

**BENEFITS AND SERVICES COMMITTEE
 2022-23 Meeting Work Plan**

| | Sept. | January | May |
|----------------------------|---|---|---|
| Research | Triennial Health Study Update (I) | Annual Member Satisfaction Survey (I) | |
| Committee Education | B&S Fiscal Year Accomplishments Overview (C) Subrogation Claims Overview (I) | Focusing on the Customer Experience: Now and into the Future (I) | Contact Center Overview (I) |
| Governance | | | Input on 2023-24 Committee Work Plan (I) Review of Committee Charter (I) |

(A)= Action

(I) = Information

(C) = Consent

April 2022