LEARN

Conference

2025 State of the System

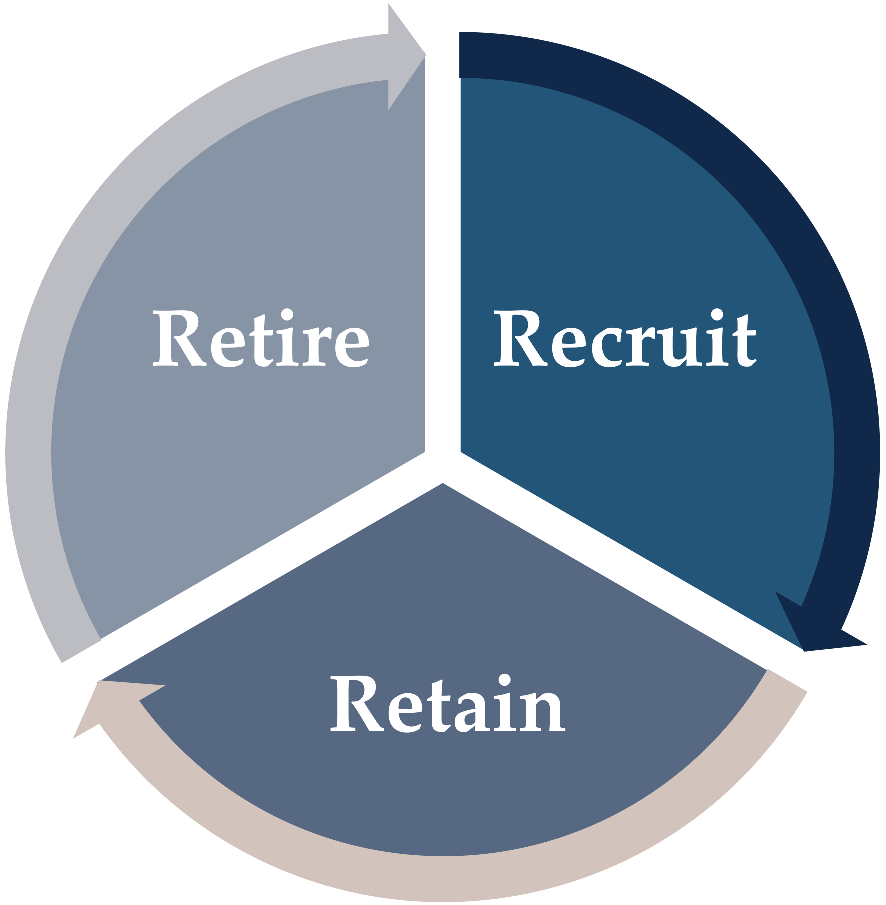
MISSOURI LAGERS

MISSOURI LAGERS

Our Mission

Our mission is to support a secure retirement for our members by partnering with Missouri’s local governments to provide a sustainable defined benefit plan.

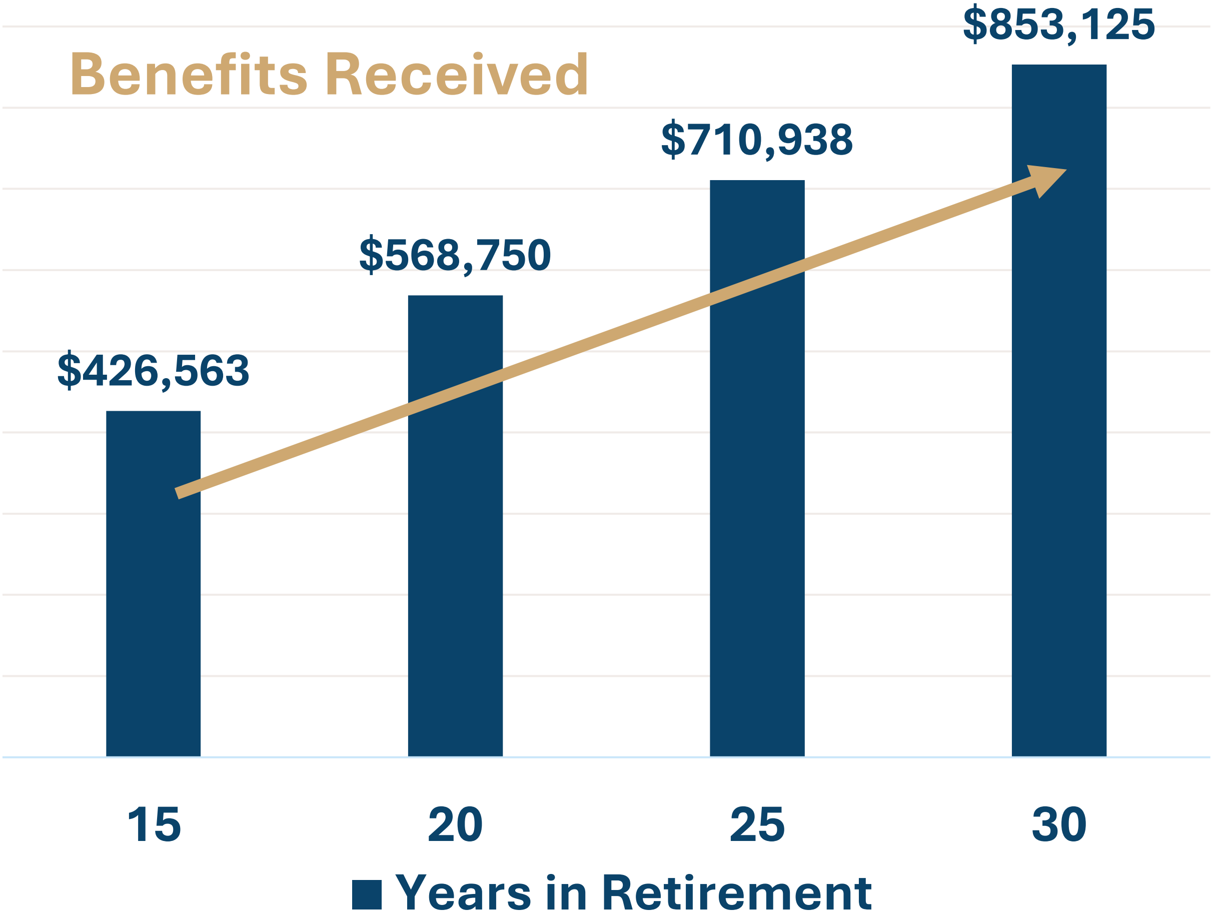
The Value of LAGERS



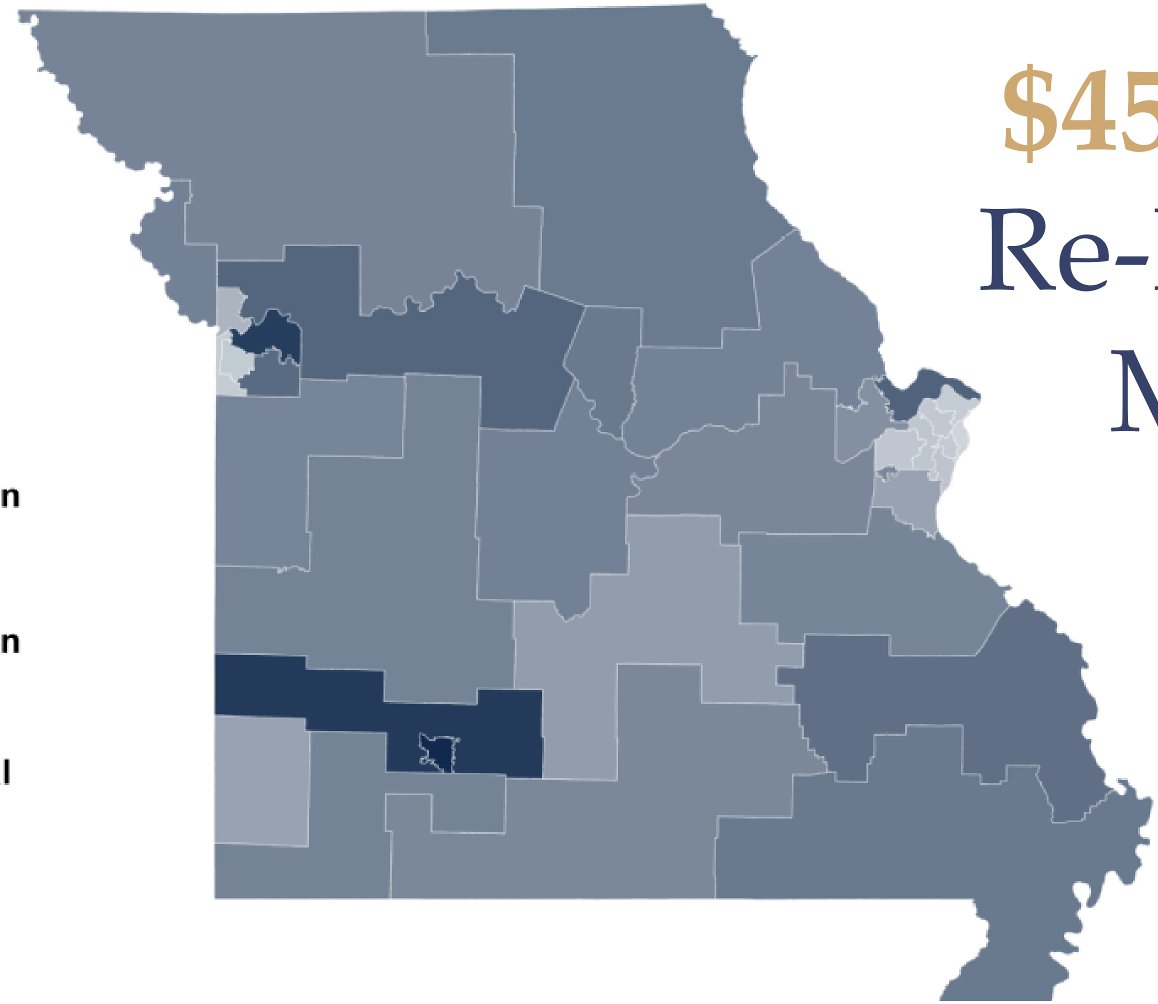
Retire

Recruit

Retain



Impact of Retiree Benefits in Missouri



- ■ Over $25 million in annual benefit payments.
- ■ Between $15 - $25 million in annual benefit payments.
- ■ Between $10 - $15 million in annual benefit payments.
- □ Under $10 million in annual benefit payments.

$455 Million Re-Invested in Missouri

LAGERS' Strategic Themes

The strategic themes break down LAGERS' vision and mission into action and focus energy on the desired results.

Vision 2030: Our Drive To Be More

Exceptional Customer Experience

Plan Sustainability

Emerging Technology

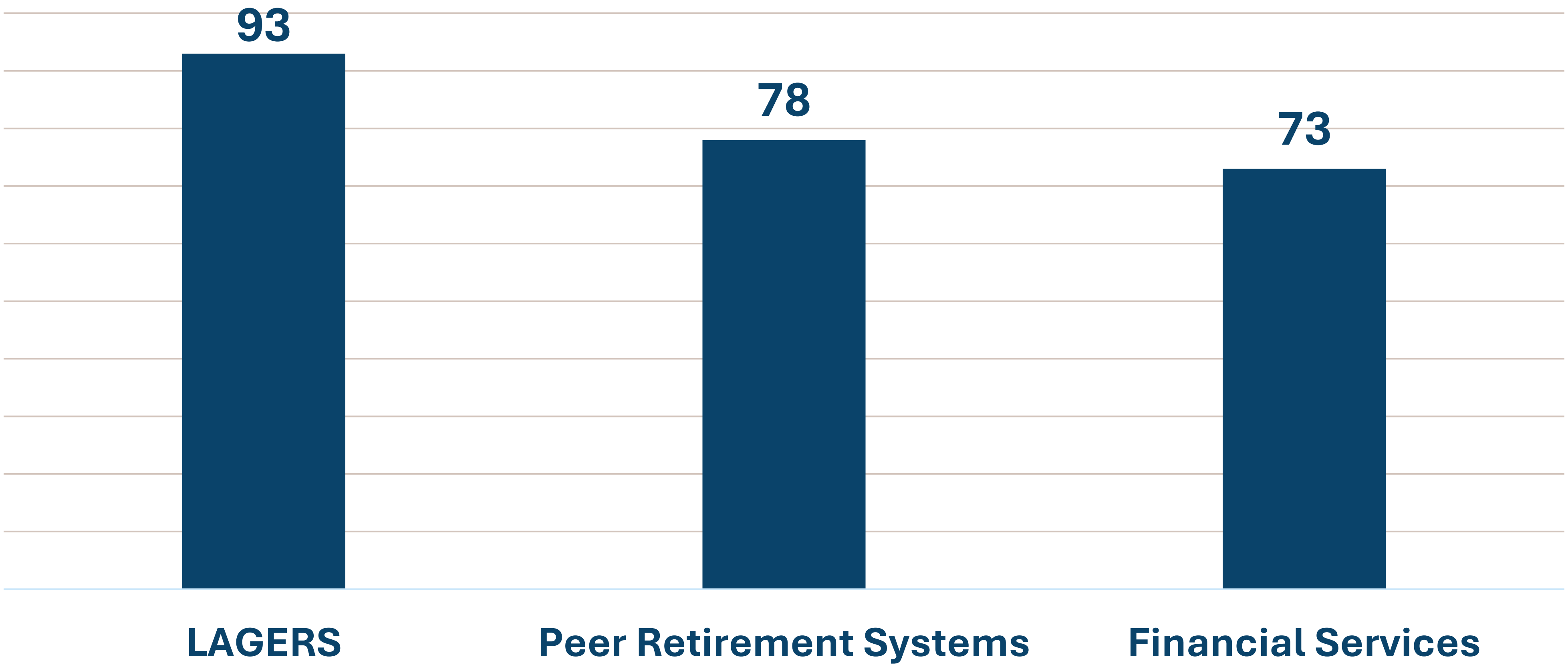
Organizational Excellence & Growth

Exceptional Customer Experience

We instill confidence in our customers by delivering personalized experiences, convenient service, and meaningful interaction.

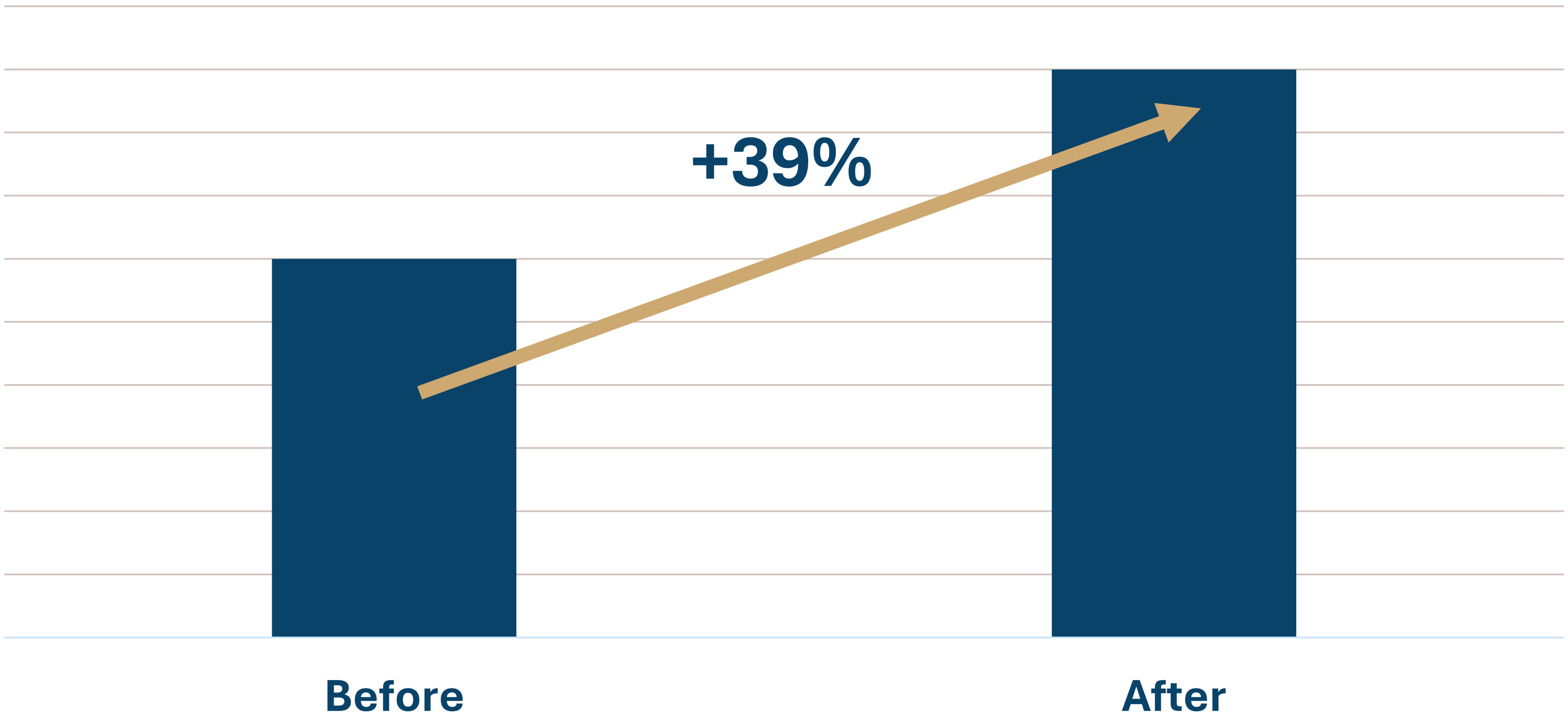
Customer Experience

New Retiree Net Promoter Score

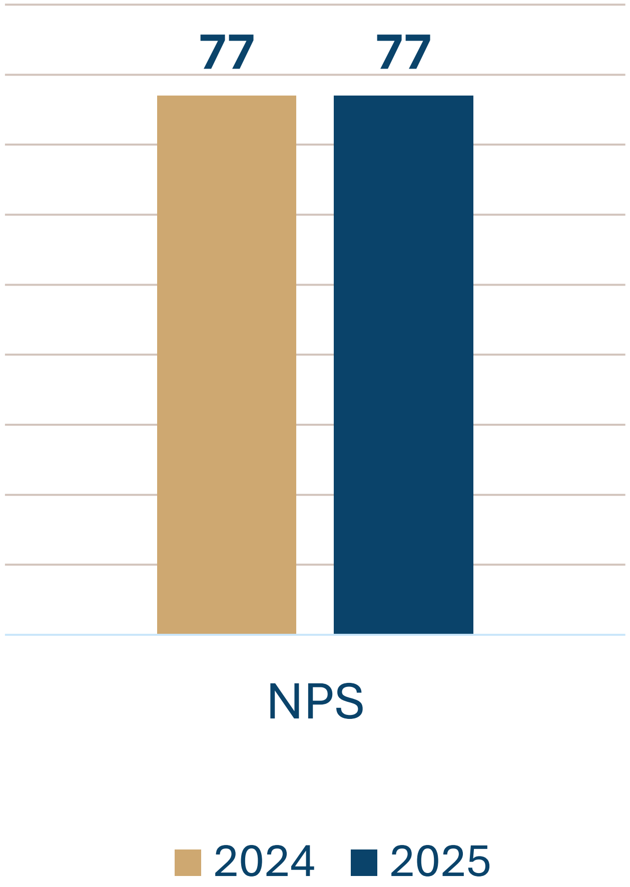


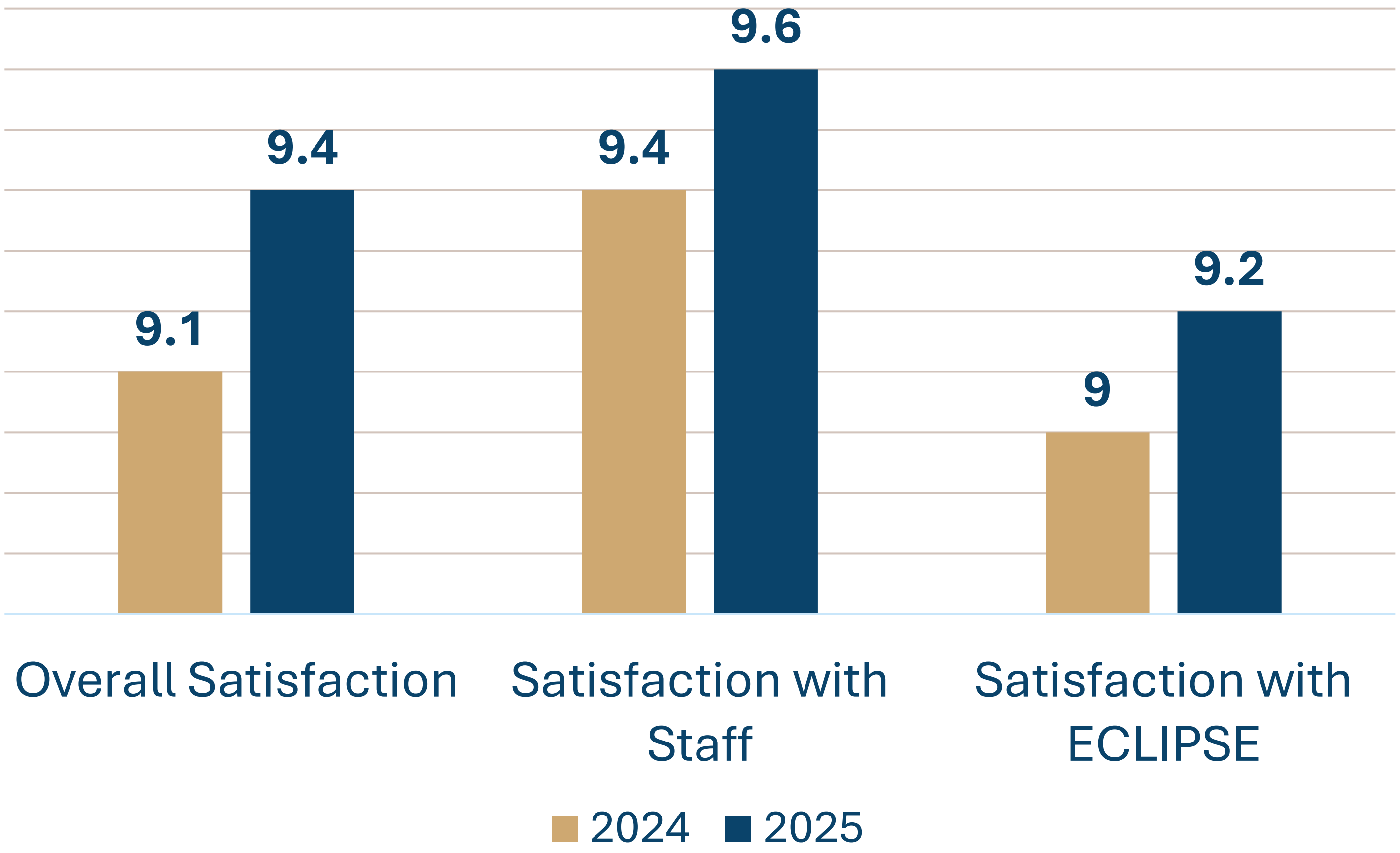
Customer Experience

Member Knowledge Improvement Score



2025 Employer Experience Survey





2025 Employer Experience Survey

What we heard from you…

LAGERS staff: Friendly, helpful, knowledgeable

ECLIPSE: OK, but could be better

- Could be more intuitive -“It’s a click monster!”
- Should be able to add wages in real-time rather than years later, e.g., six-month period for new employees
- Secure document upload

Employer resources

- You love the quarterly *Administrator* email newsletter and the LEARN Conference!
- You want better training for new administrators and resources you can share with employees

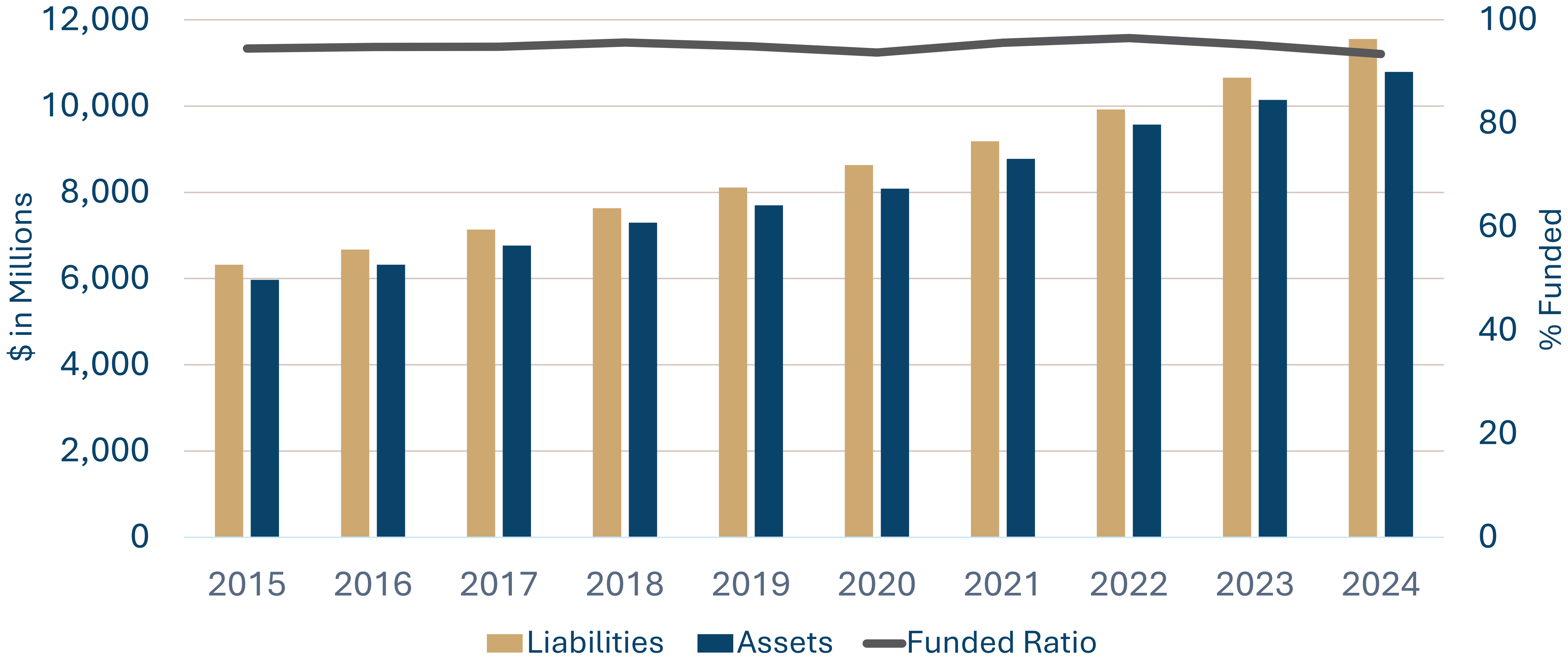
Planned Initiatives to Enhance Your Experience with LAGERS

- Online supplemental valuation requests
- Online unfunded liability payments
- Online counseling session booking
- Summary annual actuarial valuations
- Secure document upload

Plan Sustainability

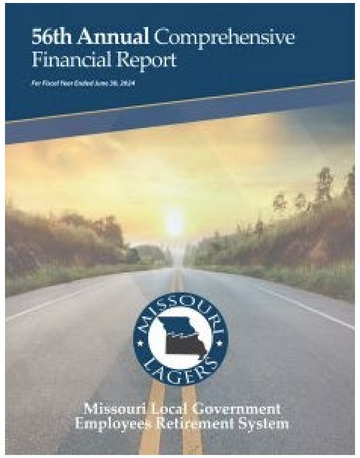
We partner with local government employers to support their workforce goals by providing a cost-effective defined benefit plan through our long-term funding policy and investment strategy.

Funding Progress



Committed to Transparency

FINANCIAL REPORTS



56th Annual Comprehensive Financial Report

For Fiscal Year Ended June 30, 2024

Missouri Local Government Employees Retirement System

2024 ANNUAL COMPREHENSIVE FINANCIAL REPORT

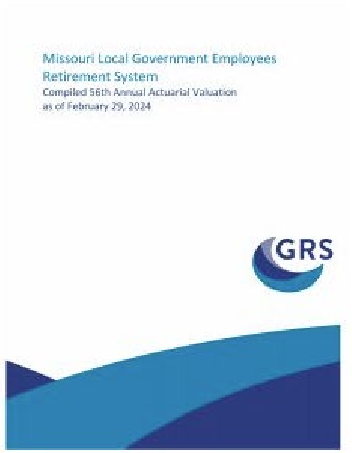
Summary Annual Financial Report

For Fiscal Year Ended June 30, 2024

Missouri Local Government Employees Retirement System

A summary of Missouri LAGERS financial, investment, and statistical information for our stakeholders.

2024 SUMMARY ANNUAL FINANCIAL REPORT



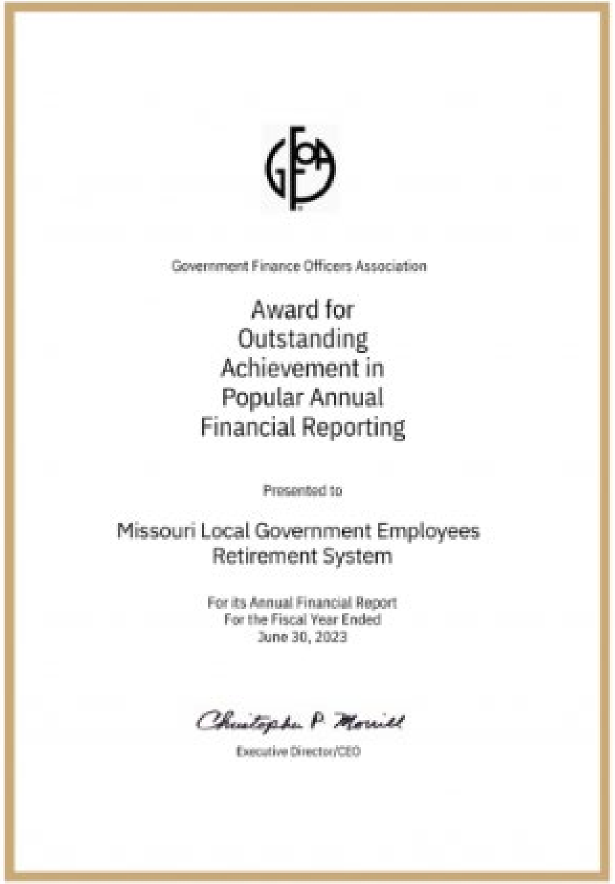
Missouri Local Government Employees Retirement System

Compiled 56th Annual Actuarial Valuation as of February 29, 2024

56TH ANNUAL ACTUARIAL VALUATION AS OF FEBRUARY 29, 2024

www.molagers.org/financial-reports/

2024 Awards



Government Finance Officers Association

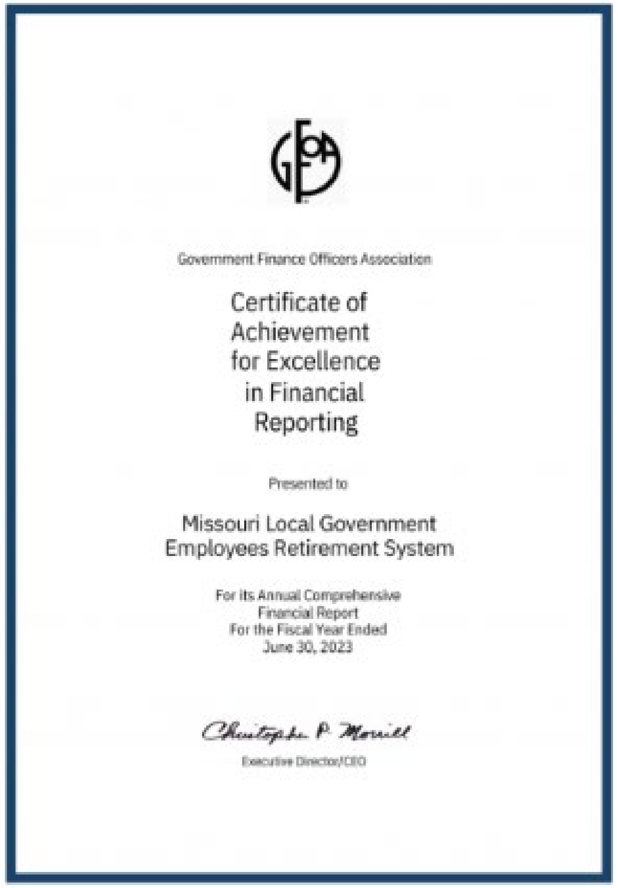
Award for
Outstanding
Achievement in
Popular Annual
Financial Reporting

Presented to

Missouri Local Government Employees
Retirement System

For its Annual Financial Report
For the Fiscal Year Ended
June 30, 2023

Christopher P. Morrill
Executive Director/CEO



Government Finance Officers Association

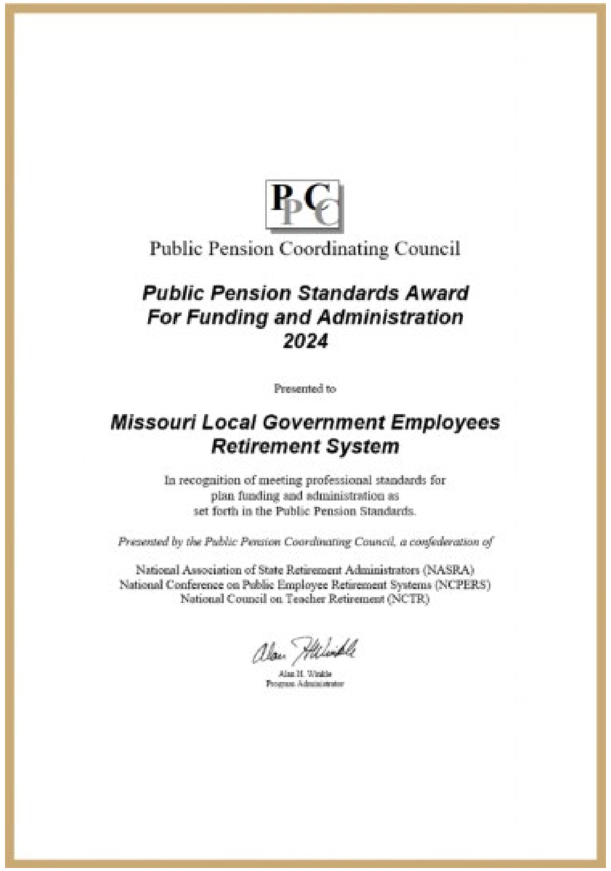
Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

Missouri Local Government
Employees Retirement System

For its Annual Comprehensive
Financial Report
For the Fiscal Year Ended
June 30, 2023

Christopher P. Morrill
Executive Director/CEO



PPC
Public Pension Coordinating Council

Public Pension Standards Award
For Funding and Administration
2024

Presented to

Missouri Local Government Employees
Retirement System

In recognition of meeting professional standards for
plan funding and administration as
set forth in the Public Pension Standards.

Presented by the Public Pension Coordinating Council, a confederation of

National Association of State Retirement Administrators (NASRA)
National Conference on Public Employee Retirement Systems (NCPERS)
National Council on Teacher Retirement (NCTR)

Alan H. Winkle
Program Administrator

Emerging Technology

We embrace innovative technologies to optimize efficiencies and deliver exceptional services for our members, employers, and stakeholders.

Stronger Security

- Frequent cybersecurity training for staff

- Behind-the-scenes tech upgrades to better protect your information

- Multi-factor authentication

Stronger Technology Foundation

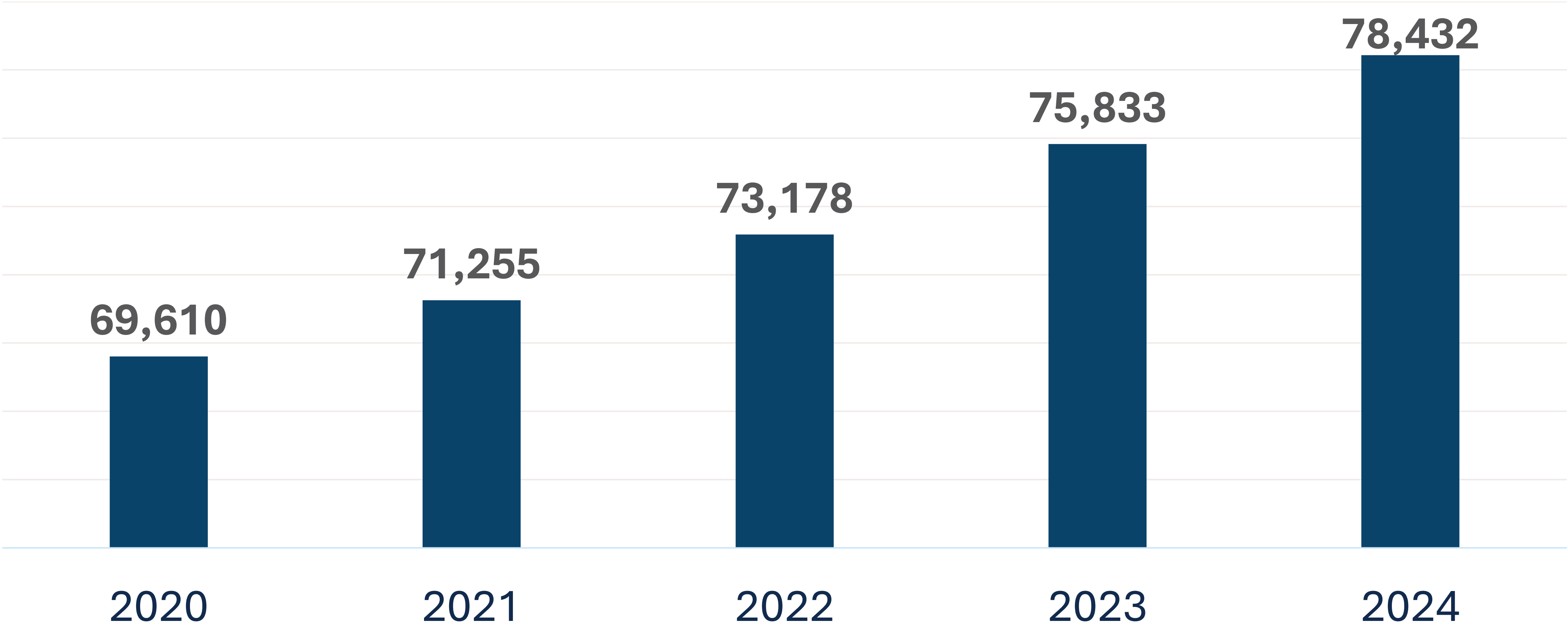
Planned Initiatives:

- Retiree online direct deposit
- Secure document uploads
- Online form completion
- Mobile app

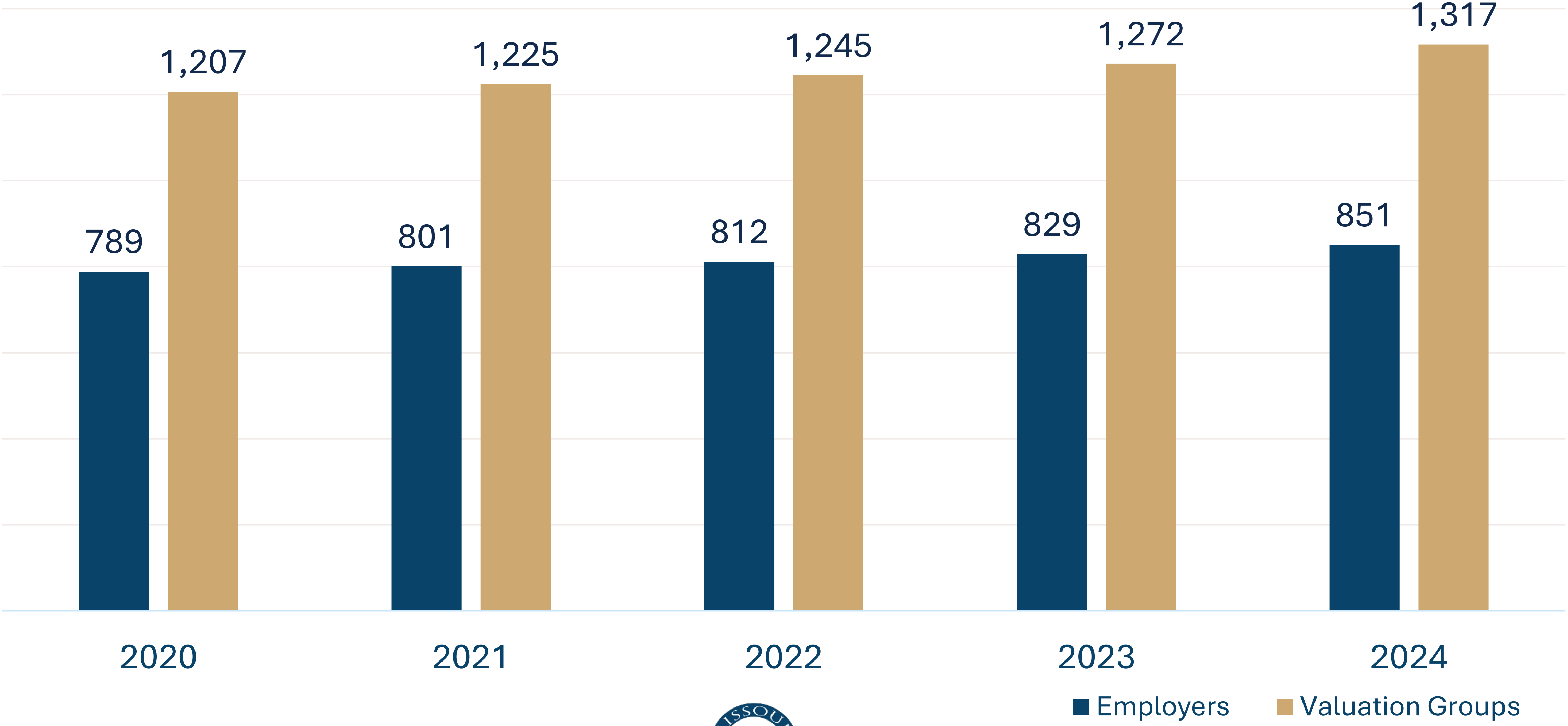
Organizational Excellence and Growth

We work as a unified team in pursuit of continuous improvement and organizational and individual growth.

Growth of LAGERS Total Membership 2020-2024



Growth of LAGERS Employers 2020-2024



A Growing System

New Employers Joining Over the Last 12 Months

- Warren County Ambulance District
- Cameron Public Library
- City of Warson Woods
- North Jefferson County Ambulance District
- Taney County Library
- City of Greenwood
- Johnson Co. Board of Services
- Lemay Fire Protection District
- Gerald Area Ambulance District
- City of Steele
- City of Overland
- St. Clair Fire Protection District
- Mapaville Fire Protection District
- Lone Jack Fire Protection District

Planning for Growth

Vision 2030

Building Tech Infrastructure

Investing in Staff

LAGERS' Strategic Themes

The strategic themes break down LAGERS' vision and mission into action and focus energy on the desired results.

Exceptional Customer Experience

Plan Sustainability

Emerging Technology

Organizational Excellence & Growth

CLA
Certified LAGERS
Administrator

LEARN

Conference

2025 State of the System

MISSOURI LAGERS

Cybersecurity Best Practices

MISSOURI LAGERS

Password Security Best Practices

- Ensure password length is 12-16+ characters
- Use a combination of the following to increase password complexity and make it harder to guess:
  - Uppercase letters
  - Lowercase letters
  - Numbers
  - Special characters
- Do not use the same password across different accounts or platforms
- Do not use commonly known information about yourself for a password (pet name, house street address, kid’s name)

Password Security

- Utilize password management tools (Bitwarden, LastPass, 1 Password)
  - Generate strong, complex passwords
  - Store all your passwords in one secure location
  - Auto-fill capabilities
  - Password sharing with trusted individuals or team members
- Check the strength of your passwords
  - www.bitwarden.com/password-strength/
- Check if your password is known to be compromised
  - www.haveibeenpwned.com/Passwords

Multi-Factor Authentication (MFA)

MFA is a security process that requires you to provide two or more different forms of identification to verify your identity before accessing an account or system:

- Something you know: a password or PIN number
- Something you have: a phone or security token
- Something you are: a fingerprint or facial recognition

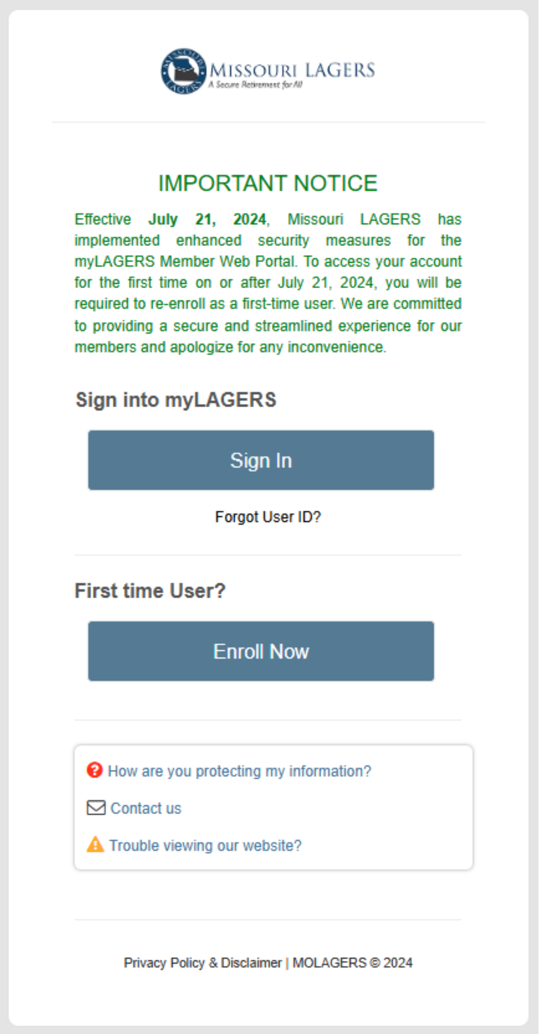
When you log into myLAGERS:

- Enter your username
- Enter your password (something you know)
- Receive a code to your email or phone to enter (something you have)

MFA on myLAGERS and ECLIPSE

myLAGERS and Eclipse are both secured with multi-factor authentication (MFA)

To access your account for the first time after July 21, 2024, you will be required to re-enroll as a first-time user.



MISSOURI LAGERS
A Secure Retirement for All

IMPORTANT NOTICE

Effective **July 21, 2024**, Missouri LAGERS has implemented enhanced security measures for the myLAGERS Member Web Portal. To access your account for the first time on or after July 21, 2024, you will be required to re-enroll as a first-time user. We are committed to providing a secure and streamlined experience for our members and apologize for any inconvenience.

Sign into myLAGERS

Sign In

Forgot User ID?

First time User?

Enroll Now

How are you protecting my information?

Contact us

Trouble viewing our website?

Privacy Policy & Disclaimer | MOLAGERS © 2024

Social Engineering

What is social engineering?

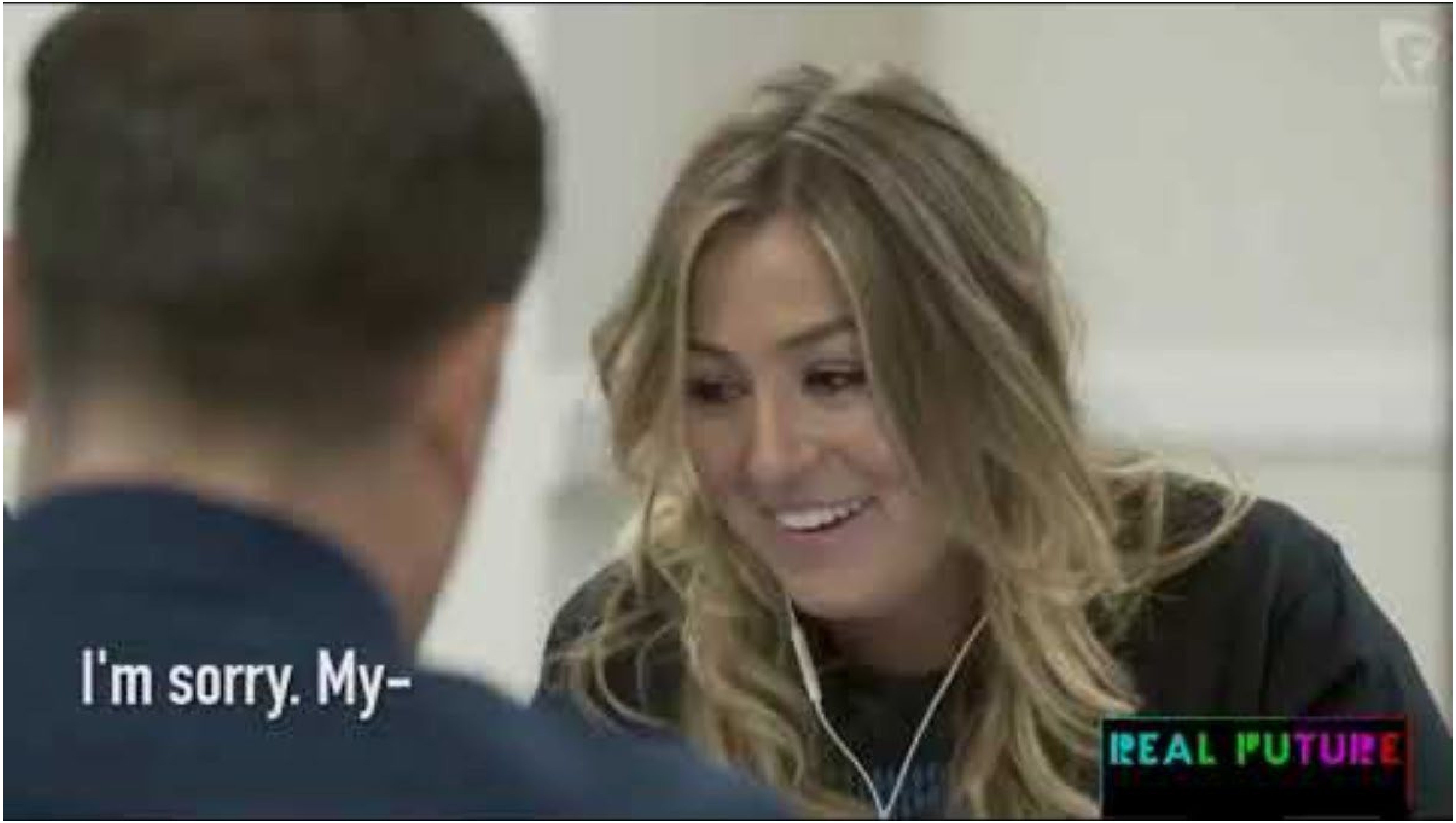
- Manipulating people to share confidential information or carry out actions that benefit the attacker. This can take place over the phone, in person or by email.

How to protect against social engineering over the phone or in person:

- Exercise caution during interactions especially if someone requests sensitive information.
- Establish procedures of verifying identities through a set of predetermined questions before disclosing any sensitive data.

Request information, do not offer it first

- “What is your phone number?” vs. “Is your phone number still 573-636-9671?”



I'm sorry. My-

Email Phishing

- What is email phishing?
  - Form of social engineering where the attacker poses as a trusted source to steal information, like passwords or credit card numbers.
  - It is like a fisherman using bait to catch a fish.
- Email phishing is the most common form of social engineering. It accounts for 96% of attacks. [3]

How AI is impacting Email Phishing

Old phishing emails:

- Bad grammar
- Blurry logos
- Generic greetings

New AI phishing emails:

- Personalized
- Polished
- Much harder to spot

Why AI Powered Phishing is Dangerous

Feels Personal

Communication tailored using information from your social media or online activity

Looks Legitimate

Emails, websites, and messages appear to be real

Sounds Real

Fake voices and videos mimic real people or people you know

Builds Trust

Fake accounts interact over time to build trust

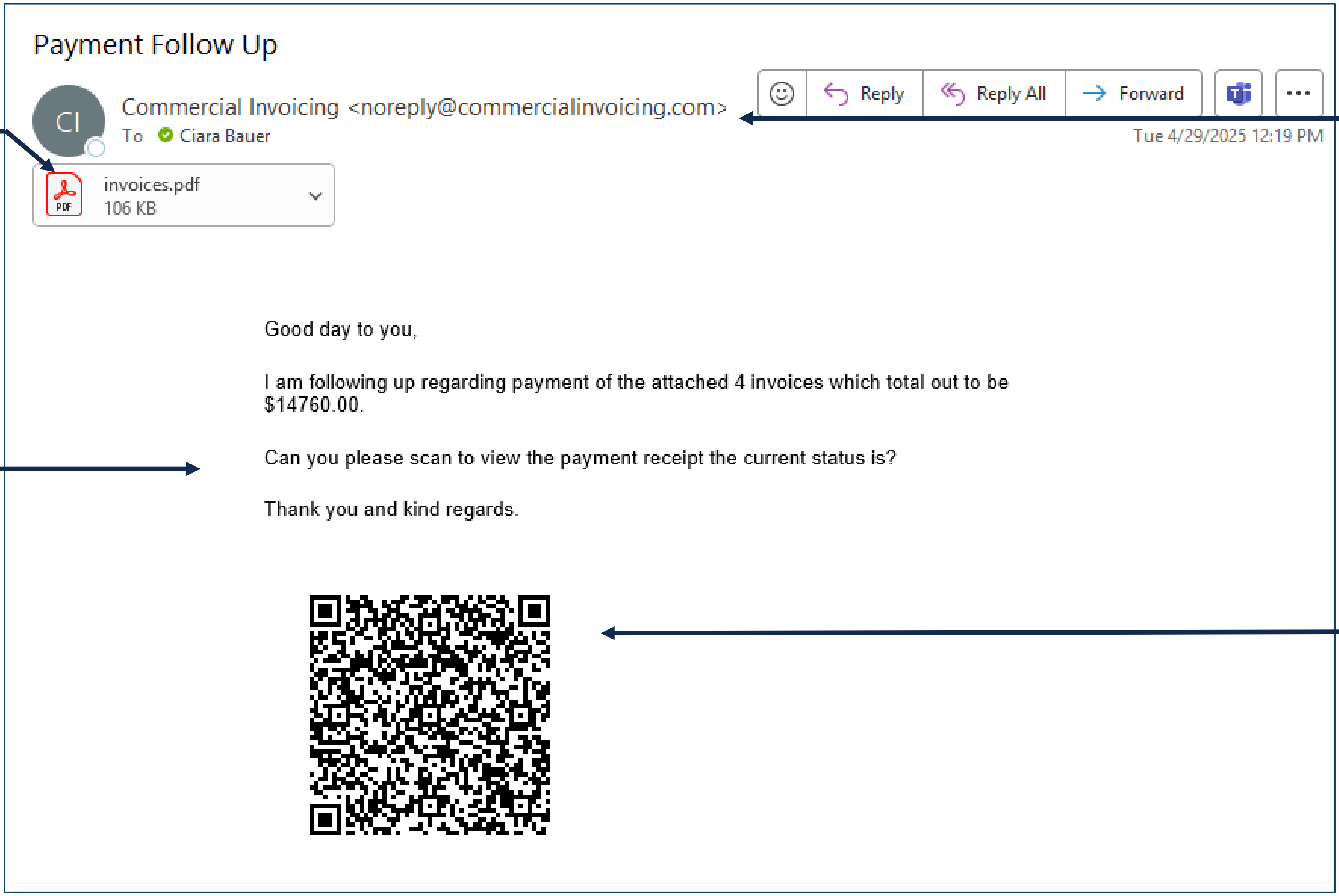
Phishing Example

Attachments

- ✓ Is there an unexpected attachment?
- ✓ Is the attachment vaguely named?

Content

- ✓ Is the greeting or salutation unfamiliar or generic?
- ✓ Is the content of the email anticipated?
- ✓ Is the content grammatically correct?
- ✓ Is the content giving urgent commands or telling you to click a link or open an attachment?



Payment Follow Up

Commercial Invoicing <noreply@commercialinvoicing.com>
To Ciara Bauer
Tue 4/29/2025 12:19 PM

invoices.pdf
106 KB

Good day to you,

I am following up regarding payment of the attached 4 invoices which total out to be $14760.00.

Can you please scan to view the payment receipt the current status is?

Thank you and kind regards.

From

- ✓ Do you recognize the sender?
- ✓ Is the domain name strange or suspicious?

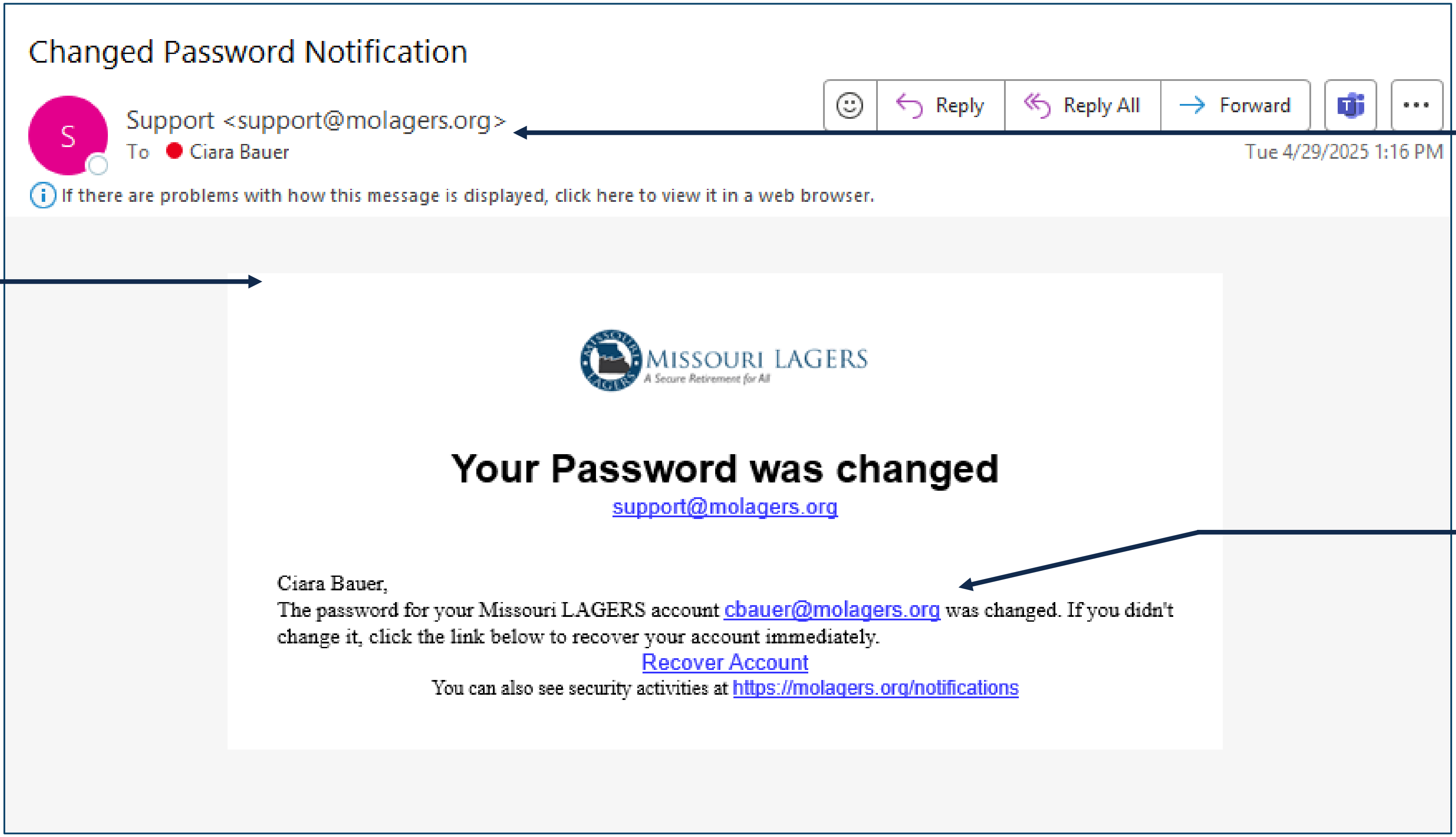
QR Codes

- ✓ Does the email include a QR code?

Phishing Example

Content

- ✓ Is the content of the email anticipated?
- ✓ Is the content giving urgent commands?



Changed Password Notification

Support <support@molagers.org>
To ● Ciara Bauer
Tue 4/29/2025 1:16 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

MISSOURI LAGERS
A Secure Retirement for All

Your Password was changed
support@molagers.org

Ciara Bauer,
The password for your Missouri LAGERS account cbauer@molagers.org was changed. If you didn't change it, click the link below to recover your account immediately.
Recover Account
You can also see security activities at https://molagers.org/notifications

From

- ✓ Do you recognize the sender?

Hyperlinks

- ✓ Does hovering over the hyperlinks reveal a suspicious website?
- ✓ Are there multiple hyperlinks going to the same suspicious website?

Public Wi-Fi Risks

Only connect to encrypted (password-protected) Wi-Fi networks

- Any network traffic on an open, public Wi-Fi network can be intercepted
- Use a hotspot if there are no password protected Wi-Fi networks available
- If your only option is open, public Wi-Fi network, ensure that you are using a secure virtual private network (VPN) on your computer

Only connect to trusted Wi-Fi networks

- Attackers can easily create fake Wi-Fi networks to intercept your network traffic

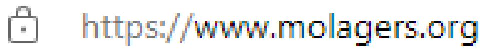
Turn off auto-connect

- Attackers can use the names of common Wi-Fi networks to trick your system into connecting to a compromised Wi-Fi network

Safe Online Browsing

Secure Websites

Look for https in the website address and a padlock icon in the browser’s address bar before entering any sensitive information.



https://www.molagers.org

Ad Blocker

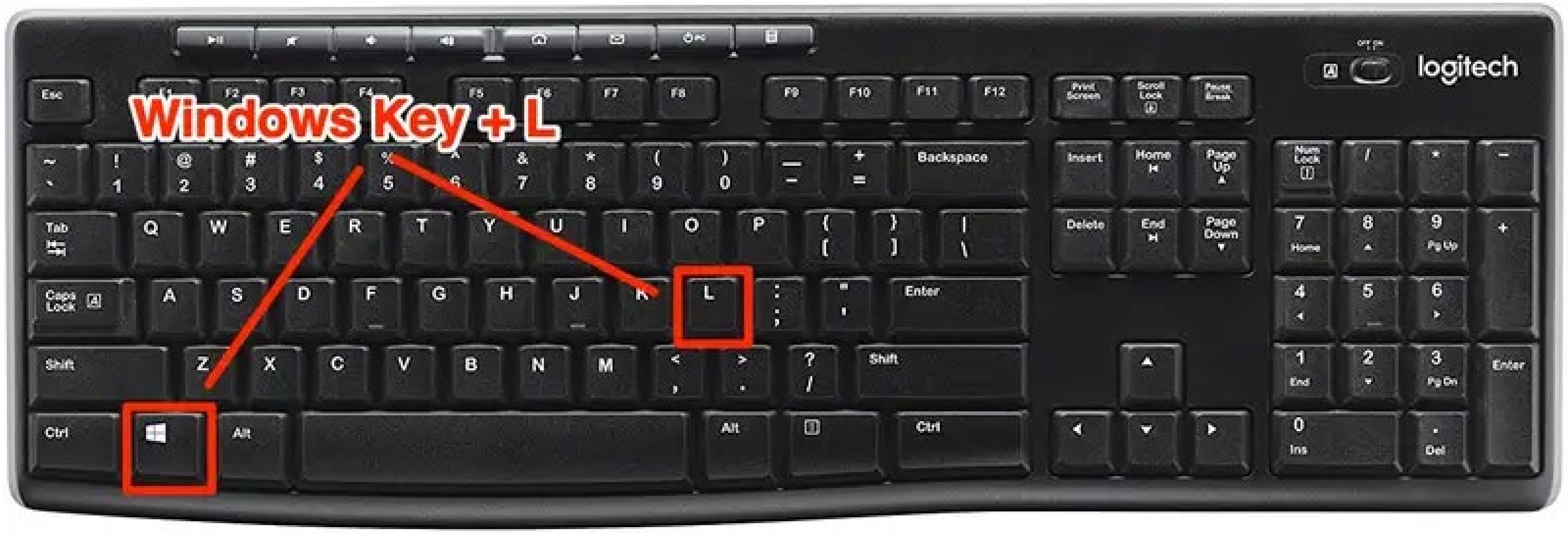
Use a reputable ad blocker in your web browser, such as uBlock Origin, to mitigate the threat of malware commonly found in online ads.

Downloads

Only download files or software from trusted sources.

Securing Your Computer

- When stepping away from your computer, be sure to either lock the screen or log off to prevent unauthorized access.
- Keyboard shortcut to lock your computer (Windows computer):



Security Updates

Maintain the security of your systems by regularly updating

- IT teams regularly push out updates for your computer, requiring timely installation and restart of your computer.
- Ensure mobile devices receive regular updates from the device manufacturer.
- Timely updates and patching protect against emerging threats.

60% of breaches are tied to unpatched systems. [1]

Other Security Recommendations

- Computer Reboots
  - Clears memory, installs updates, and shuts down hidden threats
  - Helps keep your system running smoothly and securely
- Phone Restarts
  - The National Security Agency (NSA) recommends restarting your smartphone (Android and iPhone) weekly to protect against eavesdropping and attempts to gather data
- Don’t trust unknown USB devices
  - Flash drives and USB-powered devices can hide malware

Security Training and Awareness

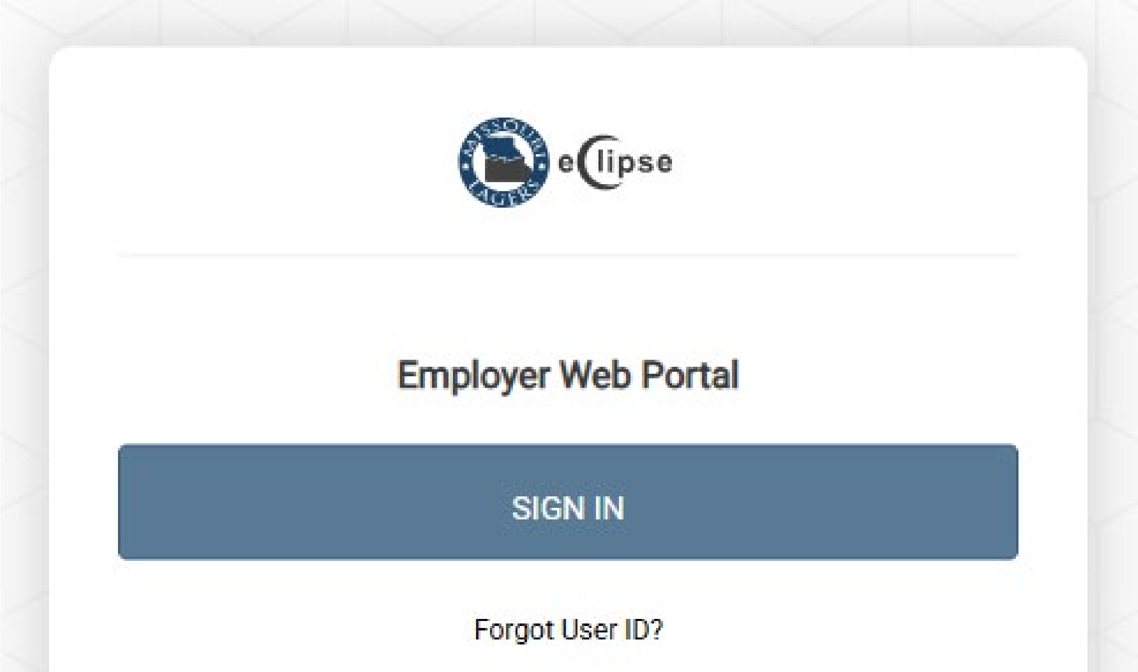
Employees can be the biggest vulnerability or the strongest line of defense in cybersecurity.

- Users are 30% less likely to click on a phishing link after participating in awareness training. [2]

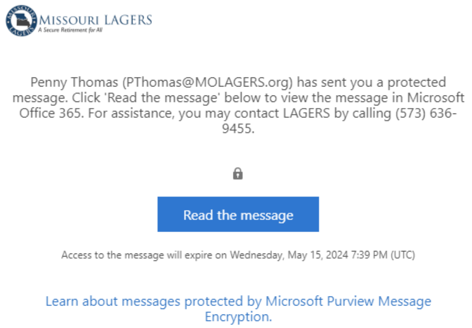
Ensure ongoing cybersecurity training for employees to safeguard sensitive information.

Sharing Sensitive Information with LAGERS

Secure Employer Web Portal (ECLIPSE)



Employer Web Portal



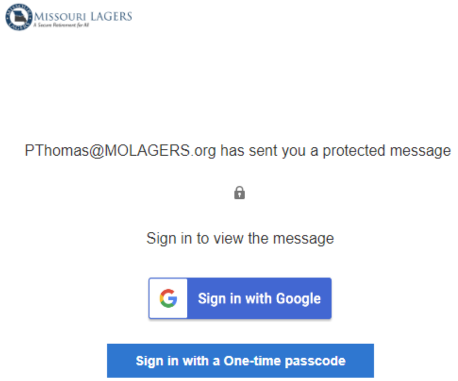
Missouri LAGERS

Penny Thomas (PThomas@MOLAGERS.org) has sent you a protected message. Click 'Read the message' below to view the message in Microsoft Office 365. For assistance, you may contact LAGERS by calling (573) 636-9455.

Read the message

Access to the message will expire on Wednesday, May 15, 2024 7:39 PM (UTC)

Learn about messages protected by Microsoft Purview Message Encryption.



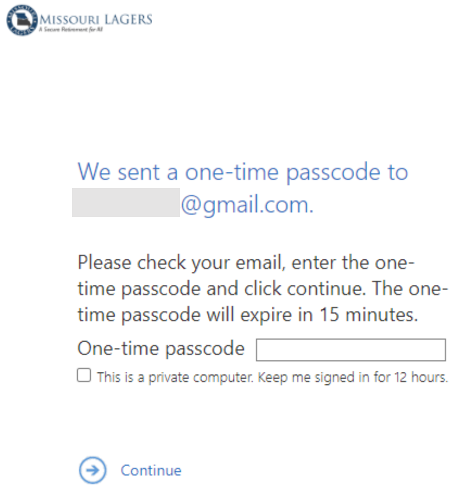
Missouri LAGERS

PThomas@MOLAGERS.org has sent you a protected message

Sign in to view the message

Sign in with Google

Sign in with a One-time passcode



Missouri LAGERS

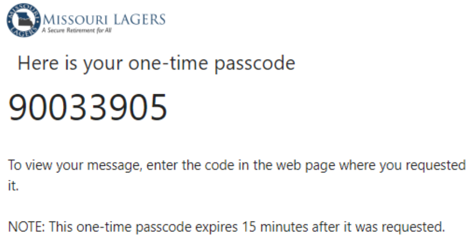
We sent a one-time passcode to [redacted]@gmail.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

☐ This is a private computer. Keep me signed in for 12 hours.

Continue



Missouri LAGERS

Here is your one-time passcode

90033905

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Sharing Sensitive Information with LAGERS

Encrypted Email

Questions?

References

Automox. (2019, June 18). *Bad cyber hygiene: 60 percent of breaches tied to unpatched vulnerabilities*. https://www.automox.com/blog/bad-cyber-hygiene-breaches-tied-to-unpatched-vulnerabilities [1]

Keepnet Labs. (2024, January 23). *2024 security awareness training stats and trends - keepnet*. https://keepnetlabs.com/blog/2024-security-awareness-training-statistics [2]

Tampa Bay, F. (2019, October). *Knowbe4 finds 96 percent of organizations say email phishing scams pose biggest security risk*. Security Awareness Training. https://www.knowbe4.com/press/knowbe4-finds-96-percent-of-organizations-say-email-phishing-scams-pose- biggest-security-risk [3]

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Break Time

Next session at 10:15 a.m.

MISSOURI LAGERS