

**Administrative Benchmarks
CalSavers Program**

I. Call Center Employees

- A. The Contractor shall have a sufficient number of representatives on duty to meet the performance standards set forth in this Exhibit;
- B. Call center representatives will have sufficient training regarding the CalSavers Program, and any federal regulations or requirements related to IRAs as described in RFP response to question 4.4.6;
- C. The Contractor shall ensure that call center representatives can assist Employers, Employees, or Account Owners as outlined in the Services;
- D. The Contractor shall ensure that a sufficient number of bilingual representative (English and Spanish speaking) is available during call center business hours to ensure that callers requesting a Spanish speaker have similar wait times as callers speaking in English;
- E. The Contractor shall ensure that representatives have access to, and are trained to use, the Contractor’s multi-lingual translation software or its equivalent;

II. Performance Standards

The chart below outlines (i) the administrative performance criteria (“General Performance Standards”) for the CalSavers Program and (ii) the performance standards (“Wave Performance Standards”) for CalSavers Program applicable during (a) the first 45 days from the date employers are invited to register for a wave; and (b) the first 30 days from the date that employer contributions are scheduled to start for a wave. Capitalized terms used, but not otherwise defined, herein shall have the meanings ascribed to them in the body of this Agreement.

	Items	General Performance Standards	Wave Performance Standards
1	Call Center Abandon Rate	less than or equal to 24 4%	less than or equal to 2% <u>No Change</u>
2	Call Center Answer Time	85% of calls answered in 30 seconds, average speed to answer 3 minutes or less, measured quarterly	85% of calls answered in 30 seconds <u>No Change</u>
3	Material fulfillment via email when possible and postal mail when email is not available.	100% within 3 business days	No Change
4	Incoming email or postal mail. Contractor may	100% within 3 business days	No Change

	reply by email when possible and postal mail when email is not available or appropriate;		
5	Requests for information or materials	100% within 3 business days	No Change
6	Contractor shall notify the Board of any correspondence or other communication from a legislator, government official, or any other elected official;	100% within 1 business day	No Change
7	Contractor shall process all contributions and distributions on the day of receipt in good order before market close, or if received in good order after market close or on a non-business day, the next business day;	98%	No Change
8	Contractor shall ensure the CalSavers Program website and employer and employee portals shall be available twenty-four (24) hours a day, seven (7) days a week, not including the maintenance windows ¹ ;	99.90%	No Change
9	Contractor shall make participant quarterly account statements and/or annual account statements available;	Within 20 days of the end of the quarter or receipt of all materials i.e., inserts, whichever comes later	No Change

¹ A Maintenance Window may only occur monthly on Sunday between the hours of 12 am – 5 am ET (“Maintenance Window”), unless otherwise approved by the Board after Contractor provides 10-day advance notice via e-mail. The Contractor shall also provide a minimum of 24-hour advance notice of the Maintenance Window and Board-approved maintenance periods to employers and employees by posting it on the website and the respective employer and/or employee portal. In the event of an emergency, the Contractor may perform maintenance without the Board’s approval outside of the Maintenance Window, so long as prior notice is provided to the Board to the extent practicable. Minor website and/or application patches may be applied at any time, if they result in no website downtime.

10	Contractor shall deliver federal tax reporting documents to Program participants on or before the deadline provided in Applicable Law;	100%	No Change
11	Contractor shall transmit all federal tax files on or before the deadline provided in Applicable Law and promptly send, as necessary, any subsequent files for corrections;	100% annually on or before the required deadline provided in Applicable Law	No Change
12	Contractor shall provide all federal and state withholding remittance information to the appropriate federal or state entity, by the deadline provided in Applicable Law;	100% provided to federal or state entity, as applicable, by deadline specified by the Code, Treasury Regulation, or other guidance	No Change

- A. The Contractor shall utilize National Quality Review, or a similar benchmarking organization, to evaluate the quality of certain customer services across the Contractor's government savings business. For the avoidance of doubt, such evaluations shall not be specific to the CalSavers Program.
- B. Contractor will provide prompt, courteous customer service to employers and employees.
- C. Contractor will establish customer service resolution procedures reasonably designed to promptly understand, escalate and resolve customer service issues, complaints, and problems in a professional manner. Contractor will promptly escalate customer service complaints according to mutually agreed procedures with the Executive Director.
- D. As requested, Contractor will promptly respond to reasonable inquiries from the Executive Director regarding Program customer service and administrative matters.
- E. Contractor will provide the Executive Director with quarterly reports summarizing customer service issues, complaints, and their resolution.