

**From:** Davidson, Jonathan B - DOT <[Jonathan.Davidson@dot.wi.gov](mailto:Jonathan.Davidson@dot.wi.gov)>

**Sent:** Thursday, March 11, 2021 7:50 AM

**To:** ETF SMB Board Feedback <[ETFSMBBoardFeedback@etf.wi.gov](mailto:ETFSMBBoardFeedback@etf.wi.gov)>

**Subject:** Deferred Compensation Board - Question

Hello

I am trying to email the Deferred Compensation Board.

I have a question about modifying the 'my contributions' tab when on the WDC website. When one goes to that part of the website, one can select a "submission date", to change what amount you are

contributing. These "submission dates" are the same date as we as state employees are paid, once every two weeks.

This wording (submission date) is confusing to me, and maybe others.

After calling the WDC and talking to a representative on 3/10/2021, I was informed that the "submission date" is actually the effective date of the change. I have asked for WDC to confirm with me in writing it is the effective date. It has been less than 24 hours, but I have not been emailed that

confirmation.

I think the language used to define the date of the contribution change would be more understood if

the "submission date" was rather labeled "effective date."

I am curious the boards thoughts. Please advise.

Thanks

Jonathan Davidson

**From:** Schueller, Shelly - ETF  
**To:** Davidson, Jonathan B - DOT  
**Cc:** ETF SMB Board Feedback  
**Subject:** RE: Deferred Compensation Board - Question  
**Date:** Tuesday, March 16, 2021 8:58:21 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

Dear Mr. Davidson –

Thank you for your recent ETF Board Feedback email, in which you relay a question related to the WDC website and a subsequent conversation you had with the WDC's call center representative. As the Department's Deferred Compensation Director, I have been asked to respond on behalf of the Deferred Compensation Board. Your email and this response will be shared with the Board.

First, thank you for sharing your experience with the contributions tab of the WDC's website and your conversation with the WDC's call center representative. The dates shown for contributions are payroll dates for State of Wisconsin employees. I apologize on behalf of the WDC for the confusion the terminology has created for you. I have spoken with the WDC's administrator (Empower Retirement) and they appreciate your feedback on the terminology used. In fact, your feedback has already been shared internally and they are looking into the possibility of changing "submission date" to something more intuitive, such as "effective date" on a future system enhancement.

Second, they have reviewed your call to provide additional training to the call center representatives.

Last, I was told that the confirmation for your contribution change was mailed on Wednesday, March 10, 2021.

If you have any questions regarding the information in this email, please contact me at (608) 266-6611 or via an e-mail to [shelly.schueller@etf.wi.gov](mailto:shelly.schueller@etf.wi.gov).

Sincerely,  
Shelly Schueller

**Shelly Schueller** | Director  
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