|  |  |  |
| --- | --- | --- |
|  | **System Name** | “Place logo here “ |
|  |  |  |
| **Benefits Contact** | **Title** | **Phone #** | **Email Address** |
|  |  |  |  |
| **Communications Contact** | **Title** | **Phone #** | **Email Address** |
|  |  |  |  |
| **Member Education Contact** | **Title** | **Phone #** | **Email Address** |
|  |  |  |  |
| **# Active Members** | **# Retired Members** | **# Inactive Members** | **Staff Size** | **Assets ($)** |
|  |  |  |  |  |

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| ***Section 1: How is your system currently using/allowing the use of Artificial Intelligence (AI)? For example – in your call center (transcribing calls or sentiment tracking), internal or external facing chatbot, MS365 Copilot, data management, investment department, etc. Please explain.*** |
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| **Section 2: *Member Education*** – Please describe the types of education/communications programs offered by your system. Do you have targeted communications for various age groups? |
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| **Section 3: *Legislation*** – Briefly describe recently passed or currently pending legislation relating to plan changes and implementing multiple tier benefits in your system. |
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|  |
| **Section 4: *Technology*** – Please describe how you interact with your members, both active and retired. Do you have an online member self-service program and if so, what do members have access to? Do you provide web counseling? Are you using Facebook, X, LinkedIn, chats, webinars, etc.? |
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| **Section5: *New Initiatives*** – Please describe any new projects/initiatives that your system is undertaking related to education, communications, and member benefits. Have you implemented any new ideas from previous NPEA conferences? |
|  |
|  |
| **Section 6:** Are there specific topics you are hoping to cover with your NPEA peers, or future topics you would like to see on the conference agenda? |
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