

Compliance activities “at a glance”

October-December, 2020



Vendor contract management and performance standards monitoring



- Recordkeeper met performance standards except for the Retirement Readiness goal, Call Center Speed to Answer calls, operational (delayed account setup), and PII disclosure (rollover form error).
- Custodian met all performance standards
- 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
- No prohibited holdings were identified. We continued to review portfolio holdings each day during the quarter
- SRP is checking for prohibited holdings from the Divestment Lists and from Presidential Executive Order 13959 regarding Communist Chinese Military Companies

Corporate governance update



- Staff conducted the quarterly call with proxy adviser, Glass Lewis; no material issues were identified
- Proxy adviser continues providing daily email update of revised recommendations
- The Department maintains Standing Instructions voting for certain ballots which significantly reduced the need for manual voting

Policy update



- The annual reviews of relevant policies and desktop guides are ongoing and tracking to plan
- Staff completed tax documents in several foreign markets
- The IRS informed SRP Staff that their NC 457 Plan audit findings will be delayed until mid-February

Participant complaints and inquiries



- The plans' recordkeeper received a total of nine complaints, two of which were invalid. Two other complaints were due to employer errors. Complaints were associated with loan processing, phone hold time, online access, representative communications, missed contributions, and website problems.

Multi-employer plan management



- The staff and the recordkeeper continue the review of plan process improvements
- The new employer onboarding process and training materials were reviewed
- The staff and the recordkeeper continue their focus on multi-employer processes with additional attention to employer education