

Performance Standards

The following table contains performance standards that have associated reward or nonperformance fees:

STANDARD	MEASUREMENT/REWARD-FEE FOR NON-PERFORMANCE
1. Customer Service	During normal conditions, basic standards for customer service shall be maintained: Eighty-five percent (85%) of all telephone calls into the automated voice response system and customer service will be answered within ninety (90) seconds, ninety (90%) percent of the time, when measured on a rolling twelve month average, less than 1% of all telephone calls into the automated voice response system and customer service will receive a busy signal and less than five percent (5%) of calls to the automated voice response system and the customer service representative call center will not be answered.
2. Web Site Availability	Web-site availability will be maintained at an average of at least ninety-five percent (95%) or more during any calendar quarter. This guarantee is contingent upon the TPA's Internet Service Provider being available 100% of the time. An independent company will perform a test of web site availability approximately every ten (10) minutes. The independent company will provide a report of the test results to The TPA and the Agency on a quarterly basis. In the event the test results verify that the web site is not available an average of at least ninety-five percent (95%) or more during any calendar quarter and the TPA's Internet Service Provider was available, a non-performance fee of \$500 shall apply for that particular Contract calendar quarter.
3. Contributions	Contributions will be processed in accordance with the time standards outlined in Section I.E. of the Contract. Reward-Non-Performance Fees If contributions are not processed within the time frames noted in Section I.E. of this Contract during any year of the Contract, a non-performance fee of \$500 shall apply for that particular Contract year and the Contribution shall be processed correctly on a retroactive basis as soon as possible.
4. Fund Transfers	If notification of a transfer processing error is received in good order as described below, the error will be corrected retroactively to one-hundred percent (100%) of the value the Participant should have received as a result of fund transfers provided that the participant had originally provided complete and accurate information using the automated voice response system and/or Internet web-site and the completed transfer is acknowledged by a confirmation number, and Notification has been received of such error made on the Participant's previous statement within ninety (90) days after the statement date. Should notification of an error not be received within the ninety (90) day period of the statement date, or the Participant, Agency or other third party has made the error, the error will be corrected, but not made effective retroactively.

5. Participant Transaction Confirmations	<p>Confirmations of the following Participant transactions completed will be mailed within five (5) Business Days following the transaction with a copy to the TDC Plan:</p> <ul style="list-style-type: none"> • Initial Participant account establishment • Transfers (including dollar cost and rebalancing) • Allocation and deferral, if applicable, changes • Name, address and beneficiary changes <p>Reward-Non-Performance Fees If ninety percent (90%) of all confirmations for the Plan have not been mailed within five (5) Business Days following the transaction effective date during a year of the Contract, a nonperformance fee of \$500 shall be paid to the Plan for that particular Contract year.</p>
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6. Participant Statement Mailing	<p>Ninety percent (90%) of all Participant statements will be mailed within fifteen (15) Business Days of the end of the previous calendar quarter, or within ten (10) Business Days after receipt of all required information to be included with the statements from third parties (including such information as final fund values, return information from the participating investment providers, insurance valuations and all newsletter information from the Agency), whichever is later.</p> <p>Reward-Non-Performance Fees If ninety percent (90%) of all Participant statements have not been mailed within fifteen (15) Business Days of the end of the previous calendar quarter, or within ten (10) Business Days after receipt of all required information to be included with the statements from third parties as described above, whichever is later, a non-performance fee of \$500 per calendar quarter will be paid to the Plan. If the delay is greater than ten (10) Business Days after the above agreed upon standard, an additional \$500 per calendar quarter fee will be paid to the Plan.</p> <p>The fifteen (15) Business Day standard ends fifteen (15) days after the prior calendar quarter end and the ten (10) Business Day standard ends ten (10) Business Days after the Business Day that all of the required information to be included with the statements has been received. Statements are deemed to have been mailed on the date statements are postmarked for mailing. If all of the required information required from third parties has not been received as described above, no non-performance fee will be paid.</p>
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<p>7. Agency Summary Report Mailing</p>	<p>Starting with the second calendar quarter, the Agency Summary Report will be mailed within thirty (30) Business Days of the date that all necessary reconciliation information and all required information to be included with the Participant statements from third parties is received, including such information as final fund values, return information from participating investment providers, insurance valuations and newsletter information from the Agency</p> <p>Reward-Non-Performance Fees If all of the required information has been received and the Agency Summary Report has not been mailed within thirty (30) Business Days after receipt of such required information, a non-performance fee of \$500. The thirty (30) Business Day standard begins on the Business Day that all necessary reconciliation information and the required information to be included with the statements has been received and ends on the date statements are postmarked for mailing. If all of the required information from third parties has not been received as described above, no non-performance fee will be paid.</p>
<p>8. Distributions</p>	<p>Distributions will be processed and mailed within three (3) Business Days of the receipt (at the home office) and acceptance of a properly executed complete and accurate distribution request, after approval by the TDC Plan.</p> <p>Reward-Non-Performance Fees If all of the required information has been received as described above and ninety percent (90%) of all such distributions have not been mailed within three (3) Business Days after receipt and approval by the TDC Plan of such required information and acceptance of a properly executed complete and accurate distribution request, a non-performance fee of \$500. The three (3) Business Day standard begins on the Business Day that all required information has been received and ends on the date the distribution is postmarked for mailing. If all of the required information has not been received as described above, no non-performance fee will be paid.</p>