

## City of Los Angeles PREMIERE Deferred Compensation Plan Survey

Dear Plan Participant:

Great-West Retirement Services® (Great-West) is committed to meeting the needs of the participants in the City's PREMIERE Deferred Compensation Plan. To accomplish this, Great-West is interested in learning how you feel about the administrative, recordkeeping, investment education and communication services we provide for the PREMIERE Plan. Your input will help us identify ways to better meet your current and future needs.

Please take a few minutes to complete this confidential online survey.<sup>1</sup> The survey will be available through November 20, 2009.

Thank you in advance for your cooperation in replying promptly to this important survey.

Sincerely,  
Great-West Retirement Services

### Participation

1. Are you currently contributing to the City of Los Angeles PREMIERE Deferred Compensation Plan?
  - Yes
  - No
  
2. What is your estimated account balance?
  - Less than \$10,000
  - \$10,000 to \$25,000
  - \$25,001 to \$50,000
  - \$50,001 or more
  - I don't know/not sure
  
3. Please indicate your age category.
  - Under 30
  - 30 to 39
  - 40 to 49
  - 50 to 59
  - 60 or over
  
4. With what City department are you currently employed?
  - Airports
  - Animal Services
  - Building and Safety
  - Chief Legislative Analyst
  - City Administrative Office
  - City Attorney
  - City Clerk
  - City Council
  - Community Development

- Controller
- DOT
- DWP
- Fire
- Fire/Police Pensions
- General Services
- Harbor
- Housing
- ITA
- LACERS
- Library
- Mayor's Office
- Personnel
- Planning
- Police
- Public Works
- Recreation & Parks
- Treasurer/Finance
- Zoo
- Other
- I no longer work for the City

### **Great-West Retirement Services**

As provider of the City of Los Angeles PREMIERE Deferred Compensation Plan's administrative, recordkeeping, investment education and communication services, Great-West makes available local representatives, a national call center, an automated telephone service (KeyTalk<sup>®</sup>) and a Web site ([www.cityofla457.com](http://www.cityofla457.com)) to assist you with your investment needs.

5. Have you ever met with a **local** Great-West representative, either for individual counseling and guidance or in a group presentation?
  - Yes
  - No (Please skip to question 7)
  
6. Please rate your satisfaction with your **local** Great-West representative.
  - Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied
  - No opinion
  
7. Have you ever performed a transaction or otherwise had an occasion to call the Great-West **national call center** and talk to a national service representative at (888) 457-9460?
  - Yes
  - No (Please skip to question 9)

8. Please rate your satisfaction with the Great-West **national call center**.
- Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied
  - No opinion
9. Have you ever used **KeyTalk**, the toll-free automated voice response system at (888) 457-9460, to help you manage and monitor your account?
- Yes
  - No (Please skip to question 11)
10. Please rate **KeyTalk** in terms of **how easy it is to use**.
- Very easy to use
  - Easy to use
  - Neutral
  - Not easy to use
  - Very difficult to use
  - No opinion
11. Have you ever visited the City of Los Angeles PREMIERE Deferred Compensation Plan's **Web site** at **www.cityofla457.com**?
- Yes
  - No (Please skip to question 14)
12. Please rate the City of Los Angeles PREMIERE Deferred Compensation Plan **Web site** in terms of **how easy it is to use**.
- Very easy to use
  - Easy to use
  - Neutral
  - Not easy to use
  - Very difficult to use
  - No opinion
13. Please rate the City of Los Angeles PREMIERE Deferred Compensation Plan **Web site** in terms of the **account information it provides**.
- Very useful
  - Somewhat useful
  - Neutral
  - Not very useful
  - Not at all useful
  - No opinion
14. Please rate your City of Los Angeles PREMIERE Deferred Compensation Plan **account statement** in terms of its **content and format**.
- Very useful
  - Somewhat useful

- Neutral
  - Not very useful
  - Not at all useful
  - No opinion
15. With respect to **record keeping** (transferring funds, changing beneficiaries or otherwise making changes to your City of Los Angeles PREMIERE Deferred Compensation Plan account), please rate your satisfaction with the **number of ways available to make such changes**.
- Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied
  - No opinion
16. With respect to **record keeping** (transferring funds, changing beneficiaries or otherwise making changes to your City of Los Angeles PREMIERE Deferred Compensation Plan account), please rate your satisfaction with the **speed with which those changes are noted/take effect**.
- Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied
  - No opinion
17. Considering all of the above facets of Great-West's service (questions 5 through 16), how **satisfied overall** are you with Great-West?
- Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied
  - No opinion
18. **Online File Cabinet**<sup>®</sup> enables you to replace your paper statement with an electronic one. Do you currently use, or have you ever used, the **Online File Cabinet**?
- Yes
  - No (Please skip to question 20)
19. If you currently use, or have ever used, the **Online File Cabinet**, please indicate your **level of satisfaction** with this service.
- Very satisfied
  - Somewhat satisfied
  - Neutral
  - Somewhat dissatisfied
  - Very dissatisfied

No opinion

20. If you **do not currently** utilize the **Online File Cabinet**, please indicate the PRIMARY reason why.

- I was not aware of this service
- I don't understand enough about this service
- I tried to use this service, but it was too hard/complicated or took too long to set up
- I used this service for a while, but was dissatisfied with the result
- I am unwilling to give up my paper statements
- I don't mind giving up my paper statements, but am leery of the Internet
- None of the above

### Other

Is there anything else that you would like to share with Great-West? Please add any additional comments in the space provided.

Thank you for completing the City of Los Angeles PREMIERE Deferred Compensation Plan Survey!

Responses MUST BE RECEIVED no later than November 20, 2009.

### Help Us Help You

I would like a Great-West representative, who is dedicated to the City of Los Angeles PREMIERE Deferred Compensation Plan, to contact me via:

- E-mail
- Telephone

E-mail to: \_\_\_\_\_

Call me at: \_\_\_\_\_ home \_\_\_\_\_ work

Best time to call is: \_\_\_\_\_ morning \_\_\_\_\_ afternoon \_\_\_\_\_ evening

<sup>1</sup> Rest assured that the information you provide in completing this survey will be held in strict confidence and will be used only for the purposes stated.

**Securities (except Schwab PCRA), when offered, are offered through GWFS Equities, Inc., a wholly owned subsidiary of Great-West Life & Annuity Insurance Company.**

Great-West Retirement Services<sup>®</sup> refers to products and services provided by Great-West Life & Annuity Insurance Company and its subsidiaries and affiliates. Core investment options are through separately managed accounts, mutual funds and a group fixed and variable deferred annuity underwritten by Hartford Securities Distribution Company, Inc. and subadvised by Wellington Management Company, LLP. GWFS Equities, Inc., or one or more of its affiliates, may receive a fee from the investment option provider for providing certain recordkeeping, distribution and administrative services. Securities available through Schwab Personal Choice Retirement Account<sup>®</sup> (PCRA) are offered through Charles Schwab & Co., Inc. (Member SIPC), a registered broker-dealer, and unaffiliated. Great-West Retirement Services, KeyTalk and Online File Cabinet, are service marks of Great-West Life & Annuity Insurance Company. Not intended for use in New York. ©2009 Great-West Life & Annuity Insurance Company. All rights reserved. Form# CityofLAParticipantSurvey (10/09) PT91467