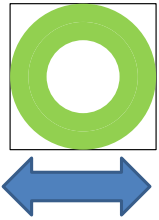
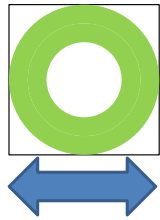


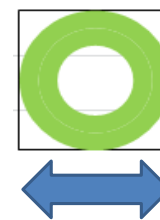
# State of Wisconsin Deferred Compensation Program Performance Standards Report 4Q2019 - 98971-01



Participant Services  
= 100% Standards met  
trend: no change



Field Staff Services  
= 100% Standards met  
trend: no change



Administrative Services  
= 100% Standards met  
trend: no change

## Participant Services

% Met Standard	Contract Provision		Requirement	Number Processed	Standard
100%	Exhibit 1, 11	Enrollment Applications	Process enrollment applications	1,296	Processed within 5 days; established within 31 days or later, if requested.
100%	Exhibit 1, 11	Deferral Changes	Process deferral increases/decreases	5,384	Processed within 5 days; established within 31 days or later, if requested.
100%	Exhibit 1, 11	Allocation Changes	Process allocation changes	615	Processed within 5 days; effective next pay or later, if requested.
100%	Exhibit 1, 11	Transfers between funds	Process transfer requests	1,426	Processed same day if received in good order prior to 3:00 PM Central Time; otherwise, next business day
100%	Exhibit 1, 11	Lump Sum Distributions	Process lump sum distribution requests	1471	Processed same day if received in good order prior to 3:00 PM Central Time; otherwise, next business day
100%	Exhibit 1, 11	Complaints Error Resolution	Resolve complaints forwarded by participants	6 received 1 outside of 10 days	Respond to participants within 10 days for written complaints

## Field Staff Services

% Met Standard	Contract Provision		Requirement	Dates/Details	Standard
Std Met	Section 2.23 C. 3	Employer Presentations	Offer every participating employer an informational presentation.	Ongoing calls and emails	At least annually for each employer
Std Met	Section 2.23 C. 3	Employee Presentations and Contacts	Offer every currently participating local government employee a presentation.	Ongoing calls and emails to employers	At least annually.
Std Met	Section 2.23 C. 3	New Employer Presentations and Contacts	Every potentially eligible local government employer will be contacted regarding the WDC.	Employer newsletter	At least annually.

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## Administrative Services

% Met Standard	Contract Provision		Requirement	Dates/Details	Standard
Std Met	Section 5.1	Participant Fees	Participant fees will be assessed monthly and deposited into the WDC's Plan Administrative Account maintained by Empower.	10/23; 11/25; 12/23	Deposited on the date assessed or next business day thereafter.
Std Met	Section 5.6	Payments from Administrative Account	Payments from the WDC's Plan Administrative Account maintained by Empower to reimburse Department expenses will be made on a quarterly basis.	10/25; 11/25; 12/26 Paid monthly invoice	Within 15 days after the end of the quarter from receipt of request unless insufficient funds available.
Std Met	Section 2.23 A	Consolidated Quarterly Participant Statements	Consolidated quarterly participant statements, including personal rate of return.	4Q 2019 released 1/21/2020	Within fifteen (15) business days of the end of each quarter, or within ten (10) business days after receipt of information in good order from third party sources, whichever is later.
Std Met	Section 2.21	Web Site Availability	Web site available	Standard met	Web site availability 24 hours a day, except for routine maintenance of the system, which when necessary generally takes place on Sunday between the hours of 12:01 a.m. Mountain Time and 12:01 p.m. Mountain Time. Access to the Web site may be limited or unavailable during periods of peak demand, market volatility, systems upgrades, maintenance or for other reasons.
Std Met	Section 2.22	Call Center Statistics	Client Service Representatives and Automated Voice Response System	Standard met (see Quarterly Plan Review)	All telephone calls to the Wisconsin and Home Office Client Service Representatives and the automated voice response system combined will be answered within ninety (90) seconds on average at least ninety percent (90%) of the time on an on-going average annual calendar year basis. On average for the calendar year, there will be less than one percent (1%) of calls that receive a busy signal, and the abandoned call rate will average less than five percent (5%) for the calendar year.