



# 2009 PLANSPONSOR DC SURVEY BEST IN CLASS

At least 10 responses were needed per question in order to qualify for a Best in Class award in the mega asset category.

## Mega Market >\$1B

	PARTICIPANT SERVICES										SPONSOR SERVICES													
	Communications Materials	Education Program	Statement Clarity	Enrollment Assistance	Asset Allocation Focus	Statement Accuracy	Reporting Timeliness	Turnaround Time—Loans	Internet Services	Call Center	Range of Investments	Retiree Services	Participant Service Fees	Internet Services	Form 5500 Accuracy	Reporting	Compliance	Fee Fairness	Fee Disclosure	Acct Rep Knowledge	Responsiveness	Regulation Updates	Staff Consistency	
Bank of America Merrill Lynch	🏆		🏆	🏆		🏆	🏆	🏆	🏆					🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆	🏆
Fidelity Investments									🏆															
Hewitt Associates																								
ING																								
JPMorgan Retirement Plan Svcs.										🏆	🏆													
Mercer							🏆			🏆	🏆											🏆	🏆	
TIAA-CREF	🏆	🏆		🏆	🏆		🏆					🏆	🏆	🏆								🏆	🏆	
Vanguard		🏆	🏆		🏆	🏆		🏆					🏆	🏆		🏆	🏆	🏆	🏆	🏆		🏆	🏆	