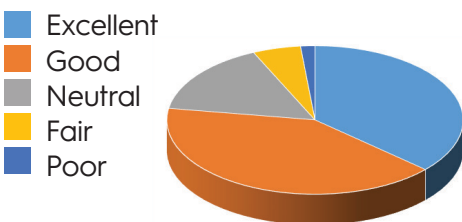
12. I believe WRS operates in my best interest.



13. I believe WRS is a solid financial institution.



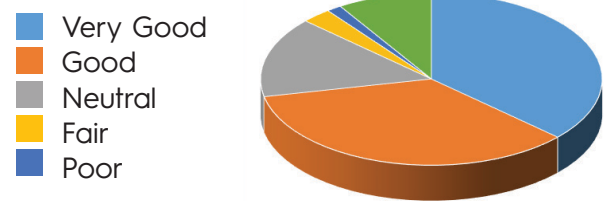
14. How would you rate the overall customer service of WRS?



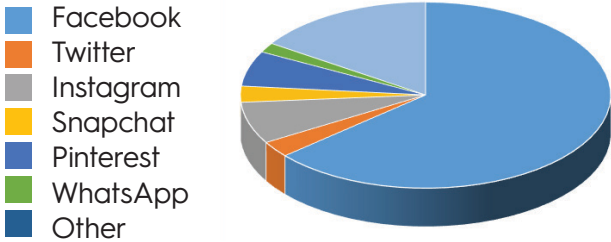
15. In the last year, I contacted WRS regarding the following subject. Please select all that apply

Other	24%
Question about my account	24%
Change to account information	16%
Retirement eligibility date	15%
Annual pension plan statement	15%
Audit and/or benefit estimate	11%
Retirement application	11%
457 Deferred Compensation Plan	11%
Technical support 457 online access	10%
Educational seminars	9%
Obtain a form or question on a form	8%
Determine plan(s) I am participating in	5%
Individual retirement counseling	5%
457 Deferred Comp. distribution	4%
457 Deferred Comp. enrollment	3%
Refund of pension account balance	2%
Incoming Rollover to 457 Plan	1%
Disability Benefit	>1%
Legislation	>1%

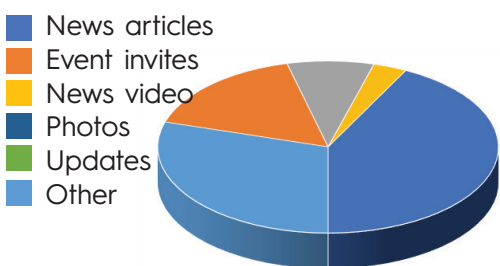
16. Please rate the overall usefulness of your annual statement for your pension account(s):



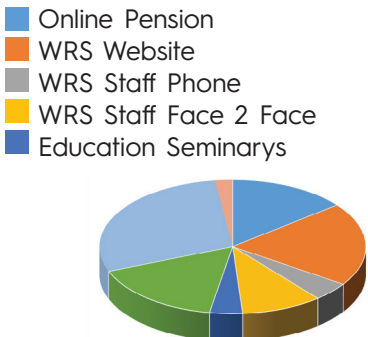
17. What social media platforms do you use today?



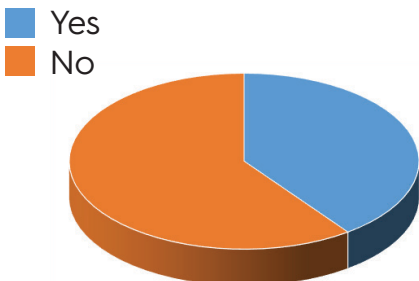
18. What type of information would you like to receive from WRS on social media?



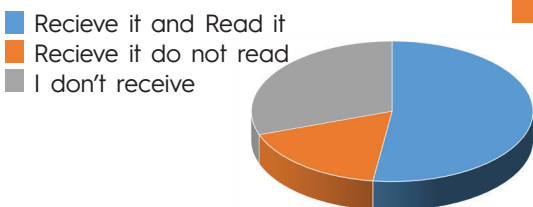
19. What is your preferred method of obtaining information from WRS?



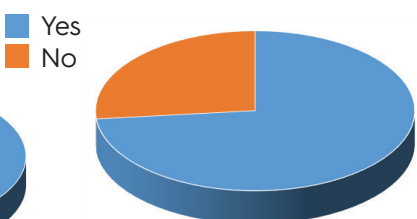
20. Have you ever attended a free seminar given by a WRS Retirement Educator?



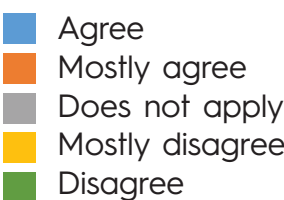
22. Do you receive WRS' semi-annual newsletter electronically from your employer?



23. Do you have a Facebook account?



24. WRS staff is knowledgeable regarding retirement issues and procedures.



21. How easy is it to find the information you are looking for on the WRS website at retirement.wyo.gov?

