



Wisconsin Deferred Compensation Program (WDC) | 98971-01

# Quarterly Service Levels

Quarter End 03/31/2025



*Helping You Turn  
Over a New  
Retirement Leaf*

# Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '25	Q2 '25	Q3 '25	Q4 '25
<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% 57,870 minutes			
<b>Call Abandon Rate</b>	Less than 3% of PARTICIPANT calls abandoned	1% of Quarterly fees	Pass 1.21			
<b>Call Answering Speed</b>	80% of PARTICIPANT calls answered within 20 seconds	1% of Quarterly fees	Fail 77%			
<b>First Call Resolution for PARTICIPANTS</b>	90% of PARTICIPANT questions resolved during first call	1% of Quarterly fees	Pass 99.9%			
<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%			
<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%			
<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%			
<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%			
<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%			
<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%			

# Performance Standards / Service Level Agreements

Minimum Service Standard	Performance Measurement	Fees at Risk	Q1 '25	Q2 '25	Q3 '25	Q4 '25
<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%			
<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%			
<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%			
<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%			
<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%			
<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 4.43%			
<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	N/A			

# 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Customer Care Center Hours of Availability	Pass 100%	Pass 100%	Pass 100%									
Back-up data	(328 hours – 0 outage hours) / (328 hours) *100	(300 hours – 0 outage hours) / (300 hours) *100	(336.5 hours – 0 outage hours) / (336.5 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Call Abandon Rate	Pass 0.89%	Pass 91%	Pass 1.94%									
Back-up data	17 Calls Abandoned/ 1,916 Offered	17 Calls Abandoned/ 1,873 Offered	31 Calls Abandoned/ 1,594 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Call Answering Speed	Pass 84%	Pass 81%	Fail 66%									
Back-up data	1,577 Ans20 / 1,881 Answered	1,481 Ans20 / 1,836 Answered	994 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
First Call Resolution for PARTICIPANTS	Pass 99.9%	Pass 99.9%	Pass 99.9%									
Back-up data	(882,200 Answered – 832 SRs require callback) / 882,200 Answered	(782,901 Answered – 647 SRs require callback) / 782,901 Answered	(798,635 Answered – 634 SRs require callback) / 798,635 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Automated Voice Response (AVR) / Website Availability	Pass 100%	Pass 100%	Pass 100%									
Back-up data	696	624	684									

# 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
<b>PARTICIPANT and PLAN Level Reporting for Plan Sponsor via Plan Service Center</b>	Pass 100%	Pass 100%	Pass 100%									
<b>Back-up data</b>	696	624	684									

# 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Distribution of Form 1099R or 1099-MISC	N/A	Pass 100%	N/A									
Back-up data	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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
<b>PARTICIPANT Confirmation Statement</b>	Pass 100%	Pass 100%	Pass 100%									
<b>Back-up data</b>	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 2025	Q2 2025	Q3 2025	Q4 2025
PARTICIPANT Statement Mailing/Availability	Pass 100%			
Back-up data	Total Statements: 71,181			

Q1 SLA results are based on the 12/31 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
See above	Pass 100%	Pass 100%	Pass 100%									
Back-up data	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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Disbursements	Pass 100%	Pass 100%	Pass 100%									
Back-up data	107 transactions	200 transactions	152 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Contribution and Loan Repayment Processing	Pass 100%	Pass 100%	Pass 100%									
Back-up data	1868 transactions	815 transactions	1783 transactions									

# 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Submission of Feedback Files to EMPLOYERS Payroll/Third Parties	Pass 100%	Pass 100%	Pass 100%									
Back-up data	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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Timeliness of Callbacks to DEPARTMENT	Pass 100%	Pass 100%	Pass 100%									
Back-up data	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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Investment Transfers	Pass 100%	Pass 100%	Pass 100%									
Back-up data	460	435	523									

# 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
<b>PARTICIPANT Satisfaction – Customer Care Center After-Call Survey</b>	Pass 4.39%	Pass 4.38%	Pass 4.54%									
<b>Back-up data</b>	886 sum of survey scores / 202 surveys	886 sum of survey scores / 198 surveys	839 sum of survey scores / 185 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 '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
EMPLOYER Satisfaction	N/A	N/A	N/A									
Back-up data	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