



2009 PLANSPONSOR DC SURVEY BEST IN CLASS

At least 15 responses were needed per question in order to qualify for a Best in Class award in the mid asset category.

Mid Market >\$50MM-\$200MM

	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																								
Charles Schwab																								
Diversified Investment Advisors																								
Fidelity Investments																								
Great-West Retirement Services																								
ING																								
JPMorgan Retirement Plan Svcs.																								
Lincoln Financial Group																								
M&I Institutional Trust Services																								
MassMutual Financial Group																								
Mercer																								
Newport Group																								
New York Life Retirement Plan Svcs																								
Principal Financial Group																								
Prudential Retirement																								
Putnam Investments																								
T. Rowe Price																								
TIAA-CREF																								
Vanguard																								
Wells Fargo & Co.																								