



2016 Vendor Performance Guarantees Report

Vendor	Monitoring frequency	Fees at Risk (\$)	Q4	Q1	Q2	Q3	Comments
BNY Mellon							
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	√	√		
Prudential							
Call Speed Center to Answer	Quarterly	20000/yr	√	✗			27 seconds for Q1 2016 (standard is 20 seconds)
Call Abandonment	Quarterly	10000/yr	√	√			
Statement Mailing Timeliness	Quarterly	10000/qr	√	√			
Website Availability	Annually	10000/yr	√	N/A			
Participant Satisfaction Survey	Annually	10000/yr	√	N/A			
Contribution Processing Timeliness	Annually	10000/yr	√	N/A			
Distribution Processing Timeliness	Annually	20000/yr	√	N/A			
Asset Allocation Usage	Monthly	10000/yr	√	√			
Contribution Level	Annually	10000/yr	√	N/A			
Participation Level	Annually	10000/yr	√	N/A			
Communications Strategy	Quarterly	10000/qr	√	√			
Retirement Readiness	Annually	25000/yr	√	N/A			
TIAA							
Marketing Plan	Annually	10000/yr	✗	N/A			Plan provided did not meet requirements
Customer Satisfaction Survey	Annually	30000/yr	N/A	N/A			Insufficient population; survey may be conducted later in the year
Statement Mailing Timeliness	Quarterly	5/each late statement	√	√			
Compliance Attestation	Quarterly	5000	√	√			