

Attachment B

Plan Participant Survey 2018

Dear City of Los Angeles Deferred Compensation Plan Participant,

We invite you to share your experiences with Voya, the customer service provider for the City of Los Angeles Deferred Compensation Plan. Please click on this link [[web link](#)] and complete a 5 to 10 minute survey by **May 11th, 2018**.

Your opinions are strictly confidential and you are not required to identify yourself as part of taking this survey. Thank you in advance for your participation.

Survey

Please answer the following questions based on your experiences with Voya, the customer service provider for the City of Los Angeles Deferred Compensation Plan. Please note that Voya does not provide investment management services for the Plan. If you have service-related questions or concerns regarding your plan, please contact our local retirement counselors at 213-978-1601 or via email at perdcp@lacity.org

1. Please indicate your employment status. [Select one]
 - a. Currently employed by the City of LA
 - b. Retired or separated from the City of LA

2. Have you utilized Voya's services since they began providing service in October 2017? Voya's services include LA457.com, the 'Voya Retire' mobile app, local retirement counselors at City Hall, and the Plan Call Center (844-LADC-457).

If 'no', the survey is over and the following copy will be displayed:

Thank you for taking the time to complete this survey. The City of Los Angeles Deferred Compensation Plan is here to support your retirement goals. To enroll in the Plan, increase your contributions, or to learn more, visit us online at LA457.com or contact a representative at our City Hall Service Center by calling (213) 978-1601 or by emailing perdcp@lacity.org

3. How satisfied are you with Voya's services overall?
[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]

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4. How often have you accessed each of the following Voya services since October 2017?
[Once a month or more, few to several times a year, once a year, less than once a year, never]
- Plan Website (LA457.com)
 - 'Voya Retire' Mobile App
 - Local Retirement Counselors at City Hall
 - Call Center Customer Service Representatives (844-LADC-457)
 - Automated Phone Voice Response System (844-LADC-457)
 - Self-Directed Brokerage Option (through Charles Schwab)
5. How satisfied are you with each of the following Voya services?
[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]
(Only asked if accessed once a year or more frequently from question #2 above)
- Plan Website (LA457.com)
 - Mobile App 'Voya Retire'
 - Call Center Customer Service Representatives (*e.g., account inquiries*)
 - Local Retirement Counselors (*e.g., retirement planning and assistance*)
 - Automated Phone Voice Response System (844-LADC-457)
 - Self-Directed Brokerage Option (through Charles Schwab)
6. [Ask if "very satisfied/satisfied"] What do you like most about your experiences with Voya?
7. [Ask if "neither or dissatisfied or very dissatisfied"] What, if anything, could Voya improve to better meet your needs?
8. How satisfied are you with each of the following items as they relate to your recent experiences with **Voya's Call Center Customer Service Representatives**?
[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]
(Only asked of those who have interacted with a CSR in last year)
- Communication (clear and concise)
 - Accessibility (wait times)
 - Responsiveness to questions/issues
 - Courteousness/Professionalism
 - Knowledge
9. How satisfied are you with the process and outcome for each of the following where applicable?
[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied, Not applicable]
(Only asked of those who have interacted with a CSR in last year)
- Changing personal information (*e.g., beneficiary, address*)
 - Obtaining general information (*e.g., plan overview, the status of transaction, forms*)
 - Conducting transactions (*e.g., withdrawing funds, taking a loan, moving money into the plan*)

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- d. Obtaining assistance with the plan website
- e. Changing investments and/or contribution rates

10. How satisfied are you with each of the following aspects of **Voya's Plan Website**?

[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]

(Only asked of those who have interacted with their plan website in last year)

- a. Ease of use (navigation)
- b. Retirement Calculator
- c. Appearance (design, look & feel)
- d. Login process
- e. Access to help (i.e. phone, chat, etc.)

11. How satisfied are you with the following aspects of **Voya's Local Retirement Counselors (located in City Hall)**?

[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]

(Only asked of those who have interacted with a Voya Local Retirement Counselor in last year)

- a. Communication (clear and concise)
- b. Courteousness/Professionalism
- c. Responsiveness to questions/issues
- d. Knowledge
- e. Understands my investment needs

12. How satisfied are you with Voya's ease of doing business?

[Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied]

13. We are committed to ensuring Plan participants have the best customer service experience possible. May we contact you to follow up on your feedback?

Please provide:

Name:

Phone:

Best time to reach you:

Thank you for completing this survey!

Participating in this survey should not be construed as (i) an offer to sell or solicitation of an offer to buy any security or (ii) a recommendation as to the advisability of investing in, purchasing or selling any security. Securities offered through Voya Financial Partners, LLC (member SIPC). CN#