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DATE: April 1, 2010
TO: Board of Deferred Compensation Administration
FROM: Usha Archer and Gary Robison, Great-West Retirement Services
RE: Plan Sponsor Survey Results

As previously reported, Great-West issued a survey in December 2009 directed to the Board of Deferred Compensation Administration and City Staff to assess Great-West Retirement Services. This survey focused on the educational efforts and services provided by Great-West to the City as a Plan sponsor.

The survey was conducted through a special web link, emailed to fourteen Board and Staff members. The survey was open for about one month and eleven of the fourteen targeted receivers responded. A summary of the results is attached.

Overall, we are pleased that we continue to meet the expectations of the Board members and Staff as is evidenced by the survey results.

We will work with Staff on the next Plan Sponsor Survey.

City of Los Angeles PREMIERE Deferred Compensation Plan Survey - 2010

Response Status: Completes

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 or somewhat effective	100%
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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 or somewhat satisfied	90%
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No opinion	10%
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Participant Web site

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 or somewhat satisfied	100%
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4. Please rate your satisfaction with the overall effectiveness of the Plan Web site when it comes to providing educational tools.

Very or somewhat satisfied	100%
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Enrollment

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

Yes	60%
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No opinion	40%
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6. In your opinion, is the enrollment assistance provided by Plan representatives helpful to employees/participants?

Yes	80%
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No opinion	20%
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Participant Statements

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

Very clear or somewhat clear and understandable	90%
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Somewhat unclear and not understandable	10%
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City of Los Angeles PREMIERE Deferred Compensation Plan Survey - 2010

Response Status: Completes

Overall Plan Effectiveness

8. Please rate participant statements in terms of how useful they are in helping participants manage their accounts.	
Very or somewhat useful	90%
Neutral	10%

Administration

9. Please rate your satisfaction with the turnaround time for withdrawals, hardship requests, loan requests and death claims.	
Very or somewhat satisfied	90%
No opinion	10%

10. Please rate your satisfaction with the effectiveness of the KeyTalk® automated voice response system.	
Very or somewhat satisfied	40%
Neutral	10%
No opinion	50%

11. How well does Great-West execute your vision of what the Plan should provide to your participants?	
Excellent or Good	90%
No opinion	10%

12. In terms of helping you understand the Plan's status, how helpful are the Great-West quarterly Board reports?	
Very or somewhat helpful	100%

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

14. What metrics do you consider most important when it comes to gauging the Plan's success?	
Participation rates	70%
Contribution levels	20%
Other:	10%

Great-West Personnel

15. Please rate your satisfaction with the performance of the Great-West personnel assigned to the Plan.	
Very satisfied	100%

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