

# Compliance activities “at-a-glance”

July - September 2023



North Carolina  
Total Retirement Plans  
401k | 457



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## Vendor contract management and performance standards monitoring



- Recordkeeper met all performance standards except for Participant Satisfaction Survey results and Administrative Quality Standards.
- Custodian met all performance standards except for Daily Unit Value timely submission.
- Investment consultant met all performance standards.
- Proxy adviser met all performance standards.

## Investment guidelines: daily monitoring



- All investment managers were compliant with their respective guidelines.
- Staff continued to review portfolio holdings each day during the quarter.
- Staff found no prohibited holdings from the Divestment Lists.
- Staff continued checking for holdings of Communist Chinese Military Companies identified and prohibited under Executive Order 14032.

## Corporate governance update



- Proxy adviser continues providing email updates of revised recommendations.
- Department maintains Standing Instructions for voting proxies, which significantly reduces the need for manual voting. Contract now includes voting on CIT shares, dramatically increasing total proxy voting. Department will continue with current standing policy guidelines.

## Policy update



- Staff completed a review of departmental policies and procedures for this year.
- Staff completed tax documents for reclaims in several foreign markets.

## Participant complaints and inquiries



- Recordkeeper received a total of four valid complaints. This is up from three valid complaints in the second quarter.
- Complaints were associated with service center assistance and operations accuracy.

## Multi-employer plan management



- Recordkeeper continued to host webinars for employers on plan administration and compliance.
- Recordkeeper educated employers on payroll frequency and types of pay eligible for retirement plan contributions.
- Recordkeeper educated employers on checking the website for all participant deferral updates.
- Recordkeeper educated employers on the upcoming platform migration and changes impacting plan administration.