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DATE: December 23, 2009
TO: Board of Deferred Compensation Administration
FROM: Usha Archer and Gary Robison, Great-West Retirement Services
RE: Plan Sponsor Survey

Great-West Retirement Services will be issuing a Plan-level survey via email to Board members and City Staff. This survey is a customized tool that supplements the participant-level survey currently underway and, together, these surveys will provide both participant-level as well as plan sponsor-level feedback regarding the services provided by Great-West.

The survey will be released in mid-January. This survey is web-based to provide an objective and confidential means for the Board members and Staff to respond. There will be ample opportunity for open-ended comments within the survey.

The survey will be available for approximately eight weeks or until all recipients have responded or declined to respond. Survey results can be shared with the Board if requested, but Great-West's initial proposal would be to keep the results confidential so as to encourage candid responses.