

ScholarShare 529 Plan Administrative Performance Report Q2 2025

Apr 1 - Jun 30, 2025

Financial Transactions	Benchmarks	3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Purchases *		801,210	817,511	839,330	274,293	271,020	277,481	822,794	1,662,124
Redemptions **		49,668	42,109	42,898	11,057	10,915	11,218	33,190	76,088
Accuracy of Financial Transactions for TFI		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
All Financial Transactions		2,711,147	3,429,958	3,503,169	1,140,432	1,106,730	1,130,071	3,377,233	6,880,402
Accuracy	98%	98%	98%	98%	99%	99%	99%	99%	99%
Timeliness	99%	100%	100%	100%	100%	100%	100%	100%	100%
Complaints		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Complaints - Adjustments		0	0	6	0	3	0	3	9
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Confirmations and Statements		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Daily Confirmations		439,985	392,168	317,155	106,060	95,441	81,623	283,124	600,279
Accuracy	98%	100%	100%	100%	100%	100%	100%	100%	100%
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly Statements		298,264	563,446	313,604	NA	NA	319,083	319,083	632,687
Timeliness	100%	100%	100%	100%	NA	NA	100%	100%	100%
Tax Reporting		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Federal Statements		NA	NA	108,186	NA	NA	NA	NA	108,186
Accuracy	100%	NA	NA	100%	NA	NA	NA	NA	100%
Timeliness	100%	NA	NA	100%	NA	NA	NA	NA	100%
State Records		NA	NA	55,624	NA	NA	NA	NA	55,624
Accuracy	100%	NA	NA	100%	NA	NA	NA	NA	100%
Timeliness	98%	NA	NA	100%	NA	NA	NA	NA	100%
Enrollment Kit Processing		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Total Mailed		62	56	56	20	27	20	67	123
Total Mailed Within 5 Days	98%	100%	100%	100%	100%	100%	100%	100%	100%
Call Center		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Total Calls Received		18,373	15,811	18,040	5,689	5,052	4,871	15,612	33,652
Total Calls Abandoned		81	206	700	37	9	2	48	748
Service Level (Calls Answered within 30 seconds)	85%	90%	90%	82%	92%	97%	98%	96%	89%
Abandonment Rate	< 2%	0.44%	1.30%	3.88%	0.65%	0.18%	0.04%	0.31%	2.09%
Systems Availability		3Qtr	4Qtr	1Qtr	Apr	May	Jun	2Qtr	YTD
Account Owner Services and Websites	98%	100.00%	99.89%	99.86%	99.99%	99.96%	99.97%	99.97%	99.92%

* Includes ACH, Payroll, Rollover In, Checks

** Includes Qualified (Withdrawals, K-12, Student Loan, Apprenticeship), Non-Qualified, and Rollover Out

Confidential (C)