



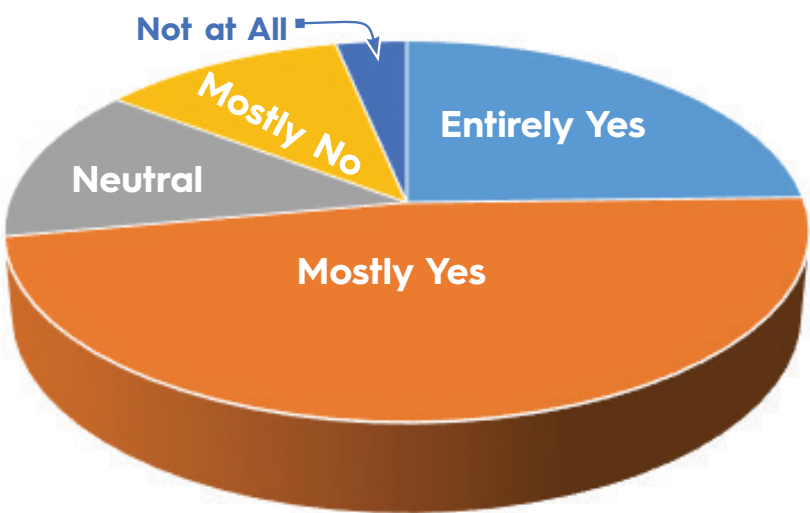
89%

The percent of respondents who say WRS' customer service is excellent and good, an increase for the fourth year in a row.

415

randomly selected respondents reflect the views of active employees with a margin of error of +/- 5% with a 95% confidence interval.

Have retirees been able to maintain their pre-retirement lifestyle with their retirement assets?



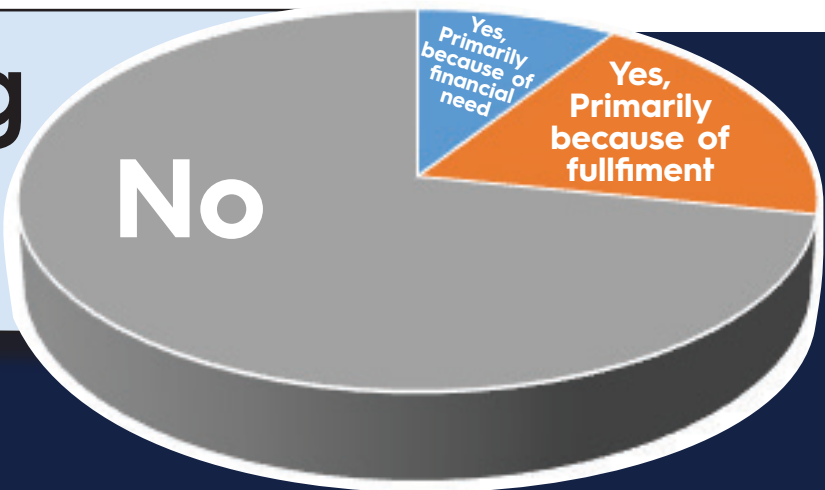
91%

The percent of respondents who have a positive view of WRS

92% feel WRS operates in their best interest.

93% feel WRS is financial Strong

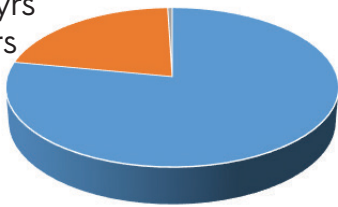
Are you continuing to work for pay?



Retirees - 2018

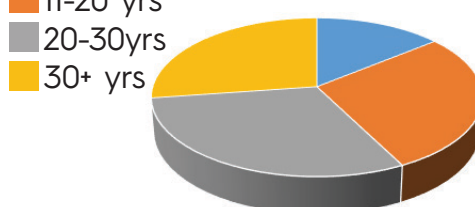
1. How long have you been drawing a benefit from the Wyoming Retirement System?

1- 10 yrs
11-20 yrs
20+ yrs



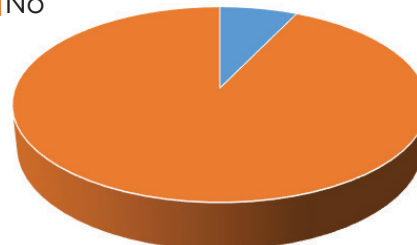
2. How long were you actively employed by WRS participating employers?

1- 10 yrs
11-20 yrs
20-30yrs
30+ yrs



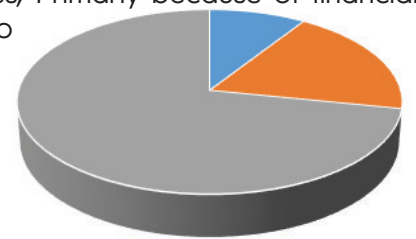
3. Are you now or have you ever been a rehired retiree?

Yes
No



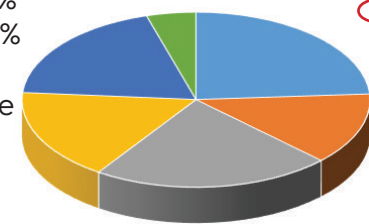
4. Are you continuing to work for pay?

Yes, Primarily because of fulfillment
Yes, Primarily because of financial
No



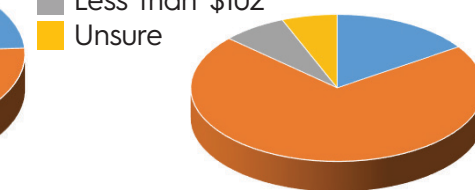
5. Roughly what percentage of your non-Social Security retirement income -- pension, WRS 457 Plan -- is through the Wyoming Retirement System?

100%
75-99%
50-74%
25-50%
<25%
Unsure



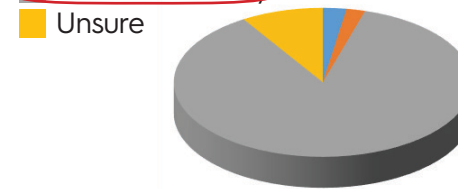
6. Suppose you had \$100 in a savings account and the interest rate was 2% per year. After one year, how much do you think you would have in the account if you left the money to grow?

More than \$102
Exactly \$102
Less than \$102
Unsure



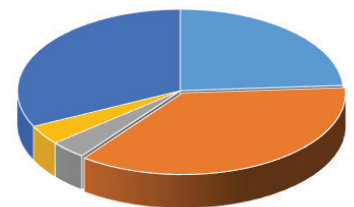
7. Imagine that the interest rate on your savings account was 1% per year and inflation was 2% per year. After 1 year, how much would you be able to buy with the money in this account?

More than Today
Exactly \$102
Less than Today
Unsure



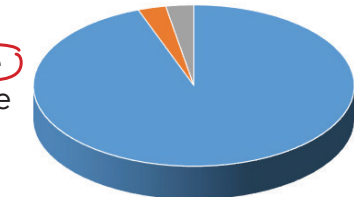
8. If interest rates rise, what will typically happen to bond prices?

Rates will rise
Rates will fall
Rates will stay the same
No relationship with Bond prices



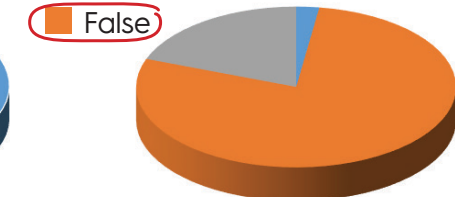
9. True or false. A 15-year mortgage typically requires higher monthly payments than a 30-year mortgage, but the total interest paid over the life of the loan will be less.

True
False



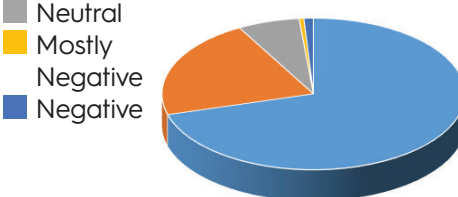
10. True or false. Buying a single company's stock usually provides a safer return than a stock mutual fund.

True
False



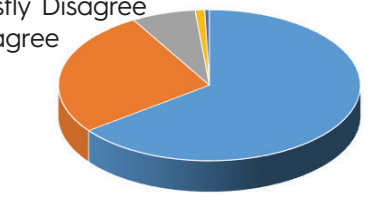
11. What is your general attitude regarding your experience with the Wyoming Retirement System?

Positive
Mostly Positive
Neutral
Mostly Negative
Negative



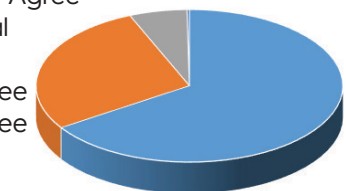
12. I believe WRS operates in my best interest.

Agree
Mostly Agree
Neutral
Mostly Disagree
Disagree



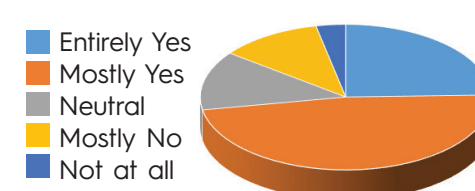
13. I believe WRS is a solid financial institution.

Agree
Mostly Agree
Neutral
Mostly Disagree
Disagree



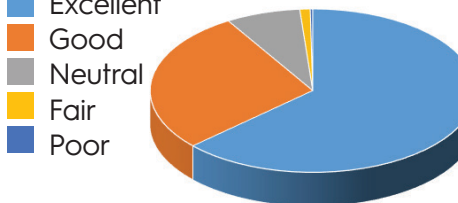
14. Have you been able to maintain your pre-retirement lifestyle with your retirement assets?

Entirely Yes
Mostly Yes
Neutral
Mostly No
Not at all



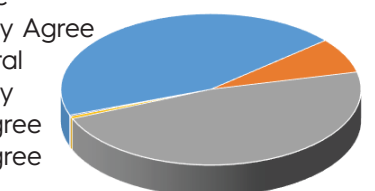
15. How would you rate the overall customer service of WRS?

Excellent
Good
Neutral
Fair
Poor



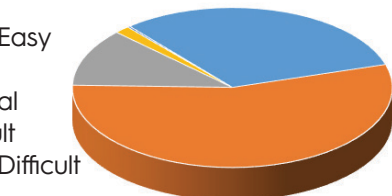
16. In the last year, when I made a request WRS staff followed-up on it in a reasonable timeframe.

Agree
Mostly Agree
Neutral
Mostly Disagree
Disagree



17. How did you find WRS' retirement application process?

Very Easy
Easy
Neutral
Difficult
Very Difficult



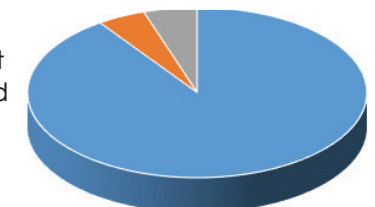
18. What is your preferred method of obtaining information from WRS?

Online Pension
WRS Website
WRS Staff Phone
WRS Staff Face 2 Face
Education Seminars



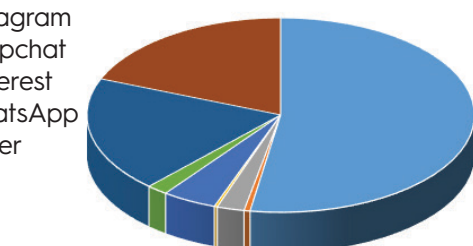
19. Do you receive WRS' semi-annual newsletter in the mail?

Recieve it and Read it
Recieve it do not read
I don't receiveFair



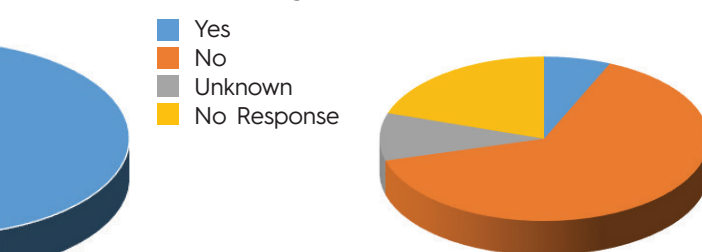
20. Which of the following social media platforms are you using today?

Facebook
Twitter
Instagram
Snapchat
Pinterest
WhatsApp
Other



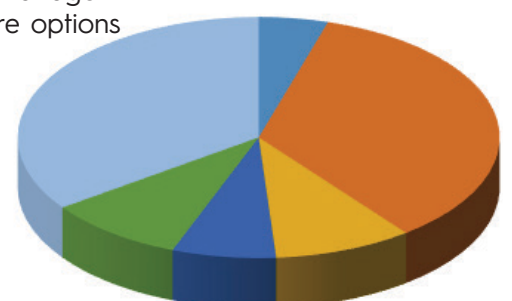
21. If you participated in the WRS 457 Deferred Compensation Plan, did you transfer money from your WRS 457 Plan to another eligible Plan, after you retired?

Yes
No
Unknown
No Response



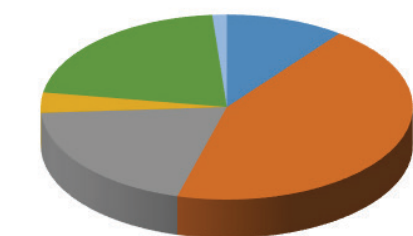
22. If so, why? Please select all that apply:

Believed Plan Required
Consolidated to Broker
Investment Manager
Plan w/ more options
Fees
Other



23. How easy is it to find information you are looking for on the WRS website?

Very Easy
Easy
Neutral
Difficult
Very Difficult
Never used



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

Agree
Mostly Agree
Neutral
Mostly Disagree
Disagree

