

Vendor Performance Guarantees Report

Vendor	Measured	Fees at Risk	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Contractual Goal	2019 Results
BNY Mellon									
Unit Value Timeliness (daily unit value file provided to Administrator by 7:30 p.m. ET)	Daily	\$1033/mo	\checkmark	\checkmark				No more than 1 late delivery per month	Standard met
Unit Value Accuracy (accurate unit value file provided to Administrator each day)	Daily	\$1033/mo	\checkmark	\checkmark				No more than 1 incorrect file per month	Standard met
NAV Report Timeliness	Monthly	\$525/mo	\checkmark	\checkmark				No later than 2nd business day after month end	Standard met
NAV Report Accuracy	Monthly	\$525/mo	\checkmark	\checkmark				No reports restated (due to custodial error) per month	Standard met
Performance Measurement Report Timeliness	Monthly	\$525/mo	\checkmark	\checkmark				No less than 98% timely delivery per month	Standard met
Performance Measurement Report Accuracy	Monthly	\$525/mo	\checkmark	\checkmark				No less than 98% accurate measurement per month	Standard met
Best and Final Offer Review					mance indi			d upon by the Plans' rterly reporting and b	
Prudential NC 401	(k)/457(b)/4	03(b)							
Call Speed Center to Answer	Quarterly	\$20,000/yr	\checkmark	\checkmark				80% of calls answered within 20 sec	17 sec; standard met
Call Abandonment	Quarterly	\$10,000/yr	\checkmark	\checkmark				Less than 3%	0.60%; standard met
Statement Mailing Timeliness	Quarterly	\$10,000/qr	\checkmark	\checkmark				99% mailed within 10 business days after quarter end	5 business days; standard met
Website Availability	Annually	\$10,000/yr	\checkmark	N/A				Available at least 97.5% of the time on 24/7 schedule	2019 result to be reported in Q1 2020
Participant Satisfaction Survey	Annually	\$10,000/yr	\checkmark	96.29%				94% of members respond "YES" to survey question	Overall 2019 result to be reported in Q1 2020
Contribution Processing Timeliness	Annually	\$10,000/yr	\checkmark	N/A				99% processed within 1 business day of receipt	2019 result to be reported in Q1 2020%
Distribution Processing Timeliness	Annually	\$20,000/yr	\checkmark	N/A				99% processed within 2 business days	2019 result to be reported in Q1 2020

Asset Allocation Usage	Monthly	\$10,000/yr	\checkmark	\checkmark				80% usage by new members	94.15%; standard met
Contribution Level	Annually	\$10000/yr	\checkmark	N/A				2% increase per each contract year	2019 result to be reported in Q1 2020
Participation Level	Annually	\$10000/yr	\checkmark	N/A				1% increase per each contract year	2019 result to be reported in Q1 2020
Communications Strategy	Quarterly	\$10000/qr	\checkmark	\checkmark				Annual communication plan development and quarterly updates	Standard met
Revenue Report	Quarterly	\$5000/qr	\checkmark	\checkmark				Provided within 15 days of the end of each calendar quarter and year	Standard met
<i>my</i> NCRetirement Statement Project Management	Annually	\$20,000	N/A	\checkmark				Produce the statement with 100% accuracy and by the deadline	Standard met
Employer Education Project	Ad Hoc	\$20,000	N/A	N/A				Create a project scope and adhere to the requirements, including the deadlines	2019 result to be reported in Q1 2020
Retirement Readiness	Annually	\$25,000/yr	\$25,000 was received in February 2019 for the 2017 missed goal	2013 2014 2015 2016 2017 2018	Goal 58%; Goal 60%; Goal 70%; Goal 65%; Goal 66%; Goal 67%; Goal 68%; Goal 70%;	Actual 67 Actual 64 Actual 60 Actual 58 Actual 57 Actual 55	.56% .01% .48% .04% .26%	Score reported annually at June Board meeting	2018 goal not met; \$25,000 will be received in February 2020
Best and Final Offer Review	 The recordkeeper increased the Retiree Advocate position to two staff members Social Security Calculator available to members via NCplans.prudential.com GoalMaker enhancements accurately completed by second quarter of 2018 								





Jale T. Johnsell, CPA State TRANUER OF NORTH CANOLINA DALE R. FOLWELL, CPA

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		Fees at Risk								
Vendor	Measured	(\$)	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2018 Results		
Mercer										
Investment Policy Statement Development and Monitoring	Annually	Any material deficiencies will reduce the fee by \$5,000 for the next calendar quarter, up to the maximum reduction of \$20,000 in any rolling 12- month period	\checkmark	\checkmark				Standard met		
Plan Design Review and Recommendations	Annually		\checkmark	\checkmark				Standard met		
Investment Manager Searches and Ongoing Monitoring	Quarterly		will reduce the fee by \$5,000 for the next calendar quarter, up to	\checkmark	\checkmark				Standard met	
Performance and Risk Reporting	Quarterly			\checkmark	\checkmark				Standard met	
Industry Research	Quarterly		\checkmark	\checkmark				Standard met		
Glidepath Review	Annually		\checkmark	\checkmark				Standard met		
Stable Value Fund Review	Annually		\checkmark	\checkmark				Standard met		
Board Meeting Presentations	Quarterly		\checkmark	\checkmark				Standard met		
Recordkeeper Benchmarking Study	Annually		\checkmark	\checkmark				Standard met		
Glass Lewis										
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-	\checkmark	\checkmark				Standard met		
Client Service Representative Responsiveness	Daily		\checkmark	\checkmark				Standard met		
Voting Accuracy	Per ballot		during a quarter shall reduce the fees by \$1,000.00, up to a	during a quarter shall reduce the fees by \$1,000.00, up to a	\checkmark	\checkmark				Standard met
Reconciliation Reports	Monthly and Annually				\checkmark	\checkmark				Standard met
Account audit	Quarterly				\checkmark	\checkmark				Standard met
Status Meeting	Quarterly		\checkmark	\checkmark				Standard met		
Proxy Policy Review	Annually	month period	\checkmark	\checkmark				Standard met		