

PLANSPONSOR®

REPRINTED FROM THE 2005 DC SURVEY

Alliance Benefit Group

Methodology

In July 2005, more than 20,000 survey questionnaires were sent to defined contribution plan sponsors from the *PLANSPONSOR* magazine database, as well as client lists supplied by defined contribution providers. A total of 4,741 usable responses were received, representing an increase of more than 19% in usable responses from the 2004 survey.

As in past surveys, client satisfaction results are segmented for each provider based on four separate market classifications: Micro plans (less than \$5 million in defined contribution assets); small plans (\$5 million-\$50 million); mid-size plans (more than \$50 million-\$200 million); large plans (more than \$200 million). In order to qualify for rating in the survey, providers needed a minimum of 30 total client responses, and at least 10 client responses in any asset category to be rated in that category.

Best in Class awards were given to those providers with top quartile scores in each service category within each asset size. Respondent comments also were taken into consideration when determining status: A sufficiency of positive or negative comments about a particular area of service could serve to lift or drop a provider's ranking in the survey.

CLIENT RATINGS

67 RESPONSES

PARTICIPANT SERVICES

Participant communication materials	
Overall participant education program	
Clarity of participant statements	🏆
Accuracy of participant statements	
Timeliness of participant reporting	
Turnaround time—loans/withdrawals	
Internet services for participants	
Participant call center	

Range of investment options	🏆
Retiree services/payments	🏆

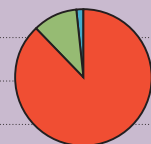
SPONSOR SERVICES

Internet services for sponsor	
Timeliness/accuracy of Form 5500s	🏆
Reporting	🏆
Compliance	🏆
Fairness of fees	🏆
Fee disclosure	🏆
Industry knowledge of account reps	🏆
Responsiveness to problems/inquiries	🏆
Legislation/regulation updates	

RESPONDENT PROFILE

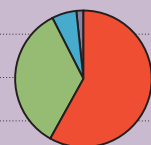
Would you recommend your DC provider?

Yes	87.9%
Not sure	10.6%
No	1.5%



What are the total DC plan assets?

Micro Market	58.2%
Small Market	34.3%
Mid Market	6.0%
Large Market	1.5%



BEST IN CLASS BY MARKET SIZE: 🏆 Micro = < \$5MM 🏆 Small = \$5MM-\$50MM 🏆 Mid = >\$50MM-\$200MM 🏆 Large = >\$200MM

ALLIANCE
BENEFIT
GROUP™