

ING – Investment Provider Performance Standards Effective June 13, 2011

Performance Standard Description	What Participants Can Expect	Financial Penalty If Standard Not Met
Respond in writing with a copy to the employer, to written or verbal participant complaints within 5 business days.	Participant should expect to receive a response within 5 business days after making verbal or written complaints. Providers are required to inform the Plan Administrator in order to determine whether plan-level corrective actions are required.	\$100 per incident if no response within 5 business days
Answer telephone calls to national call center within 90 seconds, 90% of the time.	When participants call the national call center, they should expect their call to be answered within 90 seconds, at least 90% of the time.	\$1,000 for failure to meet annual average
Mail participant statements within 10 business days after quarter end.	Participants should expect to receive their quarterly account statements with a postmark date on or before the 10 th business day of the month following the quarter end.	\$5 per participant per quarter for each statement postmarked after 10 business days.
Process investment fund transfers, contribution reconciliation and posting within one business day after receipt of complete instructions.	Participants should expect their instructions about changes to account investments to be processed within one business day of receipt of complete instructions by the national service center.	\$1,000
Process emergency withdrawal distributions, rollover requests, and general distribution requests within 5 business days of receiving fully completed instructions.	When participants request account withdrawals, they should expect the withdrawal to be executed within 5 business days of the national service center's receipt of fully completed paperwork.	\$1,000 annually for failure to meet deadline for 90% of actions.
Develop and implement customer satisfaction survey at established intervals.	Participants should expect to receive customer service surveys no later than August 2011, July 2013, July 2014.	\$500 - \$1000 for failure to provide surveys to participants
Provide established number of educational seminars to participants.	Participants should continue to receive numerous educational opportunities on a wide variety of topics related to financial issues in retirement.	\$1,000 for failure to execute annual educational plan
Provide quarterly newsletters to participants.	Participants should receive newsletters about the benefits available through the plan, and other timely related information, on a quarterly basis.	\$500 for failure to provide newsletters

Representatives will be available on-site according to an established quarterly schedule.	Participants – current and future – should expect the investment provider representatives to be present at County worksites to meet with employees about their retirement savings needs. (Schedule is published on County Deferred Comp website)	\$1,000 annually if schedule is not met at least 75% of the time.
Provide communication to participants describing investment advice services, access to advice, and any fees charged for investment advice services.	Participants should receive clear communication regarding their options to receive investment advice, and any associated fees, upon approval of such communication by the Plan Administrator. <i>Note: Advice is available through MorningStar online free of charge. Comprehensive financial plan is available free of charge. Participants enrolling in a Self Directed Brokerage Account will be charged an annual fee of \$50 plus fees for account trades.</i>	\$500 for failure to provide communication on schedule
Provide annual summary of results of Performance Standards for communication to participants.	Participants can expect an annual report of how well the performance standards were met, to be published to the County's Deferred Compensation website. Report would be updated each summer.	\$1,000 for failure to provide report within 30 days of contract anniversary.
Encrypt all laptops and computers containing information about County plan participants. Notify Plan Administrator within 24 hours of any data compromise.	Participants should expect their information to be treated with the highest level of security and to be immediately informed in the event of a security breach.	\$100 for each participant information compromise