

ScholarShare 529 Plan Administrative Performance Report Q4 2025

Oct 1 - Dec 31, 2025

Financial Transactions	Benchmarks	1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Purchases *		839,330	822,794	841,134	286,229	268,212	322,577	877,018	3,380,276
Redemptions **		42,898	33,190	52,312	12,736	11,971	21,166	45,873	174,273
Accuracy of Financial Transactions for TFI		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
All Financial Transactions		3,503,169	3,377,233	3,517,588	1,168,889	1,094,008	1,425,306	3,688,203	14,086,193
Accuracy	98%	98%	99%	99%	98%	98%	100%	99%	99%
Timeliness	99%	100%	100%	100%	100%	100%	99%	100%	100%
Complaints		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Complaints - Adjustments		6	3	2	1	2	2	5	16
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Confirmations and Statements		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Daily Confirmations		317,155	283,124	343,348	91,219	80,582	88,931	260,732	1,204,359
Accuracy	98%	100%	100%	100%	100%	100%	100%	100%	100%
Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly Statements		313,604	319,083	320,306	NA	NA	518,017	518,017	1,471,010
Timeliness	100%	100%	100%	100%	NA	NA	100%	100%	100%
Tax Reporting		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Federal Statements		108,186	NA	NA	NA	NA	NA	NA	108,186
Accuracy	100%	100%	NA	NA	NA	NA	NA	NA	100%
Timeliness	100%	100%	NA	NA	NA	NA	NA	NA	100%
State Records		55,624	NA	NA	NA	NA	NA	NA	55,624
Accuracy	100%	100%	NA	NA	NA	NA	NA	NA	100%
Timeliness	98%	100%	NA	NA	NA	NA	NA	NA	100%
Enrollment Kit Processing		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Total Mailed		56	67	78	27	20	19	66	267
Total Mailed Within 2 Days	98%	100%	100%	100%	100%	100%	100%	100%	100%
Call Center		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Total Calls Received		18,040	15,612	19,114	5,010	3,699	6,291	15,000	67,766
Total Calls Abandoned		700	48	49	35	19	60	114	911
Service Level (Calls Answered within 30 seconds)	85%	82%	96%	93%	91%	92%	95%	93%	91%
Abandonment Rate	< 2%	3.88%	0.31%	0.26%	0.70%	0.51%	0.95%	0.72%	1.35%
Systems Availability		1Qtr	2Qtr	3Qtr	Oct	Nov	Dec	4Qtr	YTD
Account Owner Services and Websites	98%	99.86%	99.97%	99.77%	99.90%	99.94%	99.95%	99.93%	99.88%

* Includes ACH, Payroll, Rollover In, Checks

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

Confidential (C)