



Wisconsin Deferred Compensation Program (WDC) | 98971-01

# Quarterly Service Levels

Quarter End 12/31/2024



*Helping You Turn  
Over a New  
Retirement Leaf*

# Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '24	Q2 '24	Q3 '24	Q4 '24
<b>Customer Care Center Hours of Availability</b>	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	Pass 100%/ 58,950 minutes
<b>Call Abandon Rate</b>	Less than 3% of PARTICIPANT calls abandoned	1% of Quarterly fees	Fail 3.25%	Pass .94%	Pass .82%	Pass .13%
<b>Call Answering Speed</b>	80% of PARTICIPANT calls answered within 20 seconds	1% of Quarterly fees	Fail 67%	Pass 85%	Pass 91%	Pass 94%
<b>First Call Resolution for PARTICIPANTS</b>	90% of PARTICIPANT questions resolved during first call	1% of Quarterly fees	Pass 99.8%	Pass 99.9%	Pass 99.9%	Pass 99.91%
<b>Automated Voice Response (AVR) / Website Availability</b>	99% of the time AVR/Internet available excluding regularly scheduled maintenance	1% of Quarterly fees	Pass 100%	Pass 100%	Pass 99.76%	Pass 99.75%
<b>PARTICIPANT and PLAN Level Reporting for PLAN SPONSOR via Plan Service Center</b>	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%	Pass 100%
<b>Distribution of Form 1099R or 1099-MISC</b>	Available by January 31 of each calendar year, excluding corrected 1099R or 1099- MISC	1% of Quarterly fees	Pass 100%	N/A	N/A	Pass 100%
<b>PARTICIPANT Confirmation Statement</b>	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%	Pass 100%
<b>PARTICIPANT Statement Mailing/Availability</b>	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%	Pass 100%
<b>Distribution Upon Request of Generic and/or PARTICIPANT Specific Documents Including Administrative Forms, Enrollment and Termination Materials, and PARTICIPANT Statement Copies</b>	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%	Pass 100%

# Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '24	Q2 '24	Q3 '24	Q4 '24
<b>Disbursements</b>	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%	Pass 100%
<b>Contribution and Loan Repayment Processing</b>	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%	Pass 100%
<b>Submission of Feedback Files to EMPLOYERS Payroll/Third Parties</b>	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%	Pass 100%
<b>Timeliness of Callbacks to DEPARTMENT</b>	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	Pass 100%
<b>Investment Transfers</b>	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%	Pass 100%
<b>PARTICIPANT Satisfaction - Customer Care Center After-Call Survey</b>	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	Pass 4.38
<b>EMPLOYER Satisfaction</b>	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	Pass

# Appendix



# 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
<b>Customer Care Center Hours of Availability</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									(314 hours – 0 outage hours) / (314 hours) *100	(356 hours – 0 outage hours) / (356 hours) *100	(310.5 hours – 0 outage hours) / (310.5 hours) *100	(316 hours – 0 outage hours) / (316 hours) *100

# 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
<b>Call Abandon Rate</b>									Pass .15%	Pass .17%	Pass .14%	Pass .07%
<b>Back-up data</b>									2 Calls Abandoned / 1,370 Answered	3 Calls Abandoned / 1,796 Offered	2 Calls Abandoned / 1,406 Offered	1 Calls Abandoned / 1,519 Offered

# 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
<b>Call Answering Speed</b>									Pass 95%	Pass 96%	Pass 94%	Pass 94%
<b>Back-up data</b>									1,303 Ans 20 / 1,365 Answered	1,713 Ans20 / 1,791 Answered	1,310 Ans20 / 1,401 Answered	1,424 Ans20 / 1,517 Answered

# 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
<b>First Call Resolution for PARTICIPANTS</b>									Pass 99.9 %	Pass 99.9%	Pass 99.9%	Pass 99.9%
<b>Back-up data</b>									(754,263 Answered – 731 SRs require callback) / 754,263 Answered	(864,121 Answered – 769 SRs require callback) / 864,121 Answered	(751,743 Answered – 705 SRs require callback) / 751,743 Answered	(747,998 Answered – 789 SRs require callback) / 747,998 Answered



# 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
<b>Automated Voice Response (AVR) / Website Availability</b>									Pass 99.24%	Pass 99.27%	Pass 100%	Pass 100%
<b>Back-up data</b>									655/660 hrs	691/696 hrs	672/672 hrs	684/684 hrs

# 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
<b>PARTICIPANT and PLAN Level Reporting for Plan Sponsor via Plan Service Center</b>									Pass 99.24%	Pass 99.27%	Pass 100%	Pass 100%
<b>Back-up data</b>									655/660 Hrs	691/696 hrs	672/672 hrs	684/684 hrs

# 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
<b>Distribution of Form 1099R or 1099-MISC</b>									N/A	N/A	N/A	N/A
<b>Back-up data</b>			1/18/24 was the date shared regarding the 2023 1099Rs						N/A	N/A	N/A	N/A

# 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
<b>PARTICIPANT Confirmation Statement</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									N/A	N/A	N/A	N/A

# 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	Q1 2024	Q2 2024	Q3 2024	Q4 2024
<b>PARTICIPANT Statement Mailing/Availability</b>			Pass 100%	Pass 100%
<b>Back-up data</b>			71,223 statements	71,122 statements

Q3 SLA results are based on the 6/30 statement data  
Q4 SLA results are based on the 9/30 statement data

# 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%	Pass 100%	Pass 100%	Pass 100%
Back-up data									N/A	N/A	N/A	N/A

# 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
<b>Disbursements</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									119 transactions	Auto : 3287 Manual: 167	224 transactions	2330 transactions

# 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
<b>Contribution and Loan Repayment Processing</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									1770 Requests processed	1951 Requests processed	1735 Requests processed	1957 Requested processed



# 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
<b>Submission of Feedback Files to EMPLOYERS Payroll/Third Parties</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									N/A	N/A	N/A	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
<b>Timeliness of Callbacks to DEPARTMENT</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									N/A	N/A	N/A	N/A

# 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
<b>Investment Transfers</b>									Pass 100%	Pass 100%	Pass 100%	Pass 100%
<b>Back-up data</b>									Manual 267 & Automated 1492	Manual 309 & Automated 1642	Manual 274 & Automated 1453	Manual 297 & Automated 1668

# 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
<b>PARTICIPANT Satisfaction – Customer Care Center After-Call Survey</b>									Pass 4.45	Pass 4.26	Pass 4.53	Pass 4.39
<b>Back-up data</b>									686 sum of survey scores / 154 surveys	823 sum of survey scores / 193 surveys	716 sum of survey scores / 158 surveys	873 sum of survey scores / 199 surveys

# 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
<b>EMPLOYER Satisfaction</b>									Pass	N/A	N/A	N/A
<b>Back-up data</b>									Ave score of 8.5 out of 10	N/A	N/A	N/A

# We serve our customers

## Our culture

Customer obsessed

Accountable

Growth mindset

Constantly improving

Inclusive



## Our values

We do the right thing

We own it

We lead

We simplify

We collaborate