

## Vendor Performance Guarantees Report

Vendor	Measured	Fees at Risk	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Contractual Goal	Results
<b>BNY Mellon</b>									
NAV Report NAVs for each Fund Timely	Daily	\$1,000/day	✓	✓	✓	✓	✓	No late NAVs.	Standard met
NAV Report NAVs for each Fund Accurate	Daily	\$1,000/day	✓	✓	✓	✓	✓	No inaccurate NAVs.	Standard met
Monthly Valuation Monthly Values Timely	Monthly	\$1,000/month	✓	✓	✓	✓	✓	No late monthly reports (by end of 2nd business day).	Standard met
Monthly Valuation Monthly Values Accurate	Monthly	\$1,000/month	✓	✓	✓	✓	✓	No inaccurate monthly reports (by end of 2nd business day).	Standard met
Monthly Reconciliation Holdings, pricing, market value, net assets	Monthly	\$1,000/month	✓	✓	✓	✓	✓	No late monthly files (by end of 5th business day).	Standard met
Monthly Investment Performance Reporting Timely	Monthly	\$1,000/month	✓	✓	✓	✓	✓	No late performance files (by end of 6th business day).	Standard met
Monthly Investment Performance Reporting Accurate	Monthly	\$1,000/month	✓	✓	✓	✓	✓	No inaccurate performance files (by end of 6th business day).	Standard met
Quarterly Rebalancing	Quarterly	\$10,000	✓	✓	✓	✓	✓	100% accuracy.	Standard met
Project Management	By Project	\$10,000 / \$100/day	✓	✓	✓	✓	✓	100% accuracy / Project scope within 10 business days.	Standard met
Monthly Reporting	Monthly	\$100/day	✓	✓	✓	✓	✓	Within 5 business days of month end.	Standard met

<b>Empower</b>									
Call Center Speed to Answer	Quarterly	\$20,000/yr.	49%	55.5%	78.9%	67.0%	69.0%	80% of calls answered within 20 sec.	Not Met
Call Abandonment	Quarterly	\$10,000/yr.	13.8%	5.7%	2.9%	5.8%	2.4%	Less than 3%.	Goal of 3% achieved
Statement Mailing Timeliness	Quarterly	\$10,000/qtr.	✓	✓	✓	✓	✓	99% mailed within 10 business days after quarter end.	10 business days; Goal Achieved
Website Availability	Annually	\$10,000/yr.	N/A	N/A	N/A	✓	N/A	Available at least 97.5% of the time on 24/7 schedule.	2024: 99.88% Goal Achieved
Participant Satisfaction Survey	Quarterly	\$10,000/yr.	90.0%	85.6%	87.2%	89.0%	95.8%	94% of members respond "YES" to survey question.	Q1 2025 goal achieved
Contribution Processing Timeliness	Annually	\$10,000/yr.	N/A	N/A	N/A	✓	N/A	99% processed within 1 business day of receipt.	2024: 100% Goal Achieved
Distribution Processing Timeliness	Annually	\$20,000/yr.	N/A	N/A	N/A	✓	N/A	99% processed within 2 business days.	2024: 100% Goal Achieved
GoalMaker Usage	Monthly	\$10,000/yr.	90.02%	82.66%	84%	80%	82%	80% usage by new members.	Goal Achieved



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Empower (continued)									
Contribution Level	Annually	\$10,000/yr.	N/A	N/A	N/A	✓	N/A	2% increase per each contract year.	159% Above Goal
Participation Level	Annually	\$10,000/yr.	N/A	N/A	N/A	✓	N/A	1% increase per each contract year.	115.00% Above Goal
Communications Strategy	Quarterly	\$10,000/qtr.	✓	✓	✓	✓	✓	Annual communication plan development and quarterly updates.	Standard met
Revenue Report	Quarterly	\$5,000/qtr.	✓	✓	✓	✓	✓	Provided within 15 days of the end of each calendar quarter and year.	Standard met
Administrative Quality Standards	Ad Hoc	\$50,000	✗	✗	✗	✗	✗	100% compliance with performance, IT-upgrade, and protected info standards.	Not Met

## Callan

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Vendor	Measured	Fees at Risk (\$)	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Contractual Goal	Results
<b>Glass Lewis</b>									
Voting System Availability	Daily	Failure to meet one or more of the performance standards during a quarter shall reduce the fees by \$1,000.00, up to a maximum of \$5,000.00 in any 12-month period.	✓	✓	✓	✓	✓	99.9% availability. No scheduled maintenance from 7:00 am-7:00 pm M-F.	Standard met
Client Service Representative Responsiveness	Daily		✓	✓	✓	✓	✓	VM response same day if received by 2:00 pm. Email response within 24 hours (proxy season) or 48 hours (otherwise).	Standard met
Voting Accuracy	Per ballot		✓	✓	✓	✓	✓	100% voting accuracy.	Standard met
Reconciliation Reports	Monthly and Annually		✓	✓	✓	✓	✓	Non-policy and missed votes; online access to authorization and instructions changes within 15 days of end of month. Voting history by June 15 for prior June 1-May 31. Monthly reconciliation of ballots received and holdings.	Standard met
Account audit	Monthly		✓	✓	✓	✓	✓	Accounts and votes within 10 business days of month-end.	Standard met
Status Meeting	Quarterly		✓	✓	✓	✓	✓	Hold meeting.	Standard met
Proxy Policy Review	Annually		✓	✓	N/A	N/A	N/A	Meet with DST to discuss policy and governance.	Standard met