

Member Service Policy - Revisions approved at the January 14, 2014, NHRS Board meeting.

I. Purpose and Intent

Pursuant to New Hampshire statute RSA 100-A, the Board has the sole and exclusive fiduciary responsibility to administer the New Hampshire Retirement System (“NHRS”).

It is the Board’s desire in adopting this policy to establish and maintain a superior level of service to the members, retirees, and other beneficiaries.

II. Policy

Our members will be served in a prompt, accurate, efficient, and respectful manner.

A. Prompt Response to Inquiries. By being prompt, it means that NHRS staff will respond to inquiries within a reasonable timeframe as follows:

- Telephone calls will be returned within 24 hours and written inquiries will be answered within 30 days of receipt.
- Requests for benefit estimates from members who are within three years of retirement will be provided within 15–30 days.
- Annual benefits statements will be processed pursuant to RSA 100-A.
- When errors are identified and corrected, a member will receive notice of such correction within 30 days.
- Refunds will be issued within 30 to 60 days and always within the 3 month statutory timeframe.
- We will anticipate increases in member contact and adjust staffing levels and assignments staff as necessary to accommodate any increased workload.

B. Accuracy. Accuracy is required by law and is therefore vitally important. We will use our best efforts to obtain the necessary and accurate information from the employers and our members to make sure that the benefits and refunds we process are accurate. In administering the benefits we will be impartial and treat all similarly situated members uniformly. We will regularly undertake internal audit procedures to verify accurate benefit payments and refunds. If any inaccuracies come to our attention, we will address them quickly and make the necessary corrections permitted by law.

C. Efficiency. We will strive to use our members’ time and our staff time wisely. We will continually seek new ways to communicate NHRS benefits and services so that we can meet the ever changing needs and preferences of our members at a reasonable cost to the trust fund.

D. Respect. Our members will be treated with respect. The Board and staff will be polite in all interactions with members and we will be especially mindful of them when handling matters involving disputes over service retirement, disability or survivor benefits.

E. Management. The Board directs the Executive Director to maximize efforts and strive to exceed statutory benefits processing times and provide services consistent with the expectations of our members. The Board will consider all budget requests related to member service with these high standards in mind.

F. Board Matters. Member complaints that come directly to Board members should be promptly referred to the staff. As needed, the staff will inform the Board of substantive or repetitive member complaints, along with the resolutions. On an annual basis, the staff will report member service metrics and performance to the Board along with any recommendations for ways to improve member service.