



# 2026 Member Engagement Survey

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Chief of Member Services



San Bernardino County Employees'  
Retirement Association

**Superior Service Experience** is one of our key pillars as part of our Triennial Strategic Plan.

Our **Member Engagement Survey** is one of the strategic priorities of this pillar.

# Trust & Credibility

**89% trust** SBCERA to administer their retirement benefits.

**86% approve** of the job SBCERA is doing and among those who approve, 71% strongly approve.

**80% are confident** SBCERA benefits are safe and will be there for them in retirement.

# Member Experience

**75%** agree SBCERA provides good customer service.

**92%** were satisfied with the time it took to speak with a representative.

**95%** say the SBCERA representative they spoke with was knowledgeable.

**89%** are satisfied with their most recent contact with SBCERA.

# Communication & Engagement

**88%** say the website was easy to navigate and user friendly.

**88%** think communication from SBCERA is just about right in length.

**82%** feel informed about their SBCERA benefits and the information they need for retirement planning.

**93%** can accurately describe what SBCERA does.

# Future Goals & Objectives

- Contact Center “Smart” Knowledge Base (leveraging artificial intelligence)
- Contact Center Standardization and Quality Assurance
- Integrated Retirement Preparedness with Defined Contribution Recordkeepers
- Proactive Personalized Member Outreach Campaigns

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