



2009 PLANSPONSOR DC SURVEY BEST IN CLASS

Micro Market <\$5MM	SPONSOR SERVICES										
	Client recommendation Rate	Internet Services	Form 5500 Accuracy	Reporting	Compliance	Fee Fairness	Fee Disclosure	Acct Rep Knowledge	Responsiveness	Regulation Updates	Staff Consistency
Mutual of Omaha	90.2%							🏆		🏆	
The Hartford	91.1%	🏆	🏆								
John Hancock Retirement Plan Svcs	92.2%										
Great-West Retirement Services	88.1%		🏆			🏆					
Principal Financial Group	86.7%										
Lincoln Financial Group	85.1%										

Micro Market <\$5MM	PARTICIPANT 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
Mutual of Omaha	🏆	🏆	🏆	🏆	🏆	🏆				🏆	🏆		🏆
The Hartford			🏆	🏆				🏆	🏆			🏆	🏆
John Hancock Retirement Plan Svcs							🏆	🏆	🏆				
Great-West Retirement Services													
Principal Financial Group			🏆										
Lincoln Financial Group													