

Vendor Performance Guarantees Report

Vendor	Measured	Fees at Risk	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Contractual Goal	
BNY Mellon									
NAV Report Timeliness NAVs for each Fund	Daily	\$1,000/day	√	√	X	X	X	No late NAVs	Not met
NAV Report Accuracy NAVs for each Fund	Daily	\$1,000/day	√	√	√	X	X	No inaccurate NAVs	Not met
Monthly Valuation Timely Monthly Values	Monthly	\$1,000/month	√	√	√	√	√	No late monthly reports (by end of 2nd business day)	Standard met
Monthly Valuation Accurate Monthly Values	Monthly	\$1,000/month	√	√	√	√	√	No inaccurate monthly reports (by end of 2nd business day)	Standard met
Monthly Reconciliation Holdings, pricing, market value, net assets	Monthly	\$1,000/month	√	√	√	√	√	No late monthly files (by end of 5th business day)	Standard met
Monthly Investment Performance Reporting Timely	Monthly	\$1,000/month	√	√	√	√	√	No late performance files (by end of 6th business day)	Standard met
Monthly Investment Performance Reporting Accurate	Monthly	\$1,000/month	√	√	√	√	√	No inaccurate performance files (by end of 6th business day)	Standard met
Quarterly Rebalancing	Quarterly	\$10,000	√	√	√	√	√	100% accuracy.	Standard met
Project Management	By Project	\$10,000 / \$100/day	√	√	√	√	√	100% accuracy / Project scope within 10 business days.	Standard met
Monthly Reporting	Monthly	\$100/day	√	√	√	√	√	Within 5 business days of month end.	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.								

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Prudential NC									
Call Center Speed to Answer	Quarterly	\$20,000/yr	81%	84%	80%	78%	74%	80% of calls answered within 20 sec.	2021: 74% Not met
Call Abandonment	Quarterly	\$10,000/yr	√	√	√	√	√	Less than 3%.	2021: 1.9% Goal Achieved
Statement Mailing Timeliness	Quarterly	\$10,000/qr	√	√	√	√	√	99% mailed within 10 business days after quarter end.	5 business days; Goal Achieved
Website Availability	Annually	\$10,000/yr	√	N/A	N/A	N/A	√	Available at least 97.5% of the time on 24/7 schedule.	2021: 99.04% Goal Achieved
Participant Satisfaction Survey	Annually	\$10,000/yr	96.66%	94.00%	93.00%	94.00%	94.00%	94% of members respond "YES" to survey question.	94.00% Goal Achieved
Contribution Processing Timeliness	Annually	\$10,000/yr	√	N/A	N/A	N/A	√	99% processed within 1 business day of receipt.	2021: 100% Goal Achieved
Distribution Processing Timeliness	Annually	\$20,000/yr	√	N/A	N/A	N/A	√	99% processed within 2 business days.	2021: 99.8% Goal Achieved
GoalMaker Usage	Monthly	\$10,000/yr	√	√	√	√	√	80% usage by new members.	2021: 93.75% Goal Achieved



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Prudential NC (continued)									
Contribution Level	Annually	\$10,000/yr	√	√	√	√	√	2% increase per each contract year.	34.00% Above Goal
Participation Level	Annually	\$10,000/yr	√	√	√	√	√	1% increase per each contract year.	20.00% Above Goal
Communications Strategy	Quarterly	\$10,000/qr	√	√	√	√	√	Annual communication plan development and quarterly updates.	Standard met
Revenue Report	Quarterly	\$5,000/qr	√	√	√	√	√	Provided within 15 days of the end of each calendar quarter and year.	Standard met
Administrative Quality Standards	Ad Hoc	\$50,000	N/A	X	X	√	√	100% compliance with performance, IT-upgrade, and protected info standards.	Standard met
Best and Final Offer Review	~The recordkeeper increased the Retiree Advocate position to two staff members. ~Social Security Calculator is available to members via NCplans.prudential.com. ~GoalMaker enhancements accurately completed by second quarter of 2018.								



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Vendor	Measured	Fees at Risk (\$)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Results
Callan								
Investment Policy Statement Development and Monitoring	Annually	Any material deficiencies will reduce the fee by \$5,000 for the impacted calendar quarter.	√	N/A	N/A	N/A	√	Standard met
Plan Design Review and Recommendations	Annually		N/A	N/A	N/A	N/A	N/A	Next Review mid-2023.
Investment Manager Searches and Ongoing Monitoring	Quarterly		√	√	√	√	√	Standard met
Performance and Risk Reporting	Quarterly		√	√	√	√	√	Standard met
Industry Research	Quarterly		√	√	√	√	√	Standard met
Glidepath Review	Annually		N/A	N/A	√	N/A	N/A	Next Review mid-2023.
Stable Value Fund Review	Annually		N/A	N/A	N/A	√	N/A	Next review: Q2 2022
Board Meeting Presentations	Quarterly		√	√	√	√	√	Standard met
Recordkeeper Benchmarking Study	Annually		N/A	N/A	√	N/A	N/A	Standard met
Additional services	~Procurement services, including recordkeeping and custody, as requested by the Plans' management; ~Custody Transition Consulting Service, as requested by the Plans' management; ~Educational opportunities offered to Plans' staff; ~ Services outside of the Scope of Work, delivered upon written request from Plans' management.							

Vendor	Measured	Fees at Risk (\$)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Contractual Goal	Results
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.	√	√	√	√	√	99.9% availability. No scheduled maintenance from 7:00 am-7:00 pm M-F.	Standard met
Client Service Representative Responsiveness	Daily		√	√	√	√	√	VM response same day if received by 2:00 pm. Email response within 24 hours (proxy season) or 48 hours (otherwise).	Standard met
Voting Accuracy	Per ballot		√	√	√	√	√	100% voting accuracy.	Standard met
Reconciliation Reports	Monthly and Annually		√	√	√	√	√	Non-policy and missed votes and online access to authorization and instructions changes within 15 days of end of month. Voting history by June 15 for prior June 1-May 31. Monthly reconciliation of ballots received and holdings.	Standard met
Account audit	Monthly		√	√	√	√	√	Accounts and votes within 10 business days of month-end.	Standard met
Status Meeting	Quarterly		√	√	√	√	√	Hold meeting.	Standard met
Proxy Policy Review	Annually		N/A	N/A	N/A	N/A	N/A	Meeting at DST to discuss policy and governance.	Standard met