

TPA/Compliance Administration Evaluation

Company Name: _____

Person Completing: _____ **Date:** _____

Experience/Background

1. Are you a member of the American Society of Pension Professionals and Actuaries (ASPPA)? Yes No
2. How many locations? Please list
3. How many plans does your firm currently support?
4. What is your typical plan size (assets and participants)?
5. Which record keeping platform(s) do you most commonly work with?
6. Which plan type(s) do you work with regularly? 401(k)
403(b) 457 NQDC Cash Balance DB Profit-Sharing
7. Is a member of your staff the advisor of record, receiving commission or advisory fee-based compensation on any plan(s)? Yes No
8. What is your firm's client retention rate?
9. Does your firm have the following:
Error & Omission Insurance: Yes No
Cybersecurity Coverage: Yes No
10. Does your firm utilize a Client Relationship Management (CRM) software?
Yes No

Staffing/Support/Sales

11. How many staff do you have?
12. How many client-facing/consultant versus back office/call center?
/
13. Which credential(s) do you require your staff to have/maintain?
14. Do members of your sales team maintain those credentials? Yes No
15. Is there a single point of contact for the plan sponsor? Yes No
16. How many plans are your client-facing consultants responsible for, on average?
17. Do you provide advisor education? Yes No
18. Do you provide customized proposals / illustrations? Yes No

Communication

19. What is your policy in responding to inquiries, and how is that monitored/measured?
20. What is your standard method of communicating important plan-specific issues with clients? Automated emails
Personalized emails Phone call Other
21. Do you typically include the advisor of the plan on all correspondence to a client? Yes No Upon request

Services

22. Is plan sponsor education (e.g., the meaning of terms in their plan document, legislative changes, plan design suggestions) part of your standard service? Yes No
23. On what frequency? Annually Upon request Upon role change
24. Do you offer 3(16) services? Yes No
25. How do you take revenue-sharing into account when pricing your services for a client? Full offset of fees Custom pricing No offset
Partial consideration Other
26. Will you price your services on a revenue-neutral basis and direct-bill the client? Yes No
27. With regard to drafting plan amendments, your fee is:
Included in base fee Included in document maintenance fee
Billed separately Not included in base fee

28. With regard to plan restatements, is your fee:
Included in base fee Included in document maintenance fee
Billed separately Not included in base fee

Administration/Compliance

- Do you:
29. Perform eligibility verification prior to each entry date?
Yes, prior to each eligibility entry date (Prospectively including deferral eligibility) Yes, annually during compliance testing (Retroactively)
Yes, but only upon request No
 30. Provide/distribute required plan notices to (or "No"; do not produce)?
QDIA: Employee Employer Record Keeper No
Safe Harbor: Employee Employer Record Keeper No
Fee Disclosure: Employee Employer Record Keeper No
SAR: Employee Employer Record Keeper No
Auto Enrollment: Employee Employer Record Keeper No
Deferral Escalation: Employee Employer Record Keeper No
 31. Perform the following compliance tests:
ADP: Yes, included in base fee Yes, extra charge No
ACP: Yes, included in base fee Yes, extra charge No
Top-Heavy: Yes, included in base fee Yes, extra charge No
Maximum Annual Addition (415): Yes, included in base fee
Yes, extra charge No
402(g): Yes, included in base fee Yes, extra charge No
Cross-Testing: Yes, included in base fee Yes, extra charge No
401(a)(26) Minimum Participation: Yes, included in base fee
Yes, extra charge No
414(s) Compensation: Yes, included in base fee Yes, extra charge No
410(b) Minimum Coverage: Yes, included in base fee
Yes, extra charge No
Combined plan testing: Yes, included in base fee
Yes, extra charge No
 32. Perform the following employer contribution calculations:
Year-end Match: Yes, included in base fee Yes, extra charge No
True-up: Yes, included in base fee Yes, extra charge No
Profit-sharing: Yes, included in base fee Yes, extra charge No
Corrective contribution: Yes, included in base fee
Yes, extra charge No
 33. Reconcile contribution deposits to participant contribution records?
Yes, routinely Yes, upon request No
 34. Prepare plan filings (Form 5500, 8955, 5330, etc.)?
Yes, routinely Yes, upon request No
 35. Prepare and/or review distribution calculations?
Yes, routinely Yes, upon request No
 36. Prepare and/or review QDRO analysis and process?
Yes, routinely Yes, upon request No
 37. Speak with participants regarding loans/distributions?
Yes, routinely Yes, upon request No
 38. Prepare and/or review participant loan calculations?
Yes, routinely Yes, upon request No
 39. Perform missed/late deferral calculations (includ. missed earnings)?
Yes, routinely Yes, upon request No
 40. Take the lead on any required correction filings (late deposit calculations, VCP, EPCRS, etc.)
Yes, routinely Yes, upon request No
 41. Work directly with the plan's auditor to resolve questions/issues?
Yes, routinely Yes, upon request No
 42. Any other information about your firm/practice you'd like to share?