







- b) Do you have a formal quality control process in place to measure and monitor for errors?

#### **4. Business Processing & Metrics**

- a) How many payrolls do you process each month?
- b) How many participant accounts do you process each month?
- c) What are your time standards for:
  - 1. Receipt of and processing out of loans
  - 2. Receipt of and processing out of transfers
  - 3. Receipt of and processing out of hardship requests
- d) What percentage do you meet the time standards identified above?
  - 1. Loans
  - 2. Transfers
  - 3. Hardship requests
- e) Does your common remitter service receive and send funds and data using electronic media? Please describe your preferred (or required and indicate such) method of sending/receiving funds and data.

#### **5. Investment Company Relationships**

- a) Attached is a current list of vendors approved by 457, 403(b) and Roth 403(b).
- b) Describe any relationship your company has with any vendor listed on 457, 403(b) and Roth 403(b).
- c) Describe any proprietary product or platform you endorse, offer, support or share revenue with.

#### **6. Documents, Forms & Manuals**

- a) Please provide a copy of your standard 457, 403(b) and Roth 403(b) plan service agreements.
- b) Please provide copies of Plan related forms i.e. transfer requests, loans, hardship withdrawals etc.
- c) Do you have either an on-line or paper based user manual for 11.04 T1 0 0 BTi TJETQq4yer? If so, please provide a copy.



Agreements within three business days. Copies of new and revised Salary Reduction Agreements may be faxed or mailed to TPA, and will verify changes by e-mail to



12. T

## **Current List of Approved 403(b) Vendors**

1. American Fidelity Assurance Company
- 2.