

November 19, 2002

Dear Retiree:

The Department of Retirement Systems is conducting its annual customer survey, and we would like to hear from you. This survey is being sent to a random sampling of our retired members. Your response is very important, since it will represent the views of many other retirees who are not being surveyed at this time.

This survey will help us evaluate and improve the services we provide to our customers. Past customer input has led to the addition of a toll-free telephone number, greater customer flexibility in the frequency of notices regarding direct deposit of benefits. We also improved our process for telephone coverage and added a special edition of DRS retiree newsletter, the *Retirement Outlook*. As in the past, we will take input from this survey seriously.

We've kept the survey brief so you can complete it in just a few minutes. We have also provided space so you may give us suggestions or additional clarifying information regarding your numerical ratings. Your responses will be completely anonymous unless you identify yourself in the optional space on the back of the survey. DRS will use any identifying information you provide only if it is necessary to contact you regarding your response.

Please complete and return this survey as soon as possible, using the enclosed business reply mail envelope. If you have any questions about the survey, please call us at (360) 664-7859. Thank you for taking the time now so that we may better serve you in the future.