

PLANSPONSOR®

PLANSPONSOR 2001 DC SURVEY

🏆 TOP RATED 🏆 COMMENDED

New York Life Investment Management small																							
<p>New York Life, through thick and thin, continues to delight its client base. Scores and comments are uniformly excellent. Notably singled out for praise is the efficacy of the multiple vehicles that participants have to access their accounts—Voice Response System, Internet, or live telephone reps—and each of these methods garners high praise from clients. NYL also received the highest scores in the survey in three categories: accuracy of reporting, report timeliness, and sponsor technology. One client summed it up nicely: “NYL knows my plan better than I do. I think that says it all.” Now the challenge is to turn this excellence into market presence.</p>																							
<p>RESPONDENT PROFILE</p> <ul style="list-style-type: none"> under \$5MM \$5MM – \$49MM \$50MM – \$199MM \$200MM – \$499MM over \$500MM 	<p>STATS</p> <p>Are provider's fees fair? Yes 89% No 4% Don't know 7%</p> <p>Average participation rate: 72.7%</p> <p>Would recommend provider to a colleague: 93%</p>																						
<p>CLIENT RATINGS</p> <table border="1"> <thead> <tr> <th>Participant Services</th> <th>Sponsor Services</th> </tr> </thead> <tbody> <tr> <td>Communication materials</td> <td>🏆 Compliance</td> </tr> <tr> <td>🏆 Participant education</td> <td>🏆 Reporting</td> </tr> <tr> <td>🏆 Clarity of statements</td> <td>🏆 Fee disclosure</td> </tr> <tr> <td>🏆 Accuracy of reporting</td> <td>🏆 Fairness of fees</td> </tr> <tr> <td>🏆 Timeliness of reporting</td> <td>🏆 Account rep expertise</td> </tr> <tr> <td>🏆 Loan/withdrawal turnaround</td> <td>🏆 Sponsor Internet services</td> </tr> <tr> <td>🏆 Participant Internet services</td> <td>🏆 Sponsor technology</td> </tr> <tr> <td>🏆 Participant technology</td> <td>🏆 Overall sponsor service</td> </tr> <tr> <td>Range of investment options</td> <td></td> </tr> <tr> <td>🏆 Overall participant service</td> <td></td> </tr> </tbody> </table>		Participant Services	Sponsor Services	Communication materials	🏆 Compliance	🏆 Participant education	🏆 Reporting	🏆 Clarity of statements	🏆 Fee disclosure	🏆 Accuracy of reporting	🏆 Fairness of fees	🏆 Timeliness of reporting	🏆 Account rep expertise	🏆 Loan/withdrawal turnaround	🏆 Sponsor Internet services	🏆 Participant Internet services	🏆 Sponsor technology	🏆 Participant technology	🏆 Overall sponsor service	Range of investment options		🏆 Overall participant service	
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<p>🏆 401(k) PathfinderSM (Provider Rate standout categories)</p> <ul style="list-style-type: none"> Legal/Compliance Administration/Outsourcing 																							

Survey Methodology

IN JULY, 2001, 15,487 survey questionnaires were sent to individuals responsible for their company's defined contribution (DC) plans. The database for sending these questionnaires consisted primarily of *PLANSPONSOR* readers, but also included client names supplied by DC providers. Survey responses were accepted until September 10th. A total of 2,831 responses were received, 401 of which were discarded for a variety of reasons (including duplication and incomplete data), leaving 2,430 usable responses. This represents a 47% increase in usable responses from the 2000 survey. For respondent information, see pp 50-53.

Like the 2000 survey, this year's results are organized alphabetically by qualifying defined contribution provider. Providers needed a minimum of 20 client responses in order to be included in the listings that follow. A total of 39 providers received a sufficient number of responses.

Top Rated status was accorded to providers that had average scores in the top 10% of each category. **Commended** status was given to providers with average scores in the next 30%. Respondent comments also were taken into consideration when determining status: Several positive or negative comments about a particular area of service could suffice to lift or drop a vendor's ranking in the survey. Due to varying service requirements among different client types, providers also are distinguished by having the most respondent clients in the following asset sizes: **Micro** (under \$5MM); **Small** (\$5MM-50MM); **Mid-size** (\$50MM-200MM); **Large** (over \$200MM).

Expanded Listings on PLANSPONSOR.com
Go to PLANSPONSOR.com and click on 2001 DC Services Survey