



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

Correspondence Memorandum

Date: March 3, 2022
To: Deferred Compensation Board
From: Tim Steiner, Director
Bureau of Budget, Contract Administration, and Procurement
Subject: Board Authority Contract Update

This memorandum is for informational purposes only. No action is required.

The following procurement and contracting activities have occurred since the December 2021 update:

- A contract for Administrative Services for the Wisconsin Deferred Compensation Program is being negotiated with Empower Retirement, LLC for the period December 1, 2022 - November 30, 2027, with the option to renew the Contract for two (2) additional three (3)-year periods.
- Pursuant to contract ETE0005 and on behalf of the State of Wisconsin Deferred Compensation Board, the Department of Employee Trust Funds assessed Empower a penalty of \$3,119.28 for missing the call center performance standard cited in the attached letter. Empower Retirement, LLC's performance guarantee for abandoned call rate was less than 5% and the actual abandoned call rate was 7.63%.

Staff will be available at the meeting to answer any questions.

Attachment: Penalty Notification Letter

Reviewed and approved by Pamela Henning, Assistant Deputy
Secretary
Electronically Signed 03/09/2022

Pamela L Henning

Board	Mtg Date	Item #
DC	3.31.22	8D



State of Wisconsin
Department of Employee Trust Funds
4822 Madison Yards Way
Madison, WI 53705-9100
P. O. Box 7931
Madison, WI 53707-7931

Penalty Notification Letter and Invoice

March 4, 2022

Mr. Dan Morrison
Senior Vice President, Government Markets
Empower Retirement
Great-West Life & Annuity Insurance Company
8515 East Orchard Road
Greenwood Village, CO 80111

Sent via email to: Dan Morrison c/o tina.wilson@empower-retirement.com and
emily.lockwood@empower-retirement.com

Subject: Wisconsin Deferred Compensation Program 98971-01
Penalty Assessment for Fourth Quarter 2021 under Contract ETE0005

Dear Mr. Morrison:

Wisconsin Deferred Compensation Program (WDC) participants' ability to complete desired transactions in a timely manner via customer service staff in Empower's call center is critical, and a key reason why there is a performance standard for this in the administrative services contract between Empower and the Deferred Compensation Board (ETE0005).

Pursuant to contract ETE0005 and on behalf of the State of Wisconsin Deferred Compensation Board, the Department of Employee Trust Funds is assessing Empower a penalty of \$3,119.28 for missing the call center performance standard cited below during the last quarter of 2021.

Performance Standard:

ETE0005 Exhibit 1 Section 11. Performance Standards Report n. Call Center

Call center statistics including automated voice response system and client service representative: 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. (See *ETE0005 Section 2.22 Telephone Customer Service*)

Standard and Penalty: EMPOWER agrees to meet the ongoing performance standards set forth in this CONTRACT at least ninety-five percent (95%) of the time. For each standard that has not been met at least ninety-five percent (95%) of the applicable measurement period (i.e., each quarter or each year), EMPOWER agrees to pay the PLAN a monetary penalty of one percent (1%) of the monthly Administrative Fee (without upper limitation) as set forth above.

Attached please find an invoice for \$3,119.28 for the above-listed penalty. Please remit this amount within 30 calendar days of your receipt of this letter to the Board's administrative account and provide documentation to me that this has occurred. Thank you for your attention to this matter.

Please let me know if you have any questions.

Sincerely,



Shelly Schueller
Deferred Compensation Program Director
(608) 266-6611

Enclosure: Invoice