



## *Dyatech Service Standards*

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**Contribution Processing.** Employer shall calculate participant and employer contributions and shall transmit the contribution data to Dyatech; Dyatech shall verify the contributions to the custodian. Our service standards include the following; contributions that are processed using ACH will be allocated within 3 business days, contributions that are processed using a check or any other means except ACH, will be processed within 5 business days.

**Distributions.** Our service standards include the following; distribution check processing will be done within five (5) business days or as soon as administratively feasible, once a properly completed distribution form is received. Dyatech prints and mails distribution checks on Fridays of each week, unless it is a holiday. If a Friday is a holiday, checks are processed the preceding business day.

**Quarterly Statements.** Quarterly statements will be mailed directly to each active participant reflecting the participant's balance in each investment account and the total value of the entire plan accounts. A plan total statement will be archived online. Our service standards include the following; Quarterly participant statements will be mailed within three weeks after the end of the calendar quarter.

**Manual Transactions.** A manual transaction is defined as any item that can be completed using our website but is not, and a paper form or a Dyatech representative must complete the transaction once given written instruction or a completed transaction form. This includes; Investment Election Change, Reallocation of Account Balance, Personal Data Change, Transfer of Funds, or research of activity history.

Dyatech will process the above referenced manual transactions within five (5) business days of receiving the form in good order.

**Enrollment Forms.** Enrollment Forms will be entered into our system within ten (10) business days of receipt in good order. Enrollment Forms may be entered online through our website. If an enrollment form is entered online through the website, before 3:00 pm CST, it will process the next business day.

**Accuracy Service Standards.** Dyatech processes numerous transactions each day and our goal is to maintain 100% accuracy and quality. We have achieved a 99% percent accuracy rate on all transactions year to date.