



# 2009 PLANSPONSOR DC SURVEY BEST IN CLASS

At least 15 responses were needed per question in order to qualify for a Best in Class award in the micro, small, and mid asset categories. At least 10 responses were needed to qualify in the large and mega categories.

Micro Market <\$5MM	PARTICIPANT SERVICES												SPONSOR SERVICES										
	Communications Materials	Education Program	Statement Clarity	Enrollment Assistance	Asset Allocation Focus	Statement Accuracy	Reporting Timeliness	Turnaround Time—Loans	Internet Services	Call Center	Range of Investments	Retiree Services	Participant Service Fees	Internet Services	Form 5600 Accuracy	Reporting	Compliance	Fee Fairness	Fee Disclosure	Acct Rep Knowledge	Responsiveness	Regulation Updates	Staff Consistency
ADP Retirement Services																							
American Trust		🏆	🏆	🏆	🏆			🏆				🏆	🏆				🏆	🏆	🏆				🏆
American United Life																							
Ascensus	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
Bank of America Merrill Lynch	🏆	🏆			🏆									🏆	🏆	🏆	🏆			🏆	🏆	🏆	🏆
BB&T Institutional Services																							
Correll Co.								🏆				🏆	🏆						🏆				🏆
CPI Qualified Plan Consultants Inc.	🏆					🏆	🏆			🏆		🏆			🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
CUNA Mutual Group																							
DailyAccess Corporation						🏆	🏆	🏆	🏆					🏆									
Direct Retirement Solutions	🏆	🏆	🏆	🏆	🏆	🏆	🏆			🏆	🏆	🏆				🏆				🏆	🏆	🏆	
Dubuque Bank & Trust		🏆																					
Fidelity Investments																							
Fifth Third Institutional Services																							
Great-West Retirement Services															🏆			🏆					
The Hartford			🏆						🏆	🏆		🏆	🏆	🏆	🏆								
ING		🏆																					
John Hancock Retirement Plan Svcs							🏆	🏆	🏆														
Lincoln Financial Group																							
M&I Institutional Trust Services	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
MassMutual Financial Group																							
MBM Advisors, Inc.				🏆							🏆							🏆			🏆		
Mutual of Omaha	🏆	🏆	🏆	🏆	🏆	🏆				🏆	🏆		🏆							🏆	🏆	🏆	
Newport Group	🏆					🏆	🏆							🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
New York Life Retirement Plan Svcs			🏆			🏆		🏆	🏆	🏆		🏆		🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
Professional Capital Services								🏆															
Principal Financial Group			🏆																				
Securian Financial Group	🏆		🏆		🏆		🏆	🏆	🏆	🏆	🏆	🏆		🏆	🏆	🏆	🏆	🏆			🏆	🏆	
Sentinel Financial Group																							
The Standard					🏆						🏆												
Steele Capital Management				🏆							🏆		🏆						🏆				
TIAA-CREF																							
Transamerica Retirement Services	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
UNIFI Company Retirement Plans																							
USI Consulting Group																							

2009 PLANSPONSOR DC SURVEY

Small Market \$5MM–\$50MM	PARTICIPANT SERVICES											SPONSOR SERVICES											
	Communications Materials	Education Program	Statement Clarity	Enrollment Assistance	Asset Allocation Focus	Statement Accuracy	Reporting Timeliness	Turnaround Time—Loans	Internet Services	Call Center	Range of Investments	Retiree Services	Participant Service Fees	Internet Services	Form 5500 Accuracy	Reporting	Compliance	Fee Fairness	Fee Disclosure	Acct Rep Knowledge	Responsiveness	Regulation Updates	Staff Consistency
ADP Retirement Services						🏆						🏆		🏆	🏆	🏆		🏆		🏆	🏆		🏆
American United Life								🏆							🏆			🏆	🏆		🏆		
Ascensus	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆		🏆			🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
Bank of America Merrill Lynch																							
BB&T Institutional Services			🏆									🏆	🏆	🏆			🏆			🏆	🏆	🏆	🏆
Charles Schwab																							
CUNA Mutual Group		🏆																				🏆	
DailyAccess Corporation						🏆					🏆											🏆	
Diversified Investment Advisors					🏆								🏆										
DWS Investments																						🏆	🏆
Fidelity Investments																							
Great-West Retirement Services																							
The Hartford				🏆		🏆	🏆	🏆		🏆	🏆		🏆	🏆	🏆	🏆	🏆	🏆		🏆		🏆	
ING					🏆																		
John Hancock Retirement Plan Svcs	🏆	🏆						🏆	🏆	🏆													
Lincoln Financial Group																							
M&I Institutional Trust Services	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
MassMutual Financial Group	🏆		🏆	🏆		🏆	🏆	🏆	🏆	🏆				🏆									
MBM Advisors, Inc.				🏆	🏆		🏆				🏆												
Mercer																							
Newport Group	🏆	🏆	🏆						🏆	🏆	🏆	🏆	🏆			🏆		🏆	🏆				
New York Life Retirement Plan Svcs								🏆				🏆		🏆					🏆				
PNC Institutional Investments											🏆				🏆		🏆			🏆			
Principal Financial Group																							
Prudential Retirement																							
Putnam Investments																							
Securian Financial Group	🏆	🏆	🏆	🏆	🏆		🏆							🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
The Standard																							
Steele Capital Management	🏆	🏆	🏆	🏆	🏆	🏆	🏆			🏆	🏆	🏆			🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
SunTrust Bank												🏆											
T. Rowe Price Group								🏆					🏆										
TIAA-CREF													🏆										
Transamerica Retirement Services	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆		🏆	🏆	🏆			🏆	🏆	🏆	🏆	
USI Consulting Group															🏆								
Vanguard	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆				🏆	🏆	🏆	🏆		🏆	
Wells Fargo & Co.																							