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DATE: May 10, 2011
TO: Board of Deferred Compensation Administration
FROM: Usha Archer and Gary Robison, Great-West Retirement Services
RE: Plan Sponsor & Participant Survey

Plan Sponsor Survey

Great-West Retirement Services will again be issuing a Plan-level survey this year via email to Board members and City Staff. This survey is a customized tool that supplements the annual participant-level survey 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-May. 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.

Participant Survey

Great-West will also be issuing a participant survey later this year via the Plan's web site at www.cityofla457.com, as part of the current contract and as a matter of standard marketing procedure to survey plan participants about Great-West's services.

The survey is expected to be released in fourth quarter. With an average of 20,000 unique users of the web site (averaging over the last four quarters) and with approximately 40,000 plan participants, the survey will be conducted exclusively via the web site.

Announcements of the survey's availability will be 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, 2011. The survey will be available approximately four weeks.

Please let us know if you have any questions.