



**2016 Vendor Performance Guarantees Report**

Vendor	Monitoring Frequency	Fees at Risk (\$)	Q4	Q1	Q2	Q3	Comments
<b>BNY Mellon</b>							
Unit Value Timeliness	Daily	1033/mo	N/A	√			
Unit Value Accuracy	Daily	1033/mo	N/A	√			
NAV Report Timeliness	Monthly	525/mo	N/A	√			
NAV Report Accuracy	Monthly	525/mo	N/A	√			
Performance Measurement Report Timeliness	Monthly	525/mo	N/A	√			
Performance Measurement Report Accuracy	Monthly	525/mo	N/A	√			
<b>Prudential</b>							
Call Center Speed to Answer	Quarterly	20000/yr	√				
Call Abandonment	Quarterly	10000/yr	√				
Statement Mailing Timeliness	Quarterly	10000/yr	√				
Website Availability	Quarterly	10000/yr	√				
Participant Satisfaction Survey	Quarterly	10000/yr	√				
Contribution Processing Timeliness	Quarterly	10000/yr	√				
Distribution Processing Timeliness	Quarterly	10000/yr	√				
Asset Allocation Usage	Monthly	10000/yr	√				
Contribution Level	Annually	10000/yr	√				
Participation Level	Annually	10000/yr	√				
Communications Strategy	Quarterly	10000/qr	√				
Retirement Readiness	Annually	25000/yr	√				
<b>TIAA</b>							
Marketing Plan	Annually	10000/yr	×				Plan provided did not meet requirements
Customer Satisfaction Survey	Annually	25000/yr	N/A				Insufficient population; survey may be conducted later in the year
Statement Mailing Timeliness	Quarterly	5/each late statement	√				
Compliance Attestation	Quarterly	5000	√				