

### Attachment 7: Sample Performance Standards

#### CONTRACT NUMBER: TRE-CPM-21101 - DEFERRED COMPENSATION PLAN RECORDKEEPING AND ADMINISTRATIVE SERVICES

Activity	Quality Performance Standard (business days)	Fees Placed at Risk 457(b) and 401(a)	Fees Placed at Risk 403(b)
Transition/ Implementation	<p><b><u>2*</u> days from receipt of all required data in good order</b></p> <p>*This timeframe requires all timeline milestones to be met by the Office of the State Treasurer (OST), prior Trustee, its agents and affiliates and the Cammack Retirement Group (“Cammack”), leading up to the receipt of data in good order.</p> <p>We are committed to a transition that would take place over a 12 to 15 week period.</p>	<p>Day 1-5: \$5,000/day</p> <p>Day 6-10: \$7,500/day</p> <p>Day 11 and ongoing: \$10,000/day</p>	<p>Day 1-5: \$5,000/day</p> <p>Day 6-10: \$7,500/day</p> <p>Day 11 and ongoing: \$10,000/day</p>

Activity	Quality Performance Standard (business days)	Percentage of Fees Placed at Risk 457(b) and 401(a)	Percentage of Fees Placed at Risk 403(b)
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Contribution reconciliation and posting	Processed effective as of the date received in good order before the close of the New York Stock Exchange (NYSE).	5.00%	5.00%
Hardship withdrawals	Processed effective as of the date received in good order before the close of the NYSE.  Seven days to mail check	5.00%	5.00%
Termination/Rollovers/Direct transfers for distribution	Processed effective as of the date received in good order before the close of the NYSE	5.00%	5.00%
Participant directed fund transfers	Processed effective as of the date received in good order before the close of the NYSE.	5.00%	5.00%
Participant statements mailed	Statements are mailed within 15 calendar days from period end	5.00%	5.00%
Confirmation statements mailed	Confirmations are generated and mailed to participant homes for financial transactions initiated by participant the next business day after the transaction is processed	5.00%	5.00%
Plan level reporting	15 calendar days (on line only) days from month end	5.00%	5.00%

Hardship withdrawal reporting	_15 calendar days from month end	5.00%	5.00%
Posting of participant data maintenance file	Processed effective as of the date received in good order before the close of the NYSE.	5.00%	5.00%
Contribution percentage elections/changes	Same day*  * Participants initiate changes by contacting a Phone Service Representative using our toll free number, via the VRS or the interactive Participant Website.	5.00%	5.00%
Domestic relations order Processing	The actual time to complete a DRO distribution varies based on the amount of time we will need to go back in calculating the current date value and how active the account has been. —	5.00%	5.00%
System availability: voice response unit, customer call center, employer, and participant website	Retirement Readiness Service Center (call center): Monday through Friday from 8:00 a.m. to 9:00 p.m. ET. VRS and Participant Website: 24 hours-a-day, seven-days-a-week.	5.00%	5.00%
Customer call center average wait time	80% of calls answered within _40_ seconds	5.00%	5.00%
Customer call center questions and complaints	Within three business days from receipt of question/complaint	10.00%	10.00%

Group education meetings	_100% of group meetings occur within _15_ days of request	10.00%	10.00%
Plan Participation Rate	Guaranteed increase of participation rate by * % per year	\$*	\$*

\* Voya has been working in partnership with OST to continuously improve overall participation rates in the plan. Voya would propose working together with OST to determine the best metrics to measure participation. Through participant communications and plan design, Voya will commit to at least a 2% annual increase over the next three years and is willing to place \$20,000 annually at risk for this performance guarantee.