

February 5, 2016

Edward Main, Chairperson
Deferred Compensation Board
c/o Board Liaison
Department of Employee Trust Funds
P.O. Box 7931
Madison, WI 53707-7931

Re: Outstanding work of a Deferred Compensation employee

Dear Mr. Main:

I am writing to express my appreciation for the assistance that one of your employees, Administrative Assistant Colleen Thornton, provided to me over the past month.

This year I decided to move some of my Deferred Compensation funds into an after-tax Roth account. I found the forms available on your website to be confusing and illogical, so I contacted the Deferred Compensation office by telephone and was very fortunate to be connected with Ms. Thornton. Her assistance was outstanding. She understood my problem completely, immediately provided clear and direct instructions, forwarded electronic forms to me, connected me with others who could provide additional assistance, and throughout our conversation was always polite, professional, and direct. I was very impressed.

Ms. Thornton was away from the office when I called again a few weeks later with more questions. However, she promptly contacted me when she returned and led me step by step through the complicated process of adapting Deferred Compensation's standard forms into forms suitable for a Roth rollover-transfer. Because of her assistance I completed the forms while she was on the telephone with me. Without her help, this task would have been impossible.

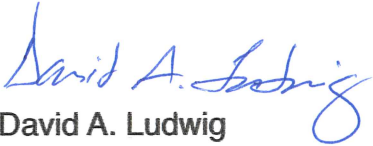
A few weeks after I submitted my request, I received a form letter from the Great-West identifying an "error" in the application and directing me to re-file it. I was not happy with the situation and called Ms. Thornton one more time. She was right on top of the problem. Ms. Thornton explained that the error was due to an electronic mis-communication between the Program and Great-West, that she had identified and corrected the mis-communication a few days earlier, and that my transaction was already complete and had been approved. She assured me that I did not need to re-file anything.

The timely and skillful service that Ms. Thornton provided to me was extraordinary. She is a person who willingly and cheerfully walks the extra mile to perform her job, in a

manner that inspires confidence. Ms. Thornton improved my contact with the Deferred Compensation Program in every way.

You are quite fortunate to have an employee as competent as Ms. Thornton. I hope you recognize the value she adds to the entire Deferred Compensation organization.

Sincerely,



David A. Ludwig
5 Beach St.
Madison, WI 53705