

The State of Wisconsin Deferred Compensation Board

98971-01

Q2 2024 Empower Service Level Agreement Report

<u>Service</u> <u>Benchmark/Measurement</u>	<u>Fees At Risk</u>	<u>1st</u> <u>Quarter</u>	<u>2nd</u> <u>Quarter</u>	<u>3rd</u> <u>Quarter</u>	<u>4th</u> <u>Quarter</u>
Automated Voice Response (AVR) Website Availability 99% of the time AVR/Internet available excluding regularly scheduled maintenance	1% of quarterly fees	Pass	Pass		
Call Abandon Rate Less than 3% of participant calls abandoned	1% of quarterly fees	Fail 3.25%	Pass 0.94%		
Call Answering Speed 80% of participant calls answered within 20 seconds	1% of quarterly fees	Pass 67%	Pass 85%		
Contribution and Loan Repayment Processing Contribution and loan repayment processing (if applicable) completed the same business following confirmation of totals provided in funding request to the PLAN SPONSOR and wire received by 4 p.m. EST. Wires received after 4 p.m. EST will receive the following days trade date.	1% of quarterly fees	Pass 100	Pass 100		



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<p>Customer Care Center Hours of Availability</p> <p>Retirement representatives available 99% of time during regular hours of service (7:00 a.m. to 9:00 p.m. CT, Monday through Friday and 8 a.m. to 4:30 p.m. CT, Saturdays) except for closings of NYSE, holidays and shortened hours associated with early market close or holiday eves.</p>	1% of quarterly fees	Pass 100% / 58,980 minutes	Pass 100% / 60,150 minutes		
<p>Disbursements</p> <p>99% of PARTICIPANT disbursement requests processed accurately within two (2) BUSINESS DAYS of completed requests received in good order. Transactions must be entered by 4 p.m. EST or close of market due to shortened hours associated with early market close/ holiday eves</p>	1% of quarterly fees	Pass	Pass		
<p>Distribution of Form 1099R or 1099-MISC</p> <p>Available by January 31 of each calendar year, excluding corrected 1099R or 1099- MISC</p>	1% of quarterly fees	Pass	N/A		



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<p>Distribution Upon Request of Generic and/or PARTICIPANT Specific Documents Including Administrative Forms, Enrollment and Termination Materials, and PARTICIPANT Statement Copies</p> <p>99% of documents distributed within one (1) BUSINESS DAY of PARTICIPANT request. (Excludes enrollment material delays directly related to quarterly performance information updates required by FINRA)</p>	1% of quarterly fees	Pass 100	Pass 100		
<p>EMPLOYER Satisfaction</p> <p>Total EMPLOYER satisfaction will be ranked on a scale of 1-10; Service Benchmark is an average score of 7 or higher.</p>	1% of quarterly fees	Pass	Pass		
<p>First Call Resolution for PARTICIPANTS</p> <p>90% of PARTICIPANT questions resolved during first call</p>	1% of quarterly fees	Pass 99.80%	Pass 99.90%		
<p>Investment Transfers</p> <p>99% of investment transfers processed accurately on the same BUSINESS DAY if PARTICIPANT direction received in good order by EMPOWER by 3:00 p.m. CT, early close time of investment, or close of market due to shortened hours associated with early market close or holiday eves.</p>	1% of quarterly fees	Pass 100	Pass 100		



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PARTICIPANT and PLAN Level Reporting for PLAN SPONSOR via Plan Service Center 99% of the time reports available online – updated monthly and nightly excluding regularly scheduled maintenance.	1% of quarterly fees	Pass	Pass		
PARTICIPANT Confirmation Statements 99% mailed or available online on within two (2) BUSINESS DAYS following completion of transaction processing.	1% of quarterly fees	Pass 100	Pass 100		
PARTICIPANT Satisfaction – Customer Care Center After – Call Survey PARTICIPANT satisfaction will be ranked on a scale of 1-5; Service Benchmark is an average score of 4 out of 5 in the overall PARTICIPANT survey or higher.	1% of quarterly fees	Pass 4.52	Pass 4.36		
PARTICIPANT Statement Mailing/Availability PARTICIPANT statements made available online within ten (10) BUSINESS DAYs after receipt of information in good order from third party sources, or mailed within fifteen (15) BUSINESS DAYS of quarter-end.	1% of quarterly fees	Pass	Pass		



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Submission of feedback Files to EMPLOYERS Payroll/Third Parties 95% of interfaces and feed files will be accurate and provided within timeframe as mutually agreed by parties.	1% of quarterly fees	Pass 100	Pass 100		
Timeliness of Callbacks to DEPARTMENT Same day assuming message left before noon CT; if after noon CT; call will be returned no later than 1:00 pm CT the following BUSINESS DAY excluding paid Time Off (PTO) days of the relationship Manager or Client Service Manager.	1% of quarterly fees	Pass	Pass		



Disclosures

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*Helping You Turn
Over a New
Retirement Leaf*