







































Customer Services Agreement

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Performance Guarantees (based on annual results)	Target
Call Abandonment Rate	Less than 5%
Speed to Answer	Within 12 seconds
Hold Times	95% of calls answered within 30 seconds
Average Response Time to Plan Sponsor Inquiry	Within one business hour
Reporting	Reports delivered quarterly
Response time for Critical Incident Response (CIR) event	24 – 48 hours response after event