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DATE: October 5, 2009
TO: Board of Deferred Compensation Administration
FROM: Usha Archer and Gary Robison, Great-West Retirement Services
RE: Participant Survey

Great-West Retirement Services is preparing to issue a participant satisfaction survey via the Plan's web site at www.cityofla457.com. This satisfaction survey utilizes a standard set of questions used with many of our plan sponsor clients. They provide a means for us to obtain useful feedback regarding how participants feel about Great-West's services.

The survey is expected to be released in October or November 2009. As is the case with other Great-West plan sponsor clients, the survey is entirely web-based. It is our experience that web-based surveys provide ample responses in order to generate statistically valid data.

Announcements of the survey's availability will be provided via the News Section on the web, a jump page bulletin upon login entry to the web site and also via the newsletter for the period ending third quarter, 2009. The survey will be available for approximately four weeks. Survey results can be shared with the Board within approximately one month.