

CALABLE ADMINISTRATIVE AMENDMENT TO CALABLE 01-18

FOR CONSIDERATION BY THE CALABLE ACT BOARD - FEBRUARY 26, 2019

Standards of Service Performance	Service	Performance Standard
	Participant Web Portal Availability	<ul style="list-style-type: none"> ▶ Unplanned downtime will not exceed 1% of total monthly hours (calculated 24 x number of days in the months); excludes standard maintenance window
	Online Withdrawal Processing Process online withdrawal requests (process is defined as consumer submits request)	<ul style="list-style-type: none"> ▶ Processed within one (1) day of submission ▶ Built-in system edits to ensure accuracy for submission
	Online Contribution Processing Process online contribution requests (process is defined as consumer submits request)	<ul style="list-style-type: none"> ▶ Processed within one (1) day of submission ▶ Built-in system edits to ensure accuracy for submission
	Check Contribution Processing	<ul style="list-style-type: none"> ▶ 100% processed on same business day of check receipt if in “good order” (received by daily processing cut-off time) ▶ 99% processing accuracy rate (based on monthly average)
	Online Account Maintenance Requests (process is defined as consumer submits request)	<ul style="list-style-type: none"> ▶ Processed within one (1) day of submission ▶ Built-in system edits to ensure accuracy for submission
	Statements	<ul style="list-style-type: none"> ▶ 100% of quarterly and annual statements distributed within ten (10) business days of the end of the reporting period ▶ 99% accuracy rate
	Tax Reporting	<ul style="list-style-type: none"> ▶ 99% distributed in accordance to IRS requirements ▶ 99% accuracy rate
	Call Center	<ul style="list-style-type: none"> ▶ Available Monday-Friday (excluding NY Stock Exchange holidays) (9:00 am – 5:00 pm PT)
	Call Center	<ul style="list-style-type: none"> ▶ 98% quality rating from internal call monitoring results
	Customer Emails	<ul style="list-style-type: none"> ▶ 100% of emails responded to within one (1) business day

<p>Program Reporting</p>	<p>We will deliver a Quarterly Report to the Board to include information on new accounts and assets, investment, performance, fees, administrative, customer service.</p>
<p>Marketing & Disclosure Support</p>	<p>Materials: A CalABLE tri-fold brochure, information packet, and disclosure statement materials (in English and Spanish) will be produced or re-designed no more than once per calendar year, unless said changes are due to Program or regulatory changes.</p> <p>Public Website: Content changes required due to regulatory changes will be made as necessary to remain in compliance. Minor updates to content (copy edits, adding links to other sites, etc.) will be made once per month on TFI's update schedule. Substantial changes (new pages, navigation changes, new imagery) will be made once per calendar year on TFI's update schedule.</p> <p>Compliance Requirement: The Board agrees that any marketing, promotion or informational materials either in electronic or printed form which contain an offer to sell the plan and include the CalABLE.ca.gov URL or the phone number 833-Cal-ABLE (833-225-2253) will be submitted to TFI for compliance review before materials are made available to the public.</p>
<p>Account Restrictions and Closure</p>	<p>The CalABLE Act Board delegates to the Program Manager the exclusive authority to restrict and/or close Accounts at any time and for any reason, in its sole discretion, including but not limited to any potential or actual fraud and/or fraudulent activity.</p>