

MONTEREY COUNTY
 457 Deferred Compensation Plan
 Summary of Recordkeeper's Performance Standards

Topic	Item	Benchmark	Amount at Risk	Results
Phone	Plan sponsor services response time:	one business day	No dollars at risk	
	Participant services response time:	80% within 20 seconds	\$1,750/annually	
	Return all calls to plan sponsor within:	one business day	No dollars at risk	
	Return all calls to participants within:	one business day	No dollars at risk	
Statements	Participant statement mail time:	Within 15 business days of the end of the reporting period	\$1,750/annually	
	Sponsor plan statement mail time:	Within 30 days of the end of the reporting period	\$1,750/annually	
	Participant online statement posting:	Within 15 business days of the end of the reporting period	\$1,750/annually	
	Sponsor online statement posting:	Within 30 days of the end of the reporting period	\$1,750/annually	
Participant Services	Number of on-site individual meetings:	2,500	\$2,000/annually	
	Number of on-site group meetings:	150	\$2,000/annually	
	Financial planning services:	Quarterly targeted email communications	No dollars at risk	
	Plan participation rate increases:	Nationwide will discuss expectations with the Plan	No dollars at risk	
	Deferral rate increases:	Nationwide will discuss expectations with the Plan	No dollars at risk	
Administration	Contribution posting:	Same business day if received in good order by 1 p.m. PT	\$1,750/annually if less than 99%	
	Withdrawals processed:	Within 3 to 5 business days	\$1,750/annually if less than 99%	
	Emergency withdrawals processed:	Within 3 to 5 business days	\$1,750/annually if less than 99%	
	Rollovers/transfers out:	Within 3 to 5 business days of receipt in good order	\$1,750/annually if less than 99%	
	Loan processing (if applicable):	Within 3 to 5 business days of receipt in good order	\$1,750/annually if less than 99%	
Plan Sponsor Services	Report delivery:	Within 30 days of the end of the reporting period	\$1,750/annually	
	Maximum Deferral Report	Report of participants on track to over-defer with a hard stop (and restart to the extent possible).	\$1,000 / annually	
	Training:	We would like to discuss requirements and expectations with the Plan	No dollars at risk	
Overall Satisfaction		<p style="text-align: center;">Client Satisfaction Survey</p> <p>Our Plan Sponsor survey is conducted annually or biennially, depending on the Plan's preference.</p> <p style="text-align: center;">Onsite Participant Surveys</p> <p>Onsite participant surveys are offered when attending a consultation or group workshop allowing them to provide feedback on the content and presentation. These surveys are conducted after every meeting.</p>	\$1,750/annually	
	Satisfaction survey score:	Survey results are compiled and reported back to the Plan on a mutually agreeable frequency.	No dollars at risk	