



JAMES R. WILBANKS, Ph.D.  
EXECUTIVE DIRECTOR

MARY FALLIN  
GOVERNOR

STATE OF OKLAHOMA  
OKLAHOMA TEACHERS RETIREMENT SYSTEM

February 13, 2012

Dear Clients:

In the past few weeks, OTRS has experienced much slower response times to requests for information. Our normal 48-hour response time on these requests is hampered right now as we install a new computer system that will provide you with more robust information about your account, and eventually, enhance our response time on your requests.

We are currently prioritizing and processing requests as quickly as possible. At this time, however, you can expect a response time of 2 to 4 weeks from today.

If you have not received a response to your information request within this time frame, you may contact us toll free at 1.877.738.6365. Otherwise, please know that we are working as quickly as we can to accommodate your requests and we sincerely apologize for the delay and inconvenience.

Sincerely,

A handwritten signature in black ink that reads "James R. Wilbanks".

James R. Wilbanks, Ph.D.  
Executive Director  
Oklahoma Teachers Retirement System