

Third Party Administrator Report Card

Program: Wisconsin Deferred Compensation Program
Contractor: Great-West Retirement Services
Contract Period: December 1, 2005 through September 30, 2006

Grading (with +/-)	
E	Excellent
S	Satisfactory
D	Needs Improvement
NA	Not Applicable
I	Incomplete

Article	Contract Item	Assessment		Comments
		Plan/ Procedures	Proficiency/ Execution	
3.1	Local Office - Full Time Representatives <i>EXHIBIT 4 STANDARDS (meet 95% of time)</i>			
	Full time field presence	E	S	all positions filled as of fall 2006
	Presentations	S+	S+	attended numerous fall benefit fairs
	Employee contacts	S	S	
	Employer contacts	S	S	
3.2	Initial Transition	E	S-	remaining items: Domestic Relations Orders, Power of Attorney, Web site and excess deferral refunds
3.3	Participant Account Information	S	S	
3.4	Investment Options	NA	NA	
3.5	Designated Default Option	NA	NA	Board designated the Vanguard Money Market as the default fund
3.6	Participant Account Balance Value	S	S	
3.7	Deferrals, Contributions Transfers and Limitations	S	S-	excess deferral refund process needs work
3.8	Communication Responsibilities			
	B. Communication Materials	S	S-	Dept. must review and approve all materials prior to release
	C. Local Participant Services	S	S	
	D. Individual Participant Counseling	NA	NA	no data
	F. Employer Training	S	S	
	G. Misc. Services	S	S	at meetings as requested
3.9	Automated Voice Response System	S	S	"KeyTalk" automated system -- data in quarterly reports

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3.10	Internet Site			
	A. Online Enrollment	NA	NA	no data
	B. Contribution Processing	D	D	future dated deferral feature needed
	C. Web Site Content/Layout	S-	I	needs refinement - waiting for Dept. input
3.11	Telephone Service - participants - 7 am to 7 pm <i>EXHIBIT 4 STANDARDS (meet 95% of time)</i>			
	answer within 90 sec, 90% of time	S	S	
	less than 1% get busy signal	S	S	
	less than 5% abandoned rate	S	S	
3.12	Recordkeeping System Access	S	S	
3.13	Reporting			
	A. Participant Statements	S	S	
	B. Local Employer (ER) Reports	NA	NA	
	C. Board Reports			requested more specific information; not all necessary
	1. ER Plan Summary	S	D	data available to ETF via online report access
	2. Investment Performance Review	E	E	very thorough, informative quarterly reports
	EXHIBIT 5 REPORTS: Plan Status Reports (PSR)			
	PSR - Enrollments	S	S	quarterly
	PSR - Hardship Distributions	S	S	quarterly
	PSR - Inv. Options (Employer data)	S	S	quarterly
	Performance Standards (per Exhibit 4)	S	S	quarterly: new format debuting at Nov. Board meeting
	Web Site Statistics	S	S-	quarterly: online Plan Service Center (PSC) data incomplete
	KeyTalk Statistics	S	S	quarterly (in redesigned report)
	Plan Review & Demographics	NA	NA	annual: will begin in 2007 with cal. year 2006 need to agree on items and format
3.14	Regulatory Updates/Assistance	S	S	
3.15	Benefits, Tax Withholding, Reporting	S	S	
3.16	Domestic Relations Orders	I	I	need agreement -- language on forms

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3.17	Emergency Hardships <i>Exh. 4 Std: to ETF w/in 5 days</i>	S	S	
3.18	Rollovers From Other Plans	S	S	
3.19	Security of Information	S	S	
3.20	Deferral Limit Monitoring	D	I	2005/06 overdeferral problems Finish excess deferral refund process
3.21	Trustee-to-Trustee Transfers	S	S	
3.22	Sample Plan Documents	NA	NA	
3.23	Section 402(f) Notices	NA	NA	
3.24	Required Minimum Distribution 70 1/2	NA	NA	
3.25	Plan Surveys	NA	NA	No surveys in 2006
3.26	Loans	NA	NA	WDC does not offer loans
7.5	Performance Standards & Reporting			
	A. Transition	E	S	
	B. Ongoing Services	S	I	new report format; supposed to meet standards 95% of time
	Additional Exhibit 4 Items			
	\$15,000 for annual audit	E	E	paid - prorated Dec. 2005 amount and add'l \$5,000 for transition audit
	Local office admin. costs	NA	NA	
	Part. fees monthly	S	S	
	Admin. fees quarterly	S	S	