Compliance activities "at-a-glance"
October - December 2022

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 Submitting Daily Net Asset Values (NAVs) on time.
- 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 Communist Chinese Military Companies identified 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. Department is considering revisions to current standing policy guidelines.

Policy update

- Staff continued to review departmental policies. Staff reviewed and revised internal procedures.
- Staff completed tax documents for reclaims in several foreign markets.

Participant complaints and inquiries

- Recordkeeper received a total of five valid complaints. This is down from seven valid complaints in the third quarter.
- Complaints were associated with service center assistance, operations, and Retirement Education Counselor (REC) assistance.

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 tracked progress on the NC 403(b) Program discontinuation project and contacted final remaining participants and beneficiaries.