

Retirees - 2016

86%

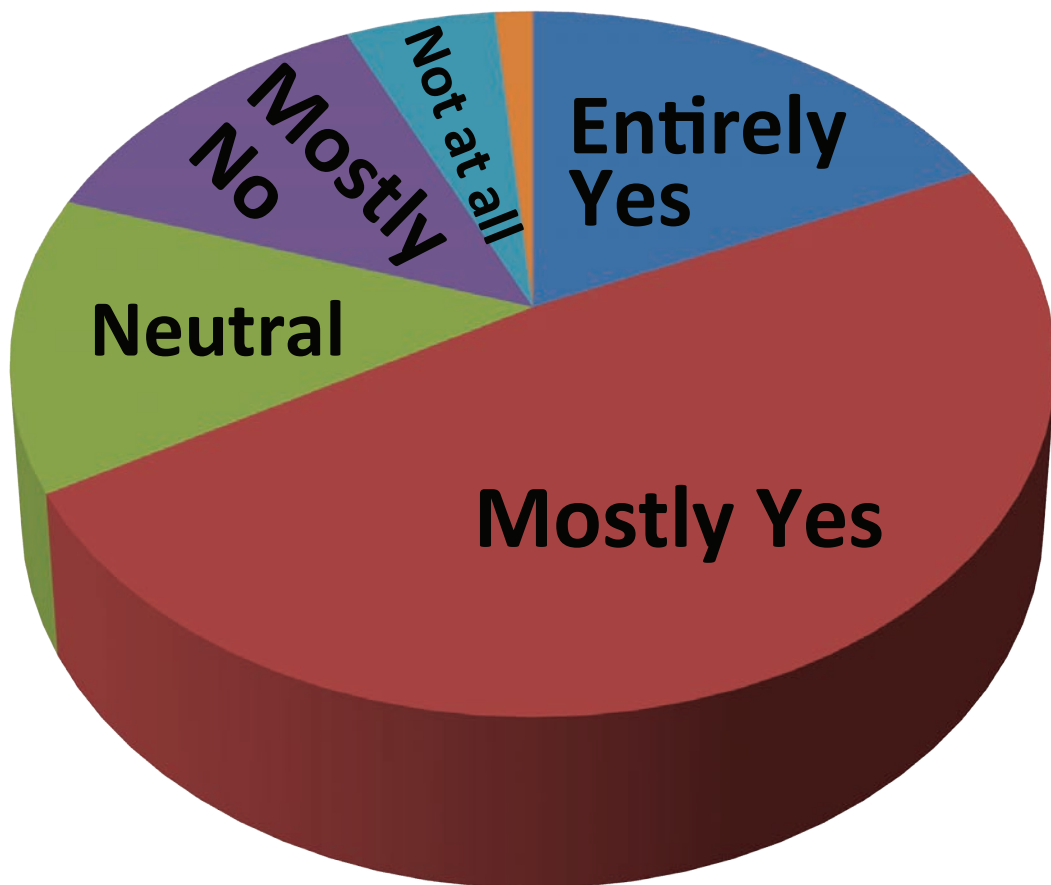
The percent of respondents who say WRS' customer service is excellent or good



369

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?



88%

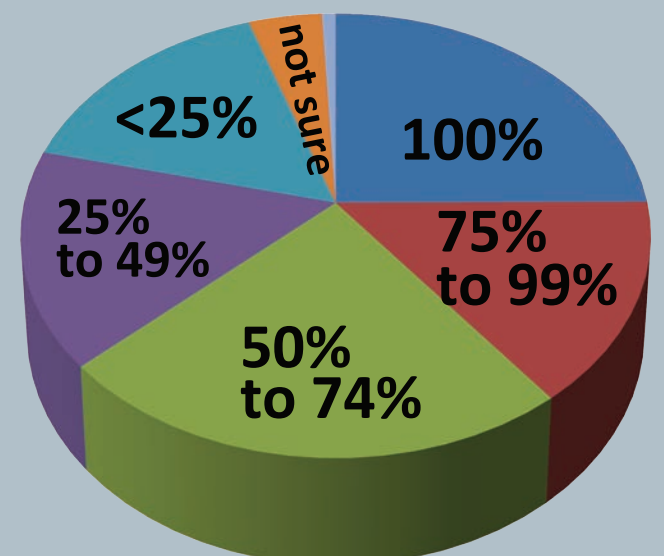


of respondents have a positive or mostly positive attitude about WRS

86% feel WRS operates in their best interest

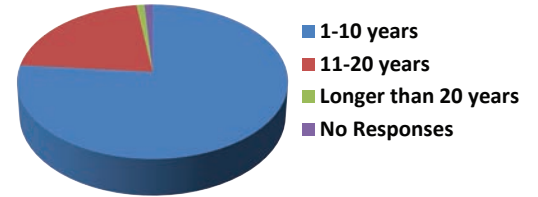
88% feel WRS is financially strong

Excluding homes and other property, what percentage of retirees' non-Social Security retirement income is with WRS?

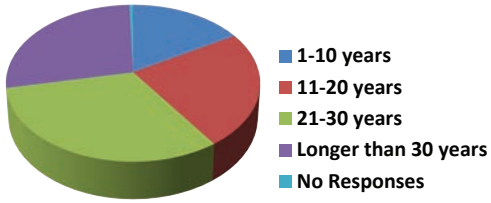


WYOMING RETIREMENT SYSTEM MEMBER SURVEY 2016 RETIREES

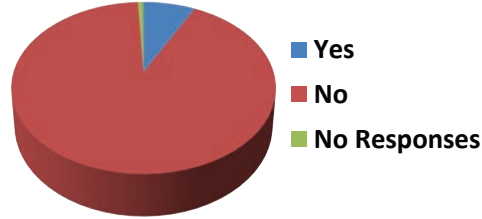
1.) How long have you been drawing a benefit from the Wyoming Retirement System?



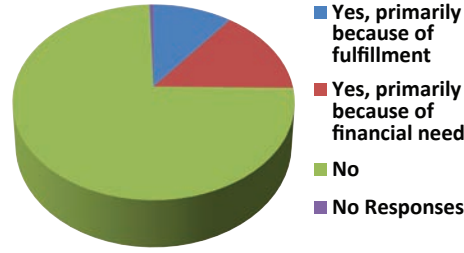
2.) How long were you actively employed by WRS participating employers?



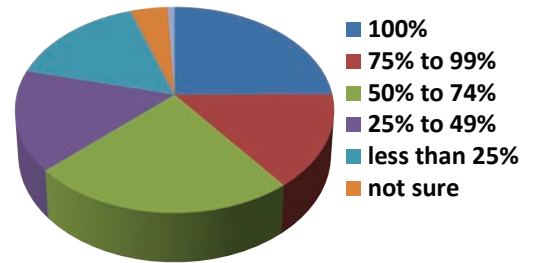
3.) Are you now or have you ever been a rehired retiree (meaning you went back to work for a WRS participating employer that is in the same pension plan after your initial retirement)?



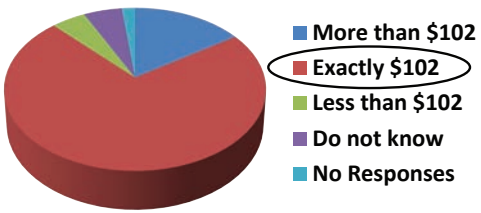
4.) Are you continuing to work for pay?



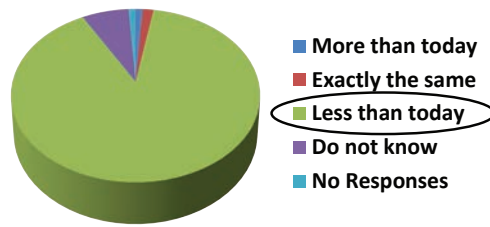
5.) Roughly what percentage of your non-Social Security retirement income -- pension, WRS 457 Plan -- is through the Wyoming Retirement System?



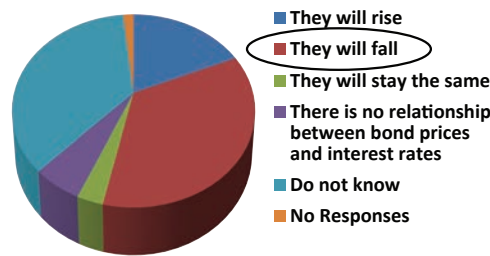
6.) Suppose you had \$100 in a savings account and the interest rate was 2% per year. After one year, how much do you think you would have in the account if you left the money to grow?



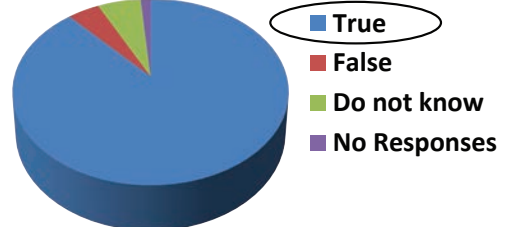
7.) Imagine that the interest rate on your savings account was 1% per year and inflation was 2% per year. After 1 year, how much would you be able to buy with the money in this account?



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



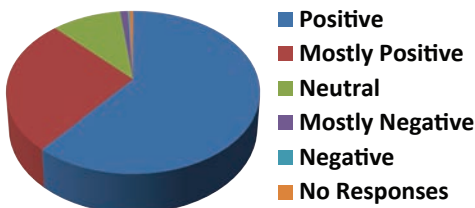
9.) True or false. A 15-year mortgage typically requires higher monthly payments than a 30-year mortgage, but the total interest paid over the life of the loan will be less.



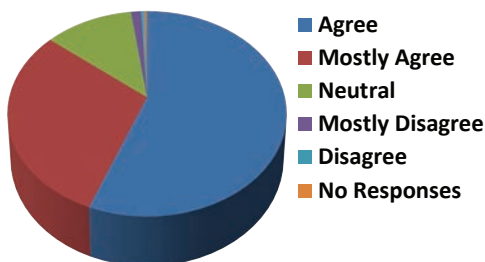
10.) True or false. Buying a single company's stock usually provides a safer return than a stock mutual fund.



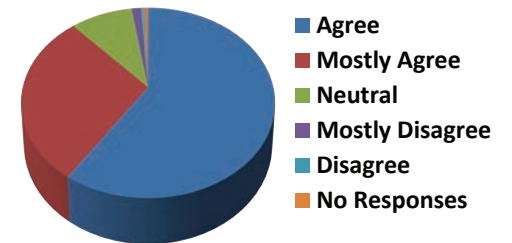
11.) What is your general attitude regarding your experience with the Wyoming Retirement System?



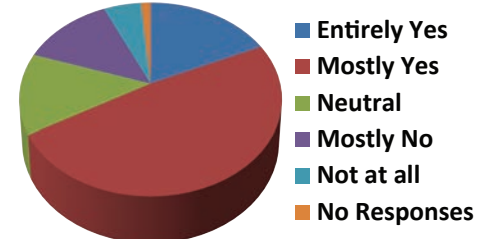
12.) I believe WRS operates in my best interest.



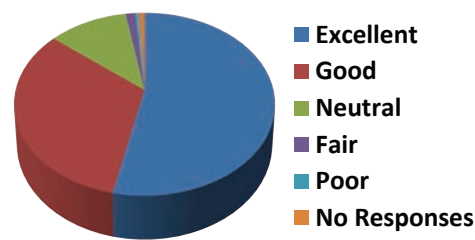
13.) I believe WRS is a solid financial institution.



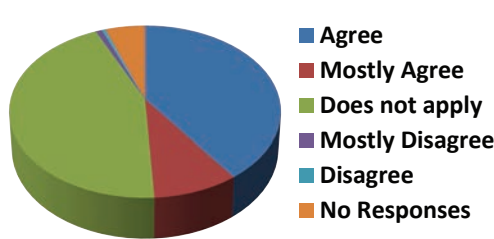
14.) Have you been able to maintain your pre-retirement lifestyle with your retirement assets?



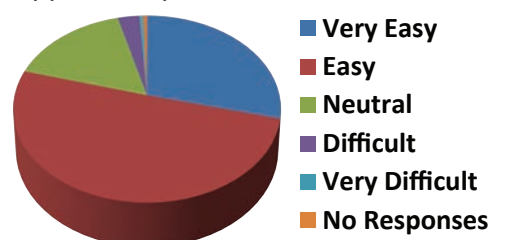
15.) How would you rate the overall customer service of WRS?



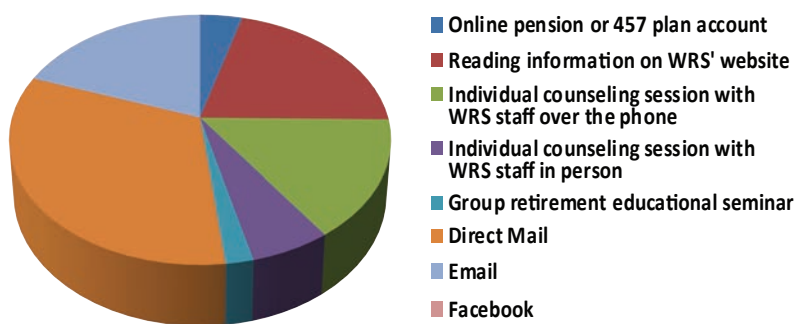
16.) In the last year, when I made a request WRS staff followed-up on it in a reasonable timeframe.



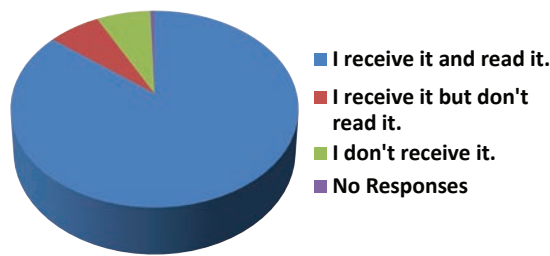
17.) How did you find WRS' retirement application process?



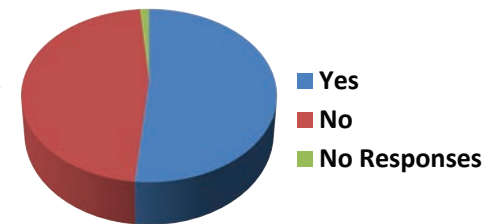
18.) What is your preferred method of obtaining information from WRS?



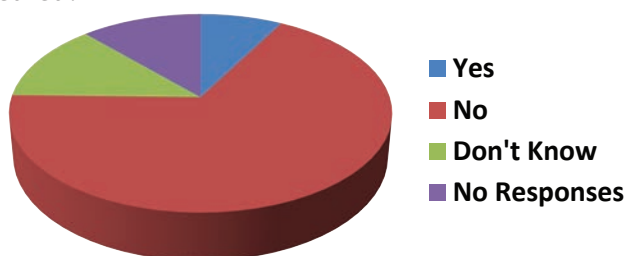
19.) Do you receive WRS' semi-annual newsletter in the mail?



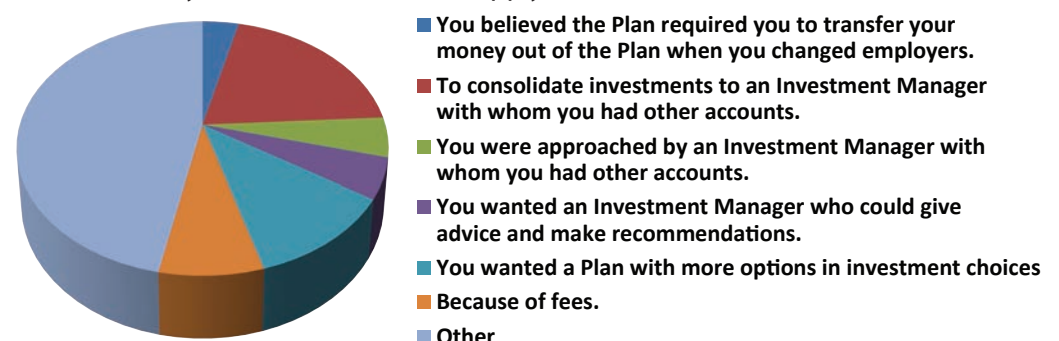
20.) Do you have a Facebook account?



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?



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



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



27.) WRS staff is knowledgeable about retirement issues and procedures.

