

# Ohio Department of Higher Education Application Review

## 1 Overview

1.1 Pursuant to Ohio Revised Code 3305.03 (“Code”), the Chancellor of the Ohio Board of Regents, known as the Ohio Department of Higher Education, collectively referred to herein as the Ohio Department of Higher Education (“ODHE”) is responsible for designating the entities that are eligible to provide investment options under alternative retirement plans maintained by public institutions of higher education. In order to designate these entities as vendors, the ODHE must accept and review applications. Vendors must meet certain requirements set forth in the Code.

To fulfill the duties and responsibilities outlined under the Code, ODHE is conducting a review of all entities currently providing the investment options to the 401(a) Alternate Retirement Plan (“ARP 401(a)”) and evaluating any potential new entities that submit an application. It is important to note that all entities currently providing services and/or investment options must complete the application process to be evaluated and have their designations renewed. Failure to complete the application process may result in the rescinding of the entity's designation moving forward.

The purpose of this review is as follows:

1. Review all current available vendors who are providing investments options and/or services under the ARP 401(a) to evaluate if each current vendor satisfies all the requirements outlined within the Code.
2. Provide an opportunity to any vendors who are not providing investments options and/or services today to the ARP 401(a) to submit an application for review and consideration to be added as a designated vendor.

Please note this review and evaluation has no impact on any other retirement plans that may be offered by public university and/or colleges in Ohio. This review is limited solely to the ARP 401(a).

**In order to submit your application, you must complete the online version; do not attempt to submit a pdf or other version of this application. If you do not currently have access to the online application, please contact Cynthia Zaleta at [Cynthia.Zaleta@aon.com](mailto:Cynthia.Zaleta@aon.com) and Opal Simpson at [Opal.Simpson@aon.com](mailto:Opal.Simpson@aon.com). You may also contact these individuals for other submission requirements, information requested and/or application clarification.**

If there are any other inquiries not related to the requested materials and application process, these should be directed to Michelle Chavanne, General Counsel, Ohio Department of Higher Education at [mchavanne@highered.ohio.gov](mailto:mchavanne@highered.ohio.gov).

Vendors who choose to reply may be disqualified, and proposals may be rejected, for failure to properly complete the Application.

### Evaluation & Application Scoring Criteria

Factor	Criteria	Rating
ARP 401(a) Requirements	Requirements under 3333-1-40	Pass / Fail

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If all the requirements are not met, a vendor will not be approved and will not be eligible to contract with any of the public universities or colleges in Ohio. Current vendors who are not approved through this process will have their authorization revoked and the current provider agreements with the public universities and colleges will be terminated. Once the ODHE has concluded the approval process, the public universities and colleges may contract with any or all the designated/approved vendors. The public universities and colleges will offer individual agreements at their choosing.

In addition to the ARP 401(a) requirements, additional information has been included within this application to assist the public universities and colleges in selecting vendors. This information is not being used to determine whether the ARP 401(a) requirements are being met, but complete information must be provided as part of the ARP 401(a) application.

## **Public Universities Participating in the ARP 401(a):**

- Bowling Green State University
- Central State University
- Cleveland State University
- Kent State University
- Miami University
- The Northeast Ohio Medical University
- The Ohio State University
- Ohio University
- Shawnee State University
- University of Akron
- University of Cincinnati
- University of Toledo
- Wright State University
- Youngstown State University

## **Public Colleges Participating in the ARP 401(a)**

- Belmont College
- Central Ohio Technical College
- Cincinnati State Technical & Community College
- Clark State College
- Columbus State Community College
- Cuyahoga Community College
- Eastern Gateway Community College
- Edison State Community College
- Hocking College
- Lakeland Community College
- Lorain County Community College
- Marion Technical College
- North Central State College
- Northwest State Community College
- Owens Community College
- Rhodes State College
- Rio Grande Community College
- Sinclair Community College
- Southern State Community College

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- Stark State College
- Terra State Community College
- Washington State College of Ohio
- Zane State College

## Prime Contractor, Sub-Contractors and Partnering Relationships

ODHE reserves the right to accept or reject any sub-contractor the vendor may include in its response. The prime contractor and all sub-contractors and related services must be clearly identified in your response.

## Proposal Submission Process

All questions or concerns pertaining to this bid must be submitted in writing through the Proposal Tech System. Answers to any questions will be shared with all vendors. You must respond to this application through the Proposal Tech System. Please refer to the invitation email for instructions on how to access the Proposal Tech System.

Please do not refer us to generic marketing materials, other general literature, broadly descriptive attachments or the like. **Brevity in your responses is encouraged, and in certain cases, the length of your response will be limited on a question by question basis.**

## 1.2 Application Schedule

Date	Event
May 28, 2024	Release application
June 11, 2024	Written confirmation of application fee or submission withdrawal due to ODHE
July 1, 2024	30-day public comment period begins
July 28, 2024	Submission of application fee to ODHE
July 31, 2024	30-day public comment period ends
August 30, 2024	Written questions due to Aon through online system
September 16, 2024	Response to vendor questions posted to all bidders
October 7, 2024	Receive completed vendor applications 5:00 p.m. ET (hard close)
No later than December 31, 2024	Inform vendors of results of review

## Confidentiality

Any and all information relating to this application is strictly CONFIDENTIAL and should not be used for any purpose other than responding to this Application. This information should be discussed within your organization **only** on a need to know basis. In no event should any information regarding this search, the plan design (current or pending changes), plan operation or financial information of the Plan(s) or ODHE be discussed with the press, other outside parties or any employee of ODHE.

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## Use of Information

The work products produced by Aon for this search are considered proprietary and are fully owned by Aon and ODHE. Vendors and their employees are not permitted to use or distribute these work products, even after sanitizing sensitive or client-specific information for any purposes other than for this search. The work products in question include this Application and any other written materials, regardless of format (e.g., hardcopy, electronic), produced or provided by Aon.

## Reservations

- Any restriction on the use of data contained within a response must be clearly stated in the response itself. Proprietary information submitted in response to this Application will be handled appropriately and confidentially.
- ODHE reserves the right to reject any and all bids received.
- It is agreed that the selected vendor will not assign, transfer, convey, or otherwise dispose of the contract or its right, title, or interest in the same, or any part thereof, without written consent from ODHE.
- Before a determination is made, ODHE reserves the right to contact current and past accounts to obtain first-hand knowledge of service provided and other pertinent issues.
- ODHE reserves the right to make a determination without further discussion of information received. Therefore, it is important that your response be submitted in the most favorable terms from both the technical and cost standpoints.
- Costs incurred in the development of the response, attendance at meetings, presentations, and any other expenses are entirely the responsibility of the bidding organization and shall not be reimbursed in any manner by ODHE.

ODHE reserves the right to:

- Waive formality in these procedures;
- Communicate exclusively with one or more of the organizations invited to submit proposals;
- Request one or more of the bidding organizations to clarify its response, supply additional information, or expand upon its original submission; and
- Base designation of approved vendor status on factors including, but not limited to the selection criteria described herein.

## Vendor Designation Considerations- Fee Submission

The ODHE reserves the right to assess the cost of the application approval process to both current and potential vendors. ORC 3333.032 provides the statutory authority for the rule to include fees. Rule 3333-1-40(K) states that:

“(K) Fees

Any entity submitting an application for designation or for continued designation agrees upon submission to pay the amount necessary to cover the chancellor's reasonable costs to review its submission, including but not limited to, the chancellor's costs to administer the process and the actual costs of any consultant evaluating the submission.”

The ODHE has calculated this cost and therefore, each vendor submitting an application for consideration will be charged a **one-time fee of \$7,000 to cover the costs associated with the review of the firm applying.**

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Please make checks payable to: **“Treasurer of the State”** and send to the following:  
**Ohio Department of Higher Education**  
**ATTN: Dawn Gatterdam**  
**25 South Front Street, 7<sup>th</sup> Floor**  
**Columbus, OH 43215**

We will not begin the review of your application until we receive written confirmation of your acknowledgement and agreement to the above referenced fee. In accordance with the Ohio Code, any current providers who do not submit a timely application have 15 days to comply with the application requirements to move forward and be considered as an approved vendor on the ARP 401(a) moving forward. If you would like to rescind your application, please send a written request via email to, [cynthia.zaleta@aon.com](mailto:cynthia.zaleta@aon.com), [tamara.langham@aon.com](mailto:tamara.langham@aon.com), and [mchavanne@highered.ohio.gov](mailto:mchavanne@highered.ohio.gov) specifying you are withdrawing your submission or provide written confirmation that you are in agreement **to this fee by June 11, 2024, with payment to ODHE by July 28, 2024**. If your application fees is not received by the due date, your application will not be accepted.

## General

1. ODHE contemplates an approved vendor designation will be effective for three years once implemented.
2. This Application is not intended to constitute an offer or binding agreement to negotiate or consummate a contract between ODHE and any vendor relating to the services proposed. A designation to be an eligible vendor permits the universities and colleges to enter into an agreement but does not require the universities and colleges to enter into a binding agreement with any specific designated vendor. Therefore, it should not be regarded as imposing any obligation or liability on ODHE or any university or college. Any legal obligations between the parties shall be noted in an executed contract.
3. ODHE may rescind designation as an approved vendor through procedures set forth in rule 3333-1-40.
4. All records and data used by the vendor in its role as administrator shall remain the property of ODHE.
5. ODHE may require that its logo appear on various communication materials. The designated vendor must agree to this and ensure that logo placement and color requirements are met.
6. It will be the right of ODHE or their designated representative(s) to audit services, facilities, systems, as defined by the vendor. If designated as an approved vendor, the vendor may also be asked to provide a copy of a third party audit report (SSAE 16) of its services and administrative functions to provide ODHE an opportunity to assess service standards, compliance, and performance.
7. Vendors must represent and warrant that:
  - Vendors have performed the appropriate and necessary due diligence of technical, administrative and operational capabilities to provide the services specified in this Application and that vendors have the necessary capabilities.
  - Vendors will use the systems, staff, and facilities described in its response.
  - Any sub-contractors proposed will adhere to the same levels of services, and quality assurance.

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8. The vendor(s) must be in compliance with all federal, state and local laws, regulations and standards and all applicable IRS rules.

**If your firm does not meet or cannot meet any of the Reservations or Vendor Designation Considerations detailed, please do not proceed and you should inform Aon immediately.**

## Trade Secrets

All Lead Applicants are strongly discouraged from including in a proposal any information that the Lead Applicant considers to be a “trade secret,” as that term is defined in Section 1333.61(D) of the Ohio Revised Code. All information submitted in response to this Application is public information unless a statutory exception exists that exempts it from public release under the Ohio Public Records Act in Section 149.43 of the Ohio Revised Code. The institution or business asserting trade secret bears the responsibility to take formal action if necessary and defend such assertion. Otherwise, public records laws may require disclosure.

If any information in the proposal is to be treated as a trade secret, the proposal must:

1. Identify each and every occurrence of the information within the proposal with an asterisk before and after each line containing trade secret information and underline the trade secret information itself;
2. Identify that the proposal contains trade secret information in the cover letter; and
3. Include a summary page immediately after the cover letter that lists each page in the proposal that includes trade secret information and the number of occurrences of trade secret information on that page.
4. To determine what qualifies as trade secret information, refer to the definition of “trade secret” in the Ohio Revised Code at 1333.61(D), which is reproduced below for reference:

*(D) “Trade Secret” means information, including the whole or any portion or phase of any scientific or technical information, design, process, procedure, formula, pattern, compilation, program, device, method, technique or improvement, or any business information or plans, financial information, or listing of names, addresses, or telephone numbers that satisfies both of the following:*

*(1) It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.*

*(2) It is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.*

## 2 ARP 401(a) Requirements

Please indicate whether you can meet the following requirements by following the instructions in the rightmost box for each question. For a Yes/No question, if you can meet the requirement, but take exception(s), you must disclose details on any and all exceptions as it relates to the requirement on the page provided for exceptions:

**2.1 The entity must be authorized to conduct business in the State of Ohio with regard to the investment options to be offered under an alternative retirement plan maintained by a public institution of higher education.**

a. Is your organization authorized to conduct business in the State of Ohio with regard to the investment options you currently offer under the ARP 401(a)?	Single, Pull-down list. 1: Yes,
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	2: Yes, with exception(s), 3: No
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## 2.2 The experience of the entity providing investment options in the State of Ohio or other states under alternative retirement plans, optional retirement plans, or similar types of plans that meet one of the following requirements:

a. Has your organization provided investment options for a minimum of ten years under the ARP 401(a) maintained by public institutions of higher education in the State of Ohio?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
b. Does your organization offer the same or similar investment options under alternative retirement plans, optional retirement plans, or similar types of plans with respect to which <b>all</b> of the following apply: (i) The plans are defined contribution plans that are qualified plans under Internal Revenue Code 401(a) or 403(b). (ii) The plans are maintained by institutions of higher education in at least ten other states. (iii) The plans are established as primary retirement plans that are alternatives to or a component of the applicable state retirement system.	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
If you satisfy these requirement under option (b), please provide a list of the other states for which your organizations provides the same or similar investment options.	<i>Unlimited.</i>

## 2.3 The potential effectiveness of the entity in recruiting eligible employees to select that entity for purposes of participating in an alternative retirement plan and in retaining those employees' account.

a. Provide the number of Ohio ARP 401(a) participants as of December 31st for each year from 2019-2023.	<i>For comparison.</i>
2019:	<i>Integer.</i>
2020:	<i>Integer.</i>
2021:	<i>Integer.</i>
2022:	<i>Integer.</i>
2023:	<i>Integer.</i>
b. Provide details on the communication methods used to recruit eligible employees to become plan participants. If this includes on-campus or one-on-one meetings with eligible participants, please provide details on the number of meetings annually from 2019 through 2023. Please differentiate between group and one-on-one meetings.	<i>50 words.</i>

## 2.4 Whether the entity intends to offer a broad range of investment options to the electing employees

a. Please complete Attachment X in its entirety for all investment options currently made available to ARP 401(a) participants.	<i>Single, Pull-down list.</i> 1: Attached, 2: Not attached
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## 2.5 The suitability of the investment options to the needs and interests of the electing employees and their beneficiaries

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a. Do any of the available investment options contain front end, back end, surrender or withdrawal charges? If yes, please provide specifics by fund for any charges participants may incur.	<i>Compound, Pull-down list.</i> 1: Yes: [50 words], 2: Yes, with exception(s): [50 words], 3: No
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## 2.6 The capability of the entity to offer sufficient information to the electing employees and their beneficiaries to make informed decisions with regard to investment options offered by the entity

a. Please provide copies of the forms and educational materials utilized to educate participants and to facilitate enrollment. (If these forms differ per university or college, please provide material for each applicable university and college.)	<i>Single, Pull-down list.</i> 1: Attached, 2: Not attached
b. Identify the channels available to ARP 401(a) participants to access investment information including (but not limited to) prospectuses, fund fact sheets, expense ratios, etc. Please specify what (if any) educational material you provide to participants to explain the investment information.	<i>Unlimited.</i>
c. Detail how participants are informed prior to investment of potential liquidity restrictions, redemption or surrender fees.	<i>50 words.</i>

## 2.7 The capability of the entity to perform in a manner that is in the best interests of the electing employees and their beneficiaries

a. Does your organization act as a fiduciary in regards to the investment advice and guidance provided to ARP 401(a) participants?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
b. Does your organization acknowledge this fiduciary commitment in writing?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
c. Are any of your organization's employees who support the ARP 401(a) compensated by a means other than salary? If yes, please specify the compensation type and structure.	<i>Compound, Pull-down list.</i> 1: Yes: [50 words], 2: Yes, with exception(s): [50 words], 3: No
d. Are any of the employees of your organization (and/or subcontractors, previously defined) for the ARP 401(a) providing investment education, guidance, or advice to ARP 401(a) participants compensated via commissions and/or incentives? Note: This includes brokers, advisors, or any other individuals consulting with participants on investment related decisions. If yes, please specify who would be compensated and with which type of compensation.	<i>Compound, Pull-down list.</i> 1: Yes: [50 words], 2: Yes, with exception(s): [50 words], 3: No

## 2.8 The fees and expenses associated with the entity's investment options and the manner in which the entity intends to disclose those fees and expenses



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a. Explain your organization's process for communicating all fees associated with the investment options made available to ARP 401(a) participants.	<i>Unlimited.</i>
b. How frequently and in what method does your organization provide participants with ongoing information regarding any and all fees related to the ARP 401(a)?	<i>Unlimited.</i>
c. Do you provide an annual 408(b)(2) fee disclosure to each university and college?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide each universities and college's copies of the most recent fee disclosure per university and identify how each university and college is provided with this information.	<i>Single, Pull-down list.</i> 1: Attached, 2: Not attached
If no, are you willing to provide full fee transparency to each university and college on an annual basis?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
d. Does your organization currently meet to review fees with each university and college annually? This includes proactively advising universities and colleges of potential share class changes, etc. If yes, please provide details from the last annual review for each university and college. If no, are you willing to commit to meeting with each university and college annually?	<i>Compound, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s): [50 words], 3: No: [50 words]

### 2.9 The rights and benefits to be provided under the investment options

a. Specify the investment arrangement currently offered under the ARP 401(a).	<i>Single, Pull-down list.</i> 1: Individual Contracts/Agreement, 2: Group Contract/Agreement, 3: Combination, 4: Other
b. Specify if alternative investment arrangements are available.	<i>Unlimited.</i>
c. How are the universities and colleges notified of new investment arrangements/options?	<i>Unlimited.</i>
d. Are there any withdrawal restrictions for any of the current investment options?	<i>Single, Pull-down list.</i> 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide details in the appropriate section of Attachment X.	<i>Single, Pull-down list.</i> 1: Attached, 2: Not attached

### 2.10 The capability of the entity to provide the rights and benefits under the investment options

a. Has your organization or any advisor been found guilty of any violations of security regulations?	<i>Single, Pull-down list.</i> 1: Yes,
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	2: Yes, with exception(s), 3: No
b. Will services performed for the ARP 401(a) be provided by your organization or are any third parties involved?	<i>Compound, Pull-down list.</i> 1: All in-house, 2: No, use third parties, answer the following table

2.11 If no to the above, provide the requested information.

*No space for details provided.*

	In-house/outsourcesd	Name of outsourcing firm	Length of relationship in years	Client deals directly with outsourcing firm?	Separate contract required?	Payment method
Recordkeeping/Administration	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	<i>10 words.</i>	<i>Integer.</i>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Regulatory/Compliance	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	<i>10 words.</i>	<i>Integer.</i>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is

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						billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Trustee/Custodial	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	10 words.	Integer.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Communication/Education	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	10 words.	Integer.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other

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Conversion/Implementation	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	10 words.	Integer.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Investment Advice 1	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	10 words.	Integer.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Investment Advice 2	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	10 words.	Integer.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee),

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						2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Managed Accounts 1	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	<i>Compound, Pull-down list.</i> 1: Edelman Financial Engines, 2: Morningstar, 3: Other: [5 words]	<i>Integer.</i>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Managed Accounts 2	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	<i>Compound, Pull-down list.</i> 1: Edelman Financial Engines, 2: Morningstar, 3: Other: [5 words]	<i>Integer.</i>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing

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						firm, 4: Paid from account of participants using service, 5: Other
Self-Directed Brokerage	<i>Single, Radio group.</i> 1: Not Provided, 2: Fully in-house, 3: Partially Outsourced, 4: Fully Outsourced	<i>10 words.</i>	<i>Integer.</i>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other

2.12 Will all of your defined contribution plan operations for the ARP 401(a) be performed in the U.S. (versus offshore)?

*No space for details provided.*

		Will the client have any contact with the employees of your offshore operations?	Are your offshore operations, if applicable, performed by employees of your firm or contract employees from another firm?
All defined contribution plan operations	<i>Single, Radio group.</i> 1: In the U.S., 2: Partially or entirely outside the U.S.		
Back office recordkeeping / administrative services	<i>Single, Radio group.</i> 1: In the U.S., 2: Partially or entirely	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Employees, 2: Contractors, 3: Both

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	outside the U.S.		
Call center	<i>Single, Radio group.</i> 1: In the U.S., 2: Partially or entirely outside the U.S.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Employees, 2: Contractors, 3: Both
If call center is partially or entirely outside the U.S., would your firm contractually agree to only utilize U.S. call center locations?	<i>Single, Radio group.</i> 1: Yes, 2: No		
Communication services	<i>Single, Radio group.</i> 1: In the U.S., 2: Partially or entirely outside the U.S.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Employees, 2: Contractors, 3: Both
Information technology	<i>Single, Radio group.</i> 1: In the U.S., 2: Partially or entirely outside the U.S.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Employees, 2: Contractors, 3: Both
Other not in U.S.	<i>20 words.</i> N/A OK.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Employees, 2: Contractors, 3: Both

2.13 Does your firm have any of the following products and services, and if so, will you contractually agree not to use that information (now or in the future) upon client request:

Product/Service	Available through our firm	Contractually Agree Not to Market to Plan Participants
IRAs	<i>Single, Pull-down list.</i> 1: Yes, 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No
529 Plans	<i>Single, Pull-down list.</i> 1: Yes, 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No
HSA Plans	<i>Single, Pull-down list.</i> 1: Yes, 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No

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Life Insurance	<i>Single, Pull-down list.</i> 1: Yes, 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No
Wealth Management	<i>Single, Pull-down list.</i> 1: Yes, 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No
Any Other Product or Service Outside the ARP 401(a) Plan	<i>Compound, Pull-down list.</i> 1: Yes. List such products: [Text], 2: No	<i>Single, Pull-down list.</i> 1: Yes, 2: No

2.14 The law requires OPERS/STRS to send a selected vendor any funds that went to the system before the accounts were opened. How would your firm ensure that when a constituent / employee elects the ARP within their first 120 days of employment funds are correctly deposited into the ARP 401(a) account? Please include if this process is manual or automatic.

*50 words.*

2.15 Please review and indicate your firm's compliance with the following:

<https://governor.ohio.gov/media/executive-orders/Executive-Order-2022-02D>

*Single, Pull-down list.*

- 1: Yes, affirm agreement,  
2: No, cannot affirm

2.16 What percentage of terminated participants' rollover their ARP 401(a) account balance to a proprietary IRA with your organization?

*Percent.*

2.17 Do you proactively review the investment options offered under the ARP 401(a) to assure each university and college are in the lowest-cost share class available?

*Single, Pull-down list.*

- 1: Yes,  
2: Yes, with exception(s),  
3: No

2.18 How do you communicate this to the universities and colleges?

*50 words.*

2.19 Are you currently meeting with each university and college annually to discuss investments, communications, and participant enrollment/engagement?

*Single, Pull-down list.*

- 1: Yes,  
2: Yes, with exception(s),  
3: No

2.20 If no, are you willing to commit to meeting with each university and college annually to review this information?

*Single, Pull-down list.*

- 1: Yes,



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2: Yes, with exception(s),

3: No

2.21 What performance standards do you have regarding to the timeliness of distributions, payments, and transfers?

*Unlimited.*

2.22 Have you been party to any lawsuits regarding the timeliness of distributions, payments, and transfers?

*Single, Pull-down list.*

1: Yes,

2: Yes, with exception(s),

3: No

2.23 Are you willing to contractually commit to service guarantees related to the timeliness of distributions, payments, and transfers?

*Single, Pull-down list.*

1: Yes,

2: Yes, with exception(s),

3: No

## 2.24 Exceptions to ARP 401(a) Requirements

Please prepare an attachment with any exceptions to the ARP 401(a) Requirements below. Please indicate to which requirement this is an exception.

*Single, Radio group.*

1: Attached,

2: Not provided, explain: [50 words]

## 3 ARP Additional Information

### 3.1 Organization and Market Focus

3.1.1 How many service models / market segments does your organization offer? (for example, small market, mid market, etc.)?

*No space for details provided.*

*Integer.*

From 0 to 8.

3.1.2 Does your organization define the above service models / market segments by assets or number of participants?

*No space for details provided.*

*Single, Radio group.*

1: Assets,

2: Number of participants

3.1.3 Please list the service models / market segments that your organization offers for DC plans and the asset ranges for each service model / market segment (service models / market segments listed here should tie to number listed above).

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No space for details provided.

Report by Column.

Service Model / Product Name	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.
Minimum Assets (use \$0 if no minimum)	Dollars.	Dollars.	Dollars.	Dollars.	Dollars.	Dollars.	Dollars.	Dollars.
Maximum Assets	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum	Compound, Pull-down list. 1: \$[Dollars], 2: No maximum
Market Segment (Choose the market segment that best describes this product)	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental ' 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other

3.1.4 Please list the service models / market segments that your organization offers for DC plans and the participant ranges for each service model / market segment (service models / market segments listed here should tie to number listed above).

No space for details provided.

Report by Column.

Service Model / Product Name	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.	20 words.
Minimum Participants (use 0 if no minimum)	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.
Maximum Participants	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],	Compound, Pull-down list. 1: [Integer],

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	2: No maximum	2: No maximum	2: No maximum	2: No maximum	2: No maximum	2: No maximum	2: No maximum	2: No maximum
Market Segment (Choose the market segment that best describes this product)	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other	Single, Pull-down list. 1: Jumbo, 2: Large, 3: Mid, 4: Small/Mid, 5: Governmental , 6: Tax-Exempt, 7: Puerto Rico, 8: All DC Plans, 9: Other

3.1.5 What is the total number of participants (with an account balance) across **all** of the defined contribution plans of your firm that you recordkeep?

*No space for details provided.*

*Integer.*

3.1.6 What is the average size of the defined contribution plans (**across all market segments**) your firm provides recordkeeping services for?

*No space for details provided.*

By participant count:	<i>Integer.</i>
By asset size:	<i>Dollars.</i>

3.1.7 Indicate how many defined contribution plans you currently recordkeep (**within this market segment only**) for the following plan types:

*No space for details provided.*

401(k)	<i>Integer.</i>
403(b) Plans	<i>Integer.</i>
457(b) Governmental Plans	<i>Integer.</i>
457(b) Non-governmental Plans (non-qualified top hat plan)	<i>Integer.</i>
401(a) (standalone)	<i>Integer.</i>
Money Purchase Pension Plans (standalone)	<i>Integer.</i>
457(f) Plans	<i>Integer.</i>
Non-qualified Deferred Comp Plans (409A / 415(m))	<i>Integer.</i>
ESOP Plans	<i>Integer.</i>
KSOP Plans	<i>Integer.</i>

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**3.1.8 NOTE: Questions 3.1.9 - 3.1.12 will only be asked one time - responses should apply to the number of defined contribution plans across all market segments.**

3.1.9 Indicate how many defined contribution plans you currently recordkeep (**across all market segments**) for the following plan types in each of the following participant count ranges:

*No space for details provided.*

	401(k)	403(b) Plans	457(b) Governm ental Plans	457(b) Non-governm ental Plans (non-qualified top hat plan)	401(a) (standalone)	Money Purchas e Pension Plans (standalone)	457(f) Plans	Non-qualified Deferre d Comp Plans (409A / 415(m))	ESOP Plans	KSOP Plans	Total
< 100 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
100 - 499 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
500 - 999 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
1,000 - 4,999 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
5,000 - 9,999 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
10,000 - 14,999 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
15,000 - 19,999 participants	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
20,000- 49,999	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari</i>

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											son. 0
50,000-99,999	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
100,000 or more participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
Total	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0	For compari son. 0

3.1.10 Indicate how many defined contribution plans you currently recordkeep **(across all market segments)** by plan type in each of the following asset ranges:

*No space for details provided.*

	401(k)	403(b) Plans	457(b) Governm ental Plans	457(b) Non- governme ntal Plans (non- qualified top hat plan)	401(a) (standal one)	Money Purchase Pension Plans (standal one)	457(f) Plans	Non- qualified Deferred Comp Plans (409A / 415(m))	ESOP Plans	KSOP Plans	Total
Under 1 million	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
1 - 5 million	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
> 5 - 25 million	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
> 25 - 100 million	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari son. 0
> 100	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For compari

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- 500 million											son. 0
> 500 million - 1 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
>\$1 billion - \$10 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
>\$10 billion - \$50 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
>\$50 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
Total	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0

3.1.11 Indicate the number of new defined contribution plans you have added in the past 2 years (**across all market segments**) in each of the following participant count ranges:

*No space for details provided.*

	401(k)	403(b) Plans	457(b) Governmental Plans	457(b) Non-governmental Plans (non-qualified top hat plan)	401(a) (standalone)	Money Purchase Pension Plans (standalone)	457(f) Plans	Non-qualified Deferred Comp Plans (409A / 415(m))	ESOP Plans	KSOP Plans	Total
< 100 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison

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											son. 0
100 - 499 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
500 - 999 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
1,000 - 4,999 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
5,000 - 9,999 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
10,000 - 14,999 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
15,000 - 19,999 participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
20,000-49,999	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
50,000-99,999	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
100,000 or more participants	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
Total	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0

3.1.12 Indicate the number of new defined contribution plans you have added in the past 2 years (**across all market segments**) in each of the following asset ranges:

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*No space for details provided.*

	401(k)	403(b) Plans	457(b) Governm ental Plans	457(b) Non- governme ntal Plans (non- qualified top hat plan)	401(a) (standa l one)	Money Purchase Pension Plans (standa l one)	457(f) Plans	Non- qualified Deferred Comp Plans (409A / 415(m))	ESOP Plans	KSOP Plans	Total
Und er 1 milli on	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
1 - 5 milli on	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
> 5 - 25 milli on	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
> 25 - 100 milli on	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
> 100 - 500 milli on	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
> 500 milli on - 1 billio n	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>
>\$1 billio n- \$10 billio n	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>Integer.</i>	<i>For compari son. 0</i>



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>\$10 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
>\$50 billion	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	Integer.	For comparison. 0
Total	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0

3.1.13 By your submission of this response to this RFI, do you certify that the substance of your answers accurately reflects your capabilities and the services that can be delivered?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.14 What best describes the organizational structure of your firm?

*No space for details provided.*

*Single, Radio group.*

1: Public,

2: Private,

3: Not for profit

3.1.15 Has your firm merged with, been acquired by, or acquired another organization within the past five years?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.16 Indicate what year your firm became active in the defined contribution recordkeeping /administration business.

*No space for details provided.*

*To the year.*

3.1.17 Provide the total assets under management within your firm's defined contribution plan recordkeeping /administration business.

*No space for details provided.*

*Integer.*

3.1.18 Provide the total number of employees within your firm's defined contribution plan recordkeeping /administration business.

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*No space for details provided.*

*Integer.*

3.1.19 How many defined contribution plans that you provided recordkeeping services for **(across all market segments)** have you lost in the past two years?

*No space for details provided.*

*Integer.*

3.1.20 What was your firm's client retention rate over the last 5 years for defined contribution plans **(across all market segments)**?

*No space for details provided.*

*Percent.*

3.1.21 What was your firm's total investment in defined contribution plan services technology for the last three years? Note, if unable to disclosure dollar amount, please provide details.

*No space for details provided.*

*Dollars.*

3.1.22 What was your firm's total investment in cybersecurity for the last three years? Note, if unable to disclosure dollar amount, please provide details.

*No space for details provided.*

*Dollars.*

3.1.23 Within the last three years has your firm experienced any systems breaches and had data compromised?

*No space for details provided.*

*Single, Radio group.*

1: Yes, explain [ 200 words ] ,

2: No

3.1.24 What was your firm's total investment in participant fraud prevention for the last three years? Note, if unable to disclosure dollar amount, please provide details.

*No space for details provided.*

*Dollars.*

3.1.25 Attach a document that:

- Explains your firm's cybersecurity requirements and procedures,
- Describes your physical security controls that protect your facilities, data center and personnel
- Describes your physical security for visitors and third-party support personnel, and
- Describes the controls used to prevent unauthorized access to the datacenter.

*5 words.*

Attachment required

3.1.26 Please provide the current credit rating of your organization from the following major rating services:

*No space for details provided.*

Fitch	<i>10 words.</i>

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Moody's	10 words.
Standard & Poor's	10 words.
Weiss	10 words.

3.1.27 Does your service agreement contain an arbitration requirement?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.28 Does your service agreement contain a limit on liability?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.29 Does your service agreement require gross negligence in order to accept liability?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.30 Does your service agreement specify that your firm will maintain confidentiality of client data?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.31 Does your service agreement provide for two-way indemnification?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.32 Does your service agreement have any penalties (other than investment fund penalties) if the client moves services from your firm within a specific amount of time?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.33 If yes, what is the minimum timeframe for a client to terminate the agreement without incurring any termination fees?

*No space for details provided.*

*Single, Radio group.*

1: Always a fee,

2: Term of contract,

3: > 3 years,

4: 3 years,

5: 2 years,

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6: 1 year,  
7: < 1 year

3.1.34 Will you incorporate specific service levels into your service agreement?

*No space for details provided.*

*Single, Radio group.*

1: Yes, automatically,  
2: Yes, upon client request,  
3: No

3.1.35 Does your firm offer any of the following products:

*No space for details provided.*

*Multi, Checkboxes.*

1: IRAs,  
2: 529 Plans,  
3: Insurance products,  
4: Wealth Management,  
5: Banking,  
6: Other: [ 20 words ] ,  
7: None of the above

3.1.36 If so, and upon client request, will your firm contractually agree not to use participant data (now or in the future) to market any of the above services?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.1.37 Does your firm sell aggregated participant data (excluding PII) to fund companies ?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.1.38 If an error, by employees or contractors/subcontractors of your firm, results in a participant being in a less favorable position than they would have been in had the error not occurred, will your firm make the financial contribution necessary to put the participant in the position they would have been in had the error not occurred?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.1.39 Does your firm have a written code of conduct or a set of standards for professional behavior?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.1.40 Within the last 5 years, has your firm been subject to any litigation related to employee plan services denoted?

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*No space for details provided.*

Regarding any area below	<i>Single, Radio group.</i> 1: Yes, 2: No
Business Conduct	<i>Single, Radio group.</i> 1: Yes, 2: No
Fiduciary Issues	<i>Single, Radio group.</i> 1: Yes, 2: No
Fee Litigation	<i>Single, Radio group.</i> 1: Yes, 2: No
ER Stock Investments	<i>Single, Radio group.</i> 1: Yes, 2: No
Investments (other than ER stock)	<i>Single, Radio group.</i> 1: Yes, 2: No
Data Security	<i>Single, Radio group.</i> 1: Yes, 2: No
Trust Services	<i>Single, Radio group.</i> 1: Yes, 2: No
Compliance	<i>Single, Radio group.</i> 1: Yes, 2: No
Recordkeeping	<i>Single, Radio group.</i> 1: Yes, 2: No
Employee Education	<i>Single, Radio group.</i> 1: Yes, 2: No
Other	20 words. N/A OK.

3.1.41 Will your firm or third-party provider serve as a fiduciary to participants?

*No space for details provided.*

	Response
Investment Advice	<i>Single, Pull-down list.</i> 1: Yes, 2: No
Savings Rate	<i>Single, Pull-down list.</i> 1: Yes, 2: No

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Distributions / Rollovers In	Single, Pull-down list. 1: Yes, 2: No
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3.1.42 Does your firm obtain any of the following annual audits?

*No space for details provided.*

*Multi, Checkboxes.*

1: Yes, SOC-1. Last date obtained: [ To the day ] ,

2: Yes, SOC-2 and/or SOC-3. Last date obtained: [ To the day ] ,

3: No

3.1.43 What type of opinion did your most recent SOC-1 receive?

*No space for details provided.*

*Single, Radio group.*

1: Inqualified,

2: Qualified,

3: Disclaimer,

4: Adverse,

5: N/A

3.1.44 What type of opinion did your most recent SOC-2 and/or SOC 3 receive?

*No space for details provided.*

*Single, Radio group.*

1: Unqualified,

2: Qualified,

3: Disclaimer,

4: Adverse,

5: N/A

3.1.45 Does your firm's most recent SOC-2 and/or SOC-3 report include any exceptions regarding cybersecurity?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.46 If exceptions noted, attach copy of most recent SOC 2 and/or SOC 3.

*No space for details provided.*

*Single, Pull-down list.*

Answer and attachment required

1: Attached

3.1.47 Please briefly describe exceptions noted.

*50 words.*

3.1.48 Please outline the steps taken by your firm to correct such exceptions.

*100 words.*

3.1.49 Does your firm report any SOC-1, SOC-2 and/or SOC-3 exceptions or adverse comments to the client?

*No space for details provided.*

*Multi, Checkboxes.*

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- 1: Yes, SOC-1,  
2: Yes, SOC-2 and/or SOC-3,  
3: No

3.1.50 As indicated in your response to question 3.1.23, if your firm has experienced any systems breaches or data compromises in the last three years, please provide the following:

*No space for details provided.*

	Response
How many incidents have taken place in the last three years?	<i>Integer.</i>
Briefly describe the incidences.	<i>50 words.</i>
What client remedies were offered?	<i>50 words.</i>

3.1.51 What are your procedures for notifying the employer of a breach of your firm's system?  
*500 words.*

3.1.52 Do you routinely conduct periodic risk assessments to identify cybersecurity threats, vulnerabilities, and potential business consequences?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes. How frequently are the routine assessments performed? [ 20 words ] ,  
2: No

3.1.53 Does your firm conduct an annual audit of your firm's cybersecurity controls?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
2: No

3.1.54 If Yes, is the assessment performed internally or externally by an independent third-party?

*No space for details provided.*

*Single, Radio group.*

- 1: Internal assessment,  
2: External assessment. Provide name of independent third party? [ 5 words ]

3.1.55 Describe why an internal versus external review meets your organization's philosophy on meeting security measures.

*500 words.*

3.1.56 Does your firm clearly define and assign information security roles and responsibilities for select employees?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
2: No

3.1.57 Does your firm have a Chief Information Security Officer on staff?

*No space for details provided.*

*Single, Pull-down list.*

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- 1: Yes,
- 2: No

3.1.58 Does your firm carry cybersecurity insurance?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No

3.1.59 What is the aggregate cybersecurity limit of liability (per client)?

*No space for details provided.*

*Dollars.*

3.1.60 Is the above dollar limit in US or Canadian currency?

*No space for details provided.*

*Single, Pull-down list.*

- 1: US,
- 2: Canadian

3.1.61 Who is the primary cybersecurity insurance provider?

*5 words.*

3.1.62 If your firm has screen scrapping capabilities to capture outside participant data, does your insurance coverage provide for reimbursement of employee loss if your system is breached and third-party information is stolen?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No, screen scrapping not available,
- 3: No

3.1.63 Does your firm follow the 16 control objectives established by SPARK Institute's Data Security Oversight Board?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No

3.1.64 Does your firm follow the Trust Services Principals published by the American Institute of Certified Public Accountants?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No

3.1.65 Do you have a formal policy on storing personal identifiable information (PII)?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No



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3.1.66 Where is the PII stored?

*10 words.*

3.1.67 How long is the PII stored?

*10 words.*

3.1.68 How is the PII deleted?

*10 words.*

3.1.69 Do you limit accessibility to plan data to only those employees within your firm who work on the plan?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.1.70 Are personnel trained on cybersecurity awareness and the protection of PII?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.71 Is this training required of all personnel or just those with access to PII?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.72 Is this training conducted on at least an annual basis?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.73 If an employee terminates or transfer roles within the organization, does your firm have controls in place to ensure access to PII is terminated or updated based on new role?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.74 Is sensitive data encrypted during the following:

*No space for details provided.*

*Multi, Checkboxes.*

1: Data at rest,

2: Data in use,

3: Data in motion

3.1.75 Which of the following software does your firm utilize?

*No space for details provided.*

*Multi, Checkboxes.*

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- 1: Antivirus,
- 2: Malware,
- 3: N/A

3.1.76 If your firm utilizes antivirus software, is the scanning method manual or automatic?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Manual,
- 2: Automatic

3.1.77 Is your antivirus software updated on a daily basis?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No, provide frequency: [ 5 words ]

3.1.78 If your firm utilizes malware, is the detection “real time”?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No,
- 3: N/A

3.1.79 Does your firm utilize a Secure System Development Life Cycle Program that ensures that the security assurance activities, i.e., penetration testing, code review, architectural analysis, are an integral part of your no system development efforts?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No

3.1.80 If your firm utilizes a Cloud managed by a third party, is the third party subject to the following:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Risk Assessment,
- 2: Minimum cybersecurity practices,
- 3: Periodic assessments based on potential risks,
- 4: Minimum guideline and contractual protections, including multi-factor authentication, encryption policies and procedures and notification protocols for a cybersecurity event,
- 5: N/A

3.1.81 Does your firm utilize dark web monitoring to protect participants' account(s) and personal data?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.1.82 If yes, does your firm send notification to the participant and plan sponsor if information is detected?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes, Participant,

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2: Yes, Plan Sponsor,  
3: No

3.1.83 Does your firm utilize two-factor authentication (2FA) to verify a participant's identity?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes, Optional,  
2: Yes, Required,  
3: No

3.1.84 Which of the following additional safeguards does your firm utilize to verify a participant's identity?

*No space for details provided.*

*Multi, Checkboxes.*

1: Voice recognition,  
2: Face recognition,  
3: Thumbprint recognition,  
4: Iris recognition,  
5: Other: [ 5 words ] ,  
6: None of the above

3.1.85 When a participant attempts to log onto your system, does your system check to see if the device being used is a “known” device?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,  
2: No

3.1.86 When a participant attempts to log onto your system, does your system check to see if the location (eg: Africa, US, etc.) is a “known” address?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,  
2: No

3.1.87 If the participant login is not authenticated, what steps do you take?

*50 words.*

3.1.88 If a participant changes personal information through your website, how do you send confirmation regarding the change?

*No space for details provided.*

*Multi, Checkboxes.*

1: Emailed to address on file,  
2: Mailed to address on file,  
3: Mailed only if no email address on file,  
4: Text message notification to number on file,  
5: No notification provided

3.1.89 Please list any industry certifications/attestations you have around information security (e.g., SSAE-18, SOC-2, ISO).

*20 words.*

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3.1.90 Does your firm attest to having a formal, well documented cybersecurity program as recommended by the Department of Labor?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.91 Does your firm send a reminder to participants regarding online security tips recommended by the Department of Labor to safeguard their account?

*No space for details provided.*

*Multi, Checkboxes.*

1: Yes, notice sent via mail / email, based on participant election,

2: Yes, notice available on participant website only,

3: No

3.1.92 If yes, how frequently does your firm distribute the notice to participants?

*No space for details provided.*

*Single, Pull-down list.*

1: At least annually,

2: Upon client request

3.1.93 Does your firm adhere to the following cybersecurity practices for access control? Select all that apply.

*No space for details provided.*

*Multi, Checkboxes.*

1: Access to systems, assets and associated facilities is limited to authorized users, processes, devices, activities, and transactions.,

2: Access privileges (e.g., general user, third party administrators, plan administrators, and IT administrators) are limited based on the role of the individual and adhere to the need-to-access principle.,

3: Access privileges are reviewed at least every three months and accounts are disabled and/or deleted in accordance with policy.,

4: All employees use unique, complex passwords.,

5: Multi-factor authentication is used wherever possible, especially to access the internal networks from an external network, unless a documented exception exists based on the use of a similarly effective access control methodology.,

6: Policies, procedures, and controls are implemented to monitor the activity of authorized users and detect unauthorized access, use of, or tampering with, nonpublic information.,

7: Procedures are implemented to ensure that any sensitive information about a participant or beneficiary in the service provider's records matches the information that the plan maintains about the participant.,

8: Confirm the identity of the authorized recipient of the funds.

3.1.94 Does your firm have a written diversity and inclusion strategy?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.95 Provide workforce statistics / demographics

*No space for details provided.*

Workforce	Women	Non-white ethnic Groups
Employees	<i>Percent.</i>	<i>Percent.</i>
Investment Team, if applicable	<i>Percent.</i>	<i>Percent.</i>
	N/A OK.	N/A OK.
Management Team / Senior Leadership	<i>Percent.</i>	<i>Percent.</i>

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3.1.96 Does your firm provide mandatory diversity inclusion related training that is conducted on at least an annual basis?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.97 Does your firm offer networks that support diversity (e.g., Black Employee Network, Women's Interest Network, Young Professional Network)?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.98 Does your firm have a formal mentorship program for minorities and / or women?

*No space for details provided.*

*Multi, Checkboxes.*

1: Minorities,

2: Women,

3: No

3.1.99 Does your firm have a written diversity inclusion strategy that is focused on recruitment and retention of an inclusive workforce?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.100 Does your firm conduct pay equity reviews to identify gender-based or other pay gaps unrelated to job performance or other formal guidelines?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.101 Does your firm consider diversity and inclusion in its talent mobility and leadership succession planning programs?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.1.102 Does your firm conduct targeted recruiting initiatives for women and minorities at colleges and universities?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

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## 3.2 Recordkeeping Services

3.2.1 What recordkeeping system does your firm use?

*10 words.*

3.2.2 Is the recordkeeping system proprietary or non-proprietary?

*No space for details provided.*

*Single, Radio group.*

1: Proprietary,

2: Non-proprietary

3.2.3 In what year was your recordkeeping system developed/implemented?

*No space for details provided.*

*To the year.*

3.2.4 In what year was the last major system upgrade made?

*No space for details provided.*

*To the year.*

3.2.5 In what year is the next planned major system upgrade?

*No space for details provided.*

*To the year.*

3.2.6 Who is responsible for updating your recordkeeping system?

*No space for details provided.*

*Single, Radio group.*

1: Your firm,

2: Outside recordkeeper

3.2.7 Does your firm have any plans to replace the system?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.8 Does your firm utilize in whole or in part a cloud-based recordkeeping platform?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.9 If yes, does your firm utilize a public or private cloud?

*No space for details provided.*

*Single, Radio group.*

1: Public,

2: Private,

3: Combination

3.2.10 What is the name of the public service provider utilized?

*5 words.*

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3.2.11 If yes, is personal identifiable information (PII) stored on the cloud?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.12 If yes, which of the following components of your firm's recordkeeping system are in the cloud:

*No space for details provided.*

*Multi, Checkboxes.*

1: Data and analytics,

2: Client experience,

3: Business Logic

3.2.13 Do you provide an administration manual and/or individual administrative procedures?

*No space for details provided.*

*Single, Pull-down list.*

1: Administration manual only,

2: Individual administrative procedures only,

3: Both,

4: Neither

3.2.14 Is the administration manual and/or individual administrative procedures generic for all clients or customized for each client based on their plan provisions and contracted services?

*No space for details provided.*

*Single, Radio group.*

1: Generic,

2: Customized,

3: Both (Portions are customized)

3.2.15 How frequently is the administration manual and/or individual administrative procedures reviewed and updated by the client servicing team?

*No space for details provided.*

*Single, Radio group.*

1: Never,

2: At least once a year,

3: Only when there is a plan change or administrative policy change,

4: Less frequently than annually

3.2.16 Do you train the client on the administration manual and/or individual administrative procedures when there is a change in personnel?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No,

3: Upon request only

3.2.17 What is your cut-off time for processing transactions?

*No space for details provided.*

*Single, Radio group.*

1: Market close,

2: Earlier than market close

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3.2.18 How often are the Web, Voice and recordkeeping systems adjusted so that they are in sync?

*No space for details provided.*

*Single, Radio group.*

- 1: > 1 day,
- 2: Next day,
- 3: Real-time

3.2.19 Does the Web and Voice system alert the participant that they are about to make a transaction in a fund that may be subject to redemption fees?

*No space for details provided.*

*Single, Radio group.*

- 1: Web only,
- 2: Voice only,
- 3: Yes, both,
- 4: No

3.2.20 If so, does it show the approximate amount?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.21 Are confirmation notices provided to participants for account transactions such as transfers/exchanges, investment election changes, deferral rate changes and enrollment?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.22 Can you accept payroll files from multiple locations/contacts?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.23 If so, are all payroll files required to be in the same format?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.24 Can you calculate eligibility based on:

*No space for details provided.*

Hours	<i>Single, Radio group.</i> 1: Yes, anniversary year only, 2: Yes, anniversary and calendar year, 3: No



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Elapsed time	Single, Radio group. 1: Yes, 2: No
--------------	--

3.2.25 Will you determine eligibility for rehires?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.26 Do you track and store rehire activity by event on your recordkeeping system?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.2.27 Will you automatically send enrollment materials to newly eligible employees once they have met the eligibility requirements?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.28 Can employees enroll in the plan via:

*No space for details provided.*

*Multi, Checkboxes.*

1: Web,

2: Voice,

3: Call center representatives,

4: Paper Form,

5: Mobile App

3.2.29 Can you accommodate Roth contributions?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.30 Can you accommodate traditional after-tax contributions?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.31 Which of the following deferrals can a participant elect in percentages:

*No space for details provided.*

*Multi, Checkboxes.*

1: Pre-tax,

2: After-tax,

3: Roth

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3.2.32 Which of the following deferrals can a participant elect in dollar amounts:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Pre-tax,
- 2: After-tax,
- 3: Roth

3.2.33 Which of the following deferrals can a client apply a percentage cap:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Pre-tax,
- 2: After-tax,
- 3: Roth,
- 4: None of the above

3.2.34 Which of the following deferrals can a client apply a dollar cap:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Pre-tax,
- 2: After-tax,
- 3: Roth,
- 4: None of the above

3.2.35 Does your system permit separate elections for catch-up contributions?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.36 If yes, can a participant elect catch-up contributions in percentage and/or dollar amounts?

*No space for details provided.*

*Single, Radio group.*

- 1: Percentage,
- 2: Dollar amount,
- 3: Either(% or \$)

3.2.37 If yes, how are catch-up elections made? Check all that apply.

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Web,
- 2: Voice,
- 3: Call center representatives,
- 4: Paper form,
- 5: Mobile App

3.2.38 Are catch-up elections carried over from year to year on your system, or does the participant need to make a new election each year?

*No space for details provided.*

*Single, Radio group.*

- 1: Carried Over,
- 2: New election needed,
- 3: Either option can be accommodated

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3.2.39 When separate catch-up elections are maintained, when do you transmit the catch-up deferral elections to the client?

*No space for details provided.*

*Single, Pull-down list.*

1: Upon the employee's election,

2: Once the participant has hit the 402(g) / plan limit

3.2.40 Are percentage elections for any deferral type (regular, catch-up or bonus) required to be in whole percentages?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.41 Are dollar elections for any deferral type (regular, catch-up or bonus) required to be in whole dollar amounts?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.42 Are contribution rate changes allowed via:

*No space for details provided.*

*Multi, Checkboxes.*

1: Web,

2: Voice,

3: Call center representative,

4: Paper form,

5: Mobile App

3.2.43 Do participants need to self-certify rollovers, or will you collect and review rollover documentation and approve the rollover without plan sponsor involvement?

*No space for details provided.*

*Single, Radio group.*

1: Participant self-certification only,

2: Recordkeeper will review/approve (based on safe harbor guidelines),

3: Both options are available

3.2.44 Will you maintain a forfeiture account and report account activity and available balance to the client?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.45 Can forfeitures be tracked by division/location?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.46 Can forfeitures be tracked by money source?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.47 How can forfeiture balances be used? Check all that apply.

*No space for details provided.*

*Multi, Checkboxes.*

1: Reallocated to participants,

2: Offset future contributions,

3: Pay expenses,

4: Reinstatement of forfeited balances for rehires

3.2.48 For terminated participants who have not taken a distribution from the plan, how frequently does your system identify those participants who are subject to forfeiture (for example, if they have had a 5-year break in service)?

*No space for details provided.*

*Single, Radio group.*

1: Monthly (or more frequently),

2: Quarterly,

3: Annually,

4: Only upon request from plan sponsor

3.2.49 For terminated participants who have not taken a distribution from the plan and are subject to forfeiture (for example, if they have had a 5-year break in service), how frequently does your firm process the forfeiture?

*No space for details provided.*

*Single, Radio group.*

1: Monthly (or more frequently),

2: Quarterly,

3: Annually,

4: Only upon direction from plan sponsor

3.2.50 For terminated participants who have taken a distribution from the plan, does your system track the amount forfeited on a participant level?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.51 For plans with a forfeiture buyback provision, when an employee is rehired (during the appropriate timeframe) who forfeited because of a distribution from the plan, do you notify the employee that his/her forfeiture can be reinstated upon repayment?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.52 What is the standard turnaround time (in business days) for mailing the following **withdrawal**/distribution checks?

*No space for details provided.*

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In-service withdrawal checks	<i>Single, Radio group.</i> 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less
Termination distribution checks	<i>Single, Radio group.</i> 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less
Loan checks	<i>Single, Radio group.</i> 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less

3.2.53 Are general purpose loans available on a paperless basis (assuming there are no spousal consent requirements)?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,  
2: No

3.2.54 Can you accommodate fund/source restrictions on loans?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
2: No

3.2.55 If a plan allows 2 loans, can you accommodate one general purpose and one primary residence loan?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
2: No

3.2.56 For primary residence loans, do participants need to self-certify primary residence loans or will your firm collect, review and maintain the appropriate documentation, and approve the loan without client involvement?

*No space for details provided.*

*Single, Radio group.*

- 1: Participant self-certification only,  
2: Recordkeeper will review/approve (based on safe harbor guidelines),  
3: Both options are available

3.2.57 If a participant self-certifies a primary residence loan, does your firm ensure that the documentation submitted aligns with the primary residence loan request?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
2: No

3.2.58 Can loan proceeds be direct deposited into a participant's bank account (assuming the participant provides you with his/her banking information)?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.59 Does your firm verify that the loan amount requested does not exceed IRS limits and / or Plan limits at the time the loan is issued (e.g., market drops between loan request and loan issuance)?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.2.60 Do you monitor loan delinquencies and automatically provide notice of the delinquent loan to participants (prior to default) **without any client involvement?**

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.61 If you provide notice of a loan delinquency to participants (prior to default), when does the notice go out?

*No space for details provided.*

*Single, Radio group.*

1: Immediately after 1st payment missed,

2: Within 30 days after 1st payment missed,

3: Within 60 days after 1st payment missed,

4: Within 90 days after 1st payment missed,

5: Date scheduled by employer, but no more than 90 days after 1st payment missed,

6: Other: [ 10 words ]

3.2.62 Do you default delinquent loans according to the cure period specified in the plan document or loan policy **without any client involvement?**

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.63 Do you provide notice of a loan default to participants?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.64 If a loan payoff is received for more than the required payoff amount, how do you handle the excess amount?

*No space for details provided.*

*Single, Radio group.*

1: Check sent to participant,

2: Applied to participants account,

3: Client involvement required

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3.2.65 If the client notifies you that a participant is on military leave, will you adjust their loan interest rate so that it does not exceed the 6% maximum (if applicable), as required under USERRA?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.66 Do participants need to self-certify hardships, or will you collect, review and maintain hardship documentation and approve the hardships without client involvement?

*No space for details provided.*

*Single, Radio group.*

1: Participant self-certify only,

2: Recordkeeper will review/approve,

3: Both options are available

3.2.67 Do you provide written hardship procedures as part of your hardship determination services?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.2.68 Which of the following will your firm handle without requiring client review/approval? Check all that apply.

*No space for details provided.*

*Multi, Checkboxes.*

1: Age 59½ withdrawal,

2: Other in-service withdrawals (non-hardship),

3: Termination distributions

3.2.69 Can withdrawal/distribution proceeds be directly deposited into a participant's bank account (assuming the participant provides you with his/her banking information)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.70 Can you accommodate ongoing installment payments for terminated participants?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes, no minimum amount or frequency required,

2: Yes, minimum amount required,

3: Yes, frequency required,

4: Yes, minimum amount and frequency required,

5: No

3.2.71 Can you accommodate partial account distributions for terminated participants?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: Yes, minimum amount required,

3: No

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3.2.72 If yes, can participants request partial distribution by:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Source,
- 2: Fund,
- 3: Based on plan hierarchy

3.2.73 For direct rollover distributions, which options are available for payment:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Check mailed directly to rollover institution,
- 2: Check mailed to participant,
- 3: Electronic transfer of funds to rollover institution

3.2.74 Are distribution elections for terminated participants allowed via:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Web,
- 2: Voice,
- 3: Call center representatives,
- 4: Paper form,
- 5: Mobile App

3.2.75 Can you identify participants who are subject to a minimum required distribution and calculate the required amount?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.76 Will you notify participants who are required to take a minimum distribution (in advance of the distribution deadline) without client involvement?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.77 Will you process the required minimum distributions prior to the deadline for participants who have not actively requested it?

*No space for details provided.*

*Single, Radio group.*

- 1: No,
- 2: Yes upon direction/approval from client,
- 3: Yes without client involvement

3.2.78 Does your system have the ability to apply in-service withdrawals processed earlier in the year to required minimum distribution calculations?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes, without client involvement,
- 2: Yes, with client involvement,
- 3: No



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3.2.79 Can terminated participants contact your firm directly and request a change to their address information?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.80 Will you collect and maintain beneficiary information for plan participants?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.81 Are beneficiary designations allowed via:

*No space for details provided.*

*Multi, Checkboxes.*

1: Web,

2: Voice,

3: Call center representatives,

4: Paper form,

5: Mobile App

3.2.82 Do you require that the client provide marital status information in order to maintain beneficiary information, or do you allow the participant to self-certify their marital status when making a designation?

*No space for details provided.*

*Single, Radio group.*

1: Client must provide,

2: Participant confirms

3.2.83 Will you work directly with the beneficiary of a deceased participant to collect the death certificate and set up a beneficiary account in accordance with the designation on file?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.84 If yes, will you work directly with the beneficiary of a deceased participant without client involvement?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.85 How many redundant recordkeeping sites, including your main site, do you maintain?

*No space for details provided.*

*Single, Radio group.*

1: 0,

2: 1,

3: 2,

4: 3,

5: > 3

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3.2.86 Are your redundant sites sufficiently geographically dispersed in order to minimize the possibility of multiple sites being impacted by the same disaster?

No space for details provided.

Single, Radio group.

1: Yes,

2: No

3.2.87 How many redundant call center sites, including your main site, do you maintain?

No space for details provided.

Single, Radio group.

1: 0,

2: 1,

3: 2,

4: 3,

5: 4,

6: 5

3.2.88 Where are your call centers located? (list city, state and country for each)

No space for details provided.

City	State
1) 5 words. Single, Pull-down list.	1: AL, 2: AK, 3: AZ, 4: AR, 5: CA, 6: CO, 7: CT, 8: DE, 9: FL, 10: GA, 11: HI, 12: ID, 13: IL, 14: IN, 15: IA, 16: KS, 17: KY, 18: LA, 19: ME, 20: MD, 21: MA, 22: MI, 23: MN, 24: MS, 25: MO, 26: MT, 27: NE, 28: NV, 29: NH, 30: NJ, 31: NM, 32: NY, 33: NC, 34: ND, 35: OH,

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	36: OK, 37: OR, 38: PA, 39: RI, 40: SC, 41: SD, 42: TN, 43: TX, 44: UT, 45: VT, 46: VA, 47: WA, 48: WV, 49: WI, 50: WY, 51: DC
2) 5 words. <i>Single, Pull-down list.</i>	1: AL, 2: AK, 3: AZ, 4: AR, 5: CA, 6: CO, 7: CT, 8: DE, 9: FL, 10: GA, 11: HI, 12: ID, 13: IL, 14: IN, 15: IA, 16: KS, 17: KY, 18: LA, 19: ME, 20: MD, 21: MA, 22: MI, 23: MN, 24: MS, 25: MO, 26: MT, 27: NE, 28: NV, 29: NH, 30: NJ, 31: NM, 32: NY, 33: NC, 34: ND, 35: OH, 36: OK, 37: OR, 38: PA, 39: RI, 40: SC, 41: SD, 42: TN,

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		43: TX, 44: UT, 45: VT, 46: VA, 47: WA, 48: WV, 49: WI, 50: WY, 51: DC
3)	5 words.	Single, Pull-down list. 1: AL, 2: AK, 3: AZ, 4: AR, 5: CA, 6: CO, 7: CT, 8: DE, 9: FL, 10: GA, 11: HI, 12: ID, 13: IL, 14: IN, 15: IA, 16: KS, 17: KY, 18: LA, 19: ME, 20: MD, 21: MA, 22: MI, 23: MN, 24: MS, 25: MO, 26: MT, 27: NE, 28: NV, 29: NH, 30: NJ, 31: NM, 32: NY, 33: NC, 34: ND, 35: OH, 36: OK, 37: OR, 38: PA, 39: RI, 40: SC, 41: SD, 42: TN, 43: TX, 44: UT, 45: VT, 46: VA, 47: WA, 48: WV, 49: WI,

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		50: WY, 51: DC
4)	5 words.	<i>Single, Pull-down list.</i> 1: AL, 2: AK, 3: AZ, 4: AR, 5: CA, 6: CO, 7: CT, 8: DE, 9: FL, 10: GA, 11: HI, 12: ID, 13: IL, 14: IN, 15: IA, 16: KS, 17: KY, 18: LA, 19: ME, 20: MD, 21: MA, 22: MI, 23: MN, 24: MS, 25: MO, 26: MT, 27: NE, 28: NV, 29: NH, 30: NJ, 31: NM, 32: NY, 33: NC, 34: ND, 35: OH, 36: OK, 37: OR, 38: PA, 39: RI, 40: SC, 41: SD, 42: TN, 43: TX, 44: UT, 45: VT, 46: VA, 47: WA, 48: WV, 49: WI, 50: WY, 51: DC
5)	5 words.	<i>Single, Pull-down list.</i> 1: AL, 2: AK, 3: AZ,

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	4: AR, 5: CA, 6: CO, 7: CT, 8: DE, 9: FL, 10: GA, 11: HI, 12: ID, 13: IL, 14: IN, 15: IA, 16: KS, 17: KY, 18: LA, 19: ME, 20: MD, 21: MA, 22: MI, 23: MN, 24: MS, 25: MO, 26: MT, 27: NE, 28: NV, 29: NH, 30: NJ, 31: NM, 32: NY, 33: NC, 34: ND, 35: OH, 36: OK, 37: OR, 38: PA, 39: RI, 40: SC, 41: SD, 42: TN, 43: TX, 44: UT, 45: VT, 46: VA, 47: WA, 48: WV, 49: WI, 50: WY, 51: DC
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3.2.89 How many call centers outside of the U.S. do you maintain?

*No space for details provided.*

*Single, Radio group.*

- 1: 0,
- 2: 1,
- 3: 2

3.2.90 Where are your call centers located? (list city and state)

*No space for details provided.*

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	City	Country
1)	5 words.	5 words.
2)	5 words.	5 words.

3.2.91 How often do you conduct a full scale test of your firm's disaster recovery procedures?

*No space for details provided.*

*Single, Radio group.*

- 1: Annually,
- 2: Semiannually,
- 3: Quarterly,
- 4: Monthly,
- 5: N/A—no testing

3.2.92 How often do you test your business continuity procedures?

*No space for details provided.*

*Single, Radio group.*

- 1: Annually,
- 2: Semiannually,
- 3: Quarterly,
- 4: Monthly,
- 5: N/A—no testing

3.2.93 How often do you test your incidence response plan?

*No space for details provided.*

*Single, Radio group.*

- 1: Annually,
- 2: Semiannually,
- 3: Quarterly,
- 4: Monthly,
- 5: N/A—no testing

3.2.94 In the event of a disaster, how long will it take for your hot site to be fully functional?

*No space for details provided.*

*Single, Radio group.*

- 1: > 48 hours,
- 2: Within 48 hours,
- 3: Within 24 hours,
- 4: Immediately

3.2.95 How often do you do full backups of your system data? (select the option that most closely aligns with your frequency)

*No space for details provided.*

*Single, Radio group.*

- 1: Monthly,
- 2: Biweekly,
- 3: Weekly,
- 4: Daily,
- 5: Real-time

3.2.96 Are the backups of your files done manually or are they automatic?

*No space for details provided.*

*Single, Radio group.*

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- 1: Manual,
- 2: Automatic

3.2.97 Are the backups catalogued and stored offsite?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.98 How quickly can the files be recalled if data needs to be restored?

*No space for details provided.*

*Single, Radio group.*

- 1: > 48 hours,
- 2: Within 48 hours,
- 3: Within 24 hours,
- 4: Immediately

3.2.99 Do you have an outside firm that is in charge of your back-up facility?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.100 How long is your recordkeeping data retained and accessible?

*No space for details provided.*

*Single, Radio group.*

- 1: < 7 years,
- 2: 7 years,
- 3: Life of client engagement,
- 4: Indefinitely

3.2.101 Do you retain a history of all transactions, the back-up detail of the decision request and the documentation supporting the request outcome, even when those details could ultimately show an error on the part of employees or contractors of your organization involving your clients' plans?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.102 How long are terminated employees maintained on your system?

*No space for details provided.*

*Single, Radio group.*

- 1: Less than 2 years,
- 2: 2-5 years,
- 3: Over 5 years,
- 4: Life of client engagement,
- 5: Indefinitely

3.2.103 How are negative contributions on the contribution file handled?

*No space for details provided.*

*Single, Radio group.*

- 1: Automatically netted against any positive contribution,



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2: Automatically applied against current account balance, only if the account balance is sufficient enough to cover the negative contribution,

3: Processed separately and applied against current account balance, only if the account balance is greater than \$0 (assumes all or a portion of the negative contribution may be applied),

4: The client is contacted for specific directions,

5: Will not accept negative contributions on payroll files.

3.2.104 If a contribution reversal (or other error by the client) results in a situation where the participant needs to be made whole, will you calculate the applicable gain/loss and make the correction (assuming the client funds any gain)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.105 Do you automatically resend general mail (i.e., annual notices, statements, etc.) to a participant if the United States Postal Service (USPS) provides a forwarding address (not including uncashed checks)?

*No space for details provided.*

*Single, Radio group.*

1: Yes, client approval to use updated address not required,

2: Yes, client approval to use updated address required for each address provided by the USPS,

3: No further attempt made

3.2.106 Other than for uncashed checks, when the USPS does not provide an updated address, at what point is a participant considered “missing” for general mail delivery?

*No space for details provided.*

*Single, Radio group.*

1: First piece of undeliverable mail returned,

2: Two attempts of undeliverable mail returned,

3: More than two attempts of undeliverable mail returned

3.2.107 Do you offer an address search service, to locate missing participants with bad address information on file for general mailing pieces?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.2.108 If yes, how often is search typically performed?

*No space for details provided.*

*Single, Radio group.*

1: Immediately based on when participant is considered “missing”,

2: Monthly,

3: Quarterly,

4: Semi-annually,

5: Upon client request, but not less than annually,

6: Upon client request

3.2.109 Is undeliverable mail returned to your firm (rather than the client)?

*No space for details provided.*

*Single, Radio group.*

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- 1: Yes,
- 2: No

3.2.110 When general mail pieces are returned because of a bad address, do you flag the participant's account to prevent any future mailings?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.111 If yes, how frequently do you typically provide the client with an unknown address report (i.e., to help identify missing participants)?

*No space for details provided.*

*Single, Radio group.*

- 1: Delivered to client at least annually,
- 2: Available at any time on the Plan Sponsor website,
- 3: Upon client request,
- 4: Not typically provided

3.2.112 At what point are outstanding checks that have not been returned from the USPS considered “uncashed”?

*No space for details provided.*

*Single, Radio group.*

- 1: Uncashed checks that have not been returned from the USPS and are between 60-120 days outstanding,
- 2: Uncashed checks that have not been returned from the USPS and are between 121-150 days outstanding,
- 3: Uncashed checks that have not been returned from the USPS and are greater than 150 days outstanding,
- 4: Our firm does not track uncashed check amounts

3.2.113 What methods are used by your firm to locate missing participants with uncashed checks?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Re-send the benefit check returned when a forwarding address is provided by the USPS,
- 2: When a check is returned and a forwarding address is not provided by the USPS, conduct an independent address search,
- 3: Other: [ 20 words ]

3.2.114 Typically, how many days does the check need to remain uncashed for an independent search to be conducted?

*No space for details provided.*

*Decimal.*

3.2.115 How often are address searches typically performed for missing participants with uncashed checks?

*No space for details provided.*

*Single, Radio group.*

- 1: Immediately after the check is considered “uncashed”,
- 2: Monthly,,
- 3: Quarterly,,
- 4: Semi-annually,,
- 5: Upon client request, but not less than annually,,
- 6: Upon client request

3.2.116 If a forwarding address is provided by USPS for a missing participant with an uncashed check, does your firm require that the client provide authorization to use such address?

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*No space for details provided.*

*Single, Radio group.*

- 1: No client authorization required,
- 2: Yes, one time authorization at time of contracting for all located addresses,
- 3: Yes, authorization required each time new address found

3.2.117 If an address is found (other than USPS providing forwarding address) for a missing participant with an uncashed check, does your firm require that the client provide authorization to use such address?

*No space for details provided.*

*Single, Radio group.*

- 1: No client authorization required,
- 2: Yes, one time authorization at time of contracting for all located addresses,
- 3: Yes, authorization required each time new address found

3.2.118 Regarding assets attributable to outstanding uncashed checks where a forwarding address was supplied by USPS and the check is considered “void”, what is your firm's normal processing for when the funds are automatically returned to the plan?

*No space for details provided.*

*Single, Radio group.*

- 1: 0-29 days,
- 2: 30 to 90 days,
- 3: 91 to 120 days,
- 4: More than 120 days,
- 5: Not automatically returned to the plan

3.2.119 Regarding assets attributable to outstanding uncashed checks where a forwarding address was NOT supplied by USPS and the check is considered “void”, what is your firm's normal processing for when the funds are automatically returned to the plan?

*No space for details provided.*

*Single, Radio group.*

- 1: 0-29 days,
- 2: 30 to 90 days,
- 3: 91 to 120 days,
- 4: More than 120 days,
- 5: Not automatically returned to the plan

3.2.120 Can a client choose a timing other than the “normal” processing time for when an uncashed check is returned to the plan?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.2.121 For uncashed checks that are considered void, how can the client have proceeds reinstated to the plan?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Reinstatement participant's account,
- 2: Deposit into plan's forfeiture or other holding account,
- 3: Escheatment to state,
- 4: None of the above, our firm does not automatically reinstate funds to the plan

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3.2.122 How frequently do you typically provide client with an uncashed check report?

*No space for details provided.*

*Single, Radio group.*

- 1: Available at any time on the Plan Sponsor website,,
- 2: Delivered to client at least quarterly,,
- 3: Upon client request, but no less than annually,
- 4: Upon client request,
- 5: Not typically provided

## 3.3 Participant Experience

3.3.1 What % of participant transactions are processed by channel (across all your firm's plans)?

*No space for details provided.*

Web	<i>Percent.</i>
Voice	<i>Percent.</i>
Mobile App	<i>Percent.</i>
Call center representatives	<i>Percent.</i>

3.3.2 What are the hours a call center representative is available? (ET)

*No space for details provided.*

	From	To	Available that day
Monday - Friday	<i>Single, Pull-down list.</i> 1: 12 a.m., 2: 12:30 a.m., 3: 1 a.m., 4: 1:30 a.m., 5: 2 a.m., 6: 2:30 a.m., 7: 3 a.m., 8: 3:30 a.m., 9: 4 a.m., 10: 4:30 a.m., 11: 5 a.m., 12: 5:30 a.m., 13: 6 a.m., 14: 6:30 a.m., 15: 7 a.m., 16: 7:30 a.m., 17: 8 a.m., 18: 8:30 a.m., 19: 9 a.m., 20: 9:30 a.m., 21: 10 a.m., 22: 10:30 a.m., 23: 11 a.m., 24: 11:30 a.m., 25: 12 p.m., 26: 12:30 p.m., 27: 1 p.m.,	<i>Single, Pull-down list.</i> 1: 12:30 a.m., 2: 1 a.m., 3: 1:30 a.m., 4: 2 a.m., 5: 2:30 a.m., 6: 3 a.m., 7: 3:30 a.m., 8: 4 a.m., 9: 4:30 a.m., 10: 5 a.m., 11: 5:30 a.m., 12: 6 a.m., 13: 6:30 a.m., 14: 7 a.m., 15: 7:30 a.m., 16: 8 a.m., 17: 8:30 a.m., 18: 9 a.m., 19: 9:30 a.m., 20: 10 a.m., 21: 10:30 a.m., 22: 11 a.m., 23: 11:30 a.m., 24: 12 p.m., 25: 12:30 p.m., 26: 1 p.m., 27: 1:30 p.m.,	

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	28: 1:30 p.m., 29: 2 p.m., 30: 2:30 p.m., 31: 3 p.m., 32: 3:30 p.m., 33: 4 p.m., 34: 4:30 p.m., 35: 5 p.m., 36: 5:30 p.m., 37: 6 p.m., 38: 6:30 p.m., 39: 7 p.m., 40: 7:30 p.m., 41: 8 p.m., 42: 8:30 p.m., 43: 9 p.m., 44: 9:30 p.m., 45: 10 p.m., 46: 10:30 p.m., 47: 11 p.m., 48: 11:30 p.m.	28: 2 p.m., 29: 2:30 p.m., 30: 3 p.m., 31: 3:30 p.m., 32: 4 p.m., 33: 4:30 p.m., 34: 5 p.m., 35: 5:30 p.m., 36: 6 p.m., 37: 6:30 p.m., 38: 7 p.m., 39: 7:30 p.m., 40: 8 p.m., 41: 8:30 p.m., 42: 9 p.m., 43: 9:30 p.m., 44: 10 p.m., 45: 10:30 p.m., 46: 11 p.m., 47: 11:30 p.m., 48: 12 a.m.	
Saturday	<i>Single, Pull-down list.</i> 1: 12 a.m., 2: 12:30 a.m., 3: 1 a.m., 4: 1:30 a.m., 5: 2 a.m., 6: 2:30 a.m., 7: 3 a.m., 8: 3:30 a.m., 9: 4 a.m., 10: 4:30 a.m., 11: 5 a.m., 12: 5:30 a.m., 13: 6 a.m., 14: 6:30 a.m., 15: 7 a.m., 16: 7:30 a.m., 17: 8 a.m., 18: 8:30 a.m., 19: 9 a.m., 20: 9:30 a.m., 21: 10 a.m., 22: 10:30 a.m., 23: 11 a.m., 24: 11:30 a.m., 25: 12 p.m., 26: 12:30 p.m., 27: 1 p.m., 28: 1:30 p.m., 29: 2 p.m., 30: 2:30 p.m., 31: 3 p.m., 32: 3:30 p.m., 33: 4 p.m., 34: 4:30 p.m., 35: 5 p.m., 36: 5:30 p.m., 37: 6 p.m.,	<i>Single, Pull-down list.</i> 1: 12:30 a.m., 2: 1 a.m., 3: 1:30 a.m., 4: 2 a.m., 5: 2:30 a.m., 6: 3 a.m., 7: 3:30 a.m., 8: 4 a.m., 9: 4:30 a.m., 10: 5 a.m., 11: 5:30 a.m., 12: 6 a.m., 13: 6:30 a.m., 14: 7 a.m., 15: 7:30 a.m., 16: 8 a.m., 17: 8:30 a.m., 18: 9 a.m., 19: 9:30 a.m., 20: 10 a.m., 21: 10:30 a.m., 22: 11 a.m., 23: 11:30 a.m., 24: 12 p.m., 25: 12:30 p.m., 26: 1 p.m., 27: 1:30 p.m., 28: 2 p.m., 29: 2:30 p.m., 30: 3 p.m., 31: 3:30 p.m., 32: 4 p.m., 33: 4:30 p.m., 34: 5 p.m., 35: 5:30 p.m., 36: 6 p.m., 37: 6:30 p.m.,	<i>Single, Radio group.</i> 1: Yes, 2: No

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	38: 6:30 p.m., 39: 7 p.m., 40: 7:30 p.m., 41: 8 p.m., 42: 8:30 p.m., 43: 9 p.m., 44: 9:30 p.m., 45: 10 p.m., 46: 10:30 p.m., 47: 11 p.m., 48: 11:30 p.m.	38: 7 p.m., 39: 7:30 p.m., 40: 8 p.m., 41: 8:30 p.m., 42: 9 p.m., 43: 9:30 p.m., 44: 10 p.m., 45: 10:30 p.m., 46: 11 p.m., 47: 11:30 p.m., 48: 12 a.m.	
Sunday	<i>Single, Pull-down list.</i> 1: 12 a.m., 2: 12:30 a.m., 3: 1 a.m., 4: 1:30 a.m., 5: 2 a.m., 6: 2:30 a.m., 7: 3 a.m., 8: 3:30 a.m., 9: 4 a.m., 10: 4:30 a.m., 11: 5 a.m., 12: 5:30 a.m., 13: 6 a.m., 14: 6:30 a.m., 15: 7 a.m., 16: 7:30 a.m., 17: 8 a.m., 18: 8:30 a.m., 19: 9 a.m., 20: 9:30 a.m., 21: 10 a.m., 22: 10:30 a.m., 23: 11 a.m., 24: 11:30 a.m., 25: 12 p.m., 26: 12:30 p.m., 27: 1 p.m., 28: 1:30 p.m., 29: 2 p.m., 30: 2:30 p.m., 31: 3 p.m., 32: 3:30 p.m., 33: 4 p.m., 34: 4:30 p.m., 35: 5 p.m., 36: 5:30 p.m., 37: 6 p.m., 38: 6:30 p.m., 39: 7 p.m., 40: 7:30 p.m., 41: 8 p.m., 42: 8:30 p.m., 43: 9 p.m., 44: 9:30 p.m., 45: 10 p.m., 46: 10:30 p.m.,	<i>Single, Pull-down list.</i> 1: 12:30 a.m., 2: 1 a.m., 3: 1:30 a.m., 4: 2 a.m., 5: 2:30 a.m., 6: 3 a.m., 7: 3:30 a.m., 8: 4 a.m., 9: 4:30 a.m., 10: 5 a.m., 11: 5:30 a.m., 12: 6 a.m., 13: 6:30 a.m., 14: 7 a.m., 15: 7:30 a.m., 16: 8 a.m., 17: 8:30 a.m., 18: 9 a.m., 19: 9:30 a.m., 20: 10 a.m., 21: 10:30 a.m., 22: 11 a.m., 23: 11:30 a.m., 24: 12 p.m., 25: 12:30 p.m., 26: 1 p.m., 27: 1:30 p.m., 28: 2 p.m., 29: 2:30 p.m., 30: 3 p.m., 31: 3:30 p.m., 32: 4 p.m., 33: 4:30 p.m., 34: 5 p.m., 35: 5:30 p.m., 36: 6 p.m., 37: 6:30 p.m., 38: 7 p.m., 39: 7:30 p.m., 40: 8 p.m., 41: 8:30 p.m., 42: 9 p.m., 43: 9:30 p.m., 44: 10 p.m., 45: 10:30 p.m., 46: 11 p.m.,	<i>Single, Radio group.</i> 1: Yes, 2: No

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	47: 11 p.m., 48: 11:30 p.m.	47: 11:30 p.m., 48: 12 a.m.	
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3.3.3 What is the average wait time before a call is answered?

*No space for details provided.*

*Single, Radio group.*

- 1: Not Available,
- 2: > 30 seconds,
- 3: 21 – 30 seconds,
- 4: 11 – 20 seconds,
- 5: 1 – 10 seconds

3.3.4 What is the average call abandonment rate?

*No space for details provided.*

*Single, Radio group.*

- 1: < 3%,
- 2: 3% – <5%,
- 3: 5% – 7%,
- 4: > 7%

3.3.5 What is the percentage of issues resolved on the first call to a call center representative?

*No space for details provided.*

*Single, Radio group.*

- 1: > 95%,
- 2: 90 – 95%,
- 3: < 90%,
- 4: Information not available

3.3.6 If an issue requires further research, what is the maximum timeframe to contact the participant with a status update?

*No space for details provided.*

*Single, Radio group.*

- 1: > 48 hours,
- 2: 24 – 48 hours,
- 3: < 24 hours

3.3.7 What is the average time to resolve an issue that is not resolved on the first call?

*No space for details provided.*

*Single, Pull-down list.*

- 1: > 48 hours,
- 2: 24 – 48 hours,
- 3: < 24 hours

3.3.8 Outside of any performance guarantees in place, does your firm provide a report to the client reflecting the percent of calls not resolved on the first call?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.9 Are all participant calls recorded?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.10 How long are participant call recordings retained?

*No space for details provided.*

*Single, Radio group.*

1: N/A,

2: < 1 year,

3: 1–5 years,

4: 6–10 years,

5: Life of contract

3.3.11 If a client requests a recording of a call, how long does it typically take to provide to the client?

*No space for details provided.*

*Single, Pull-down list.*

1: > 48 hours,

2: 24–48 hours,

3: < 24 hours

3.3.12 Can your firm provide reporting on topics being discussed with participants?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.3.13 Does your call center employ a skills based routing system whereby participant calls are directed to an appropriate representative based on (for example) the complexity of the issue/request, the participant's particular age/life stage, etc.?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.14 When incoming calls to the call center are received (or placed on hold), does the “hold” time messaging include references to your firm's IRA services?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.15 When incoming calls to the call center are received (or placed on hold), does the “hold” time messaging include references to your firm's managed account services?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.16 Does your firm's call center offer Spanish-speaking representatives (not through Language Line)?



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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.17 Is access to languages other than English or Spanish provided through Language Line or some other means?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.18 Can participants communicate with call center representatives via secure e-mail?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.19 If yes, do you retain a history of these emails?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.20 How long are participant emails retained?

*No space for details provided.*

*Single, Radio group.*

1: N/A,

2: < 1 year,

3: 1–5 years,

4: 6–10 years,

5: Life of contract

3.3.21 Does your firm have a bot to answer frequently asked questions?

*No space for details provided.*

*Multi, Checkboxes.*

1: Yes, participant website,

2: Yes, mobile App,

3: No

3.3.22 If yes, are participants able to execute the following transactions within the chat window?

*No space for details provided.*

*Multi, Checkboxes.*

1: Update beneficiary,

2: Payoff loan (active participant),

3: Payoff loan (terminated participant),

4: Make extra loan repayment,

5: View/obtain participant statement,

6: View/change participant mailing address (if permitted by plan),

7: Other: [ 20 words ] ,

8: No

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3.3.23 If a participant needs additional assistance, can they opt out and automatically be transferred to a live representative?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.24 Can participants communicate with call center representatives via live chat versus bot?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.25 If yes, do you retain a history of these chat communications?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.26 How long are participant chat communications retained?

*No space for details provided.*

*Single, Radio group.*

1: N/A,

2: < 1 year,

3: 1–5 years,

4: 6–10 years,

5: Life of contract

3.3.27 Can participants share their screen with a call center representative to obtain live assistance navigating the participant website and executing transactions?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.28 Will call center representatives walk participants through your online investment guidance and/or advice tools?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.29 Which call center representatives does your firm require to hold a license/credential?

*No space for details provided.*

*Single, Radio group.*

1: All call center representatives,

2: Only those performing certain functions (i.e., providing investment advice, executing trades),

3: None

3.3.30 What kind of licenses/credentials do you require for call center representatives?

*No space for details provided.*

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## *Multi, Checkboxes.*

- 1: NASD Series 6,
- 2: NASD Series 7,
- 3: NASD Series 63,
- 4: NASD Series 65,
- 5: ASPPA - QKA,
- 6: ASPPA - QPA,
- 7: ASPPA - CPC,
- 8: Other: [ 10 words ]

3.3.31 Is a call center representative's compensation based on participation satisfaction?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.32 Provide your current website availability percentage over the prior 12 months.

*No space for details provided.*

*Single, Radio group.*

- 1: 99% or more,
- 2: 97%–98%,
- 3: 95%–96%,
- 4: 90%–94%,
- 5: < 90%

3.3.33 What options exist for customizing / branding the website for the client?

*No space for details provided.*

*Single, Radio group.*

- 1: Customized banner,
- 2: Optional color schemes / artwork,
- 3: Fully customizable,
- 4: Not available

3.3.34 Will you establish a dedicated website address for this client?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.35 Can custom client messages or announcements be posted on the website?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.36 If yes, what lead time is required for the message to post to website?

*No space for details provided.*

*Single, Radio group.*

- 1: Same day,
- 2: Next day,
- 3: More than 3 days

3.3.37 If yes, can messaging be targeted (for example, by location, age, etc.)?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.38 Can a fully functional Spanish language version of the website be made available?

*No space for details provided.*

*Single, Radio group.*

1: Yes, fully functional website,

2: Yes, microsite with some functionality,

3: No

3.3.39 Are participant forms (e.g., loan, hardship, final distribution) stored on the website available in Spanish?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.3.40 Can Spanish educational materials be made available on the website?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.3.41 What inquiry functionality is available on the website?

*No space for details provided.*

*Multi, Checkboxes.*

1: Balance by fund,

2: Balance by source,

3: Vested balance,

4: Vested percentage,

5: Current outstanding loan balance,

6: Current deferral rate(s),

7: Impact to paycheck for pre- tax deferral rate changes,

8: Roth modeling tool,

9: Impact to paycheck for Roth deferral rate changes,

10: Current investment elections,

11: Current beneficiary elections,

12: Personal rate of return,

13: Retirement income / "gap analysis" projection,

14: Investment performance history,

15: Pending transactions,

16: Loan modeling,

17: Loan payoff amount / instructions,

18: Prior quarterly statements,

19: Fund prospectuses,

20: Fund fact sheets / M\* page,

21: Summary Plan Description,

22: Plan highlights / summary of plan provisions,

23: Call center contact instructions

3.3.42 What transaction functionality is available on the website?

*No space for details provided.*

*Multi, Checkboxes.*

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- 1: Create and change user ID,
- 2: Change PIN / password,
- 3: Enrollment,
- 4: Change deferral rate(s),
- 5: Change investment elections,
- 6: Enroll in SDBW,
- 7: Manage investments in SDBW,
- 8: Rebalance account,
- 9: Enroll in automatic rebalancing,
- 10: Rollovers in,
- 11: Fund transfers / exchanges,
- 12: Enroll in automatic increase,
- 13: Elect or change beneficiary,
- 14: Request in-service withdrawal,
- 15: Request hardship withdrawal,
- 16: Request final distribution,
- 17: Set up installments,
- 18: Set up MRDs,
- 19: Request loan,
- 20: Request statement on demand, for a participant-specified time period,
- 21: Request statement on demand, for prior quarterly statements,
- 22: Set up / change e-delivery option,
- 23: Set up / change text message service (i.e., to confirm transactions complete),
- 24: Set up / change security preferences (i.e., activity alerts)

3.3.43 Do you offer an online retirement income projection or "gap analysis" tool?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.44 If yes, does your online retirement income projection tool:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Project Social Security benefits,
- 2: Offer default assumptions with the flexibility for the participant to change assumptions,
- 3: Allow participants to manually enter other retirement income sources such as spousal benefits, IRAs or other personal savings, etc.,
- 4: Incorporate automatic data collection and aggregation from other financial institutions, i.e., screen scrapping (if the participant provides the necessary account login information),
- 5: Provide suggestions to participants for improving results (by increasing their deferral rate or investing more aggressively, for example)

3.3.45 Can a notification be displayed on the website for employees who do not have a beneficiary election?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.46 Are generic education webinars available to participants on the website?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.47 If yes, are any of your educational webinars available in Spanish?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.48 Can your firm create prerecord webinars customized based on client / plan provisions (i.e., for plan participants)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.49 If yes, can these webinars be posted to the client's intranet site for participants to view at their own pace?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.50 Can your firm conduct presenter-led live webinars customized based on client / plan provisions (i.e., for plan participants)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.51 If yes, can these webinars be posted to the client's intranet site for participants to view at their own pace?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.52 Can your firm conduct on-site group meetings for employees?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.53 Can your firm conduct on-site group meetings for employees in Spanish?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.3.54 Can your firm conduct on-site one-on-one meetings for employees?

*No space for details provided.*

*Single, Radio group.*

1: Yes, on-site and virtual,

2: Yes, on-site only,

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3: Yes, virtual only,  
4: No

3.3.55 Can your firm conduct on-site one-on-one meetings for employees in Spanish?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes, on-site and virtual,  
2: Yes, on-site only,  
3: Yes, virtual only,  
4: No

3.3.56 Is an online scheduling tool available to schedule one-on-one meetings?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.3.57 What kind of licenses/credentials do you require for "on-site" representatives who meet one-on-one with the client's employees?

*No space for details provided.*

*Multi, Checkboxes.*

1: NASD Series 6,  
2: NASD Series 7,  
3: NASD Series 63,  
4: NASD Series 65,  
5: ASPPA - QKA,  
6: ASPPA - QPA,  
7: ASPPA - CPC,  
8: CFP,  
9: N/A,  
10: Other: [ 10 words ]

3.3.58 Do your on-site representatives adhere to the DOL's Fiduciary Rule/PTE 2020-02 as it relates to any investment strategy recommendations?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,  
2: No,  
3: N/A

3.3.59 Is an on-site representative's compensation based on participant satisfaction?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No,  
3: N/A

3.3.60 Is an on-site representative's compensation tied to certain investment products, asset levels invested in the particular funds or products?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

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2: No,  
3: N/A

3.3.61 Does your firm have "brick and mortar" retirement service centers / investor centers where participants can receive one-on-one counseling?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.3.62 What kind of licenses/credentials does your firm require for investor center representatives?

*No space for details provided.*

*Multi, Checkboxes.*

1: NASD Series 6,  
2: NASD Series 7,  
3: NASD Series 63,  
4: NASD Series 65,  
5: ASPPA - QKA,  
6: ASPPA - QPA,  
7: ASPPA - CPC,  
8: CFP,  
9: N/A,  
10: Other: [ 10 words ]

3.3.63 Do the representatives working in your firm's investor centers adhere to the DOL's Fiduciary Rule/PTE 2020-02 as it relates to any investment strategy recommendations?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,  
2: No

3.3.64 Do the representatives working in your firm's investor centers have access to the same plan and participant data as your firm's call center representatives?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,  
2: No

3.3.65 How are representatives working in your firm's investment services centers compensated?

*No space for details provided.*

*Single, Pull-down list.*

1: Salary only,  
2: Salary, plus incentive compensation,  
3: Commission only,  
4: Combination of salary, incentive compensation and commissions

3.3.66 What services are available at your firm's investment center?

*No space for details provided.*

*Multi, Checkboxes.*

1: Retirement plan guidance / advice,  
2: Comprehensive financial planning,  
3: Other: [ 20 words ]



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3.3.67 What investment products are available to participants outside of the plan, through representatives at your firm's investment center?

*No space for details provided.*

*Single, Radio group.*

- 1: Proprietary investment products only,
- 2: Proprietary and non-proprietary investment products,
- 3: Non-proprietary investment products only

3.3.68 Can your firm leverage participant data to create personalized communications with recommended actions, based on that participant's situation and needs?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.69 Is your website optimized for mobile viewing through tablets and smartphones?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.70 Does your firm offer or partner with a third party to provide a student loan solution?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.71 If yes, which of the following apply to the student loan service offering:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Education (e.g., webinars, budgeting tools),
- 2: Refinancing option,
- 3: Direct payment option (i.e., for employer dollars),
- 4: Leverage existing benefits (e.g., unused PTO, bonus),
- 5: Retirement match option (e.g., Abbott Lab PLR)

3.3.72 Does your firm receive a referral fee or other income for each loan refinanced through your student loan partner ?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.73 For each service, please advise if offering is:

*No space for details provided.*

	Response
Education (e.g., webinars, budgeting tools)	<i>Compound, Radio group.</i> 1: Fully in-house, 2: Partially outsourced. Name of outsourcing firm: [10 words], 3: Fully outsourced. Name of outsourcing firm: [10 words]

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Refinancing option	<i>Compound, Radio group.</i> 1: Fully in-house, 2: Partially outsourced. Name of outsourcing firm: [10 words], 3: Fully outsourced. Name of outsourcing firm: [10 words]
Direct payment option (i.e., for employer dollars)	<i>Compound, Radio group.</i> 1: Fully in-house, 2: Partially outsourced. Name of outsourcing firm: [10 words], 3: Fully outsourced. Name of outsourcing firm: [10 words]
Leverage existing benefits (e.g., unused PTO, bonus)	<i>Compound, Radio group.</i> 1: Fully in-house, 2: Partially outsourced. Name of outsourcing firm: [10 words], 3: Fully outsourced. Name of outsourcing firm: [10 words]
Retirement match option (e.g., Abbott Lab PLR)	<i>Compound, Radio group.</i> 1: Fully in-house, 2: Partially outsourced. Name of outsourcing firm: [10 words], 3: Fully outsourced. Name of outsourcing firm: [10 words]

3.3.74 Does your firm provide an Emergency Savings service offering?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.75 If yes, which of the following apply to your Emergency Savings service offering:

*No space for details provided.*

*Multi, Checkboxes.*

1: Educational webinars,

2: Budgeting calculator / tools,

3: Goal / progress Tracker,

4: Out of plan solution (e.g., IRA, savings account), Name of Provider: [ 5 words ] ,

5: In-plan solution

3.3.76 If out of plan solution, can your firm support payroll deductions into this separate account?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.3.77 If out of plan, which of the following applies to the integration of the separate account:

*No space for details provided.*

*Multi, Checkboxes.*

1: Balance can be reflected on participant website,

2: Balance can be reflected on participant statement,

3: Balance can be included in retirement tools/calculators,

4: None

3.3.78 Does your firm receive a referral fee or other income for each account set-up through your partner?

*No space for details provided.*

*Single, Radio group.*

1: Yes, from third-party provider,

2: Yes, proprietary offering,

3: No

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3.3.79 Can participants conduct any of the following transactions via your mobile application?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Enrollment,
- 2: Elect or change beneficiary,
- 3: Contribution rate changes,
- 4: Enroll in automatic increase,
- 5: Investment election changes,
- 6: Enroll in automatic rebalancing,
- 7: Rebalance account,
- 8: View retirement income / "gap analysis" projection,
- 9: Enroll in managed account program,
- 10: Rollovers in (take picture / upload check),
- 11: Fund transfers / exchanges,
- 12: Set up installments,
- 13: Set up MRDs,
- 14: Request a loan,
- 15: Request an in-service withdrawal,
- 16: Request a hardship withdrawal,
- 17: Request a final distribution,
- 18: Set up / change e-delivery option for communications,
- 19: Set up / change text message service (i.e., to confirm transactions complete),
- 20: Set up / change security preferences (i.e., activity alerts)

3.3.80 If your mobile application is currently inquiry-only, do you have plans to introduce transaction capabilities in the future and what is the expected timing?

*No space for details provided.*

*Single, Radio group.*

- 1: No,
- 2: Within the next 3 months,
- 3: Within the next 6 months,
- 4: Within the next year,
- 5: > 1 year from now,
- 6: N/A

3.3.81 Does your firm offer a Spanish mobile application?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.82 If yes, can participants conduct any of the following transactions via your mobile application?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Enrollment,
- 2: Elect or change beneficiary,
- 3: Contribution rate changes,
- 4: Enroll in automatic increase,
- 5: Investment election changes,
- 6: Enroll in automatic rebalancing,
- 7: Rebalance account,
- 8: View retirement income / "gap analysis" projection,
- 9: Enroll in managed account program,
- 10: Rollovers in (take picture / upload check),
- 11: Fund transfers / exchanges,

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- 12: Set up installments,
- 13: Set up MRDs,
- 14: Request a loan,
- 15: Request an in-service withdrawal,
- 16: Request a hardship withdrawal,
- 17: Request a final distribution,
- 18: Set up / change e-delivery option for communications,
- 19: Set up / change text message service (i.e., to confirm transactions complete),
- 20: Set up / change security preferences (i.e., activity alerts)

3.3.83 Assuming that participants have provided your firm with their contact information, do you have the ability to push communications to participants via:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Email,
- 2: Text,
- 3: Neither

3.3.84 Provide your current voice system availability percentage during the prior 12 months.

*No space for details provided.*

*Single, Radio group.*

- 1: 99% or more,
- 2: 97% - 98%,
- 3: 95% - 96%,
- 4: 90% - 94%,
- 5: < 90%

3.3.85 Is the voice system available in Spanish?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.3.86 Is the voice system inquiry-only or is there any transaction capability?

*No space for details provided.*

*Single, Radio group.*

- 1: Inquiry Only,
- 2: Limited transaction capability,
- 3: Full transaction capability

3.3.87 In what ways do you monitor participant satisfaction? Check all that apply:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Conduct random survey of call center participants. Frequency: [ Single, Pull-down list ] ,
- 2: Conduct random online survey of participants using the website. Frequency: [ Single, Pull-down list ] ,
- 3: External independent third party surveys. Frequency: [ Single, Pull-down list ] Name of firm: [ 10 words ] ,
- 4: Solicit feedback from employee enrollment / education meetings,
- 5: Conduct focus groups to evaluate call center and/or web capabilities,
- 6: Do not monitor,
- 7: Other: [ 10 words ]

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## 3.4 Plan Sponsor Experience

3.4.1 What are the minimum education requirements and years of industry experience required before working on client plans?

*No space for details provided.*

	Plan Administrator (day-to-day contact)	Relationship Manager
Minimum Education	<i>Single, Radio group.</i> 1: High School Diploma, 2: Associate Degree (2 year), 3: Bachelor Degree (4 year), 4: Other	<i>Single, Radio group.</i> 1: High School Diploma, 2: Associate Degree (2 year), 3: Bachelor Degree (4 year), 4: Other
Minimum Experience	<i>Single, Radio group.</i> 1: None, 2: 1-2 years, 3: 3-5 years, 4: > 5 years	<i>Single, Radio group.</i> 1: None, 2: 1-2 years, 3: 3-5 years, 4: > 5 years

3.4.2 What kind of licenses/credentials do you require for the Plan Administrator (day-to-day contact)?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: NASD Series 6,
- 2: NASD Series 7,
- 3: NASD Series 63,
- 4: NASD Series 65,
- 5: ASPPA - QKA,
- 6: ASPPA - QPA,
- 7: ASPPA - CPC,
- 8: None,
- 9: Other: [ 10 words ]

3.4.3 What kind of licenses/credentials do you require for the Relationship Manager?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: NASD Series 6,
- 2: NASD Series 7,
- 3: NASD Series 63,
- 4: NASD Series 65,
- 5: ASPPA - QKA,
- 6: ASPPA - QPA,
- 7: ASPPA - CPC,
- 8: None,
- 9: Other: [ 10 words ]

3.4.4 What is the average number of clients serviced by the following team members for this market segment?

*No space for details provided.*

Plan Administrator (day-to-day contact)	<i>Single, Radio group.</i> 1: > 25 clients, 2: 16 - 25 clients, 3: 10 - 15 clients, 4: 5 - 9 clients, 5: < 5 clients

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Relationship Manager	<i>Single, Radio group.</i> 1: > 25 clients, 2: 16 - 25 clients, 3: 10 - 15 clients, 4: 5 - 9 clients, 5: < 5 clients
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3.4.5 What is the average tenure for your employees in the following roles?

*No space for details provided.*

	In this role at your firm	Overall industry experience
Plan Administrator (day-to-day contact)	<i>Single, Radio group.</i> 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years	<i>Single, Radio group.</i> 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years
Relationship Manager	<i>Single, Radio group.</i> 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years	<i>Single, Radio group.</i> 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years

3.4.6 In what ways do you monitor client satisfaction? Check all that apply:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Self-driven client satisfaction survey. Frequency: [ Single, Pull-down list ] ,  
 2: External independent third party surveys. Frequency: [ Single, Pull-down list ] Name of firm: [ 10 words ] ,  
 3: Measurable service guarantees,  
 4: Other: [ 10 words ] ,  
 5: Do not monitor

3.4.7 Will your firm work with multiple client contacts for questions related to administrative issues (i.e. non payroll) for the plan?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,  
 2: No

3.4.8 Will your firm work with multiple payroll contacts for the plan?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,  
 2: No

3.4.9 How frequently are team members willing to meet in person with the client to review plan statistics, demographics, communications, etc.?

*No space for details provided.*

*Single, Radio group.*

- 1: Annually,  
 2: Semiannually,  
 3: Quarterly,  
 4: As requested, but not less than annually,  
 5: Less than annually

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3.4.10 Do you proactively monitor participant behavior and review results / work with the client on targeted communications, e.g., participants not maximizing employer match, low participation and/or savings rates, high loan usage, etc.?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.11 If there are service levels in place (regardless of whether or not they are part of your service agreement), how frequently will the team members measure and report results back to the client?

*No space for details provided.*

*Single, Radio group.*

1: Annually,

2: Semiannually,

3: Quarterly,

4: As requested, but not less than annually,

5: Less than annually,

6: No service levels provided

3.4.12 How do you measure the success of each communication campaign completed each year?

*No space for details provided.*

*Multi, Checkboxes.*

1: Develop custom “before and after” metrics,

2: Report the change in participation, allocation and behavior change before and after the campaign,

3: We do not measure the success of each communication campaign

3.4.13 How frequently will the team members measure the success of each communication campaign and report results back to the client?

*No space for details provided.*

*Single, Radio group.*

1: Annually,

2: Semiannually,

3: Quarterly,

4: As requested, but not less than annually,

5: Less than annually

3.4.14 Can you provide retirement related articles for clients to use in their in-house newsletters?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.15 What plan-level information is available on the plan sponsor website?

*No space for details provided.*

*Multi, Checkboxes.*

1: Balance by fund,

2: Balance by source,

3: Participation rate,

4: Average deferral rate,

5: Number of participants enrolled in automatic increase,

6: Investment performance history,

7: Plan rate of return,

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- 8: Plan's retirement income / "gap analysis" projection,
- 9: Number of participants enrolled in managed accounts,
- 10: Fund prospectuses,
- 11: Number of participants enrolled in SDBW,
- 12: Fund fact sheets / M\* or Lipper page,
- 13: Plan document,
- 14: Summary Plan Description,
- 15: Loan policy,
- 16: Plan administration manual,
- 17: QDRO procedures,
- 18: Plan service reviews,
- 19: Service agreement,
- 20: 408(b)(2) disclosure,
- 21: Regulatory notices,
- 22: Compliance testing results,
- 23: Audit package,
- 24: Participant communications

## 3.4.16 What other features are available on the plan sponsor website?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Team calendar,
- 2: Annual compliance calendar,
- 3: Administrative scorecard / Service Level Agreement results,
- 4: Secure exchange of documents and files,
- 5: Transaction approval for loans / withdrawals,
- 6: Transact business on participant's behalf,
- 7: Participant indicative data changes,
- 8: Create custom messages to appear on the participant website,
- 9: Regulatory / legislative updates from your firm,
- 10: Research, surveys and other thought leadership from your firm,
- 11: Document management center to help store / manage plan related information,
- 12: Project management related to specific projects (e.g., timeline, tasks, progress),
- 13: Plan design forecasting / cost modeling

## 3.4.17 Is the client required to use the participant's Social Security Number when reviewing a participant's account?

*No space for details provided.*

*Single, Pull-down list.*

- 1: Yes,
- 2: No

## 3.4.18 Is the client able to access detailed participant-level information via the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

## 3.4.19 How many years of participant-level history can be accessed through the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

- 1: 1 year,
- 2: 2 years,
- 3: 3 years,
- 4: > 3 years



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3.4.20 Can plan sponsors communicate with client service associates via live chat versus bot?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.21 Are different levels of access to the plan sponsor website available based on a client contact's role (for example, an HR contact could access participant level data but a Finance contact could only access plan level data)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.22 Can access to the plan sponsor website be based on organizational structure (for example, a contact for ABC division would only be able to see data for ABC division)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.23 Does your firm offer a library of standard reports available on the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.24 Does the client have the ability to create custom ad-hoc reports on the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.25 How quickly are custom ad-hoc reports typically available after request through the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

1: Immediately,

2: within 2-4 hours,

3: within 24 hours,

4: within 48 hours,

5: > 48 hours

3.4.26 Can reports generated off of the plan sponsor website be run based on location or division (assuming the client is providing the appropriate location or division codes)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

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3.4.27 Is the client able to save an ad-hoc report they developed through the plan sponsor website as a template for future use?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.4.28 Can the client schedule the templates created (based on the question above) to be run at a future date?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.4.29 Can reports generated off of the plan sponsor website be downloaded to Excel?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.30 When running reports through the plan sponsor website, is the plan sponsor able to access current data (as of the most recent market close)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.31 When running reports through the plan sponsor website, is the client able to request data as of a specific prior date?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.32 How many years of data can be accessed through the plan sponsor website reporting tool?

*No space for details provided.*

*Single, Radio group.*

1: 1 year,

2: 2 years,

3: 3 years,

4: > 3 years

3.4.33 Can the client request a custom report from the servicing team directly, without using the plan sponsor website?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.4.34 What is the typical turnaround time for custom reports requested through the client service team?

*No space for details provided.*

*Single, Radio group.*

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- 1: Immediately,
- 2: within 2-4 hours,
- 3: within 24 hours,
- 4: within 48 hours,
- 5: > 48 hours

3.4.35 Can the client service team provide in-depth training on the plan sponsor website at the time of conversion?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.4.36 Do you automatically conduct training on the plan sponsor website upon notification of a new client contact (i.e., proactively reach out / schedule)?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.4.37 Do you monitor the behavior of terminated participants (i.e., leaving money in the place versus taking a distribution, timing of withdrawals, trends) and report findings back to the client?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.4.38 If yes, can the report be customized and the population segmented based on the following:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Age,
- 2: Tenure,
- 3: Division,
- 4: Compensation Level,
- 5: Other: [ 10 words ]

## 3.5 Regulatory and Compliance Services

3.5.1 Will your firm provide a written commitment that its plan operations comply with plan documents, IRC smf code, IRS regulations and ERISA?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.5.2 Will a dedicated compliance consultant be assigned to the client?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

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3.5.3 Will you mail the plan SPD to the homes of newly eligible employees once the eligibility requirements are met (regardless of whether your firm created the SPD)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.5.4 Without regard to whether additional fees would be involved, are you willing to distribute the plan SPD/SMMs to all eligible participants using any of the following delivery methods?

*No space for details provided.*

*Multi, Checkboxes.*

1: Mail to participant homes,

2: Email if consent to email delivery has been provided by participant,

3: Include with quarterly statement mailing,

4: Post on website,

5: Client is responsible for delivery

3.5.5 Do you provide a loan policy for plans that offer loans?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.5.6 Can the plan loan policy be made available to participants upon request (regardless of whether your firm created it)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.5.7 Will you monitor 402(g) limits on a per-pay-period basis, and notify the client if a participant exceeds the limit?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.5.8 How do you process the contribution for a participant who exceeds the 402(g) limit?

*No space for details provided.*

*Single, Radio group.*

1: Post entire contribution (notify client of issue),

2: Post only the portion that does not exceed the limit,

3: The contribution errors out and does not post

3.5.9 If your firm has the client's payroll calendar, does your recordkeeping system have scheduling / tracking capabilities to identify late or missed payrolls?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

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3.5.10 If yes, does your firm proactively contact the client if a file is deemed late or missing?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Yes, via phone call,
- 2: Yes, via direct email,
- 3: Yes, via plan sponsor website notification,
- 4: No

3.5.11 If yes, what is the standard timeframe for notifying the client if a file is deemed late or missing?

*No space for details provided.*

*Single, Radio group.*

- 1: Within 12 hours,
- 2: 12–24 hours,
- 3: More than 24 hours

3.5.12 Does your firm take responsibility for disclosing the administrative and investment expenses charged against individual accounts, as required under 404a-5?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.5.13 What is your turnaround time for quarterly participant statements (in business days after period end)?

*No space for details provided.*

*Single, Radio group.*

- 1: > 30,
- 2: 15 - 30,
- 3: < 15

3.5.14 Does your firm take responsibility for including the investment information required under 404a-5 on your participant website?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.5.15 How does your firm keep the client up to date on regulatory changes? Check all that apply:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Periodic newsletter,
- 2: Letters,
- 3: Telephone contact,
- 4: E-mail,
- 5: Plan Sponsor Website,
- 6: Web conferences,
- 7: Periodic face-to-face meetings

3.5.16 Are there any states in which you are not licensed to conduct business for either 401(k), 403(b) or 457 plans?

*No space for details provided.*

*Single, Radio group.*

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1: Yes (if yes, which states?) [ Unlimited ],  
2: No

## 3.6 Investment Products

3.6.1 Can restrictions be placed on the types of securities that will be offered for the self-directed brokerage option?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.2 Can trading be restricted to mutual funds and/or ETFs only for the self-directed brokerage option?

*No space for details provided.*

*Multi, Checkboxes.*

1: Yes, mutual funds only,  
2: Yes, mutual funds and ETFs,  
3: No

3.6.3 Does the self-directed brokerage option restrict the use of investments that generate unrelated business taxable income?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.4 Can you accommodate participants that follow Sharia-laws by ensuring that contributions (participant and employer) are invested directly into a SDBW (as opened and elected by the participant) and not "passed through" any cash account?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.5 Are there limits on the amount of money that can be directed to the self-directed brokerage option?

*No space for details provided.*

*Multi, Checkboxes.*

1: Yes, dollar amount: [ Dollars ],  
2: Yes, percentage: [ Percent ],  
3: No

3.6.6 If yes, who sets the limit for the self-directed brokerage option?

*No space for details provided.*

*Single, Radio group.*

1: Recordkeeper,  
2: Client

3.6.7 If the limit is set by the recordkeeper, can the client set a more restrictive limit?

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*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.6.8 If no, can the client set a limit for the self-directed brokerage option?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.6.9 Is additional education given to participants using the self-directed brokerage option?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.6.10 Can the participant use their own individual representative for the self-directed brokerage option?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.6.11 For participants that allocate 100% of their account balance to the brokerage window, does your firm have the ability to deduct loan proceeds from the brokerage window?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No

3.6.12 For your proprietary Self-directed Brokerage Window (SDBW) offering, do plan participants have the ability to screen the funds available through your firms SDBW?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes, both participants with and without an SDBW,

2: Yes, only participants with SDBW,

3: Not available

3.6.13 If multiple investment advice providers are offered, at what level is the choice of provider made?

*No space for details provided.*

*Single, Radio group.*

1: Client Level,

2: Participant Level,

3: Not Offered

3.6.14 Will the investment advice provider(s) take an ERISA 3(38) role with respect to the advice they provide to plan participants?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

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2: No,  
3: N/A

3.6.15 Is the information from your recordkeeping system fed directly into the investment advice software?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No,  
3: N/A

3.6.16 Will the managed account provider(s) adhere to the DOL's Fiduciary Rule/PTE 2020-02 with respect to the investment decisions they make on behalf of participants?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.17 Is the information from your recordkeeping system fed directly to the managed account provider?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.18 If you offer a managed account product for participants, does it include a drawdown feature (provider allocates participant assets for income and manages the annual amount paid from the plan)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,  
2: No

3.6.19 Which of the following retirement income products can your investment platform accommodate?

*No space for details provided.*

*Multi, Checkboxes.*

1: Multi-asset class strategies,  
2: Managed payout fund options,  
3: Deferred Guaranteed Withdrawal Benefit strategies,  
4: N/A

3.6.20 If any of the above options are not available, would your firm be willing to support the addition any of these types of solutions for a client within this market segment?

*No space for details provided.*

*Multi, Checkboxes.*

1: Multi-asset class strategies,  
2: Managed payout fund options,  
3: Deferred Guaranteed Withdrawal Benefit strategies,  
4: No

3.6.21 If you provide any in-plan insurance-based retirement income products:

*No space for details provided.*

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If the participant terminates employment, is their annuity benefit portable (e.g., IRA)?	<i>Single, Radio group.</i> 1: Yes, 2: No
Are the plan's annuity investments portable if the client changes recordkeepers?	<i>Single, Radio group.</i> 1: Yes, 2: No
Do you partner with third-party providers (DST, Sungard) to report retirement income fund balances for individuals who have terminated or plans that have left your platform?	<i>Single, Radio group.</i> 1: Yes, 2: No

### 3.7 Fee Flexibility and Transparency

3.7.1 Confirm whether your firm will provide the client with an initial plan sponsor fee disclosure as required under ERISA section 408(b)(2), along with updated disclosures as needed.

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,  
2: No

3.7.2 How frequently will team members review fees with the client?

*No space for details provided.*

*Single, Radio group.*

- 1: Annually,  
2: Quarterly,  
3: Less than annually,  
4: Upon request only

3.7.3 In general for this Service Offering / Product, will your firm agree to provide a "gross pricing" fee proposal, meaning your quoted administration/recordkeeping fees are not contingent on investment related revenue sharing / offsets?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,  
2: No

3.7.4 Under your pricing arrangement where your fees are paid from plan assets, is the transaction clearly reflected in the participants' accounts as a separate line item and labeled as a fee?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,  
2: No

3.7.5 Under your gross pricing, dollar per participant pricing methodology how is the number of participants defined?

*No space for details provided.*

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## *Single, Radio group.*

- 1: Participant w/balance at end of billing period,
- 2: Eligible w/out balance + participant w/balance at end of billing period,
- 3: Participant w/balance at any time during billing period,
- 4: Eligible w/out balance + participant w/balance at any time during billing period,
- 5: Other: [ 20 words ]

### 3.7.6 Define the timing of fee deductions from participant accounts:

*No space for details provided.*

## *Single, Radio group.*

- 1: Accrued daily within each participant's account and deducted the earlier of a participant transacting within account or month end,
- 2: Accrued and deducted at month end,
- 3: Accrued monthly and deducted the following month end,
- 4: Accrued and deducted at quarter end,
- 5: Accrued quarterly and deducted the following month end,
- 6: Other: [ 20 words ]

### 3.7.7 In general for ODHE participating entities, will you set up an expense budget account for the plan?

*No space for details provided.*

## *Single, Radio group.*

- 1: Yes,
- 2: No,
- 3: Varies based on size of plan

### 3.7.8 Is there a minimum plan asset size in order for you to set up an expense budget account for the plan?

*No space for details provided.*

## *Single, Radio group.*

- 1: Yes: [ Dollars ] ,
- 2: No

### 3.7.9 If an expense budget account is available, is it part of the plan assets or is it a bookkeeping arrangement outside of the plan?

*No space for details provided.*

## *Single, Radio group.*

- 1: Part of the plan assets,
- 2: Bookkeeping arrangement

### 3.7.10 If an expense budget account is set up, how frequently do you provide a reconciliation report to the client?

*No space for details provided.*

## *Single, Radio group.*

- 1: Never,
- 2: Upon request only,
- 3: Annually,
- 4: Semiannually,
- 5: Quarterly

### 3.7.11 If an expense budget account is set up, how can the money be invested? Check all that apply.

*No space for details provided.*

## *Multi, Checkboxes.*

- 1: Plan's investment – as directed by the plan sponsor's investment election,
- 2: Plan's QDIA,

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- 3: Proprietary fund fixed product (e.g., money market, stable value),
- 4: Nonproprietary fund fixed product (e.g., money market, stable value),
- 5: Omnibus / general unallocated account

3.7.12 How can the assets in the expense budget account be used?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Pay eligible plan expenses,
- 2: Allocate to participants,
- 3: Offset gross fees and then allocate any excess to participants

3.7.13 If an expense budget account is only available as a bookkeeping arrangement outside of the plan, what happens to any money remaining in the account at year end?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Allocated to participants,
- 2: Used as an offset to qualified plan expenses,
- 3: Used as an offset to recordkeeping fees,
- 4: Rolls over to the next year & continues to be available, if no direction provided by client,
- 5: Retained by your firm

3.7.14 Can the revenue sharing received on the investments in the plan be rebated to participants?

*No space for details provided.*

*Single, Radio group.*

- 1: Excess revenue only,
- 2: All revenue sharing received,
- 3: No

3.7.15 Is revenue sharing rebated at a fund level or a plan level?

*No space for details provided.*

*Single, Radio group.*

- 1: Fund level,
- 2: Plan level,
- 3: Both options are available

3.7.16 What allocation options are available for rebating revenue sharing to participants account?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Pro rata based on participant fund balance (i.e., in fund generating revenue sharing),
- 2: Pro rata based on total participant account balance,
- 3: Per capita

3.7.17 How is revenue sharing accrued for allocation purposes?

*No space for details provided.*

*Single, Radio group.*

- 1: Daily,
- 2: Monthly,
- 3: Quarterly,
- 4: Annually,
- 5: N/A – revenue sharing is not accrued (i.e., based on the timing of when revenue sharing is received)

3.7.18 How frequently is revenue sharing rebated?

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*No space for details provided.*

*Single, Radio group.*

- 1: Upon receipt,
- 2: Monthly,
- 3: Quarterly,
- 4: Semi-annual,
- 5: Annually

3.7.19 When revenue sharing is rebated to a participant, how is the transaction reflected in the participant accounts?

*No space for details provided.*

*Single, Radio group.*

- 1: Separate line item,
- 2: Netted with earnings

3.7.20 Is your system capable of charging third party (e.g., auditor, attorney) fees back to participant accounts as a:

*No space for details provided.*

*Multi, Checkboxes.*

- 1: Per capita flat dollar amount,
- 2: Pro rata amount based on account balance,
- 3: Ongoing expense charge via an additional pro rata or per capita charge

3.7.21 For third party fees paid from participant accounts, is the transaction clearly reflected in the participant accounts as a separate line item and labeled as a fee?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No,
- 3: N/A

3.7.22 In general, how often are fees reviewed to determine if fee changes are required?

*No space for details provided.*

*Single, Radio group.*

- 1: Not Applicable,
- 2: Quarterly,
- 3: Semiannually,
- 4: Annually,
- 5: Biennially,
- 6: Other

3.7.23 Do you ever put your fees at risk if service levels are not met?

*No space for details provided.*

*Single, Radio group.*

- 1: Yes,
- 2: No

3.7.24 What is the maximum amount of your total annual fees you are willing to put at risk?

*No space for details provided.*

*Multi, Checkboxes.*

- 1: % of fees: [ Percent ] ,
- 2: Flat amount: [ Dollars ] ,

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3: Varies by client,

4: N/A

3.7.25 If you are not willing to put your fees at risk but service levels are not met, will you provide additional services instead (such as participant meetings, communication materials, consulting services, etc.)?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.7.26 If your firm retains "float" income as additional earnings, will you disclose these earnings to the client?

*No space for details provided.*

*Single, Radio group.*

1: N/A, float returned to client/plan,

2: Yes,

3: No

3.7.27 Will your firm agree to return "float" income to the client/plan?

*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.7.28 If yes, how often will your firm agree to return "float" income to the client/plan?

*No space for details provided.*

*Single, Pull-down list.*

1: Monthly,

2: Quarterly,

3: Semi-annually,

4: Annually

3.7.29 Does your firm (including any affiliate or partner) ever receive revenue sharing on the mutual fund assets held in the plan's self-directed brokerage accounts?

*No space for details provided.*

Does your firm (including any affiliate or partner) ever receive revenue sharing on the mutual fund assets held in the plan's self-directed brokerage accounts?	<i>Single, Radio group.</i> 1: Yes, 2: No
If so, will you report the amount of revenue sharing received to the client?	<i>Single, Radio group.</i> 1: Yes, 2: No
Can the revenue sharing received be used to offset your firm's recordkeeping fees?	<i>Single, Radio group.</i> 1: Yes, 2: No

3.7.30 Does your firm or affiliate retain any of the fees paid by participants / the plan for managed account products offered in the plan?

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*No space for details provided.*

*Single, Radio group.*

1: Yes,

2: No

3.7.31 Does your firm receive an enterprise-level fee from the managed account provider?

*No space for details provided.*

*Single, Radio group.*

1: N/A no enterprise-level fees received,

2: Yes, flat dollar fee,

3: Yes, flat percentage fee

3.7.32 Does your firm pay an enterprise-level fee to the managed account provider?

*No space for details provided.*

*Single, Radio group.*

1: N/A no enterprise-level fees paid,

2: Yes, flat dollar fee,

3: Yes, flat percentage fee

3.7.33 For participants that allocate 100% of their account balance to the brokerage window, does your firm have the ability to deduct the administrative fees from the brokerage window?

*No space for details provided.*

*Single, Pull-down list.*

1: Yes,

2: No, fee waived,

3: No, fee assessed to Client