



Serving those who serve South Carolina

January 9, 2017

CHARLOTTE W BRENNER, POA
CHARLOTTE F WILSON
154 MORSE ELM CT
WALESKA GA 30183-4304

RE: Charlotte F. Wilson
XXX-XX-1263 South Carolina Retirement Systems

Dear Ms. Brenner,

Please accept this letter of apology in regard to the November 2016 changes inadvertently made to Ms. Wilson's retirement annuity account.

We have reviewed the member's annuity transaction history and found that an error was made during the establishment of Ms. Wilson's beneficiary account processed in November 2016. The direct deposit information for her member account was incorrectly removed, but not re-entered, resulting in her retirement payments being disbursed as paper checks. The November check was returned to our office by the post office due to the address in our records not being current. The Form 7206 - Change of Address letter was then sent to Ms. Wilson as a result of the November returned check. We have since corrected the error and reissued both the voided November check and the stopped December check direct deposit as they should have been. All future checks will continue to be direct deposited as before. In addition, we have corrected the address on her account and her deceased spouse's account per the documentation you provided to our office.

Again, we apologize that this issue, as well as the other concerns expressed in your December 22, 2016 letter, were not more thoroughly addressed and resolved in your earlier contacts. We have since put in additional measures to prevent any such error as this from occurring again and have evaluated the entire situation as a part of our continuous effort to increase the customer satisfaction/resolution experience. It is the goal of South Carolina Public Employee Benefit Authority (PEBA) to consistently provide our members with the most professional and efficient service possible.

Executive Director Peggy G. Boykin, CPA
803.737.6800 | 888.260.9430 | www.peba.sc.gov
202 Arbor Lake Dr., Columbia, SC 29223

Charlotte F. Wilson
January 9, 2017
Page 2 of 2

If you have any additional questions, please feel free to contact me directly at (803) 737-6903. You may also contact our Customer Contact Center at (803) 737-6800. You may call toll free at (888) 260-9430.

Sincerely,



Penelopé Evans
Retirement Benefit Payments – Adjustments Manager

Cc: Irene.Baerwalde@admin.sc.gov
Govenor.haley@sc.1mhostediq.com
PBoykin@peba.sc.gov