

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	√	√				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	√	√				No more than 1 incorrect file per month	Standard met
NAV Report Timeliness	Monthly	\$525/mo	√	√				No later than 2nd business day after month end	Standard met
NAV Report Accuracy	Monthly	\$525/mo	√	√				No reports restated (due to custodial error) per month	Standard met
Performance Measurement Report Timeliness	Monthly	\$525/mo	√	√				No less than 98% timely delivery per month	Standard met
Performance Measurement Report Accuracy	Monthly	\$525/mo	√	√				No less than 98% accurate measurement per month	Standard met
Best and Final Offer Review	~Custodian delivered all the services described in the final offer, as agreed upon by the Plans' management. ~Staff monitors the non-monetary key performance indicators (KPIs) via quarterly reporting and bi-weekly service teleconference								
Prudential NC 401(k)/457(b)/403(b)									
Call Speed Center to Answer	Quarterly	\$20,000/yr	√	√				80% of calls answered within 20 sec	17 sec; standard met
Call Abandonment	Quarterly	\$10,000/yr	√	√				Less than 3%	0.60%; standard met
Statement Mailing Timeliness	Quarterly	\$10,000/qr	√	√				99% mailed within 10 business days after quarter end	5 business days; standard met
Website Availability	Annually	\$10,000/yr	√	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	√	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	√	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	√	N/A				99% processed within 2 business days	2019 result to be reported in Q1 2020

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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	√	√				Standard met
Plan Design Review and Recommendations	Annually		√	√				Standard met
Investment Manager Searches and Ongoing Monitoring	Quarterly		√	√				Standard met
Performance and Risk Reporting	Quarterly		√	√				Standard met
Industry Research	Quarterly		√	√				Standard met
Glidepath Review	Annually		√	√				Standard met
Stable Value Fund Review	Annually		√	√				Standard met
Board Meeting Presentations	Quarterly		√	√				Standard met
Recordkeeper Benchmarking Study	Annually		√	√				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-month period	√	√				Standard met
Client Service Representative Responsiveness	Daily		√	√				Standard met
Voting Accuracy	Per ballot		√	√				Standard met
Reconciliation Reports	Monthly and Annually		√	√				Standard met
Account audit	Quarterly		√	√				Standard met
Status Meeting	Quarterly		√	√				Standard met
Proxy Policy Review	Annually		√	√				Standard met