## County of Cook, IL

Deferred Compensation Plan
As of March 31, 2021


Nationwide ${ }^{\circ}$
is on your side

## Plan Assets

## Asset Growth*


*As of March 31, 2021

## Assets by Investment Option*

Investment Option

Assets $\quad$ \% of Total

| Asset Allocation |  |  |  |
| :--- | ---: | ---: | ---: |
| Vanguard LifeStrategy Growth Fund (Investor Shares) | $\$$ | $51,404,589.68$ | $2.59 \%$ |
| Vanguard LifeStrategy Moderate Growth Fund (Investor Shares) | $\$$ | $50,953,632.68$ | $2.57 \%$ |
| Vanguard LifeStrategy Conservative Growth Fund (Investor Shares) | $\$$ | $18,430,615.25$ | $0.93 \%$ |
| T. Rowe Price Retirement 2025 Fund (Investor Class) | $\$$ | $9,105,781.22$ | $0.46 \%$ |
| T. Rowe Price Retirement 2040 Fund (Investor Class) | $\$$ | $6,212,482.91$ | $0.31 \%$ |
| T. Rowe Price Retirement 2030 Fund (Investor Class) | $\$$ | $5,933,977.94$ | $0.30 \%$ |
| T. Rowe Price Retirement 2035 Fund (Investor Class) | $\$$ | $4,733,587.23$ | $0.24 \%$ |
| T. Rowe Price Retirement 2045 Fund (Investor Class) | $\$$ | $4,490,251.24$ | $0.23 \%$ |
| T. Rowe Price Retirement 2020 Fund (Investor Class) | $\$$ | $4,167,271.37$ | $0.21 \%$ |
| T. Rowe Price Retirement 2050 Fund (Investor Class) | $\$$ | $3,709,118.26$ | $0.19 \%$ |
| T. Rowe Price Retirement 2055 Fund (Investor Class) | $\$$ | $2,180,511.07$ | $0.11 \%$ |
| T. Rowe Price Retirement 2015 Fund (Investor Class) | $\$$ | $778,108.59$ | $0.04 \%$ |
| T. Rowe Price Retirement 2010 Fund (Investor Class) | $\$$ | $606,177.05$ | $0.03 \%$ |
| Total | $\$$ | $\mathbf{1 6 2 , 7 0 6 , 1 0 4 . 4 9}$ | $\mathbf{8 . 2 0 \%}$ |
|  |  |  |  |
| International Stocks |  |  |  |
| EuroPacific Growth Fund (Class R5) | $\$$ | $102,573,730.24$ | $5.17 \%$ |
| Capital World Growth \& Income Fund (Class R6) | $\$$ | $71,553,381.43$ | $\mathbf{3 . 6 1 \%}$ |
| Total | $\mathbf{\$}$ | $\mathbf{1 7 4 , 1 2 7 , 1 1 1 . 6 7}$ | $\mathbf{8 . 7 8 \%}$ |

*As of March 31, 2021

## Assets by Investment Option*

Investment Option Assets \% of Total

| Small-Cap Stocks |  |  |  |
| :--- | ---: | ---: | ---: |
| Vanguard Small-Cap Index Fund (Institutional Shares) | $\$$ | $37,301,366.83$ | $1.88 \%$ |
| William Blair Small Cap Growth Fund (Class I) | $\$$ | $26,618,900.21$ | $1.34 \%$ |
| Neuberger Berman Genesis Fund (Institutional Class) | $\$$ | $19,671,873.48$ | $0.99 \%$ |
| Victory Sycamore Small Company Opportunity Fund (Class I) | $\$$ | $6,083,092.69$ | $\mathbf{0 . 3 1 \%}$ |
| Total | $\mathbf{\$}$ | $\mathbf{8 9 , 6 7 5 , 2 3 3 . 2 1}$ | $\mathbf{4 . 5 2 \%}$ |


| Mid-Cap Stocks |  |  |  |
| :--- | :--- | :--- | :--- |
| Vanguard Mid-Cap Index Fund (Institutional Shares) | $\$$ | $52,620,346.19$ | $2.65 \%$ |
| JP Morgan Mid Cap Value Fund (Class L) | $\$$ | $41,359,484.48$ | $2.08 \%$ |
| Total | $\mathbf{\$}$ | $\mathbf{9 3 , 9 7 9 , 8 3 0 . 6 7}$ | $\mathbf{4 . 7 4 \%}$ |


| Large-Cap Stocks |  |  |  |
| :--- | ---: | ---: | ---: |
| Fidelity Contrafund (Class K6) | $\$$ | $286,113,931.38$ | $14.42 \%$ |
| Vanguard Institutional Index Fund (Institutional Shares) | $\$$ | $183,753,542.85$ | $9.26 \%$ |
| Growth Fund of America (Class R6) | $\$$ | $101,790,476.86$ | $5.13 \%$ |
| American Century Focused Large Cap Value Fund (Class R6) | $\$$ | $44,620,415.11$ | $2.25 \%$ |
| T. Rowe Price U.S. Equity Research Fund (I Class) | $\$$ | $39,088,434.72$ | $1.97 \%$ |
| Invesco Growth and Income Fund (Class Y) | $\$$ | $34,627,999.46$ | $1.75 \%$ |
| Total | $\$$ | $\mathbf{6 8 9}, 994,800.38$ | $\mathbf{3 4 . 7 8 \%}$ |

## Assets by Investment Option*

| Balanced | $\$$ | $2,726,717.57$ | $0.14 \%$ |
| :--- | :---: | :---: | :---: |
| T. Rowe Price Retirement Balanced Fund (Investor Class) | $\$$ | $138,234,471.91$ | $6.97 \%$ |
| Bonds | $\$$ | $597,309,328.36$ | $30.11 \%$ |
| Dodge \& Cox Income Fund | $\$$ |  |  |
| Short-Term Investments | $7,113,127.16$ | $0.36 \%$ |  |
| Cook County Blended Fixed Option | $\$$ | $27,989,593.07$ | $1.41 \%$ |
| Sclf-Directed Option | $\mathbf{\$}$ | $\mathbf{1 , 9 8 3 , 8 5 6 , 3 1 8 . 4 9}$ | $\mathbf{1 0 0 . 0 0 \%}$ |
| Loans |  |  |  |
| Toan Outstanding Principal |  |  |  |

## Assets by Investment Category*


*As of March 31, 2021

## Assets by Participant Age Group and Asset Class*

| Age Group | Asset Allocation | International | Small-Cap | Mid-Cap | Large-Cap | Balanced | Bonds | Short-Term Investments | SDO | Loans | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 25 \& Under | \$48,791 | \$85,029 | \$16,829 | \$25,666 | \$237,757 | \$0 | \$90,382 | \$224,289 | \$0 | \$1,358 | \$730,100 |
| 26 to 35 | \$5,731,584 | \$5,067,237 | \$1,661,015 | \$1,781,073 | \$7,765,389 | \$194,296 | \$1,002,740 | \$3,322,619 | \$359,539 | \$910,540 | \$27,796,031 |
| 36 to 45 | \$23,097,774 | \$21,130,699 | \$9,879,286 | \$10,769,641 | \$43,785,629 | \$117,393 | \$6,232,406 | \$22,378,700 | \$516,018 | \$5,142,155 | \$143,049,701 |
| 46 to 55 | \$44,716,830 | \$64,887,904 | \$32,689,343 | \$31,592,271 | \$196,515,118 | \$1,184,955 | \$32,863,064 | \$88,327,540 | \$2,730,281 | \$12,332,243 | \$507,839,549 |
| 56 to 65 | \$55,504,830 | \$60,362,949 | \$29,330,748 | \$33,041,909 | \$253,503,808 | \$862,483 | \$61,972,152 | \$216,374,355 | \$2,949,550 | \$7,947,152 | \$721,849,935 |
| 66 \& Over | \$33,549,243 | \$22,526,106 | \$16,098,012 | \$16,769,271 | \$188,105,776 | \$367,590 | \$36,063,966 | \$266,655,150 | \$557,738 | \$1,656,145 | \$582,348,997 |
| N/A | \$57,053 | \$67,189 | \$0 | \$0 | \$81,324 | \$0 | \$9,763 | \$26,676 | \$0 | \$0 | \$242,005 |
| Total | \$162,706,104 | \$174,127,112 | \$89,675,233 | \$93,979,831 | \$689,994,800 | \$2,726,718 | \$138,234,472 | \$597,309,328 | \$7,113,127 | \$27,989,593 | \$1,983,856,318 |

Percentage of Assets by Asset Class within Age Group

*As of March 31, 2021

## Assets by Participant Age Group and Averages*

| Age | Participants** | Assets | $\%$ of Total | Avg Balance |
| :---: | :---: | :---: | :---: | :---: |
| 25 \& Under | 70 | $\$ 730,100$ | $0.04 \%$ | $\$ 10,430$ |
| 26 to 35 | 1,778 | $\$ 27,796,031$ | $1.40 \%$ | $\$ 15,633$ |
| 36 to 45 | 3,763 | $\$ 143,049,701$ | $7.21 \%$ | $\$ 38,015$ |
| 46 to 55 | 5,781 | $\$ 507,839,549$ | $25.60 \%$ | $\$ 87,846$ |
| 56 to 65 | 5,347 | $\$ 721,849,935$ | $36.39 \%$ | $\$ 135,001$ |
| 66 \& Over | 3,522 | $\$ 582,348,997$ | $29.35 \%$ | $\$ 165,346$ |
| N/A | 2 | $\$ 242,005$ | $0.01 \%$ | $\$ 121,002$ |
| Total: | $\mathbf{2 0 , 2 6 3}$ | $\mathbf{\$ 1 , 9 8 3 , 8 5 6 , 3 1 8}$ | $\mathbf{1 0 0 . 0 0 \%}$ | $\$ 97,905$ |

* Represents the number of participants with a balance on March 31, 2021

Blended Fixed Breakdown

## Cook County Blended Fixed Option


\# The Book Value total for the Cook County Blended Fixed does not equal the sum of the Book Values for the underlying contracts. This difference is expected and is a factor in the computation of the next quarterly yield for the Cook County Blended Fixed Option.

## Cook County Blended Fixed Option <br> 3-Year Yield History

|  | 2019 |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
| Product | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| Nationwide Life (Gen. Acct.) | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ |
| MassMutual Life Insurance Company | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ |
| Nationwide Life (GSA) | $2.93 \%$ | $2.92 \%$ | $2.97 \%$ | $2.95 \%$ |
| Blended Rate | $\mathbf{3 . 0 0 \%}$ | $\mathbf{2 . 9 8 \%}$ | $\mathbf{2 . 9 9 \%}$ | $\mathbf{2 . 9 9 \%}$ |


|  | 2020 |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
| Product | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| Nationwide Life (Gen. Acct.) | $3.00 \%$ | $2.95 \%$ | $2.90 \%$ | $2.85 \%$ |
| MassMutual Life Insurance Company | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ | $3.00 \%$ |
| Nationwide Life (GSA) | $2.75 \%$ | $2.75 \%$ | $2.46 \%$ | $2.12 \%$ |
| Blended Rate | $\mathbf{2 . 9 3} \%$ | $\mathbf{2 . 9 1 \%}$ | $\mathbf{2 . 8 3} \%$ | $\mathbf{2 . 6 8 \%}$ |


|  | 2021 |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
| Product | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| Nationwide Life (Gen. Acct.) | $2.75 \%$ | $2.65 \%$ |  |  |
| MassMutual Life Insurance Company | $3.00 \%$ | $3.00 \%$ |  |  |
| Nationwide Life (GSA) | $2.05 \%$ | $1.92 \%$ |  |  |
| Blended Rate | $\mathbf{2 . 6 1 \%}$ | $\mathbf{2 . 5 3 \%}$ |  |  |

## Self-Directed Option*

| Date | Beginning Balance | Transfers TO <br> Schwab | Transfers <br> FROM Schwab | Ending Balance | Participants |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1Q20 | $\$ 4,125,518$ | $\$ 107,391$ | $\$ 191,810$ | $\$ 3,125,221$ | 75 |
| 2Q20 | $\$ 3,125,221$ | $\$ 133,098$ | $\$ 26,566$ | $\$ 4,718,302$ | 79 |
| 3Q20 | $\$ 4,718,302$ | $\$ 162,908$ | $\$ 62,047$ | $\$ 5,116,144$ | 81 |
| 4Q20 | $\$ 5,116,144$ | $\$ 480,303$ | $\$ 38,812$ | $\$ 6,483,110$ | 86 |
| 1Q21 | $\$ 6,483,110$ | $\$ 393,885$ | $\$ 18,766$ | $\$ 7,148,271$ | 93 |

## Plan Deferrals

## Deferral Growth*


*As of March 31, 2021 YTD

## Deferrals by Investment Option*

Investment Option Deferrals \% of Total

| Asset Allocation |  |  |  |
| :--- | ---: | ---: | ---: |
| Vanguard LifeStrategy Growth Fund (Investor Shares) | $\$$ | $1,071,221.49$ | $5.42 \%$ |
| Vanguard LifeStrategy Moderate Growth Fund (Investor Shares) | $\$$ | $438,071.64$ | $2.21 \%$ |
| Vanguard LifeStrategy Conservative Growth Fund (Investor Shares) | $\$$ | $214,163.56$ | $1.08 \%$ |
| T. Rowe Price Retirement 2040 Fund (Investor Class) | $\$$ | $211,049.75$ | $1.07 \%$ |
| T. Rowe Price Retirement 2030 Fund (Investor Class) | $\$$ | $189,752.28$ | $0.96 \%$ |
| T. Rowe Price Retirement 2050 Fund (Investor Class) | $\$$ | $182,218.48$ | $0.92 \%$ |
| T. Rowe Price Retirement 2045 Fund (Investor Class) | $\$$ | $160,151.64$ | $0.81 \%$ |
| T. Rowe Price Retirement 2025 Fund (Investor Class) | $\$$ | $133,489.22$ | $0.67 \%$ |
| T. Rowe Price Retirement 2035 Fund (Investor Class) | $\$$ | $130,200.70$ | $0.66 \%$ |
| T. Rowe Price Retirement 2055 Fund (Investor Class) | $\$$ | $91,206.32$ | $0.46 \%$ |
| T. Rowe Price Retirement 2020 Fund (Investor Class) | $\$$ | $52,227.21$ | $0.26 \%$ |
| T. Rowe Price Retirement 2010 Fund (Investor Class) | $\$$ | $13,379.50$ | $0.07 \%$ |
| T. Rowe Price Retirement 2015 Fund (Investor Class) | $\$$ | $11,310.45$ | $0.06 \%$ |
| Total | $\$$ | $\mathbf{2 , 8 9 8 , 4 4 2 . 2 4}$ | $\mathbf{1 4 . 6 5 \%}$ |
|  |  |  |  |
| International Stocks |  |  |  |
| EuroPacific Growth Fund (Class R5) | $\mathbf{1 , 6 4 1 , 5 0 5 . 8 6}$ | $8.30 \%$ |  |
| Capital World Growth \& Income Fund (Class R6) | $\$$ | $\mathbf{1 , 0 2 1 , 6 1 4 . 0 1}$ | $5.17 \%$ |
| Total | $\mathbf{2 , 6 6 3 , 1 1 9 . 8 7}$ | $\mathbf{1 3 . 4 6 \%}$ |  |

## Deferrals by Investment Option*

| Investment Option |  | Deferrals | \% of Total |
| :--- | :--- | :--- | :--- |
|  |  |  |  |
| Small-Cap Stocks | $\$$ | $409,083.87$ | $2.07 \%$ |
| Vanguard Small-Cap Index Fund (Institutional Shares) | $\$$ | $223,404.01$ | $1.13 \%$ |
| Neuberger Berman Genesis Fund (Institutional Class) | $\$$ | $221,346.21$ | $1.12 \%$ |
| William Blair Small Cap Growth Fund (Class I) | $\$$ | $136,060.32$ | $0.69 \%$ |
| Victory Sycamore Small Company Opportunity Fund (Class I) | $\$$ | $989,894.41$ | $\mathbf{5 . 0 0 \%}$ |
| Total |  |  |  |
| Mid-Cap Stocks | $\$$ | $658,925.12$ | $3.33 \%$ |
| Vanguard Mid-Cap Index Fund (Institutional Shares) | $\$$ | $484,996.20$ | $2.45 \%$ |
| JP Morgan Mid Cap Value Fund (Class L) | $\$$ | $\mathbf{1 , 1 4 3 , 9 2 1 . 3 2}$ | $\mathbf{5 . 7 8 \%}$ |
| Total |  |  |  |
|  |  |  |  |
| Large-Cap Stocks | $\$$ | $1,565,875.40$ | $7.92 \%$ |
| Vanguard Institutional Index Fund (Institutional Shares) | $\$$ | $1,354,732.03$ | $6.85 \%$ |
| Fidelity Contrafund (Class K6) | $\$$ | $948,382.18$ | $4.79 \%$ |
| The Growth Fund of America (Class R6) | $\$$ | $638,409.62$ | $3.23 \%$ |
| American Century Focused Large Cap Value Fund (Class R6) | $\$$ | $559,876.31$ | $2.83 \%$ |
| T. Rowe Price U.S. Equity Research Fund (I Class) | $\$$ | $439,215.67$ | $2.22 \%$ |
| Invesco Growth and Income Fund (Class Y) | $\mathbf{5}$ | $5,506,491.21$ | $\mathbf{2 7 . 8 4 \%}$ |

[^0]
## Deferrals by Investment Option*

| Investment Option | Deferrals | \% of Total |  |
| :--- | :---: | :---: | :---: |
| Balanced | $\$$ | $84,774.15$ | $0.43 \%$ |
| T. Rowe Price Retirement Balanced Fund (Investor Class) | $\$$ |  |  |
| Bonds | $1,576,608.33$ | $7.97 \%$ |  |
| Dodge \& Cox Income Fund | $\$$ | $4,915,476.89$ | $24.85 \%$ |
| Short-Term Investments | $\$ \mathbf{1 9 , 7 7 8 , 7 2 8 . 4 2}$ | $\mathbf{1 0 0 . 0 0 \%}$ |  |
| Cook County Blended Fixed Option |  |  |  |
| Total: |  |  |  |

## Deferrals by Investment Category*


*As of March 31, 2021 YTD

## Deferrals by Participant Age Group and Asset Class*

| Age <br> Group | Asset <br> Alocation | Int'l | Small-Cap | Mid-Cap | Large-Cap | Balanced | Short-Term <br> Bonds |  | Snvestments |
| :---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| 25 \& Under | $\$ 4,545$ | $\$ 9,985$ | $\$ 1,324$ | $\$ 2,382$ | $\$ 12,289$ | $\$ 0$ | $\$ 1,514$ | $\$ 1,823$ | $\$ 33,862$ |
| 26 to 35 | $\$ 384,232$ | $\$ 303,120$ | $\$ 79,274$ | $\$ 100,939$ | $\$ 450,320$ | $\$ 25,052$ | $\$ 53,633$ | $\$ 181,045$ | $\$ 1,577,615$ |
| 36 to 45 | $\$ 780,900$ | $\$ 619,770$ | $\$ 233,158$ | $\$ 267,557$ | $\$ 1,179,745$ | $\$ 12,747$ | $\$ 189,868$ | $\$ 661,760$ | $\$ 3,945,506$ |
| 46 to 55 | $\$ 930,982$ | $\$ 1,008,872$ | $\$ 395,253$ | $\$ 456,168$ | $\$ 2,167,662$ | $\$ 25,826$ | $\$ 557,367$ | $\$ 1,631,029$ | $\$ 7,173,158$ |
| 56 to 65 | $\$ 645,659$ | $\$ 633,289$ | $\$ 234,712$ | $\$ 267,210$ | $\$ 1,449,265$ | $\$ 18,684$ | $\$ 629,637$ | $\$ 1,863,082$ | $\$ 5,741,538$ |
| 66 \& Over | $\$ 152,125$ | $\$ 88,084$ | $\$ 46,173$ | $\$ 49,665$ | $\$ 247,210$ | $\$ 2,465$ | $\$ 144,590$ | $\$ 576,737$ | $\$ 1,307,049$ |
| Total | $\$ 2,898,442$ | $\$ 2,663,120$ | $\$ 989,894$ | $\$ 1, \mathbf{1 4 3 , 9 2 1}$ | $\$ 5,506,491$ | $\$ 84,774$ | $\$ 1,576,608$ | $\$ 4,915,477$ | $\$ 19,778,728$ |

Percentage of Deferrals by Asset Class within Age Group


## Deferrals by Participant Age and Averages*

| Age | Participants $^{* *}$ | Deferrals | \% of Total | Avg Def (YTD) |
| :---: | :---: | :---: | :---: | :---: |
| 25 \& Under | 48 | $\$ 33,862$ | $0.17 \%$ | $\$ 705$ |
| 26 to 35 | 1,413 | $\$ 1,577,615$ | $7.98 \%$ | $\$ 1,117$ |
| 36 to 45 | 2,953 | $\$ 3,945,506$ | $19.95 \%$ | $\$ 1,336$ |
| 46 to 55 | 4,370 | $\$ 7,173,158$ | $36.27 \%$ | $\$ 1,641$ |
| 56 to 65 | 2,739 | $\$ 5,741,538$ | $29.03 \%$ | $\$ 2,096$ |
| 66 \& Over | 524 | $\$ 1,307,049$ | $6.61 \%$ | $\$ 2,494$ |
| Total: | $\mathbf{1 2 , 0 4 7}$ | $\mathbf{\$ 1 9 , 7 7 8 , 7 2 8}$ | $\mathbf{1 0 0 . 0 0 \%}$ | $\mathbf{\$ 1 , 6 4 2}$ |

* Represents the number of participants who have deferred between January 1 and March 31, 2021


## Transfers/Rollovers In by Age Group*

Total Dollar Amounts


| Age Group | 1 Q20 | 2 Q20 | $\mathbf{3 Q 2 0}$ | 4 Q20 | $\mathbf{1 Q 2 1}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 25 \& Under | $\$ 14,817$ | $\$ 0$ | $\$ 0$ | $\$ 693$ | $\$ 0$ |
| $26-35$ | $\$ 128,138$ | $\$ 32,844$ | $\$ 121,380$ | $\$ 20,305$ | $\$ 220,443$ |
| $36-45$ | $\$ 135,612$ | $\$ 13,362$ | $\$ 197,175$ | $\$ 410,873$ | $\$ 321,836$ |
| $46-55$ | $\$ 714,257$ | $\$ 263,347$ | $\$ 554,699$ | $\$ 1,249,978$ | $\$ 984,352$ |
| $56-65$ | $\$ 704,678$ | $\$ 449,839$ | $\$ 648,540$ | $\$ 740,569$ | $\$ 1,171,425$ |
| 66 \& Older | $\$ 314,593$ | $\$ 295,054$ | $\$ 1,150,586$ | $\$ 1,657,648$ | $\$ 631,067$ |
| Total | $\$ 2,012,095$ | $\$ 1,054,446$ | $\$ 2,672,380$ | $\$ 4,080,066$ | $\$ 3,329,122$ |



| Age Group | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 25 \& Under | 1 | 0 | 0 | 1 | 0 |
| $26-35$ | 11 | 3 | 6 | 4 | 8 |
| $36-45$ | 8 | 2 | 8 | 10 | 9 |
| $46-55$ | 20 | 14 | 16 | 19 | 21 |
| $56-65$ | 27 | 19 | 15 | 20 | 34 |
| 66 \& Older | 13 | 15 | 36 | 14 | 14 |
| Total | 80 | 53 | 81 | 68 | $\mathbf{8 6}$ |

## Distributions

## Withdrawals*



|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total Distributed | $\$ 29,672,643$ | $\$ 26,200,455$ | $\$ 31,694,182$ | $\$ 33,039,276$ | $\$ 28,356,875$ |
| Total Withdrawals | 2,437 | 2,604 | 2,990 | 3,311 | 2,196 |
| Total Participants | 1,393 | 1,597 | 1,879 | 2,217 | 1,244 |

*As of March 31, 2021

## Partial/Lump Sum Distribution Activity*



2Q20 Distributions include CRDs/Disaster Relief transactions totaling \$12,235,816. 3Q20 Distributions include CRDs/Disaster Relief transactions totaling \$12,021,447. 4Q20 Distributions include CRDs/Disaster Relief transactions totaling \$11,718,727.

|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Total Withdrawals | 697 | 1,120 | 1,460 | 1,544 | 652 |
| Total Participants | 601 | 948 | 1,228 | 1,292 | 585 |

2Q20 Distributions include CRDs/Disaster Relief transactions for 811 Total Withdrawals for 675 Participants.

3Q20 Distributions include CRDs/Disaster Relief transactions for 1,001 Total Withdrawals for 840 Participants.

4Q20 Distributions include CRDs/Disaster Relief transactions for 1,116 Total Withdrawals for 930 Participants.
*As of March 31, 2021

## Unforeseeable Emergency Distribution Activity*



|  | 1 Q20 | 2 Q 20 | 3 Q 20 | 4 Q 20 | 1 Q 20 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total Distributed | $\$ 415,109$ | $\$ 79,732$ | $\$ 110,609$ | $\$ 66,093$ | $\$ 108,864$ |



|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q20 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Total Withdrawals | 88 | 29 | 18 | 17 | 31 |
| Total Participants | 67 | 26 | 18 | 13 | 28 |

*As of March 31, 2021

## Systematic Withdrawal Activity*

Total Dollar Amounts


|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total Distributed | $\$ 2,853,365$ | $\$ 2,766,229$ | $\$ 2,232,324$ | $\$ 3,670,292$ | $\$ 2,892,531$ |



|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Total Withdrawals | 1,626 | 1,566 | 1,474 | 1,697 | 1,532 |
| Total Participants | 691 | 669 | 632 | 880 | 652 |

*As of March 31, 2021

## Transfers/Rollovers Out Activity*



|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total Distributed | $\$ 15,081,304$ | $\$ 7,125,434$ | $\$ 9,678,213$ | $\$ 11,511,400$ | $\$ 14,042,287$ |



|  | 1Q20 | 2Q20 | 3Q20 | 4Q20 | 1Q21 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Total Withdrawals | 75 | 59 | 69 | 87 | 103 |
| Total Participants | 73 | 58 | 65 | 81 | 94 |

*As of March 31, 2021

## Transfers/Rollovers Out Activity*

| Receiving Institution | 1Q21 Number | 1Q21 Amount |
| :---: | :---: | :---: |
| ALLIANZ LIFE INSURANCE CO | 1 | \$165,245.60 |
| AMERIPRISE FINANCIAL SERVICES INC | 4 | \$246,810.32 |
| ARIEL INVST TRUST | 1 | \$6,000.00 |
| ASSETMARK TRUST COMPANY | 2 | -\$1,533.92 |
| CAPITAL BANK AND TRUST COMPANY | 1 | \$187,810.25 |
| CETERA INVESTMENT SERVICES | 1 | \$31,502.83 |
| CHARLES SCHWAB \& CO INC | 4 | \$1,816,151.44 |
| EDWARD JONES INVESTMENTS | 8 | \$1,008,983.56 |
| EQUITABLE LIFE \& CASUALTY INSURANCE CO | 1 | \$39,407.24 |
| ESCHEATMENT | 4 | \$36,523.58 |
| ETRADE SECURITIES LLC | 1 | \$20,476.94 |
| FIDELITY MANAGEMENT TRUST COMPANY | 19 | \$1,964,629.82 |
| FIDUCIARY TRUST COMPANY OF NH | 1 | \$61,278.70 |
| FIRST CLEARING | 1 | \$235,017.09 |
| GREAT WEST TRUST COMPANY LLC | 3 | \$16,389.15 |
| ILLIANE FCU | 1 | \$1,288.94 |
| JACKSON NATIONAL LIFE INSURANCE COMPANY | 1 | \$117,052.80 |
| JP MORGAN SECURITIES LLC | 10 | \$1,480,838.20 |
| LINCOLN FINANCIAL GROUP | 1 | \$100,000.00 |
| LPL FINANCIAL LLC | 1 | \$495,388.72 |
| MERRILL LYNCH PIERCE FENNER \& SMITH INC | 4 | \$424,244.85 |
| MESIROW | 1 | \$615,792.47 |
| MORGAN STANLEY SMITH BARNEY LLC | 4 | \$840,713.08 |
| NATIONAL FINANCIAL SERVICES LLC | 2 | \$676,142.70 |
| NFS LLC | 4 | \$522,623.86 |
| PERSHING LLC | 2 | \$446,636.07 |
| PNC INVESTMENTS LLC | 1 | \$20,285.92 |
| PRUDENTIAL RETIREMENT | 1 | \$3,290.60 |
| T ROWE PRICE TRUST CO | 3 | \$185,669.22 |
| THRIFT SAVINGS PLAN | 1 | \$34,752.38 |
| TIAA | 1 | \$944.81 |
| TSP ROLLOVER \& TRANSFER PROCESSING UNIT | 1 | \$4,985.19 |
| UBS FINANCIAL SERVICES INC | 3 | \$968,193.42 |
| VANGUARD FIDUCIARY TRUST COMPANY | 7 | \$1,194,124.57 |
| VANTAGEPOINT TRANSFER AGENTS-457 | 2 | \$74,627.01 |
| Grand Total | 103 | \$14,042,287.41 |

*As of March 31, 2021

## Loans*

| Quarter | Total <br> Outstanding <br> (Active) | Total Amount <br> Outstanding <br> (Active) | Average Amount <br> Outstanding <br> (Active) | Newly Defaulted | Amount Defaulted | Total Defaulted | Total Default <br> Principal Amount |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1Q2020 | 5,868 | $\$ 33,703,238$ | $\$ 5,744$ | 141 | $\$ 663,705$ | 1,893 | $\$ 10,096,519$ |
| 2Q2020 | 5,786 | $\$ 32,238,866$ | $\$ 5,572$ | 85 | $\$ 462,548$ | 1,922 | $\$ 10,159,843$ |
| 3Q2020 | 5,681 | $\$ 31,119,702$ | $\$ 5,478$ | 50 | $\$ 204,714$ | 1,812 | $\$ 10,442,849$ |
| 4Q2020 | 5,526 | $\$ 29,910,491$ | $\$ 5,413$ | 94 | $\$ 423,607$ | 1,855 | $\$ 10,632,962$ |
| 1Q2021 | 5,318 | $\$ 27,989,498$ | $\$ 5,263$ | 110 | $\$ 803,843$ | 1,898 | $\$ 11,064,963$ |

Participants requested loan repayment suspension, as permitted by the CARES Act, as follows:
2Q20: 130 loans suspended
3Q20: 165 loans suspended
4Q20: 35 loans suspended

## Loans*

| Quarter | Loans Initiated | Loan Amount | Avg Loan Amount | Amount $<5,000$ | Amount > $=\$ 5,000$ | General Purpose | Primary Residence |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1Q2020 | 480 | $\$ 3,741,970$ | $\$ 7,796$ | 237 | 243 | 477 | 3 |
| 2Q2020 | 291 | $\$ 2,944,358$ | $\$ 10,118$ | 118 | 173 | 285 | 6 |
| 3Q2020 | 276 | $\$ 2,454,619$ | $\$ 8,894$ | 130 | 146 | 272 | 4 |
| 4Q2020 | 283 | $\$ 2,603,920$ | $\$ 9,201$ | 120 | 163 | 276 | 7 |
| 1Q2021 | 271 | $\$ 2,488,534$ | $\$ 9,183$ | 113 | 158 | 270 | 1 |

## Participation

## Participant Growth Information*


**Total Active is defined as the total of the following account statuses: Unrestricted + Administrative Hold + Awaiting 1st Deferral + Statement Maintenance + Systematic Withdrawal.
Actively Contributing represents the number of participants who deferred during the year.
*As of March 31, 2021

## Service Statistics

## Service Statistics*

| Contact | 2020 | 1 Q2021 |
| :--- | :---: | :---: |
| Work-place visits | $102^{\star *}$ | $0^{\star *}$ |
| New enrollments | 567 | 117 |
| Contribution elections | 4,938 | 1,362 |
| Calls to Retirement Resource Group | 1,281 | 233 |
| Walk-in visits to local office | $137^{\star *}$ | $0^{\star \star}$ |
| Voice response unit calls | 7,703 | 1,889 |
| Web-site hits (www.CookCountyDC.com) | 890,109 | 165,747 |
| My Investment Planner Advice | 493 | 99 |

**In person meetings were suspended in March 2020 due to COVID-19 pandemic.

## ProAccount Managed Account Activity

## ProAccount Managed Account Activity*


*As of March 31, 2021

## ProAccount Managed Account Activity*



Average Assets per Participant

*As of March 31, 2021

Reserve Account Activity

## 1st Quarter 2021 Revenue Calculation*

| Investment Option | Gross Expense Ratio | Annual Fund Reimbursement Rate | 1/31/2021 <br> Account Value | 2/28/2021 <br> Account Value | 3/31/2021 <br> Account Value | 1Q2021 Fund Reimbursement Revenue | Plan <br> Compensation (0.0075\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| American Century Focused Large Cap Value Fund - Class R6 | 0.49\% | 0.00\% | 40,604,086 | 42,036,938 | 44,620,415 |  | (777) |
| American Funds Capital World Growth \& Income - Class R6 | 0.42\% | 0.00\% | 68,144,940 | 69,853,798 | 71,553,382 |  | $(1,287)$ |
| Cook County Blended Fixed Option | N/A | 0.00\% | 600,158,774 | 597,354,659 | 597,309,329 |  | $(11,091)$ |
| Dodge \& Cox Income Fund | 0.42\% | 0.08\% | 138,535,690 | 136,612,941 | 138,234,472 | 27,189 | $(2,542)$ |
| EuroPacific Growth Fund(R) - Class R5 | 0.51\% | 0.05\% | 97,030,434 | 100,064,340 | 102,573,730 | 12,314 | $(1,846)$ |
| Fidelity Contrafund K6 | 0.45\% | 0.00\% | 280,398,106 | 280,850,589 | 286,113,932 |  | $(5,230)$ |
| Invesco Growth and Income Fund - Class Y | 0.56\% | 0.25\% | 31,473,298 | 34,211,564 | 34,627,999 | 20,596 | (609) |
| JPMorgan Mid Cap Value Fund - Class L | 0.84\% | 0.10\% | 36,852,637 | 39,093,406 | 41,359,485 | 9,642 | (712) |
| Loan | N/A | 0.00\% | 29,358,735 | 28,875,267 | 27,989,498 |  |  |
| Neuberger Berman Genesis Fund - Institutional Class | 0.84\% | 0.10\% | 18,402,167 | 19,792,164 | 19,671,874 | 4,752 | (343) |
| Schwab Personal Choice Retirement Account | N/A | 0.00\% | 7,107,394 | 7,369,964 | 7,307,359 |  |  |
| T. Rowe Price Retirement Balanced Fund | 0.50\% | 0.15\% | 2,710,229 | 2,861,214 | 2,726,717 | 1,022 | (51) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2010 Fund | 0.52\% | 0.15\% | 571,097 | 594,524 | 606,177 | 218 | (11) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2015 Fund | 0.55\% | 0.15\% | 553,499 | 577,889 | 778,109 | 236 | (12) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2020 Fund | 0.57\% | 0.15\% | 4,033,909 | 4,060,412 | 4,167,272 | 1,512 | (76) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2025 Fund | 0.61\% | 0.15\% | 8,500,869 | 9,014,356 | 9,105,782 | 3,280 | (164) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2030 Fund | 0.64\% | 0.15\% | 4,932,849 | 5,177,099 | 5,933,978 | 1,980 | (99) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2035 Fund | 0.67\% | 0.15\% | 4,255,297 | 4,599,501 | 4,733,588 | 1,674 | (83) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2040 Fund | 0.69\% | 0.15\% | 5,532,605 | 5,877,307 | 6,212,483 | 2,173 | (108) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2045 Fund | 0.71\% | 0.15\% | 4,161,290 | 4,338,104 | 4,490,251 | 1,601 | (80) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2050 Fund | 0.71\% | 0.15\% | 3,381,868 | 3,575,811 | 3,709,118 | 1,315 | (66) |
| T. Rowe Price Retirement Funds, Inc. - T. Rowe Price Retirement 2055 Fund | 0.71\% | 0.15\% | 1,923,150 | 2,059,528 | 2,180,511 | 760 | (38) |
| T. Rowe Price U.S. Equity Research Fund - I Class | 0.38\% | 0.00\% | 37,938,618 | 39,173,234 | 39,088,435 |  | (709) |
| The Growth Fund of America(R) - Class R6 | 0.30\% | 0.00\% | 98,374,543 | 101,075,769 | 101,790,476 |  | $(1,851)$ |
| Vanguard(R) Institutional Index Fund - Institutional Shares | 0.035\% | 0.00\% | 173,005,433 | 177,119,919 | 183,753,542 |  | $(3,325)$ |
| Vanguard(R) LifeStrategy(R) Conservative Growth Fund | 0.12\% | 0.00\% | 18,415,431 | 18,451,838 | 18,430,616 |  | (341) |
| Vanguard(R) LifeStrategy(R) Growth Fund | 0.14\% | 0.00\% | 48,309,998 | 49,625,376 | 51,404,589 |  | (924) |
| Vanguard(R) LifeStrategy(R) Moderate Growth Fund | 0.13\% | 0.00\% | 50,358,950 | 50,451,158 | 50,953,633 |  | (935) |
| Vanguard(R) Mid-Cap Index Fund - Institutional Shares | 0.04\% | 0.00\% | 49,149,429 | 51,710,588 | 52,620,346 | - | (935) |
| Vanguard(R) Small-Cap Index Fund - Institutional Shares | 0.04\% | 0.00\% | 28,655,905 | 31,004,424 | 37,301,367 |  | (595) |
| Victory Sycamore Small Company Opportunity Fund - Class I | 0.93\% | 0.10\% | 10,367,844 | 11,494,024 | 6,083,093 | 2,279 | (162) |
| William Blair Small Cap Growth Fund - Class I | 1.27\% | 0.15\% | 23,515,653 | 26,514,915 | 26,618,900 | 9,438 | (475) |
| Total |  |  | 1,926,714,725 | 1,955,472,620 | 1,984,050,456 | 101,982 | $(35,475)$ |

Note: Monthly fund values are rounded; monthly totals are based on actual fund amount.
*As of March 31, 2021

## 1st Quarter 2021 Reserve Account Activity*

| Activity | Date | Amount |
| :--- | ---: | ---: |
| Beginning Balance | $1 / 1 / 2021$ | $\$ 775,368$ |
| 4Q20 Reserve Account Deposit | $1 / 5 / 2021$ | $\$ 34,530$ |
| Administrative Coordinator Salary FY20 | $1 / 25 / 2021$ | $(\$ 35,237)$ |
| Callan LLC Invoice \# SI-2101043 | $2 / 4 / 2021$ | $(\$ 30,000)$ |
| Morgan, Lewis, \& Bockius LLP - Invoice \# 4616532 and \# 4616536 | $2 / 4 / 2021$ | $(\$ 22,272)$ |
| Performance Guarantee Penalties - 2020 Call Service Level \& 4Q20 Checks Issued | $2 / 12 / 2021$ | $\$ 2,600$ |
| Morgan, Lewis, \& Bockius LLP - Invoice \# 4645257 | $3 / 15 / 2021$ | $(\$ 16,704)$ |
| Investment Performance (Vanguard Treasury Money Market Fund) | $3 / 31 / 2021$ | $\$ 41$ |
| Ending Balance | $\mathbf{3 / 3 1 / 2 0 2 1}$ | $\$ 708,327$ |

## Performance Guarantees

## Performance Guarantees

| Service | Standard | \$ at Risk | Current Status - YTD as of 3/31/2021 |
| :---: | :---: | :---: | :---: |
| Voice Response System/Participant and Plan Sponsor Website Availability | The Voice Response System/Participant and Plan Sponsor websites will be available 24 hours/day, 7 -days per week $99 \%$ of the time. | \$5,000 annually | Voice Response System and Website availability was $100.00 \%$ for 1Q2021. |
| Participant Services Phone Availability and Response Time | For the Live Operator Call Center, $70 \%$ of calls will be answered within 30 seconds for a live operator, and an abandonment rate of less than $4 \%$. <br> For the Voice Response System during hours outside of the Live Operator Call Center hours, $70 \%$ of calls will be immediately transferred to a menu after the ring, and an abandonment rate of less than $4 \%$. | $\$ 2,500$ per calendar year <br> $\$ 2,500$ per calendar year | $68.13 \%$ of calls were answered within 30 seconds during 1Q2021. <br> $3.42 \%$ of calls were abandoned during 1Q2021. |
| Quality Standard for Voice Response System monthly down time | No more than 4 hours per month | \$2,500 per calendar year | The Voice Response System availability was $100.00 \%$ for 1Q2021. |
| Quarterly Participant Statement Delivery | $99 \%$ in compliance with the Standard below. <br> Dependency: Receipt of all necessary information (example, message approval) from the PlanSponsor prior to the end of the quarter for which the statement period is applicable. 100\% accuracy rate on statements mailed. <br> Standard: Mailed within 30 business days of the close of the quarter. | $\$ 5,000$ per calendar quarter plus $\$ 1,000$ for each additional day that statements are delayed | 1Q: Mailed 4/15/2021 |
| Participant Transaction Confirmation Statements | $99 \%$ in compliance with the Standard below. <br> Standard: Mailed within 2-3 business days of the transaction request. Exchanges, allocation changes, and deferral changes. | $\$ 25$ for each confirmation statement delayed | All confirmations mailed within 3 business days of transaction |

## Performance Guarantees (continued)

| Service | Standard | \$ at Risk | Current Status - YTD as of 3/31/2021 |
| :---: | :---: | :---: | :---: |
| Fund Balance Transfers | Mailed within three business days. <br> Processed same day if initiated prior to the close of the New York Stock Exchange. | \$25 for each participant confirmation statement | All confirmations mailed within 3 business days of transaction for 1Q2021. <br> $100 \%$ of exchanges were processed the same day for 1Q2021. |
| Investment <br> Transaction/Election <br> Requests; and Exchanges <br> Executed | Written verifications mailed within three business days. <br> Processed upon receipt of the request if initiated by 4 pm ET; processed the next business day if received after 4 pm ET. | \$25 for each participant confirmation statement | All confirmations mailed within 3 business days of transaction for 1Q2021. |
| Termination/In service Withdrawals/Distributions | $99 \%$ of withdrawals processed within 1 business day of the receipt of the request provided the request is received in good order by 4 pm ET; processed the next business day if received after $4 \mathrm{pm} E T$. <br> Distribution checks mailed within 3-5 business days of processing. | $\$ 1,500$ per month plus $\$ 50$ per day for each check outstanding. <br> \$1,250 penalty | $99 \%$ of withdrawals were processed within 1 business day of receipt in good order. <br> Two checks were not mailed within 3-5 business days of processing for 1Q21. |
| Contributions processed and posted to Investments | $100 \%$ processed in compliance with the standard below. <br> Standard: Contributions (with complete and accurate Payroll data) received by close of business on the NYSE ( 4 pm ET ) will be processed that business day; processed the next business day if received after 4 pm ET. | Nationwide will correct as of the original effective date, at its expense, any errors it commits in processing contributions sent by the Plan Sponsor. <br> $\$ 2,500$ for each payroll submission that is not posted in accordance with the Standard. | All contributions processed in accordance with the Standard |
| Rollovers Out | $99 \%$ processed within $3-5$ business days provided the approved request is received in good order by 4 pm ET. | \$1,500 per calendar quarter | All good order Rollover Out requests processed within 5 business days of receipt |

## Performance Guarantees (continued)

| Service | Standard | \$ at Risk | Current Status - YTD as of 3/31/2021 |
| :---: | :---: | :---: | :---: |
| DRO processing | If the Plan recognizes DROs, confirm paperwork is complete and confirm required signatures according to procedures of Plan Sponsor and process segregation within 5-7 business days of receipt of completed paperwork. | \$100 per day for each day delayed | All DROs have been processed in accordance with the Standard |
| Plan Sponsor reports | Reporting for the preceding quarter is available on 30 business days after quarter end. | \$2,500 per calendar quarter | All reports available by 30th business day after quarter end |
| Plan Performance Reviews | Fund and Plan Performance Reviews will be provided quarterly within thirty (30) days of quarter close to the Plan Sponsors and its advisors. | \$5,000 per occurrence | Reporting was posted to the Plan's website within 30 business days of quarter end. All applicable data for the Plan's Consultant was provided within 30 business days of quarter end. |
| Participant Group Meetings | Nationwide will meet annually with the Plan Sponsor to discuss and mutually agree in writing upon the number of Participant group meetings that will be provided in 2012 and in each year thereafter. <br> Nationwide will document the number of group meetings to be held and will include the number of group meetings held, their locations and topics covered as part of the Plan Performance Review. | \$5,000 annually | 23 participant group meetings were held 1Q2021. |
| Participant Individual Meetings | Nationwide will meet annually with the Plan Sponsor to discuss and mutually agree in writing upon the number of Participant individual meetings that will be provided in 2012 and in each year thereafter. <br> Nationwide will document the number of individual meetings to be held and will include the number of individual meetings held, their locations and topics covered as part of the Plan Performance Review. | \$5,000 annually | 2,557 individual meetings were held 1Q2021. |

## Performance Guarantees (continued)

| Service | Standard | \$ at Risk | Current Status - YTD as of 3/31/2021 |
| :---: | :---: | :---: | :---: |
| Participant Satisfaction | 90\% rating of Satisfied to Highly Satisfied on a 4-point scale, with the scale as follows: <br> 1 - Unsatisfied <br> 2 - Somewhat Satisfied <br> 3 - Satisfied <br> 4 - Highly Satisfied | \$15,000 annually | 2021 survey will be conducted later in the year. |
| Implementation of all new fund changes | Service provider will have all new funds up by; To be determined | \$5,000 per event | There were no fund changes in 1Q2021. |
| Beneficiary Services | Confirm designated beneficiaries within five business days of receipt of inquiry or transaction. | \$10 per transaction | All confirmations sent within 5 business days of inquiry or transaction |
| Written replies to inquiries | Acknowledgement issued in writing or via e-mail within 5 business days from the receipt of a mailed written or e-mailed inquiry. | \$150 per transaction | All acknowledgements issued within 5 business days of receipt of inquiry. |
| Quality standard for amount of time to handle issue resolution | $90 \%$ resolved within 10 business days. | \$150 per transaction | $100 \%$ of formal complaints were resolved within 10 business days. |


[^0]:    *As of March 31, 2021 YTD

