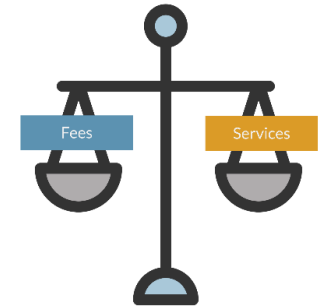


Defined Contribution Plan Recordkeeper Services Review

ERISA requires plan fiduciaries to ensure that fees paid out of plan assets are reasonable in light of the services being rendered. In other words, in your judgment, are the fees fair for the associated services?



This discussion guide is intended to facilitate a committee's review of the primary services offered by their recordkeeper(s).

Customer	Service Category	Example Services	Committee Comments
Plan Sponsor	Plan Administration & Compliance	<ul style="list-style-type: none"> Daily administration (e.g., contribution files, distributions, loans, deferral rate changes, etc.) Plan sponsor website Regulatory filings Nondiscrimination testing, audit support Legal notice support Plan document support Business continuity 	
	Institutional Relationship Management	<ul style="list-style-type: none"> Availability/responsiveness Serves as an advocate for plan and participants Delivers timely updates on new services Business planning Participant reporting Business continuity 	
	Investment Services	<ul style="list-style-type: none"> Trust/Custody Custom funds (e.g., TDF, models) Investment reporting 	

Participant	Plan Administration	<ul style="list-style-type: none"> • Transaction processing (e.g., regular and special (loans, distributions)) 	
	Individual Relationship Management	<ul style="list-style-type: none"> • Communication format (e.g., print/electronic, webinars (on-demand or live), website, etc.) • Availability of participant education/advice teams 	
	Investment Services	<ul style="list-style-type: none"> • Communications investment content (various formats) • Financial wellness programs/tools • Managed accounts 	
	Financial Wellness Program	<ul style="list-style-type: none"> • Comprehensive program • Fees 	