

# ScholarShare 529 Plan Administrative Performance Report Q3 2025

July 1 - Sep 30, 2025

Financial Transactions	Benchmarks	4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Purchases *		817,511	839,330	822,794	277,540	272,284	291,310	841,134	2,503,258
Redemptions **		42,109	42,898	33,190	15,144	19,787	17,381	52,312	128,400
Accuracy of Financial Transactions for TFI		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
All Financial Transactions		3,429,958	3,503,169	3,377,233	1,153,470	1,152,376	1,211,742	3,517,588	10,397,990
Accuracy	98%	98%	98%	99%	98%	99%	99%	99%	99%
Timeliness	99%	100%	100%	100%	100%	100%	100%	100%	100%
Complaints		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Complaints - Adjustments		0	6	3	0	1	1	2	11
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Confirmations and Statements		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Daily Confirmations		392,168	317,155	283,124	113,830	121,483	108,035	343,348	943,627
Accuracy	98%	100%	100%	100%	100%	100%	100%	100%	100%
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly Statements		563,446	313,604	319,083	NA	NA	320,306	320,306	952,993
Timeliness	100%	100%	100%	100%	NA	NA	100%	100%	100%
Tax Reporting		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Federal Statements		NA	108,186	NA	NA	NA	NA	NA	108,186
Accuracy	100%	NA	100%	NA	NA	NA	NA	NA	100%
Timeliness	100%	NA	100%	NA	NA	NA	NA	NA	100%
State Records		NA	55,624	NA	NA	NA	NA	NA	55,624
Accuracy	100%	NA	100%	NA	NA	NA	NA	NA	100%
Timeliness	98%	NA	100%	NA	NA	NA	NA	NA	100%
Enrollment Kit Processing		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Total Mailed		56	56	67	19	20	39	78	201
Total Mailed Within 2 Days	98%	100%	100%	100%	100%	100%	100%	100%	100%
Call Center		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Total Calls Received		15,811	18,040	15,612	6,703	6,770	5,641	19,114	52,766
Total Calls Abandoned		206	700	48	8	7	34	49	797
Service Level (Calls Answered within 30 seconds)	85%	90%	82%	96%	95%	95%	89%	93%	90%
Abandonment Rate	< 2%	1.30%	3.88%	0.31%	0.12%	0.10%	0.60%	0.26%	1.48%
Systems Availability		4Qtr	1Qtr	2Qtr	Jul	Aug	Sept	3Qtr	YTD
Account Owner Services and Websites	98%	99.89%	99.86%	99.97%	99.80%	99.60%	99.90%	99.77%	99.87%

\* Includes ACH, Payroll, Rollover In, Checks

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

Confidential (C)