

Zoomerang Survey Results

City of Los Angeles PREMIERE Deferred Compensation Plan Survey

Response Status: Completes

Filter: No filter applied

Aug 16, 2011 2:16 PM PST

Great-West Retirement Services® (Great-West) is committed to providing the City of Los Angeles with the best participant services possible. Please take a few minutes to let us know how we're doing and how we might improve. Your comments and feedback are most appreciated!

Overall Plan Effectiveness

1. Overall, how effective has the employee education and outreach program been in terms of creating awareness of the Plan among employees?

Very effective	4	40%
Somewhat effective	5	50%
Neutral	0	0%
Not very effective	0	0%
Ineffective	0	0%
No opinion	1	10%
Total	10	100%

Participant Communication Materials (Print)

2. Please rate your satisfaction with the quality, creativity and effectiveness of the enrollment kit, newsletters and other materials used by the Plan.

Very satisfied	4	40%
Somewhat satisfied	4	40%
Neutral	1	10%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No opinion	1	10%
Total	10	100%

Participant Website

3. Please rate your satisfaction with the look, feel and ease of use of the Plan Web site and the participant communication materials available on it.

Very satisfied	4	40%
Somewhat satisfied	4	40%
Neutral	0	0%
Somewhat dissatisfied	2	20%
Very dissatisfied	0	0%
No opinion	0	0%
Total	10	100%

4. Please rate your satisfaction with the overall effectiveness of the Plan Web site when it comes to providing educational tools.

Very satisfied	3	30%
Somewhat satisfied	7	70%
Neutral	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No opinion	0	0%
Total	10	100%

Enrollment

5. In your opinion, do the printed enrollment materials available make understanding and enrolling in the Plan easier for employees/participants?

Yes	7	70%
No	1	10%
No opinion	2	20%
Total	10	100%

6. In your opinion, is the enrollment assistance provided by Plan representatives helpful to employees/participants?

Yes	8	80%
No	0	0%
No opinion	2	20%
Total	10	100%

Participant Statements

7. Please rate participant statements in terms of how clear and easily understandable they are for participants.

Very clear and understandable	5	50%
Somewhat clear and understandable	5	50%
Neutral	0	0%
Somewhat unclear and not understandable	0	0%
Very unclear and not at all understandable	0	0%
No opinion	0	0%
Total	10	100%

8. Please rate participant statements in terms of how useful they are in helping participants manage their accounts.

Very useful	3	30%
Somewhat useful	6	60%
Neutral	0	0%
Not very useful	1	10%
Not useful at all	0	0%
No opinion	0	0%
Total	10	100%

Administration**9. Please rate your satisfaction with the turnaround time for withdrawals, hardship requests, loan requests and death claims.**

Very satisfied	5	50%
Somewhat satisfied	1	10%
Neutral	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No opinion	4	40%
Total	10	100%

10. Please rate your satisfaction with the effectiveness of the KeyTalk® automated voice response system.

Very satisfied	3	30%
Somewhat satisfied	2	20%
Neutral	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No opinion	5	50%
Total	10	100%

11. How well does Great-West execute your vision of what the Plan should provide to your participants?

Excellent	5	50%
Good	5	50%
Neutral	0	0%
Fair	0	0%
Poor	0	0%
No opinion	0	0%
Total	10	100%

12. In terms of helping you understand the Plan's status, how helpful are the Great-West quarterly Board reports?

Very helpful	7	70%
Somewhat helpful	2	20%
Neutral	0	0%
Not very helpful	0	0%
Not helpful at all	0	0%
No opinion	1	10%
Total	10	100%

13. As a Board member, what other information not currently available would be helpful to you?

5 Responses

14. What metrics do you consider most important when it comes to gauging the Plan's success?

Participation rates	5	50%
Contribution levels	3	30%
Number of investment options utilized	0	0%
Other, please specify	2	20%
Total	10	100%

Great-West Personnel

15. Please rate your satisfaction with the performance of the Great-West personnel assigned to the Plan.

Very satisfied	9	90%
Somewhat satisfied	1	10%
Neutral	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No opinion	0	0%
Total	10	100%

16. In what ways could the Great-West personnel assigned to the Plan improve?

4 Responses

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13. As a Board member, what other information not currently available would be helpful to you?

Respondent #

Response

- 1 As a staff member, it would be helpful to have access to web retriever.
- 2 The Board is not shy about requesting information at the monthly meeting. Great West always comes thru with the info if/when requested. I cannot think of any info that is lacking.
- 3 Peer Comparisons
- 4 In completing this I realize we don't ever see all the various written materials. We should see those from time to time.
- 5 May not be possible to get, but more information about size of contributions/assets with stage of career

14. What metrics do you consider most important when it comes to gauging the Plan's success?

Respondent #

Response

- 1 A combination of participation rates and contribution levels
- 2 The contribution/assets together with number of participants at each level of assets or contributions

16. In what ways could the Great-West personnel assigned to the Plan improve?

Respondent #

Response

- 1 I would not improve anything. The staff assigned to our Plan are top-notch. They are well-versed in the 457b Plan as well as on general investment topics.
- 2 I cannot think of an area to improve in. Our plan participants enjoy accurate, fair, and efficient service from Great West.
- 3 Can't think of any at the moment.
- 4 Keep up the good work.