



Wisconsin Deferred Compensation Program (WDC) | 98971-01

Quarterly Service Levels

Quarter End 09/30/2024



*Helping You Turn
Over a New
Retirement Leaf*

FOR PLAN SPONSOR OR FINANCIAL PROFESSIONAL USE ONLY.

Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '24	Q2 '24	Q3 '24	Q4 '24
Customer Care Center Hours of Availability	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	1% of Quarterly fees	Pass 100% /58,980 minutes	Pass 100% /60,150 minutes	Pass 100% / 59,670 Minutes	
Call Abandon Rate	Less than 3% of PARTICIPANT calls abandoned	1% of Quarterly fees	Fail 3.25%	Pass .94%	Pass .82%	
Call Answering Speed	80% of PARTICIPANT calls answered within 20 seconds	1% of Quarterly fees	Fail 67%	Pass 85%	Pass 91%	
First Call Resolution for PARTICIPANTS	90% of PARTICIPANT questions resolved during first call	1% of Quarterly fees	Pass 99.8%	Pass 99.9%	Pass 99.9%	
Automated Voice Response (AVR) / Website Availability	99% of the time AVR/Internet available excluding regularly scheduled maintenance	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 99.76%	
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 100%	Pass 100%	Pass 100%	
Distribution of Form 1099R or 1099-MISC	Available by January 31 of each calendar year, excluding corrected 1099R or 1099- MISC	1% of Quarterly fees	Pass 100%	N/A	N/A	
PARTICIPANT Confirmation Statement	99% mailed or available online on within two (2) BUSINESS DAYS following completion of transaction processing	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 100%	
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 100%	Pass 100%	Pass 100%	
Distribution Upon Request of Generic and/or PARTICIPANT Specific Documents Including Administrative Forms, Enrollment and Termination Materials, and PARTICIPANT Statement Copies	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)	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 100%	

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Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '24	Q2 '24	Q3 '24	Q4 '24
Disbursements	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	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 100%	
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%	Pass 100%	
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%	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	~	Pass 100%	Pass	Pass	
Investment Transfers	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	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 100%	
PARTICIPANT Satisfaction – Customer Care Center After-Call Survey	Quality assurance is conducted by EMPOWER to enable successful PARTICIPANT satisfaction	1% of Quarterly fees	Pass 4.52/90.31%	Pass 4.36/87.3%	Pass 4.39	
EMPLOYER Satisfaction	Quality assurance is conducted by EMPOWER to enable successful EMPLOYER satisfaction. Survey and respondent minimums to be mutually agreed upon by both parties	1% of Quarterly fees	Pass	Pass	Pass	

Appendix



Service Level Agreements – fees at risk

Minimum service standard: **Automated Voice Response (AVR) / Website Availability**

Empower revenue at risk: 1%

Performance measurement: 99% of the time AVR/Internet available excluding regularly scheduled maintenance

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Automated Voice Response (AVR) / Website Availability									Pass 99%			
Back-up data									655/660 Hrs			

Service Level Agreements – fees at risk

Minimum service standard: **Call Abandon Rate**

Empower revenue at risk: 1%

Performance measurement: Less than 3% of PARTICIPANT calls abandoned

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Call Abandon Rate									Pass .15%			
Back-up data									2 Calls Abandoned / 1,370 Answered			

Service Level Agreements – fees at risk

Minimum service standard: **Call Answering Speed**

Empower revenue at risk: 1%

Performance measurement: 80% of PARTICIPANT calls answered within 20 seconds

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Call Answering Speed									Pass 95%			
Back-up data									1,303 Ans 20 / 1,365 Answered			

Service Level Agreements – fees at risk

Minimum service standard: **Contribution and Loan Repayment Processing**

Empower revenue at risk: 1%

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Contribution and Loan Repayment Processing									Pass 100%			
Back-up data									1770 volume			

Service Level Agreements – fees at risk

Minimum service standard: **Customer Care Center Hours of Availability**

Empower revenue at risk: 1%

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Customer Care Center Hours of Availability									Pass 100%			
Back-up data									(314 hours - 0 outage hours) / (314 hours) *100			

Service Level Agreements – fees at risk

Minimum service standard: **Disbursements**

Empower revenue at risk: 1%

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Disbursements									Pass 100%			
Back-up data									119 transactions			

Service Level Agreements – fees at risk

Minimum service standard: **Distribution of Form 1099R or 1099-MISC**

Empower revenue at risk: 1%

Performance measurement: Available by January 31 of each calendar year, excluding corrected 1099R or 1099-MISC

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Distribution of Form 1099R or 1099-MISC									N/A			
Back-up data									N/A			

Service Level Agreements – fees at risk

Minimum service standard: **Distribution Upon Request of Generic and/or PARTICIPANT Specific Documents Including Administrative Forms, Enrollment and Termination Materials, and PARTICIPANT Statement Copies**

Empower revenue at risk: 1%

Performance measurement: 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)

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
See above									Pass 100%			
Back-up data									N/A			

Service Level Agreements – fees at risk

Minimum service standard: **EMPLOYER Satisfaction**

Empower revenue at risk: 1%

Performance measurement: Quality assurance is conducted by EMPOWER to enable successful EMPLOYER satisfaction. Survey and respondent minimums to be mutually agreed upon by both parties

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
EMPLOYER Satisfaction									Pass			
Back-up data									85% of employer respondents were satisfied or very satisfied with the WDC.			

Service Level Agreements – fees at risk

Minimum service standard: **First Call Resolution for PARTICIPANTS**

Empower revenue at risk: 1%

Performance measurement: 90% of PARTICIPANT questions resolved during first call

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
First Call Resolution for PARTICIPANTS									Pass 99.9 %			
Back-up data									(754,263 Answered – 731 SRs require callback) / 754,263 Answered			

Service Level Agreements – fees at risk

Minimum service standard: **Investment Transfers**

Empower revenue at risk: 1%

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Investment Transfers									Pass 100%			
Back-up data									0			

Service Level Agreements – fees at risk

Minimum service standard: **PARTICIPANT and PLAN Level Reporting for Plan Sponsor via Plan Service Center**

Empower revenue at risk: 1%

Performance measurement: 99% of the time reports available online - updated monthly and nightly excluding regularly scheduled maintenance

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
PARTICIPANT and PLAN Level Reporting for Plan Sponsor via Plan Service Center									Pass 99%			
Back-up data									655/660 Hrs			

Service Level Agreements – fees at risk

Minimum service standard: **PARTICIPANT Confirmation Statement**

Empower revenue at risk: 1%

Performance measurement: 99% mailed or available online on within two (2) BUSINESS DAYS following completion of transaction processing

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
PARTICIPANT Confirmation Statement									Pass 100%			
Back-up data									N/A			

Service Level Agreements – fees at risk

Minimum service standard: **PARTICIPANT Satisfaction – Customer Care Center After-Call Survey**

Empower revenue at risk: 1%

Performance measurement: Quality assurance is conducted by EMPOWER to enable successful PARTICIPANT satisfaction

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
PARTICIPANT Satisfaction – Customer Care Center After-Call Survey									Pass 4.45			
Back-up data									686 sum of survey scores / 154 surveys			

Service Level Agreements – fees at risk

Minimum service standard: **PARTICIPANT Statement Mailing/Availability**

Empower revenue at risk: 1%

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
PARTICIPANT Statement Mailing/Availability									N/A			
Back-up data									N/A			

Service Level Agreements – fees at risk

Minimum service standard: **Submission of Feedback Files to EMPLOYERS Payroll/Third Parties**

Empower revenue at risk: 1%

Performance measurement: 95% of interfaces and feed files will be accurate and provided within timeframe as mutually agreed by parties

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Submission of Feedback Files to EMPLOYERS Payroll/Third Parties									Pass 100%			
Back-up data									N/A			

Service Level Agreements – fees at risk

Minimum service standard: **Timeliness of Callbacks to DEPARTMENT**

Empower revenue at risk: N/A

Performance measurement: 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

Minimum service standard	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24
Timeliness of Callbacks to DEPARTMENT									Pass			
Back-up data									N/A			