



Ohio Deferred Compensation Participant Research Representative

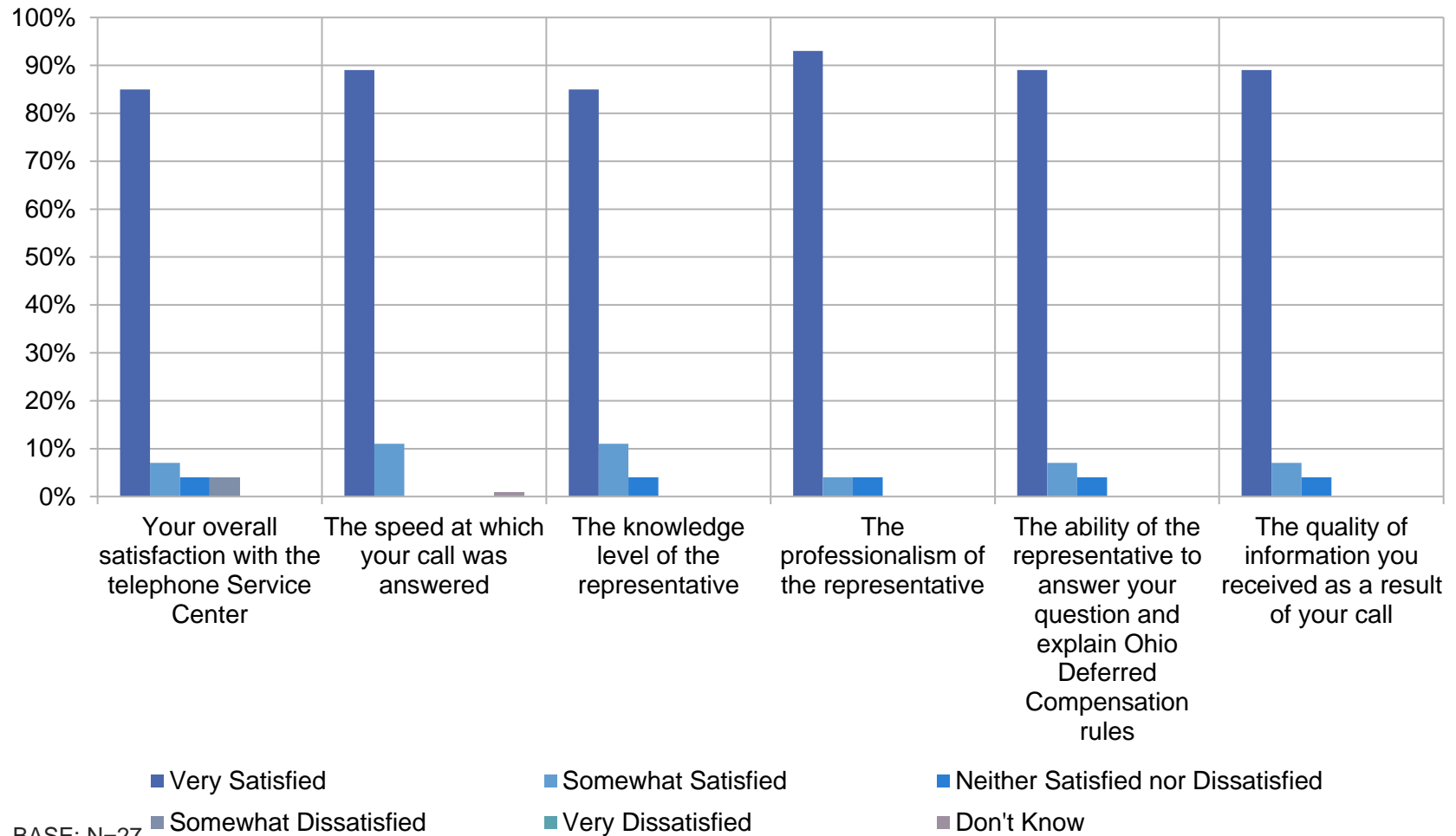
Breakout Fall 2024



Service Center

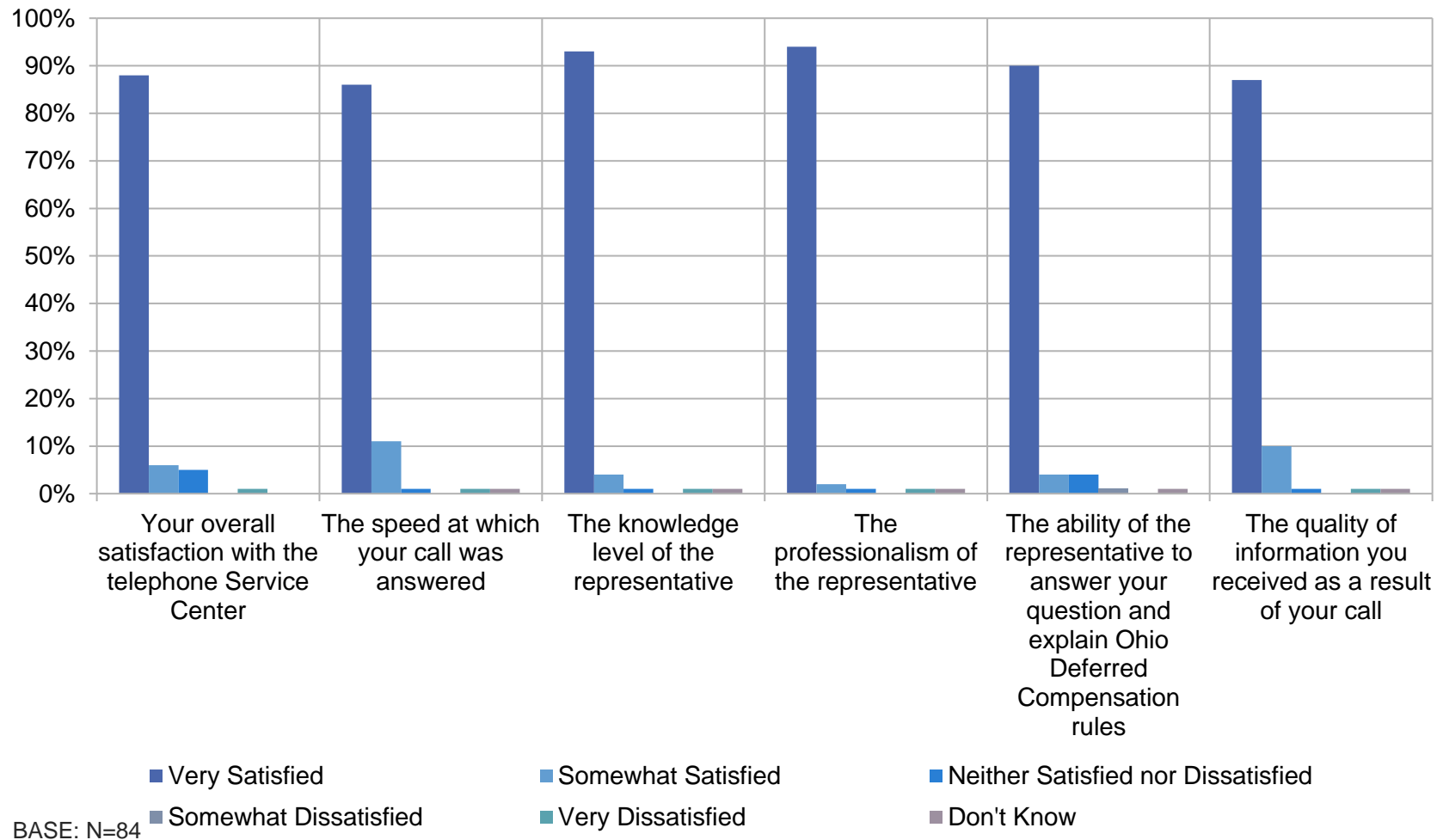
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

HAYED50



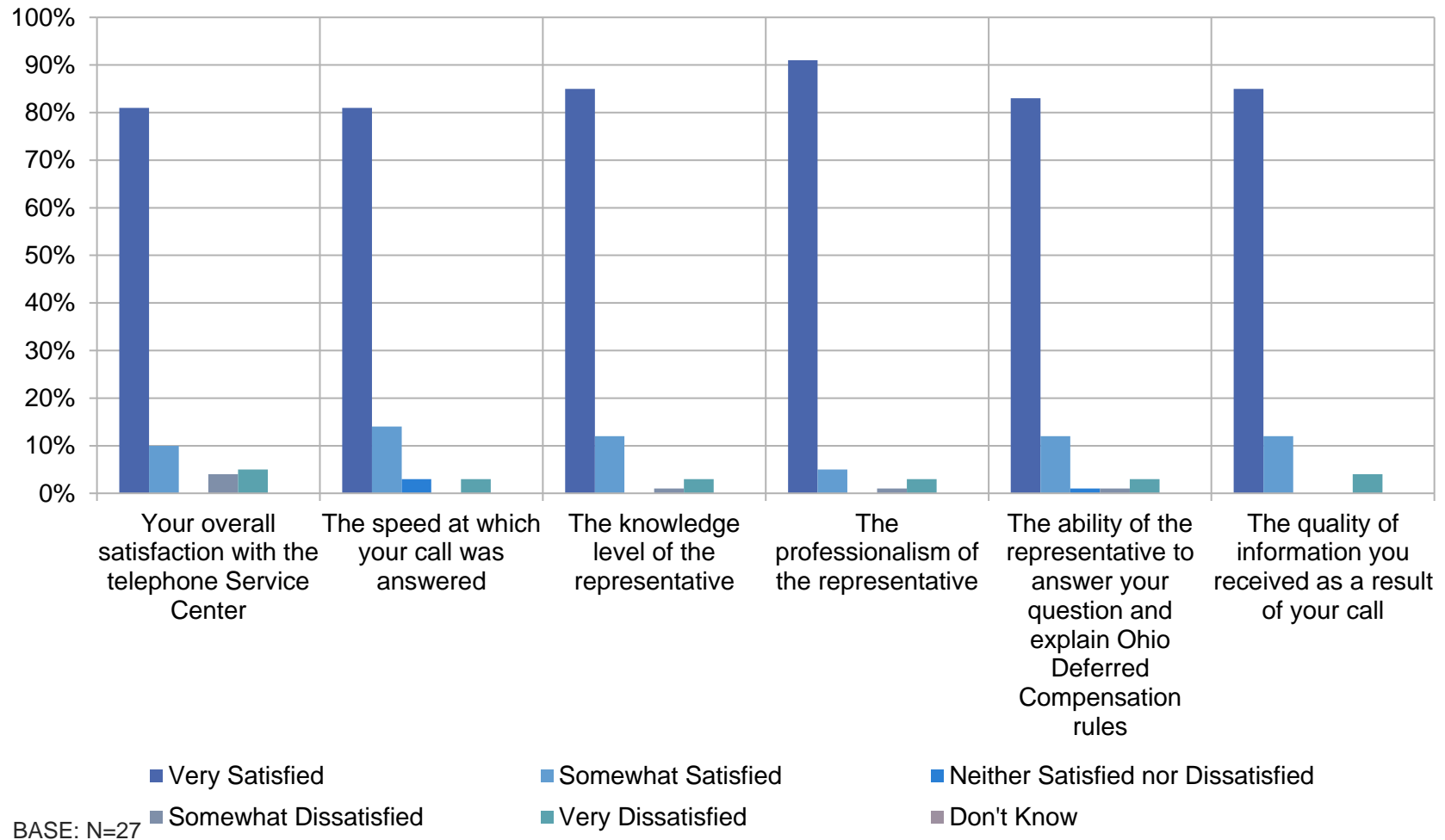
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

ROACHB3



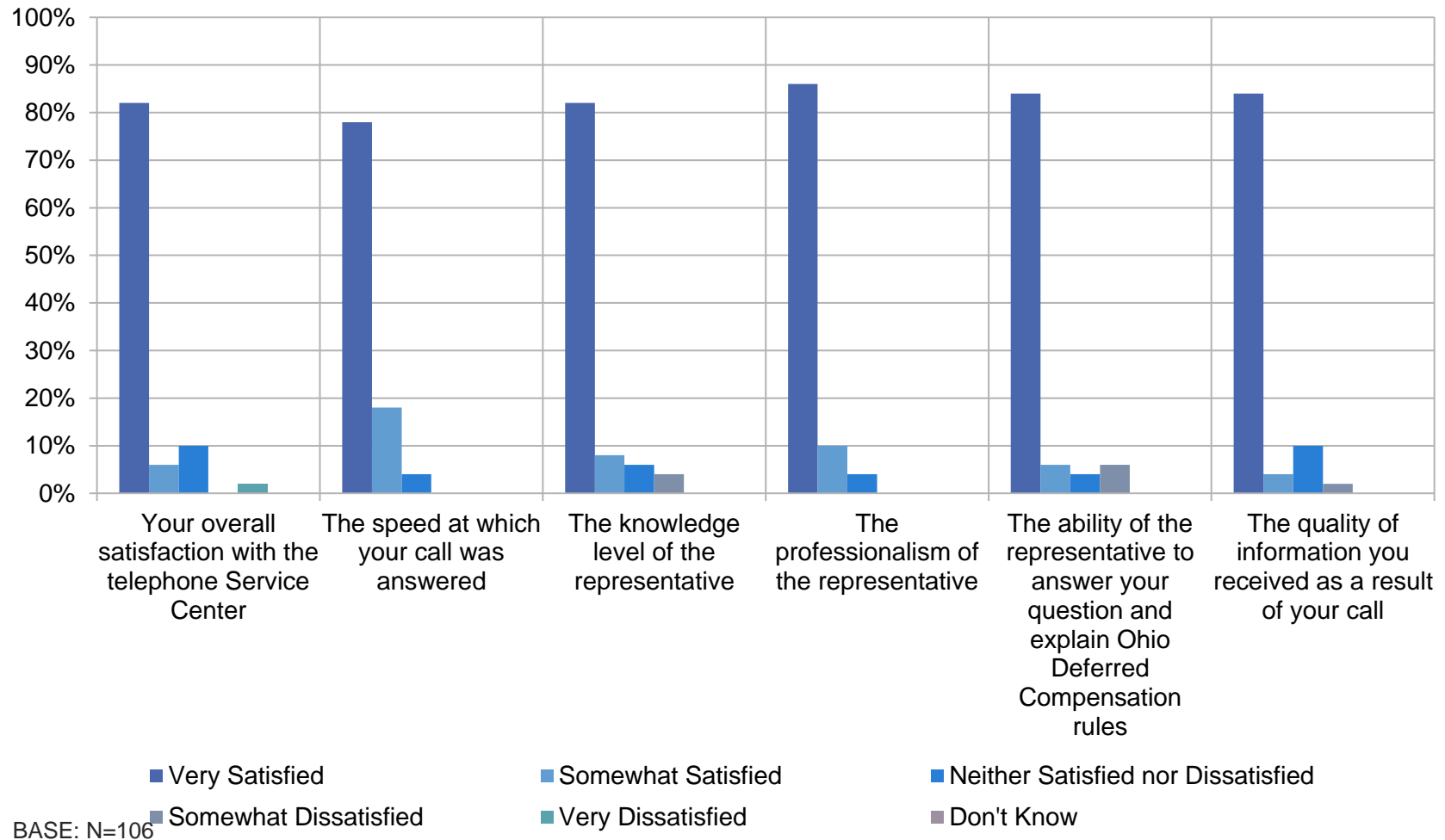
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

HADDAJ3

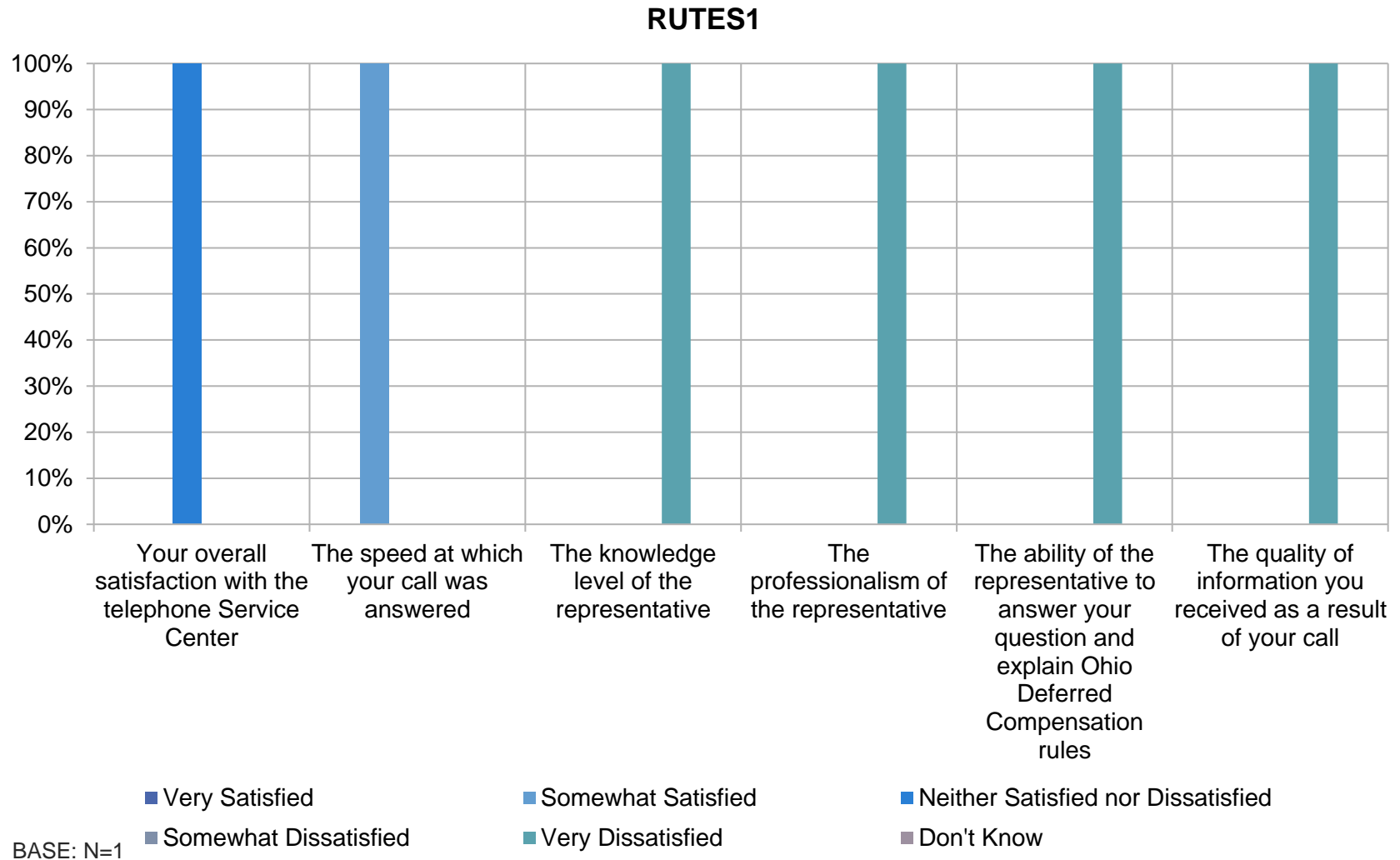


[Q22] Please rate your satisfaction with the Service Center on each of the following items.

WEBBC39

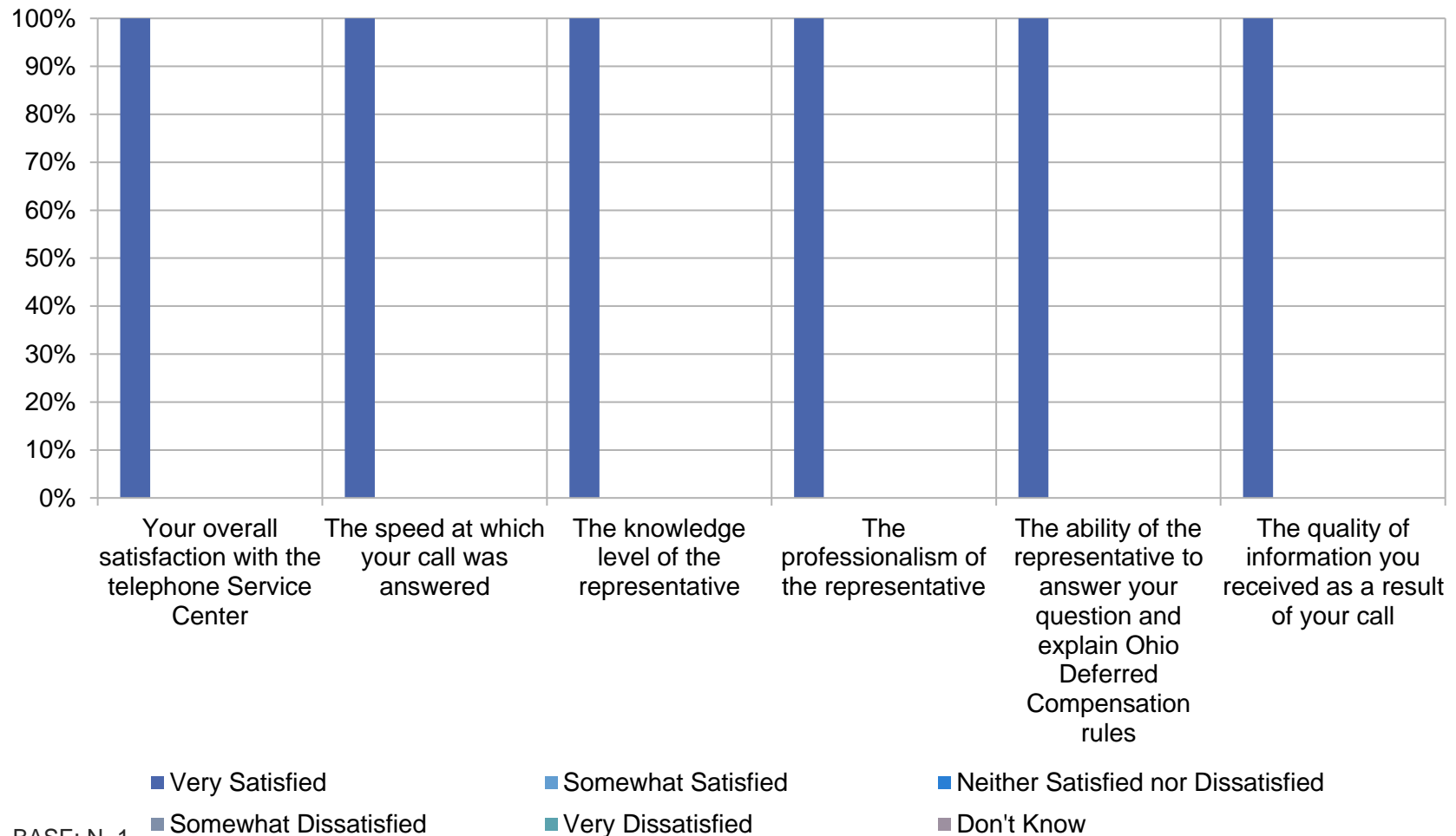


[Q22] Please rate your satisfaction with the Service Center on each of the following items.



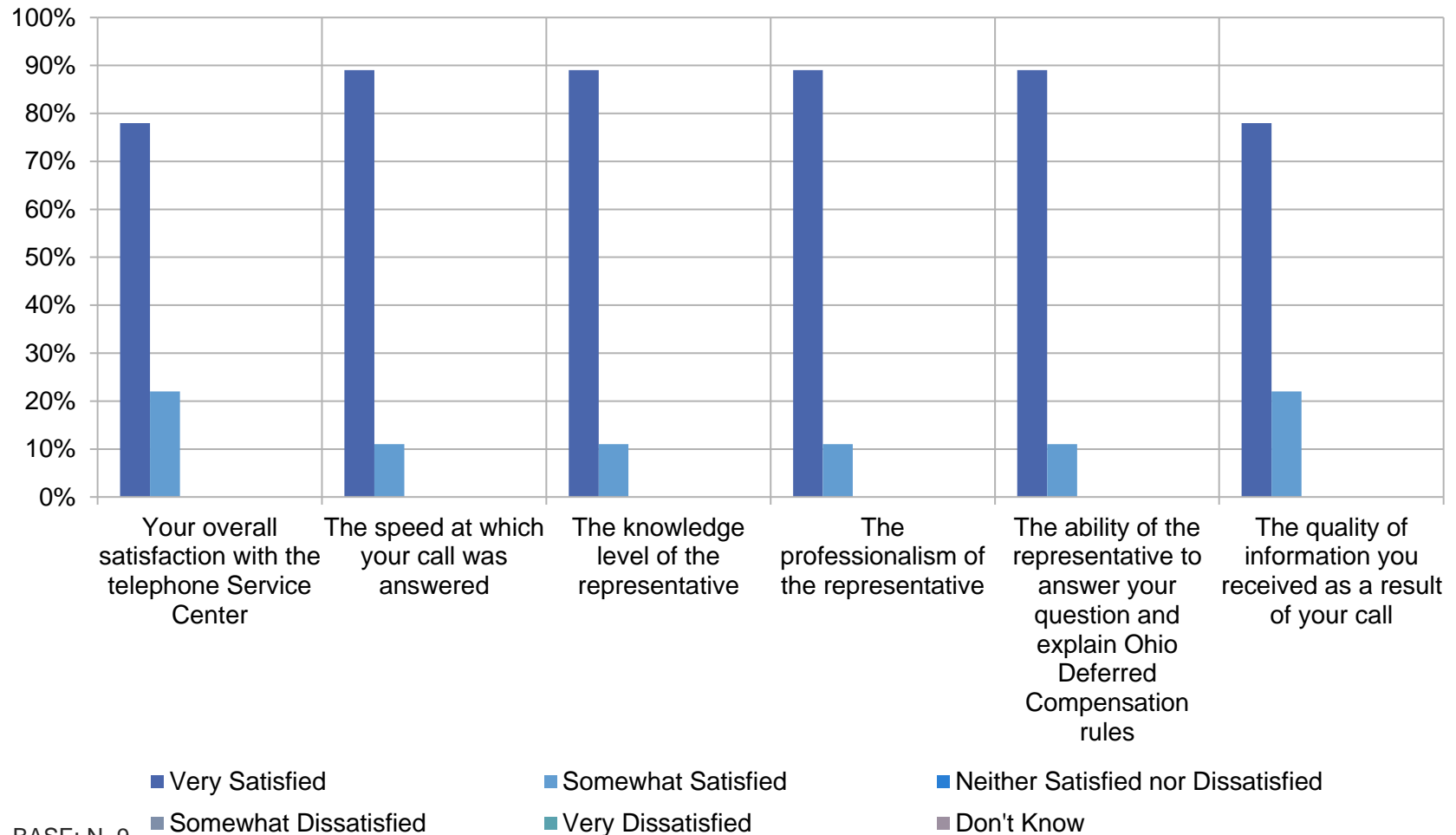
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

CAWTHT1



[Q22] Please rate your satisfaction with the Service Center on each of the following items.

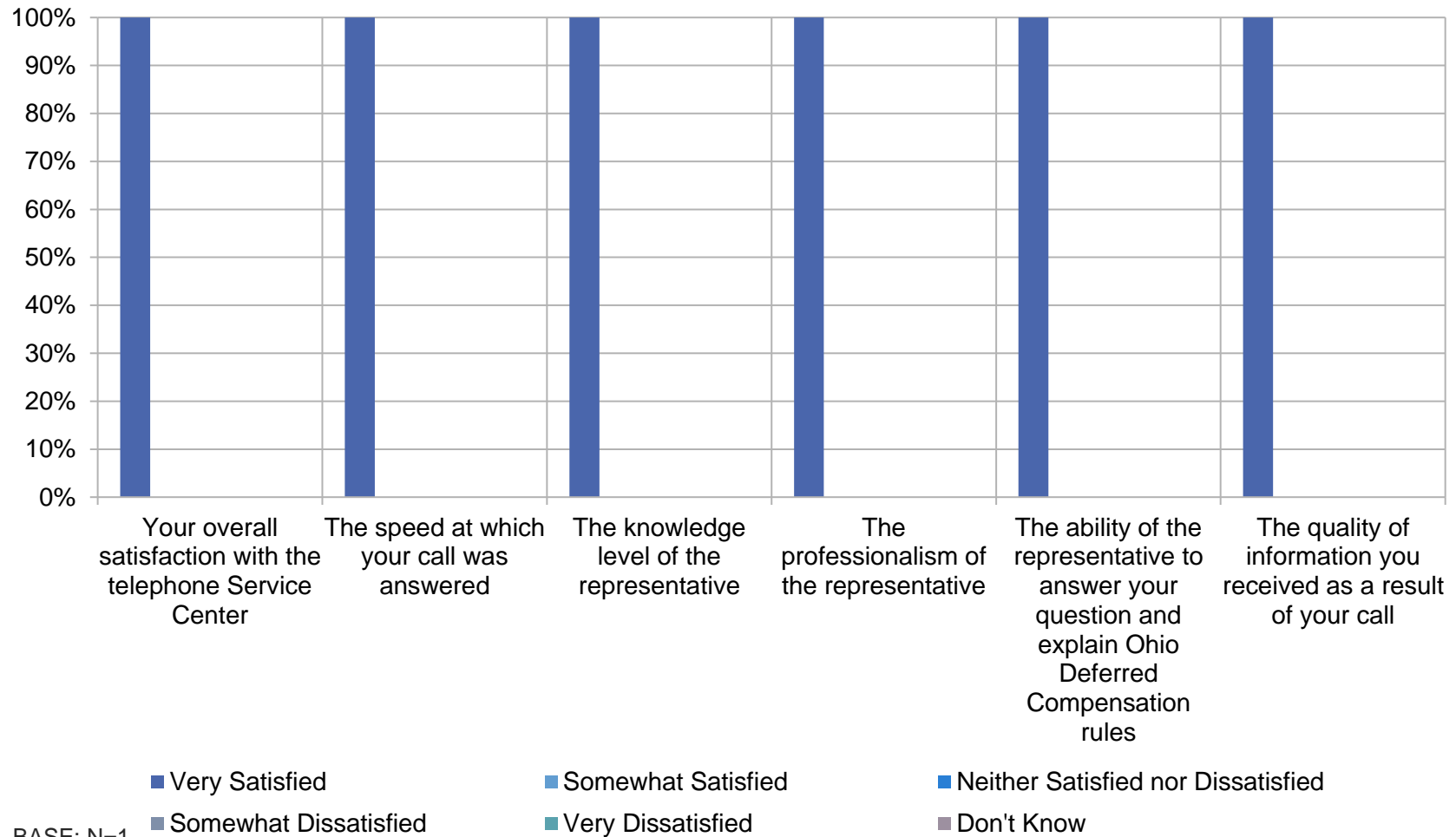
HOTHET1



BASE: N=9

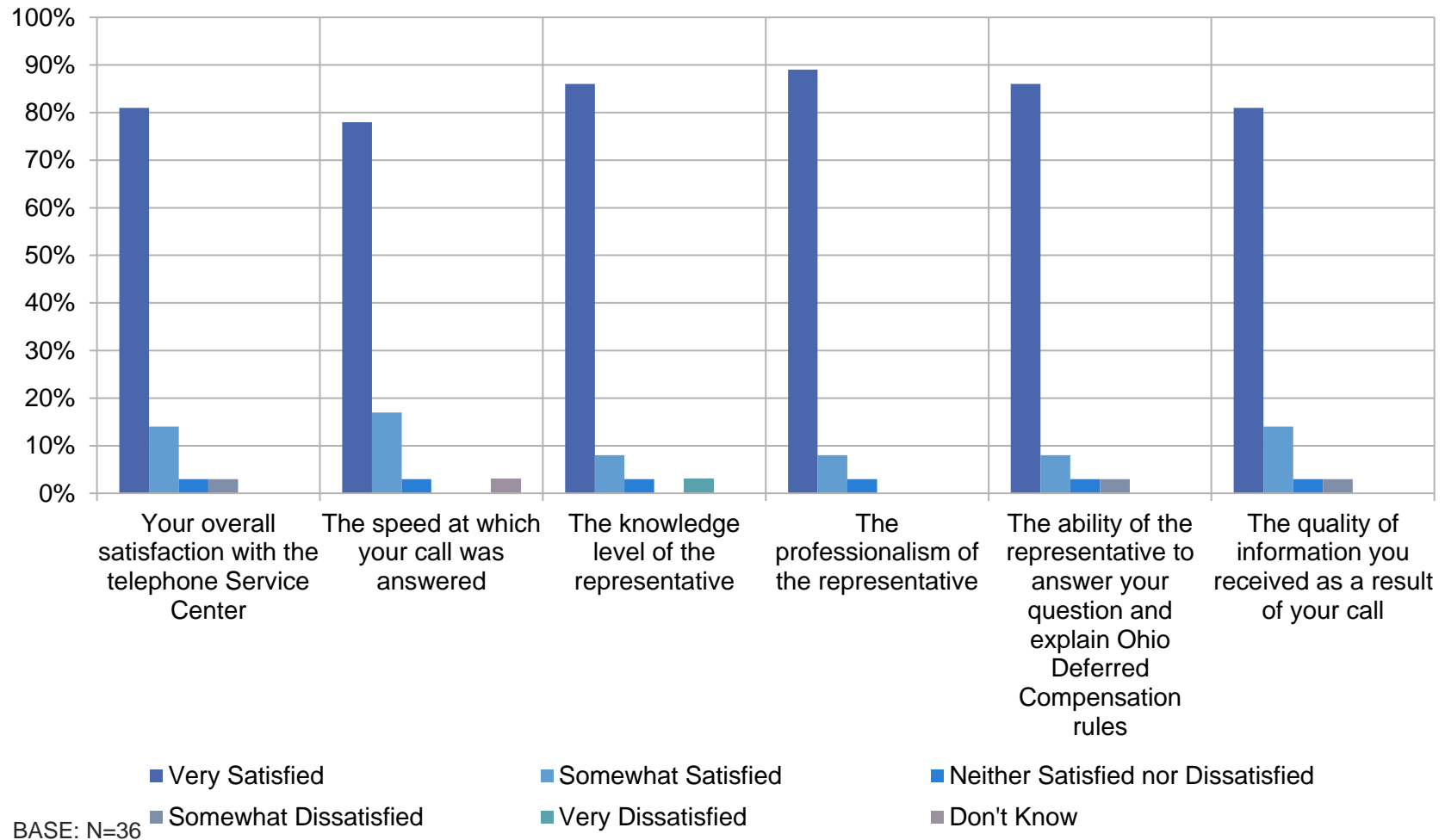
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

JEFFEH1



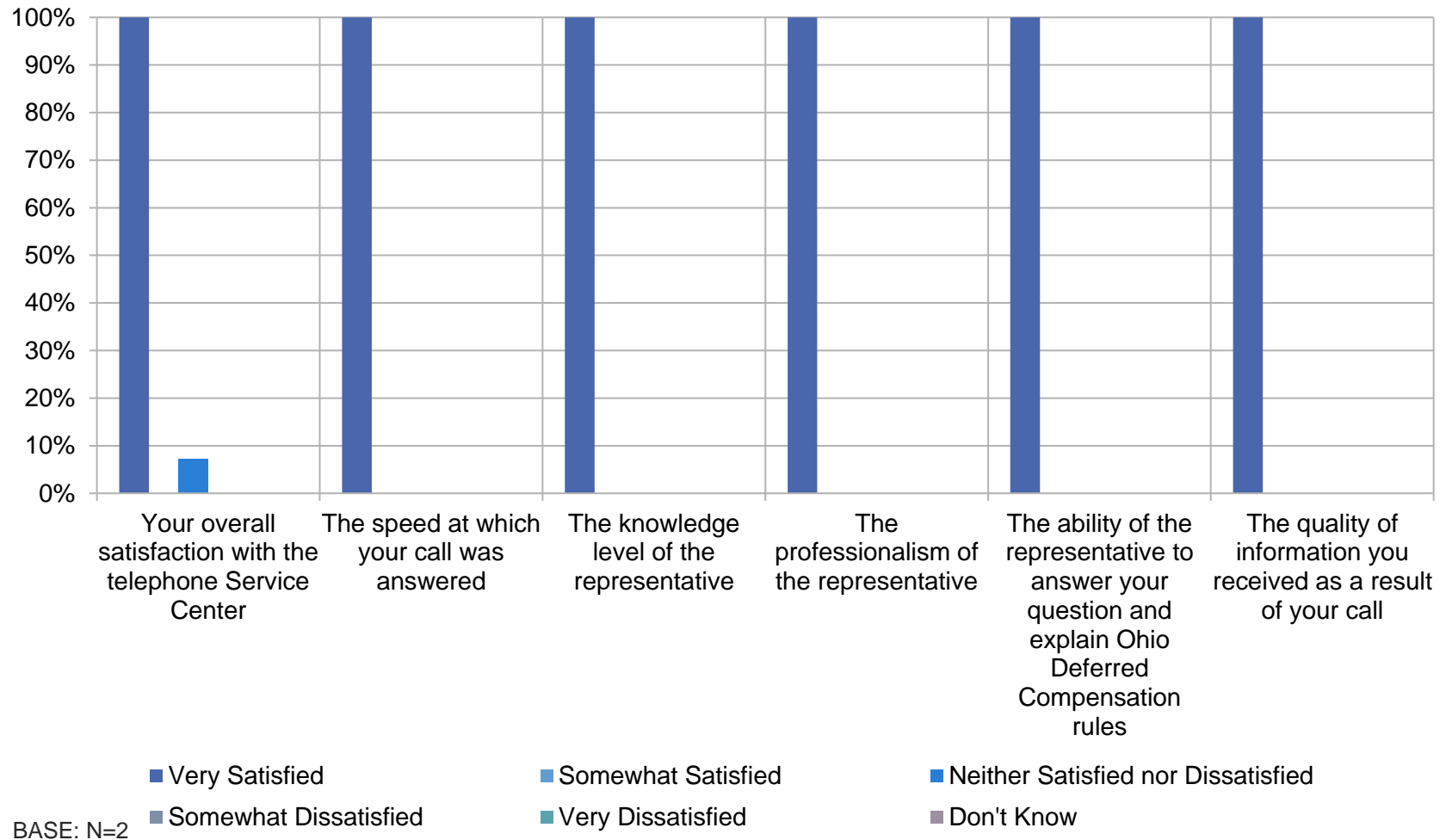
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

MICHAT9



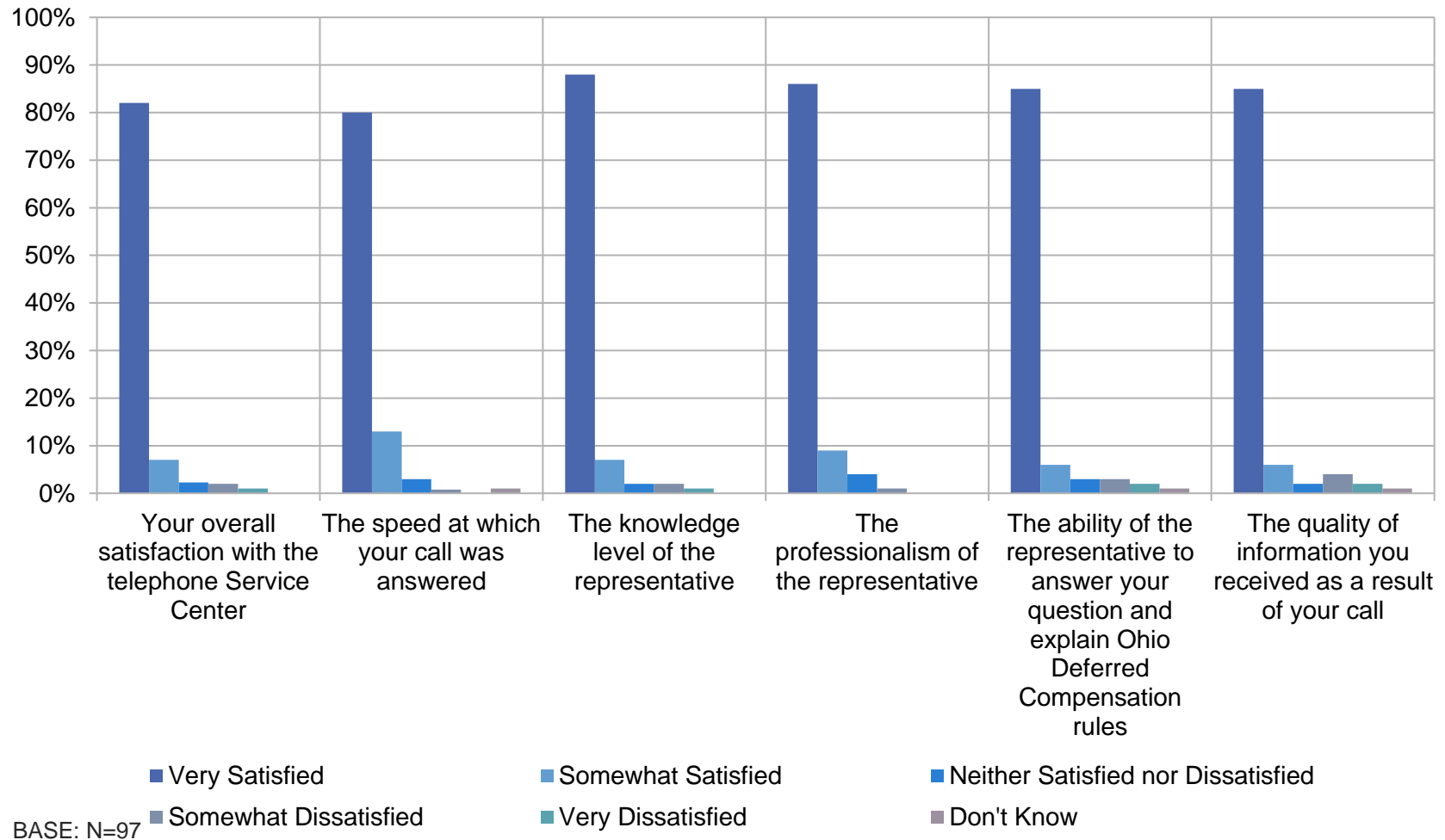
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

REEDA27



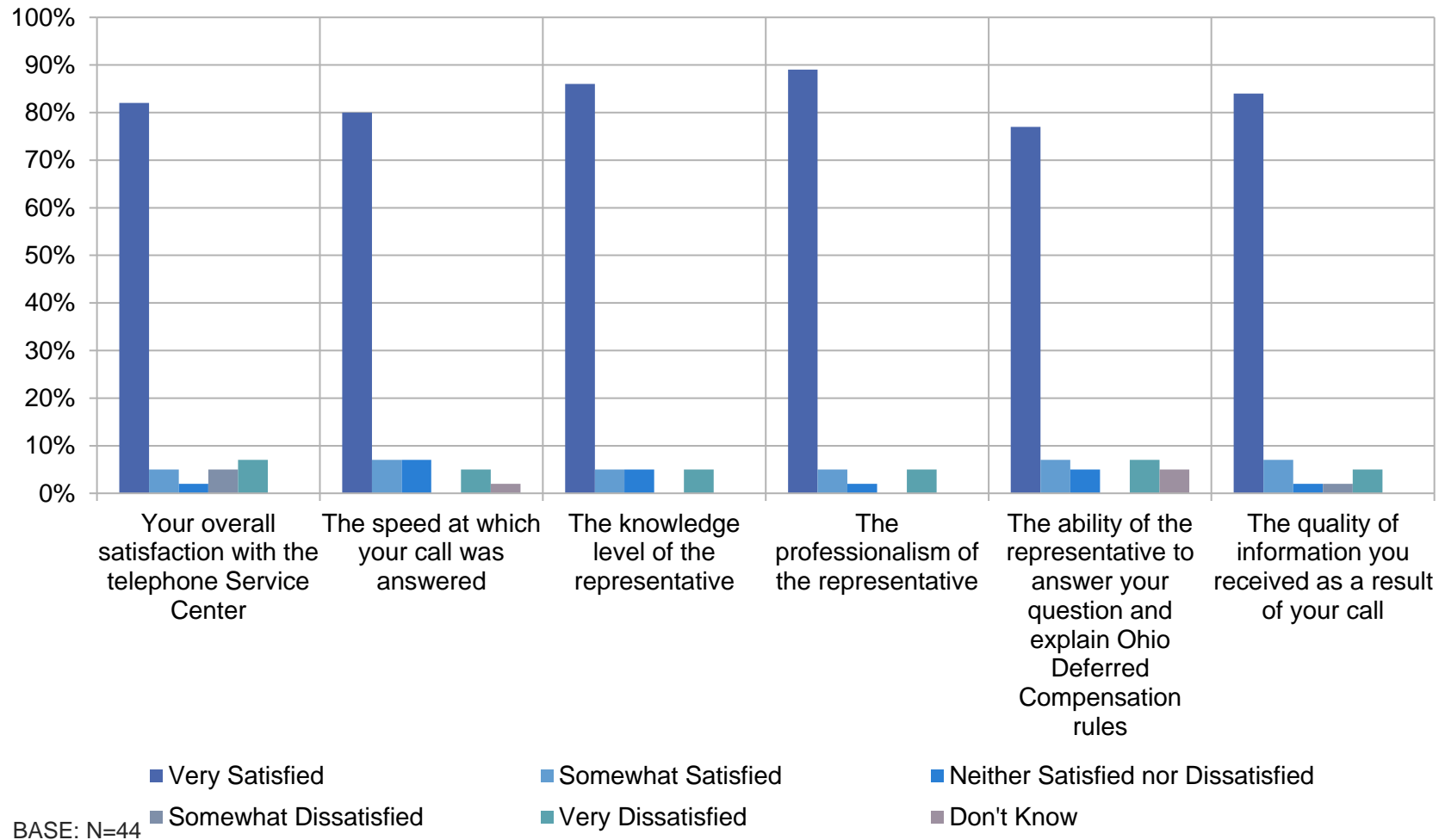
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

FITZGW1



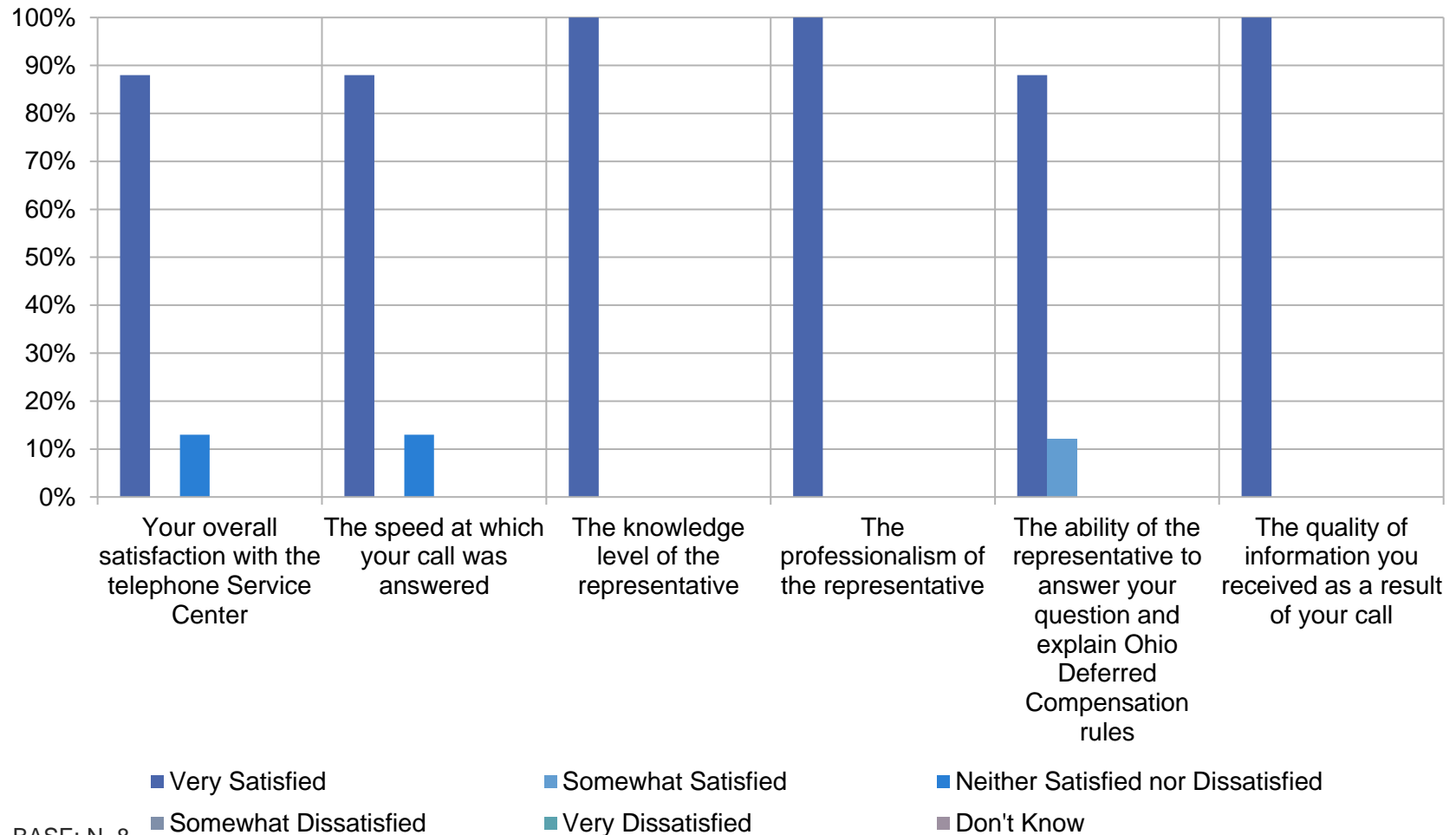
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

TINNEC1



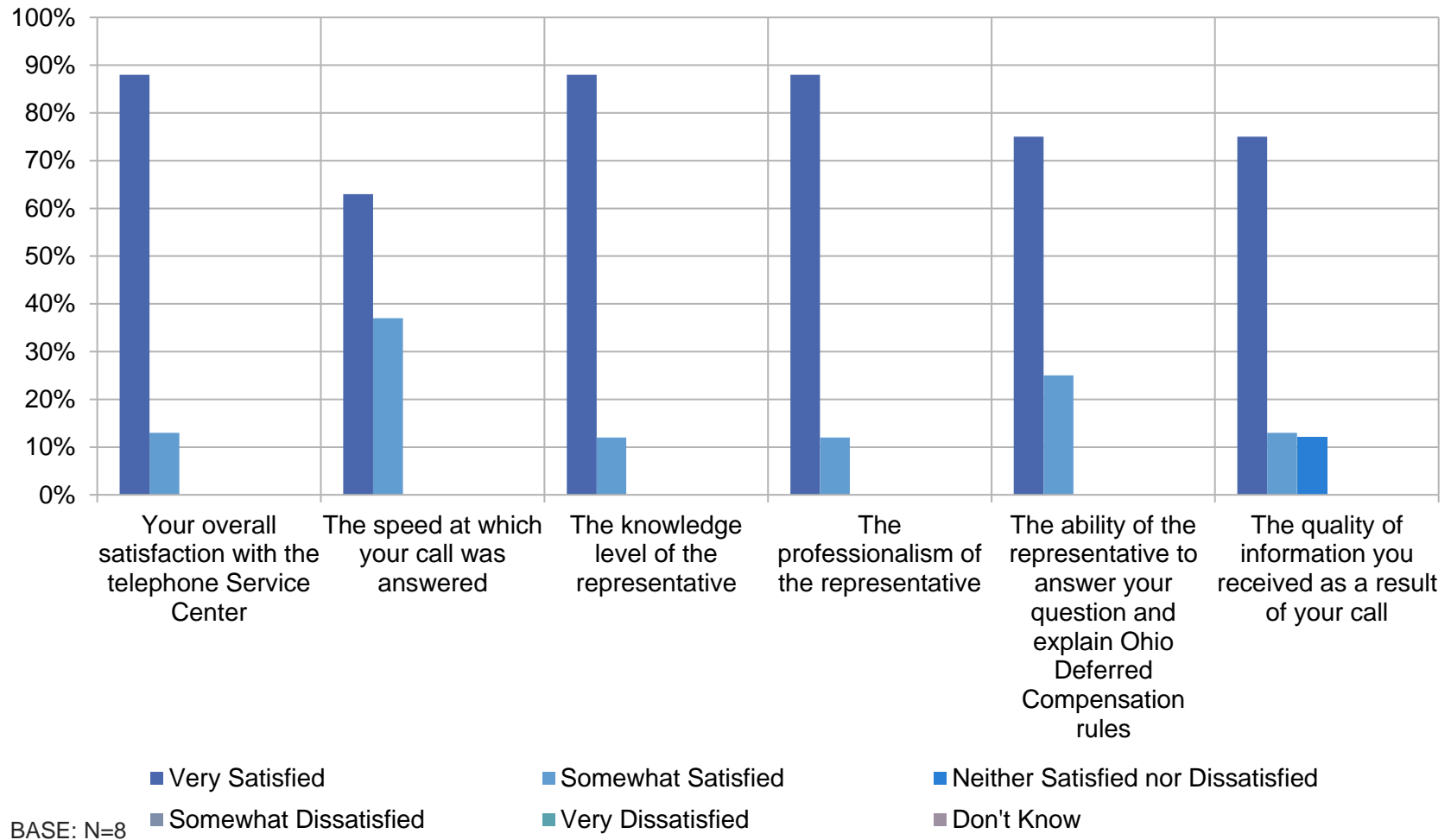
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

BUGHERT



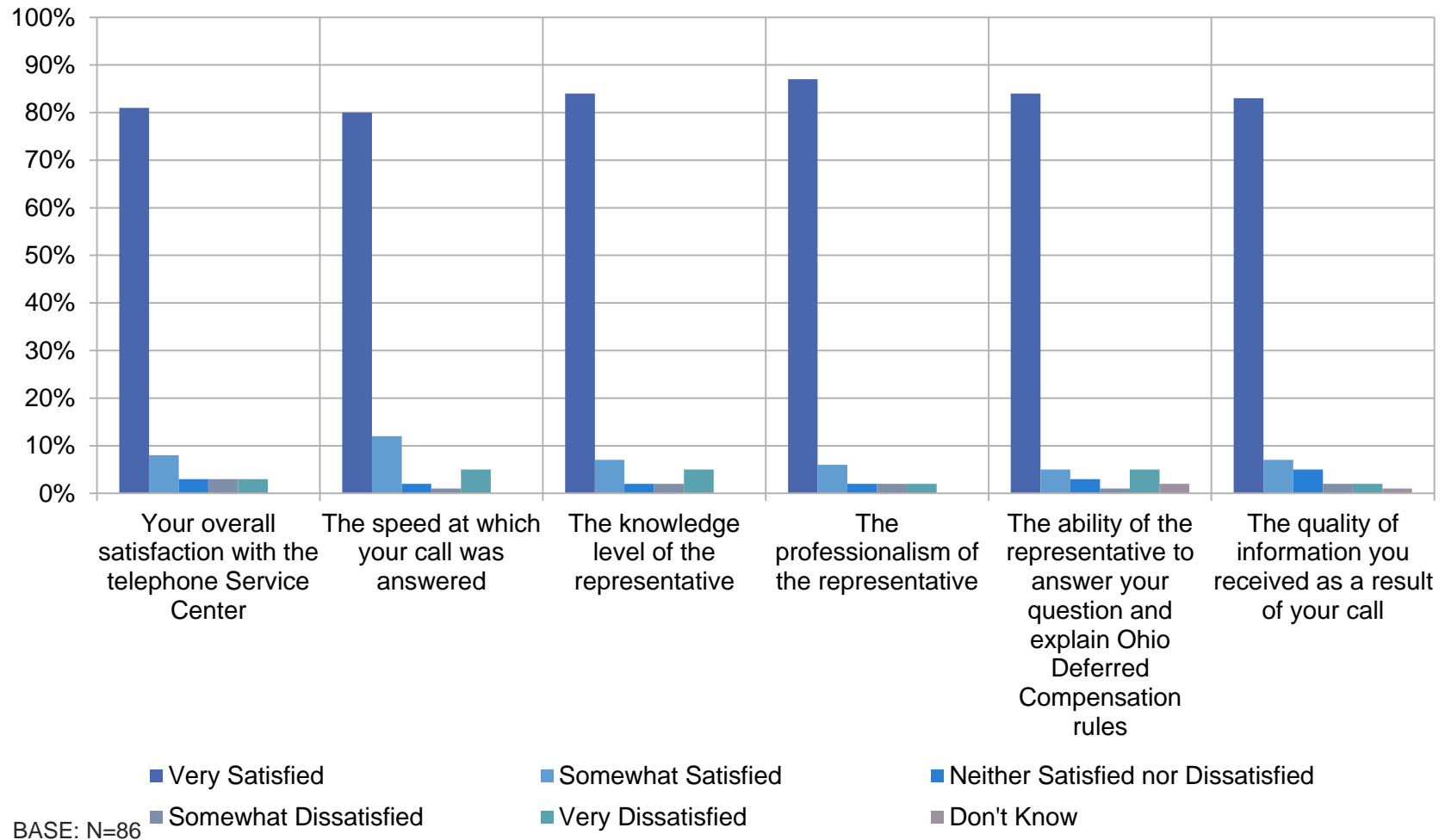
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

DAYS3



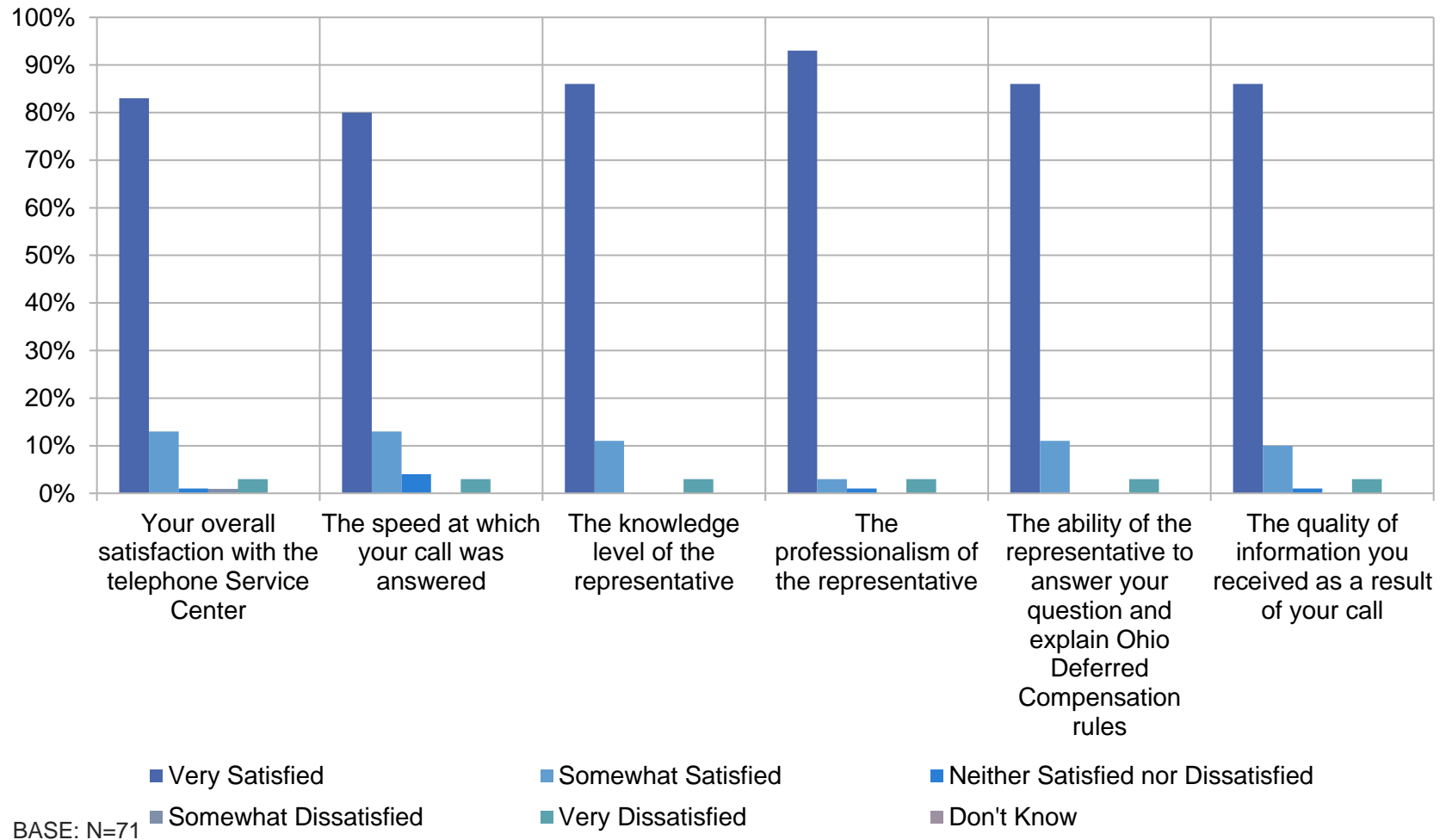
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

POLKT2



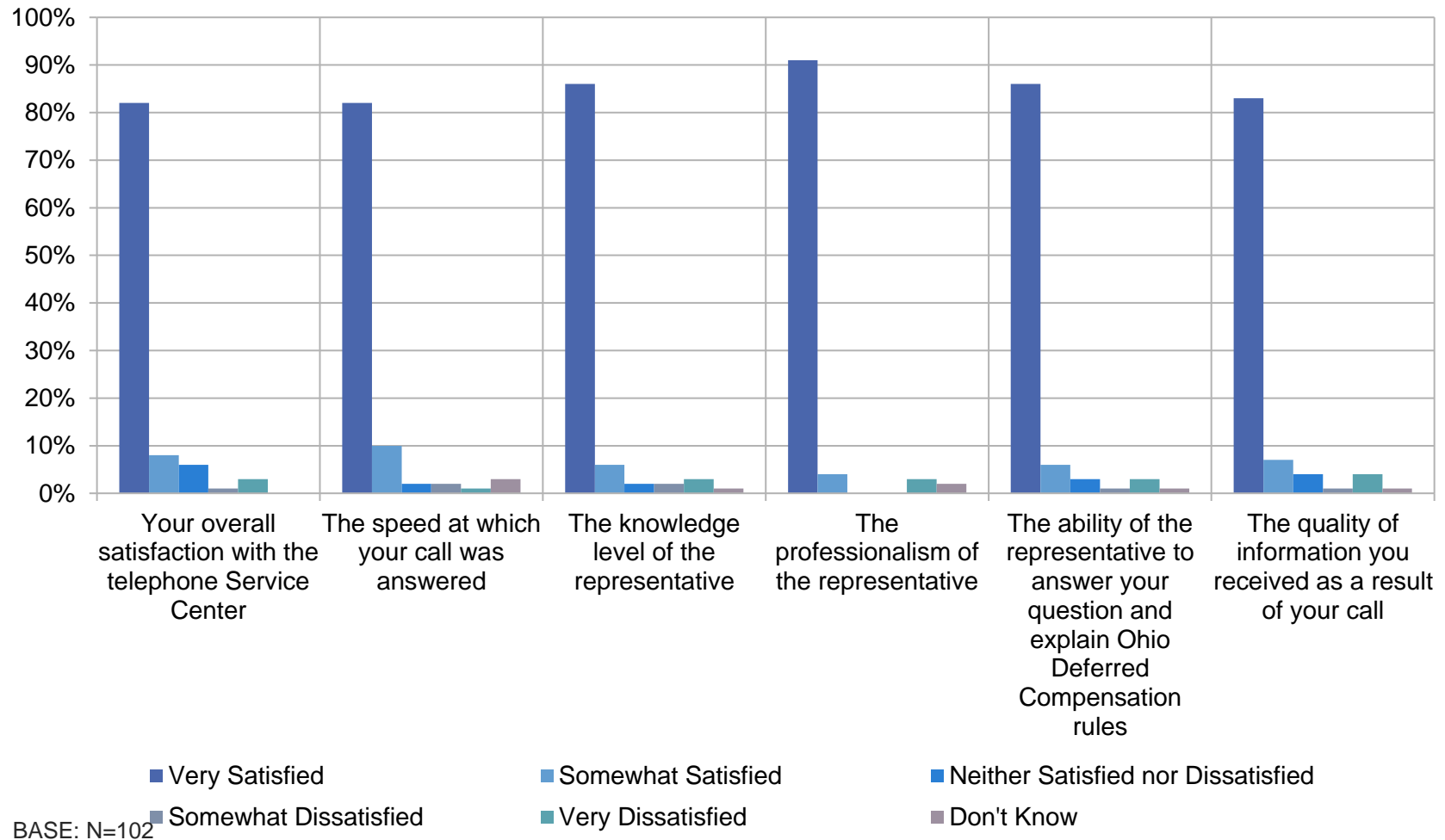
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

RUZIES1



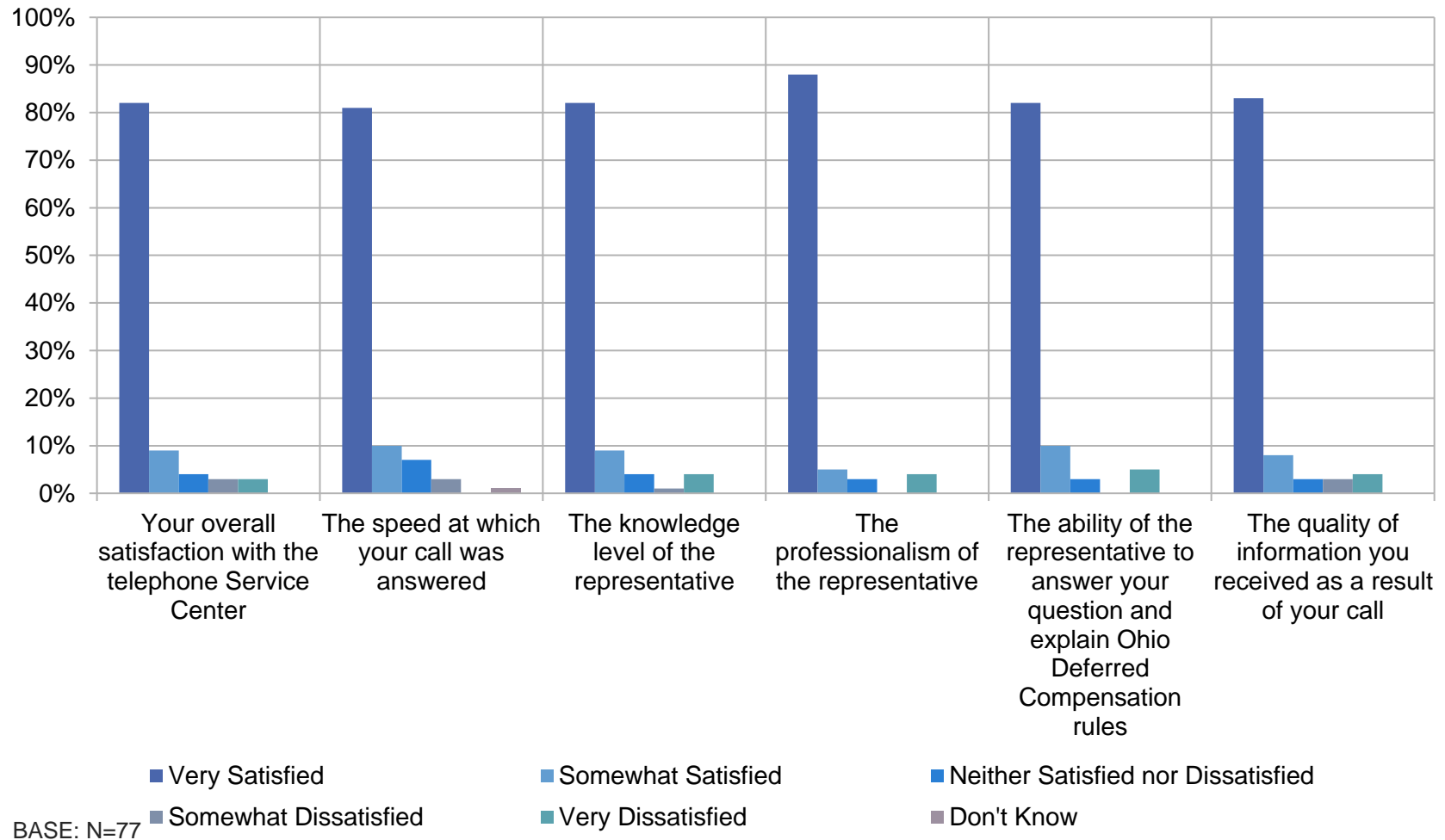
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

FERGUJ9



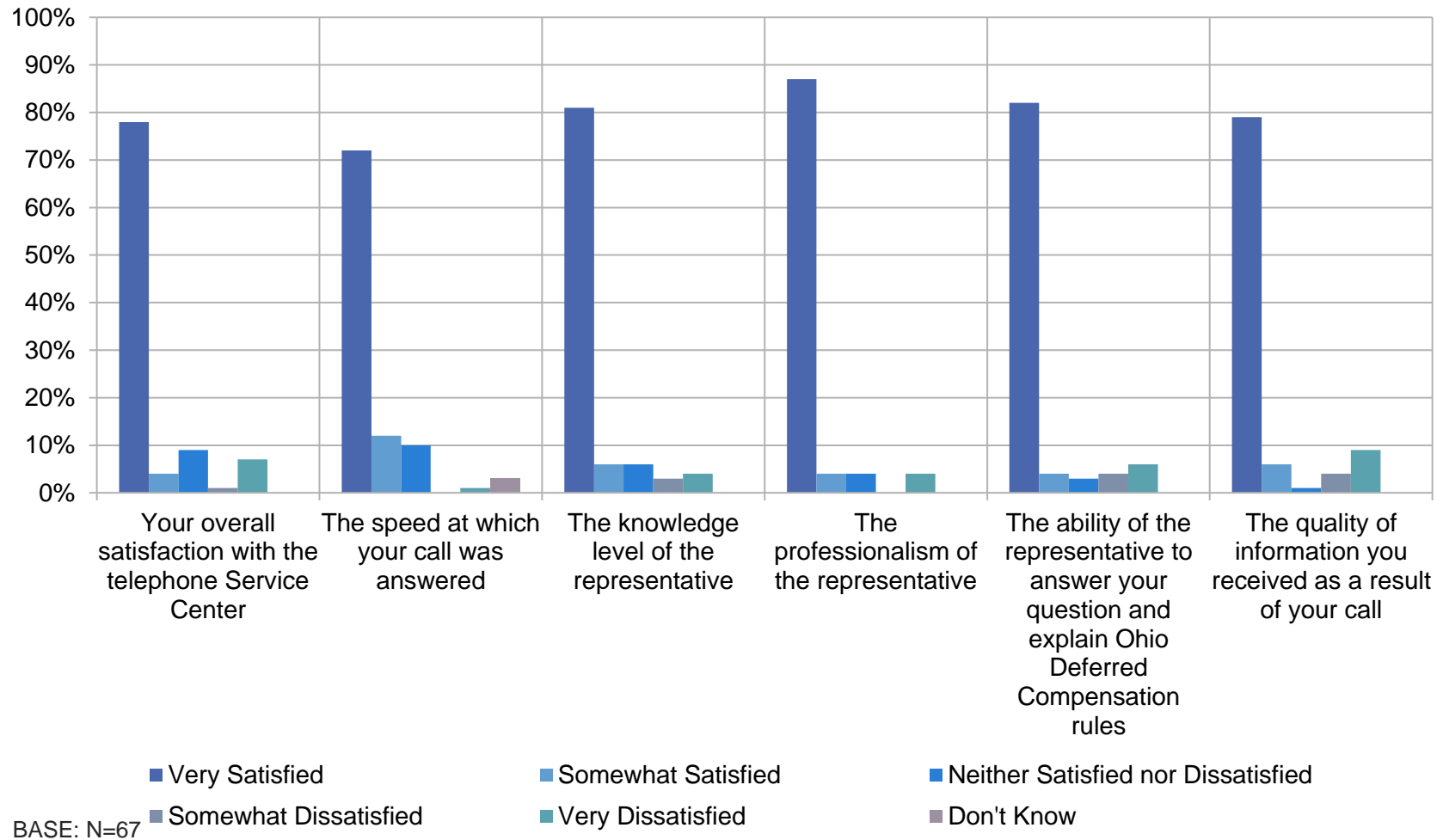
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

PROZA01



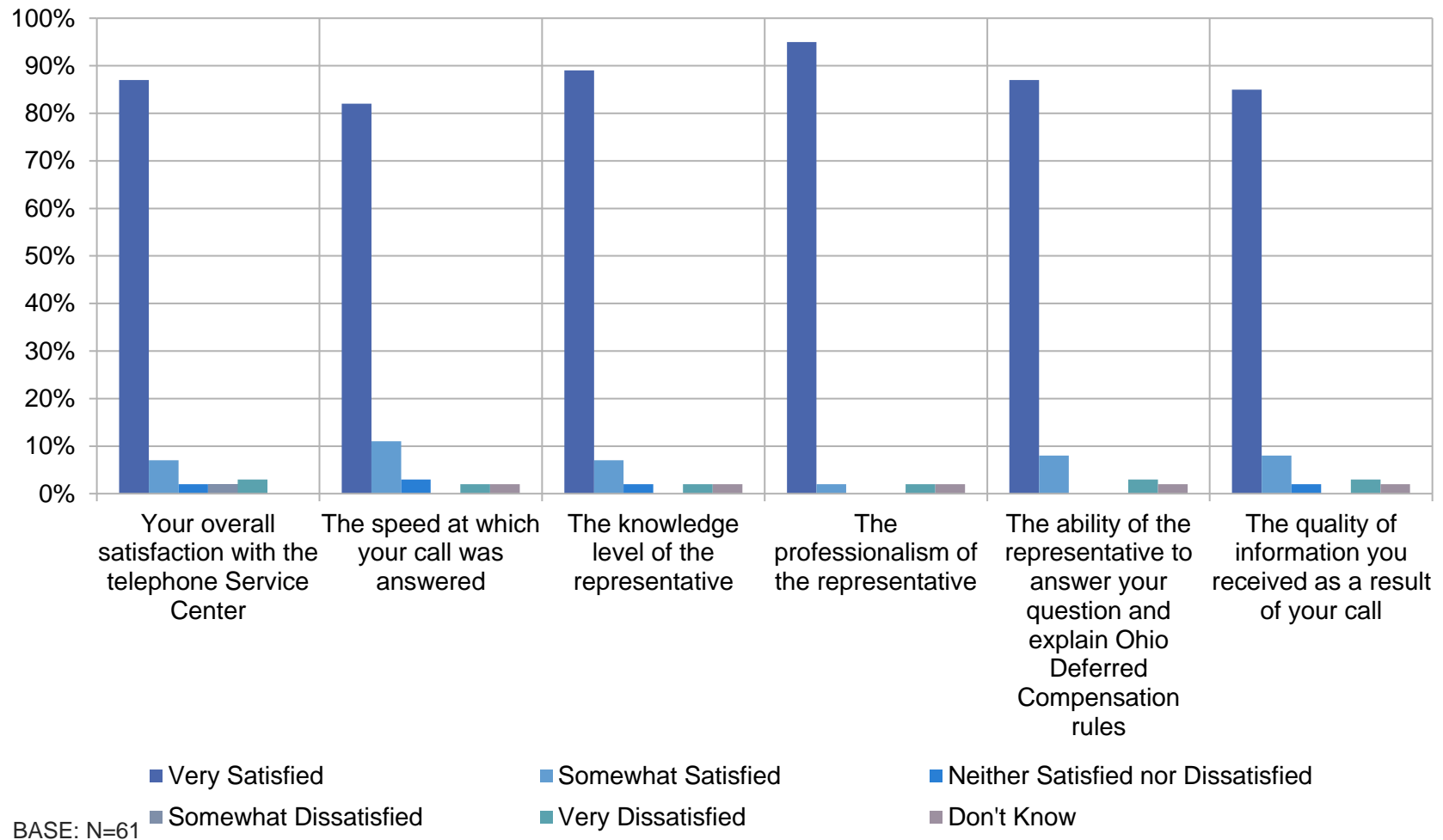
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

RICHK52



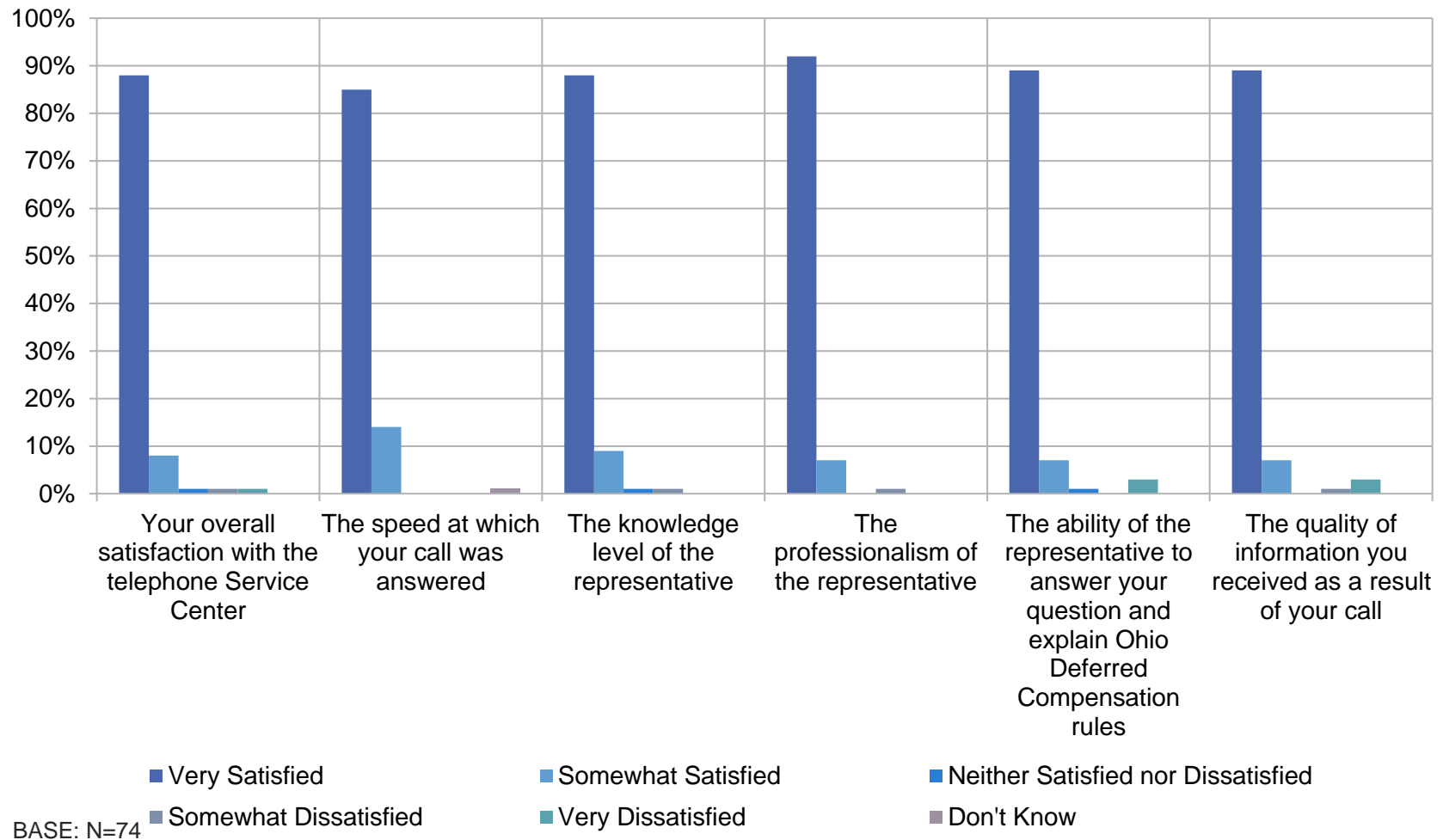
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

CASTUB1



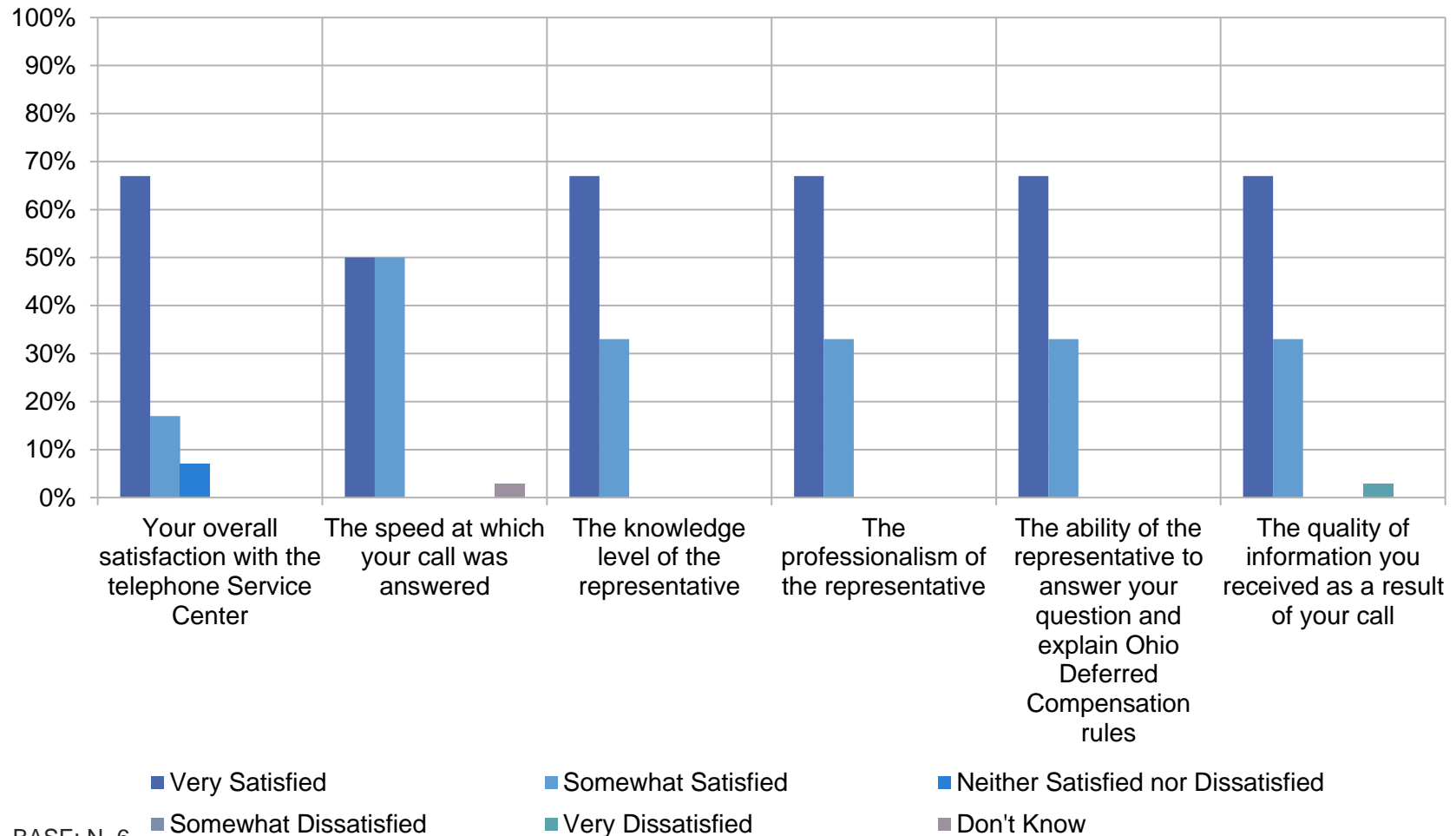
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

STONEE5



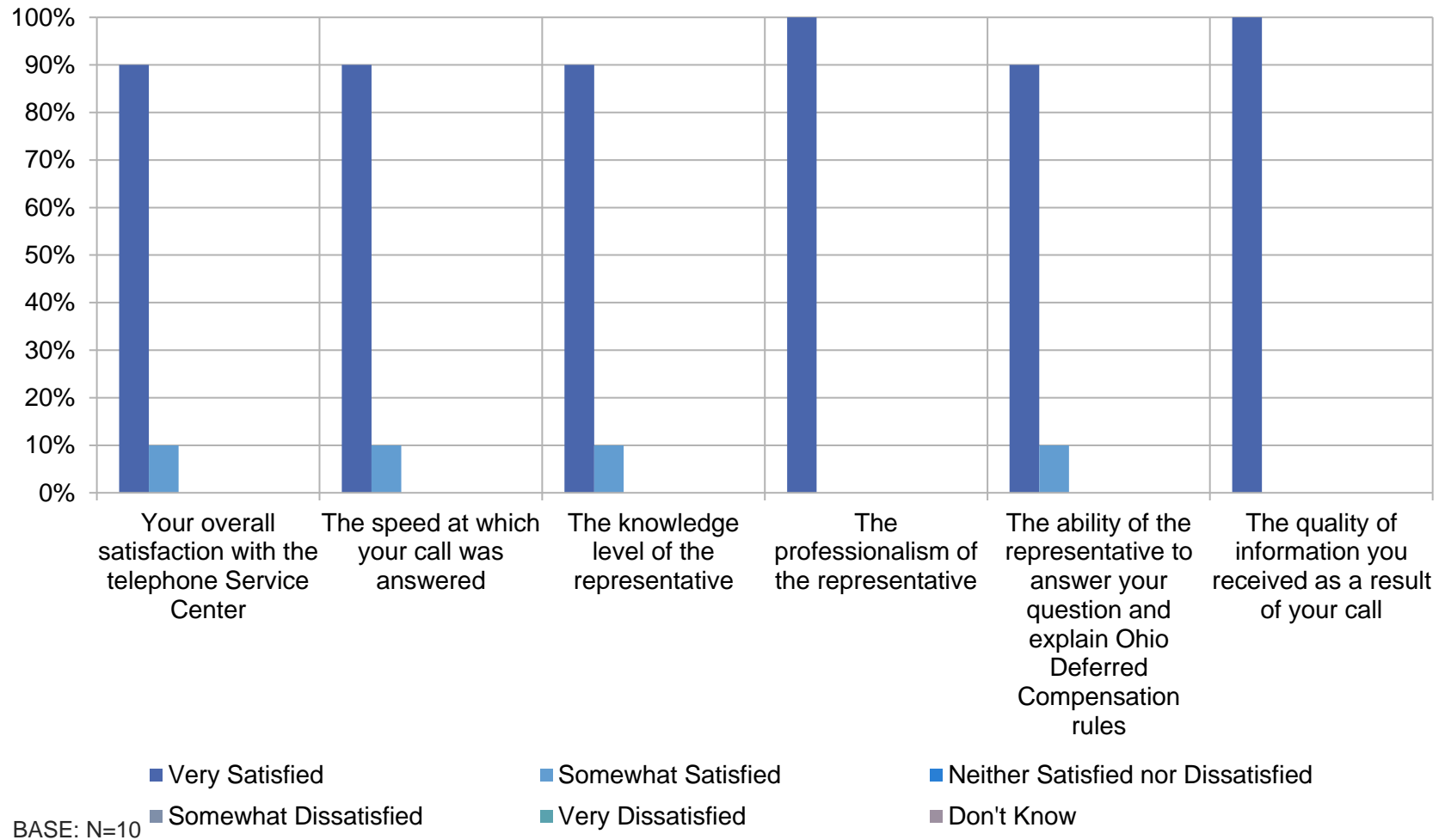
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

LISOVK1



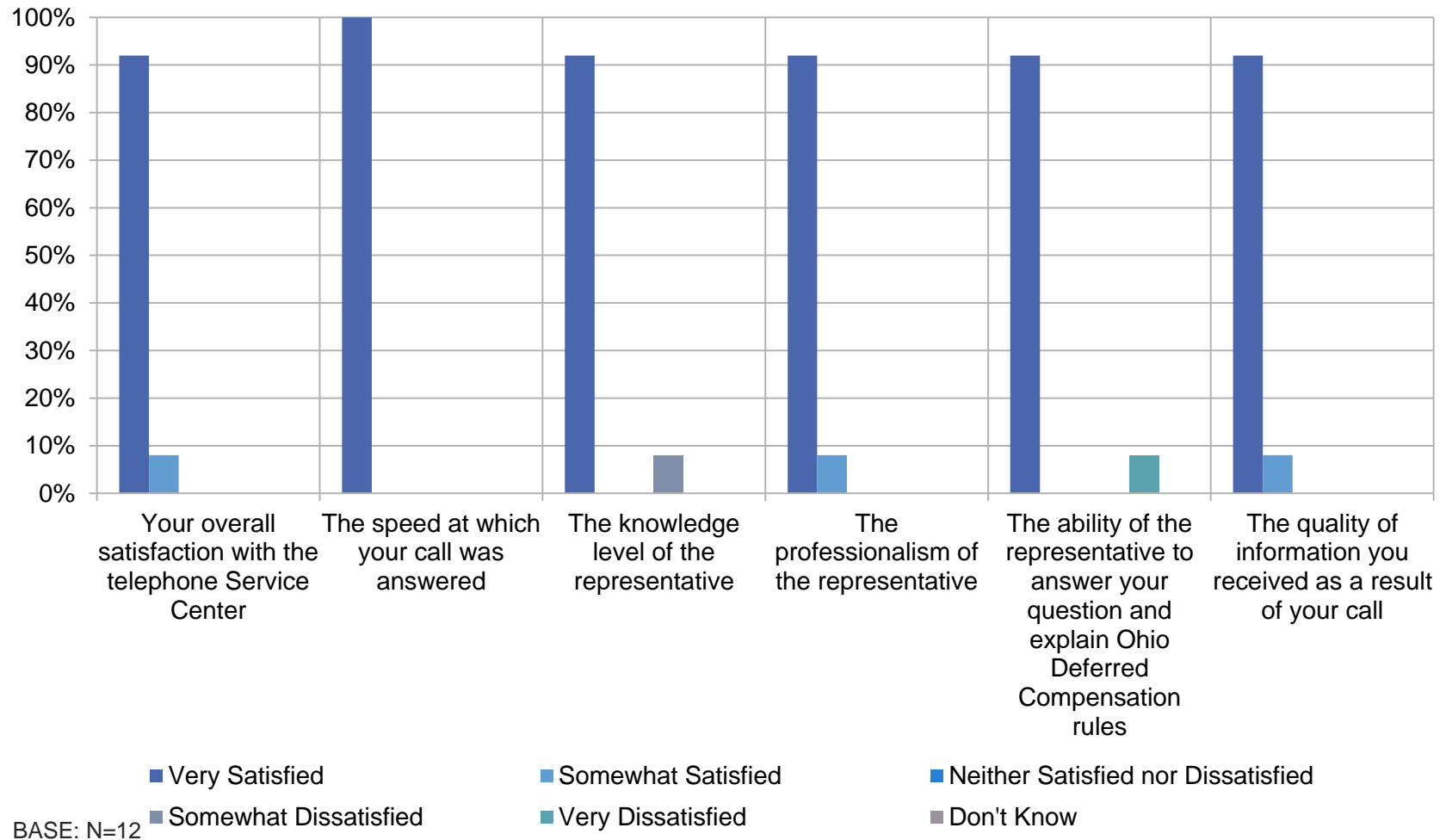
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

JONS58



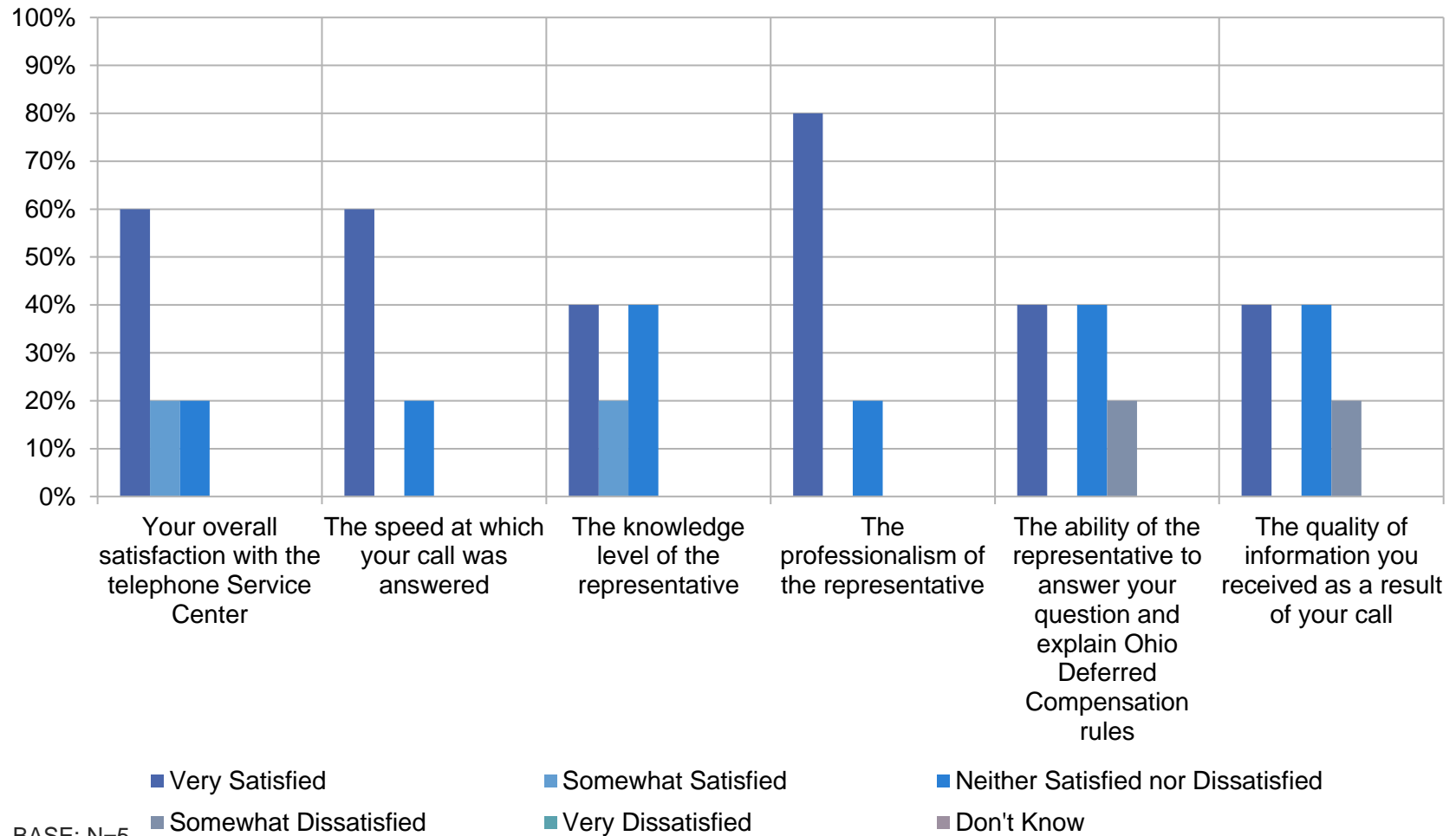
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

LOCKEJ6



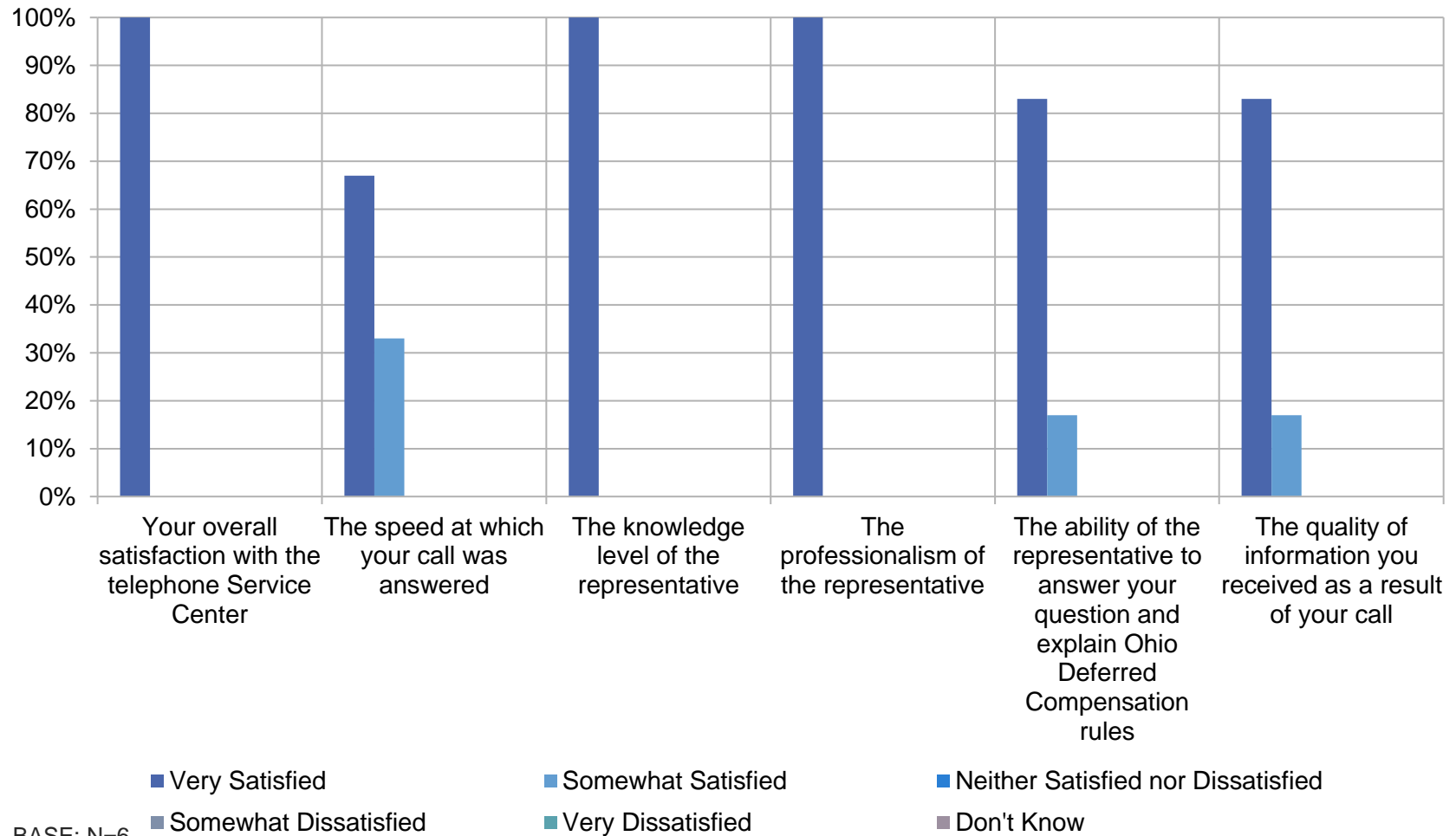
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

PARKA12



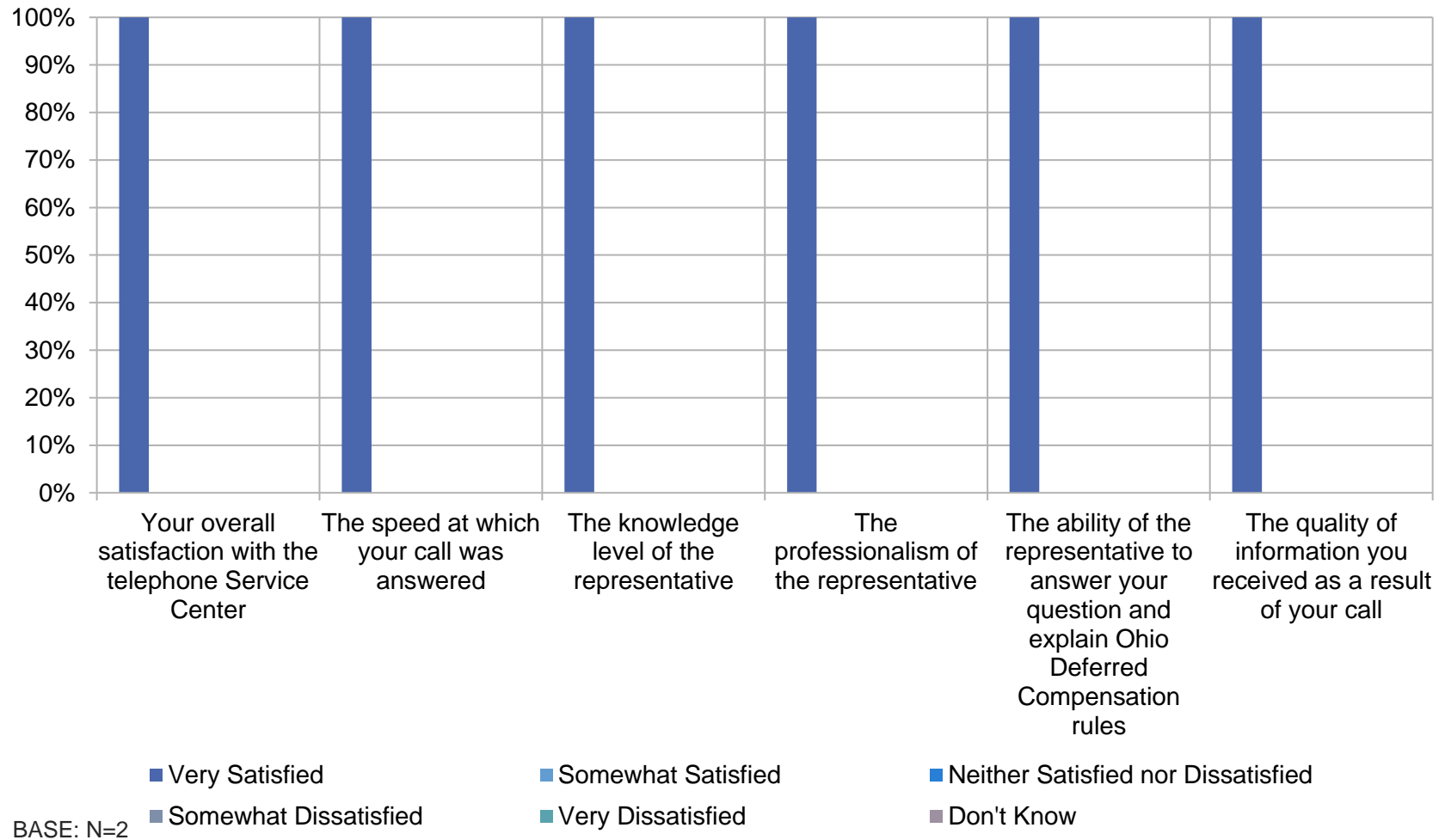
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

GILSOR



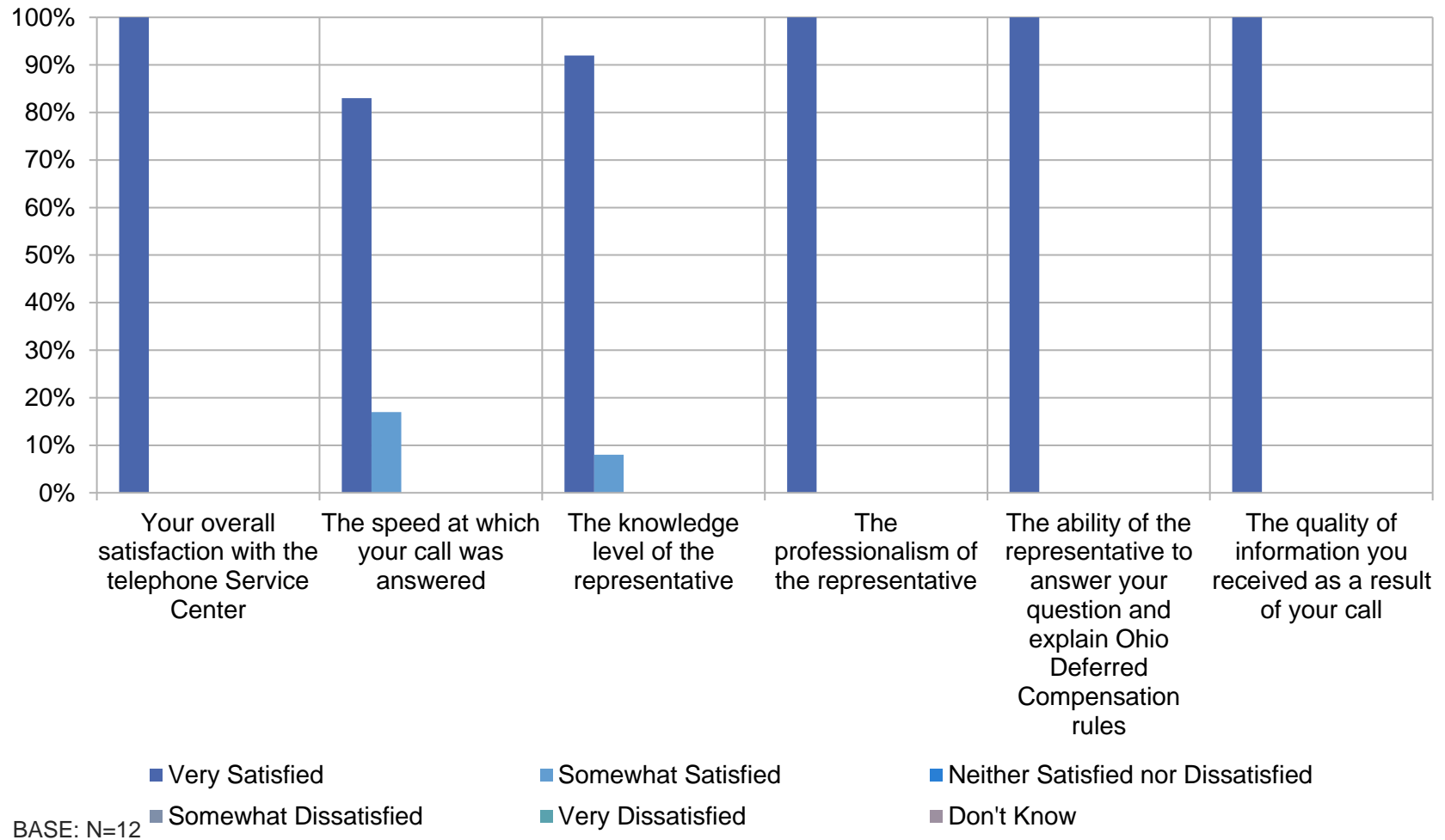
[Q22] Please rate your satisfaction with the Service Center on each of the following items.

HANKJ14

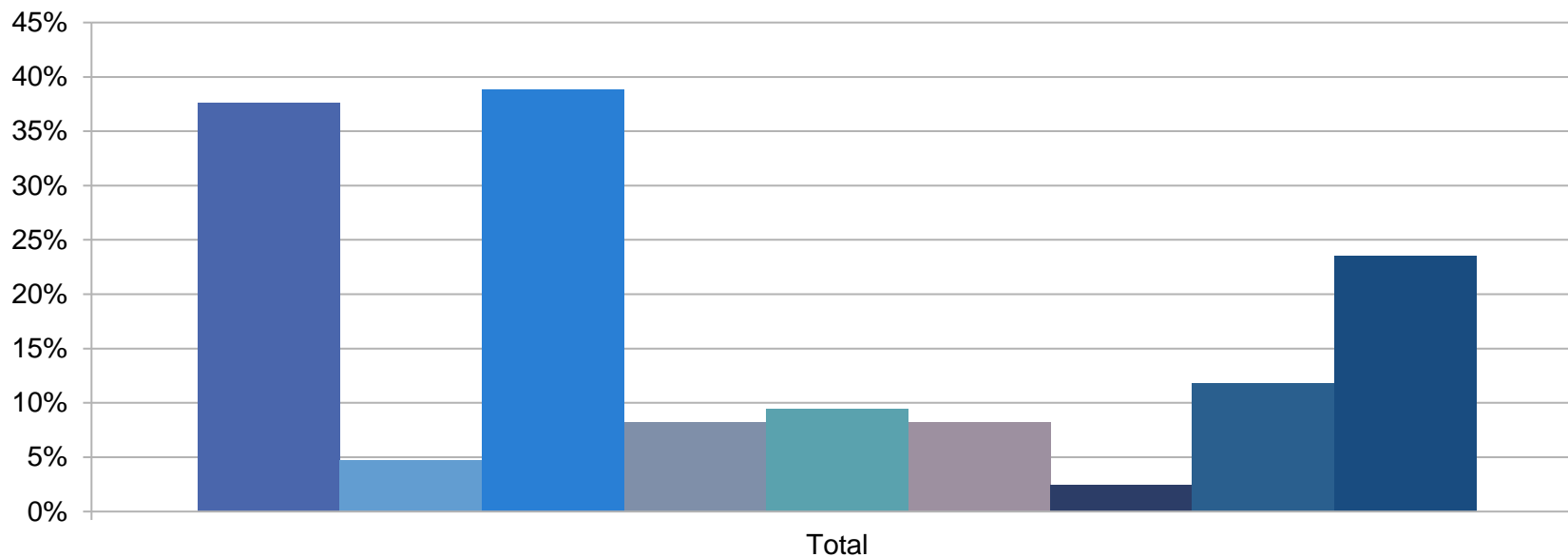


[Q22] Please rate your satisfaction with the Service Center on each of the following items.

UPPERK1



[Q22a] You said that you were less than satisfied with the knowledge level and/or information you received from the representative. What kind of information were you seeking?



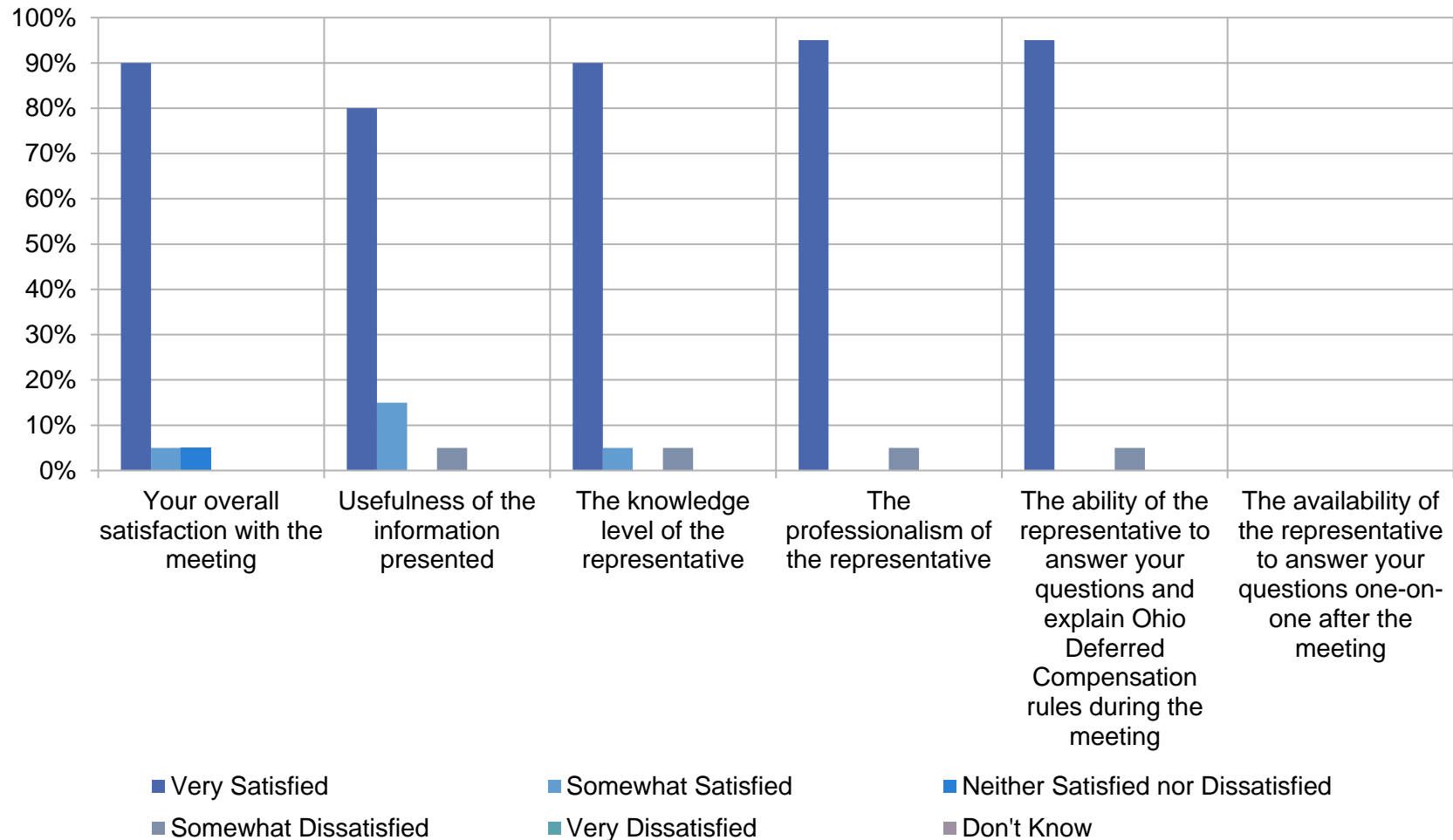
- Information about transferring/rolling over money
- Information about making a transaction
- Information about withdrawing money
- Information about fund performance
- Information about my account / personal information or beneficiaries
- Information about the website / password or login information
- Information about a new program or service offering
- Investment guidance or assistance
- Other

BASE: N=185

Field Account Executive & Retirement Planning Specialist

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

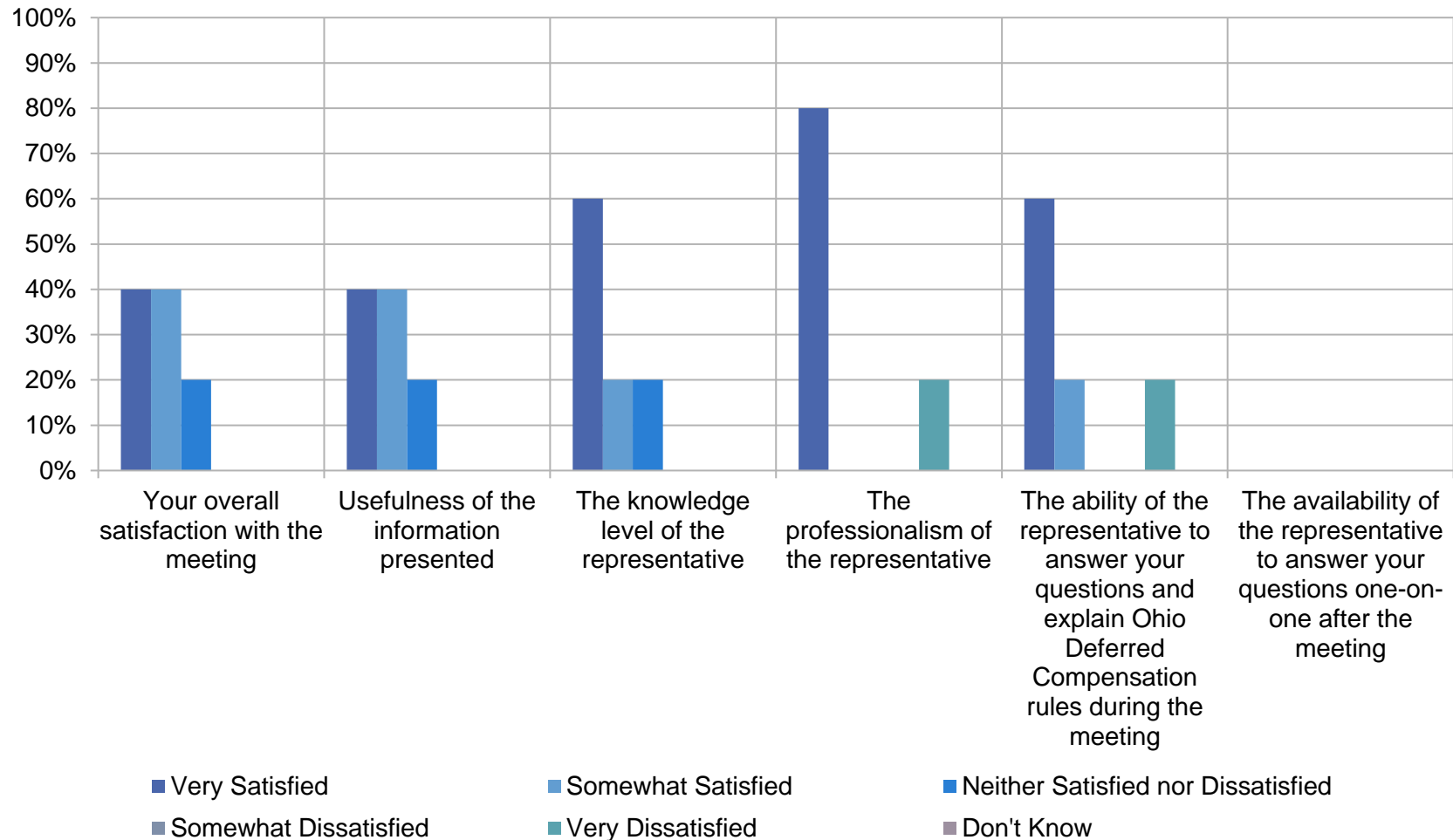
MCCONAS



BASE: N=20

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

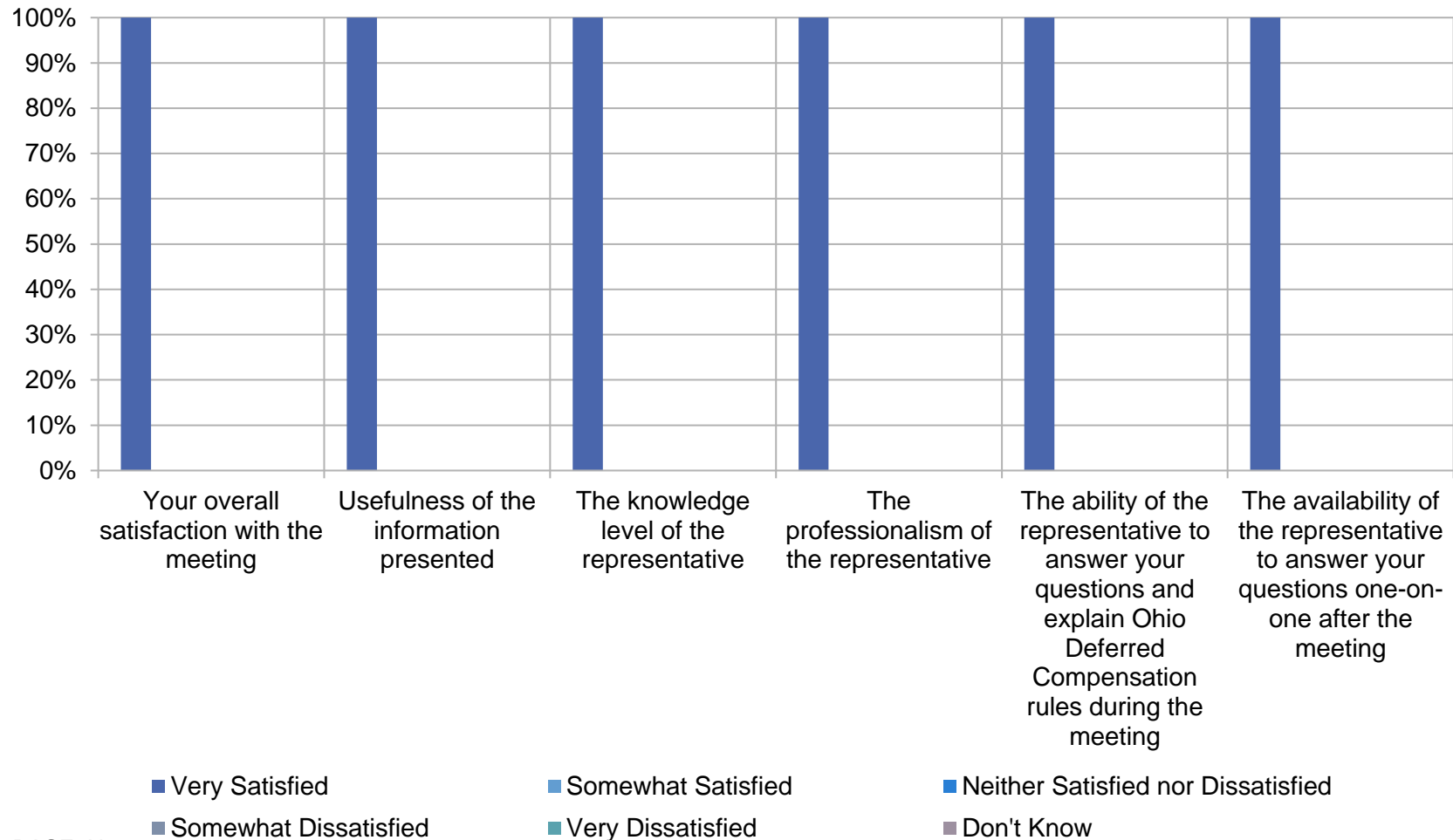
BROWNJ29



BASE: N=5

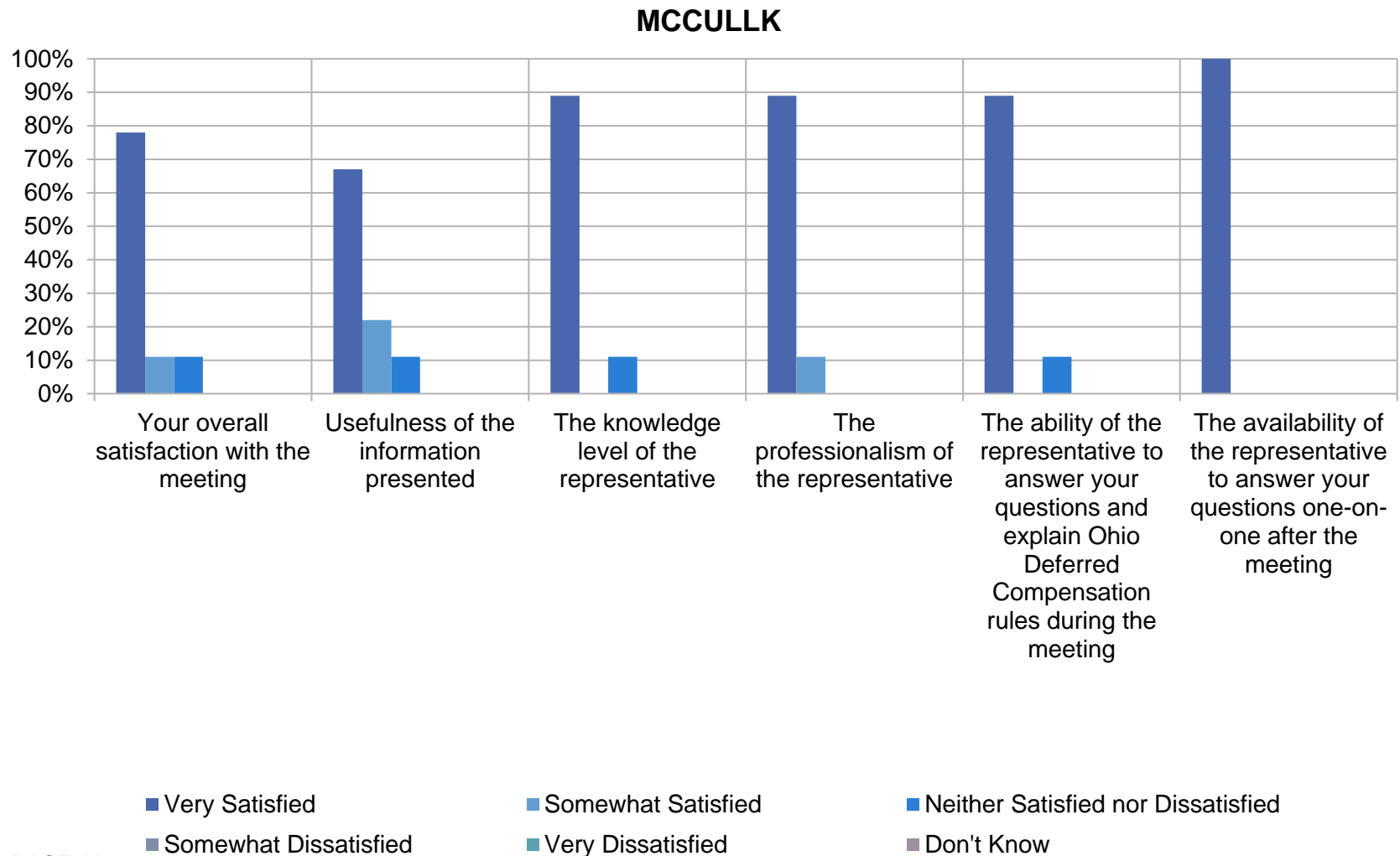
[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

TORNABT



BASE: N=6

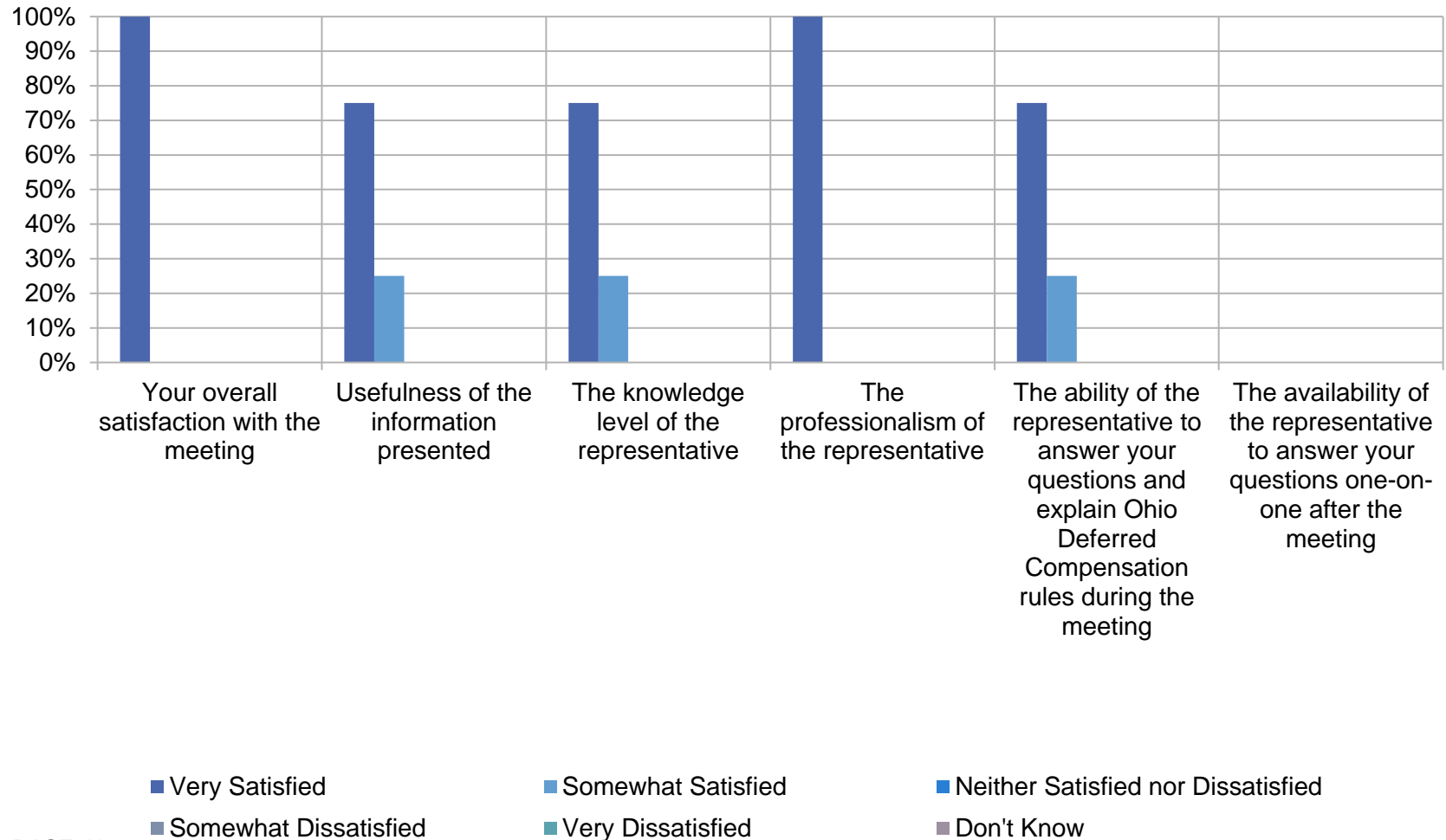
[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.



BASE: N=9

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

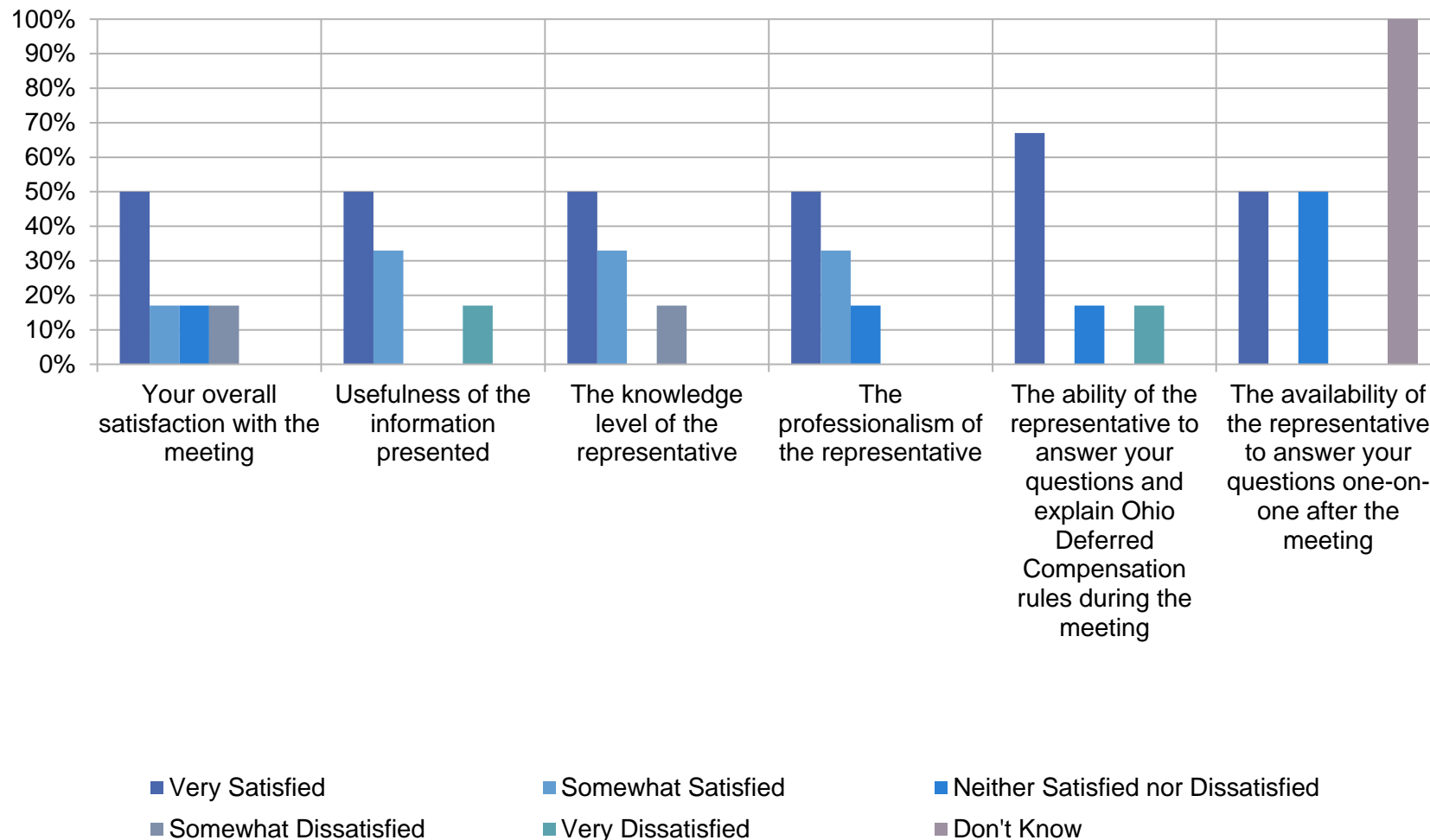
TABLE RB



BASE: N=4

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

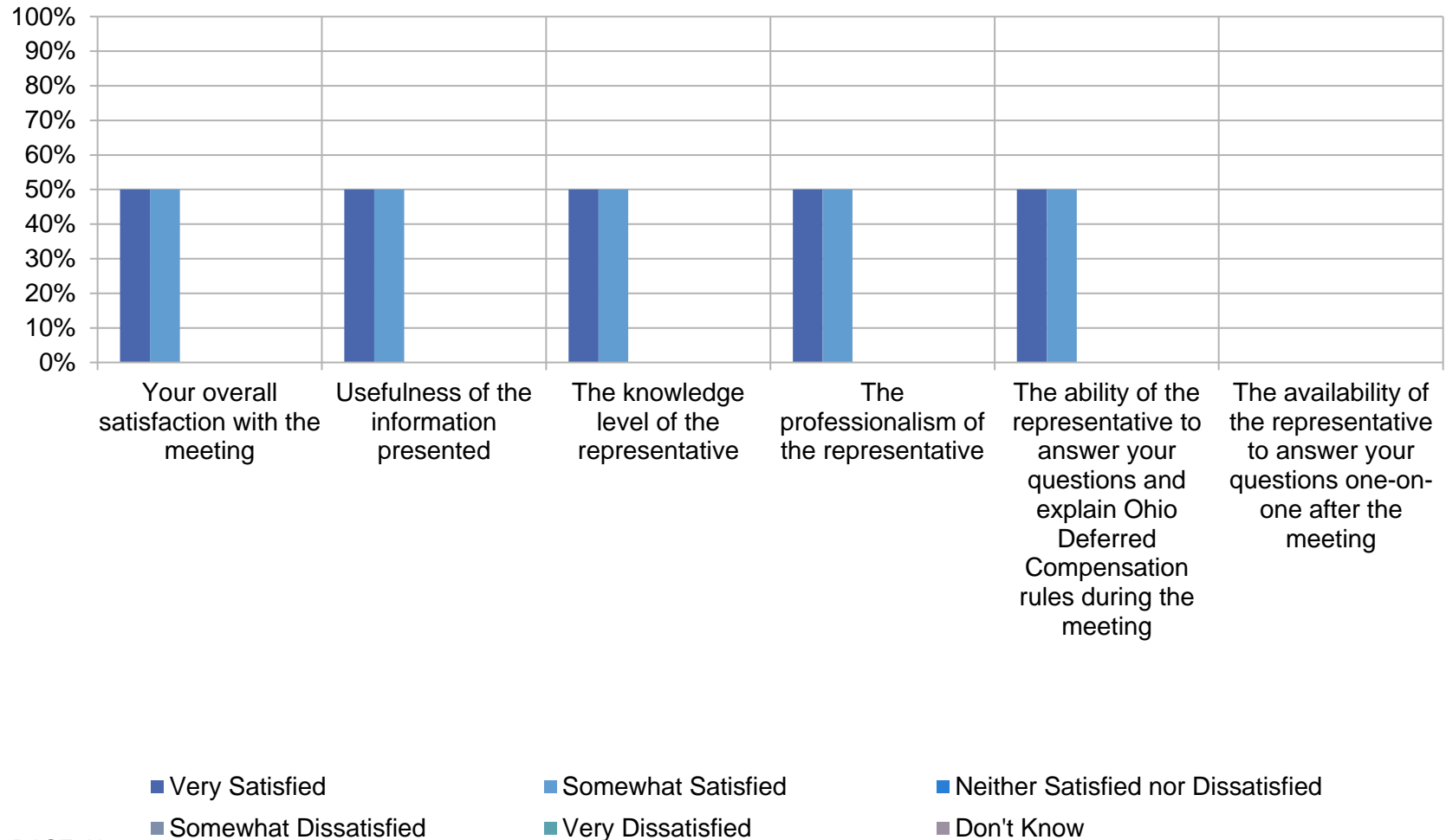
PACAKM1



BASE: N=6

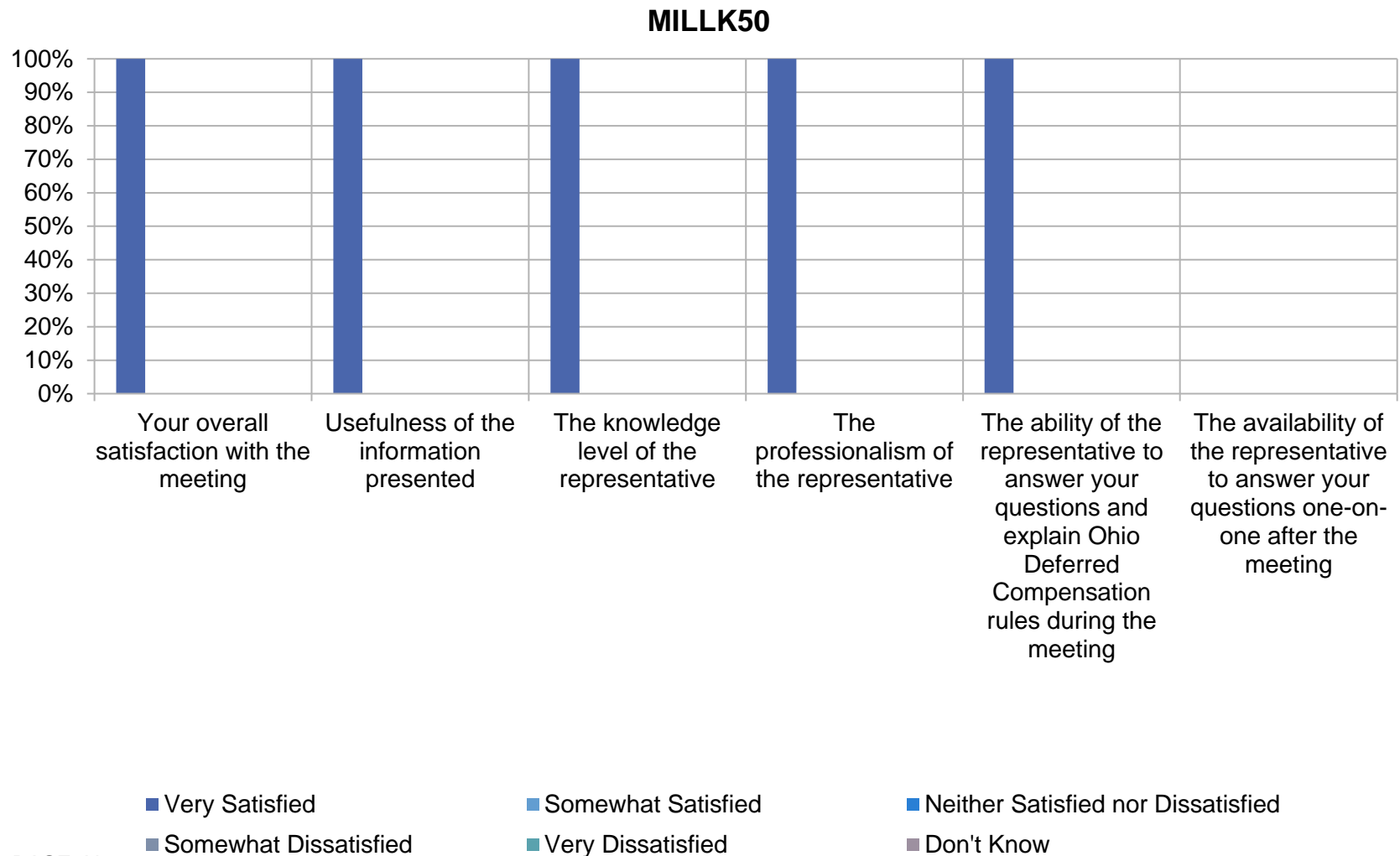
[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

MONTGJ7

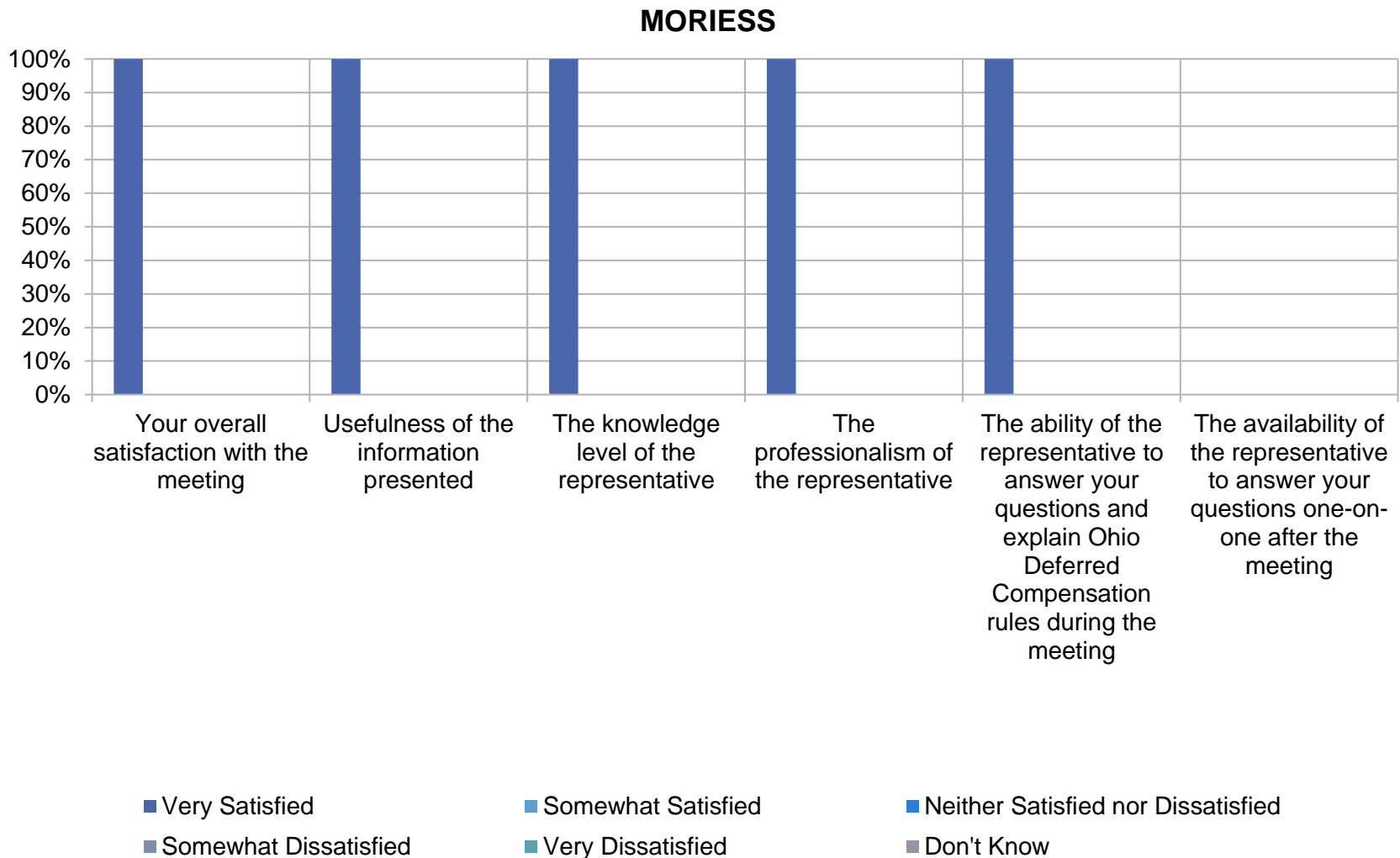


BASE: N=2

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

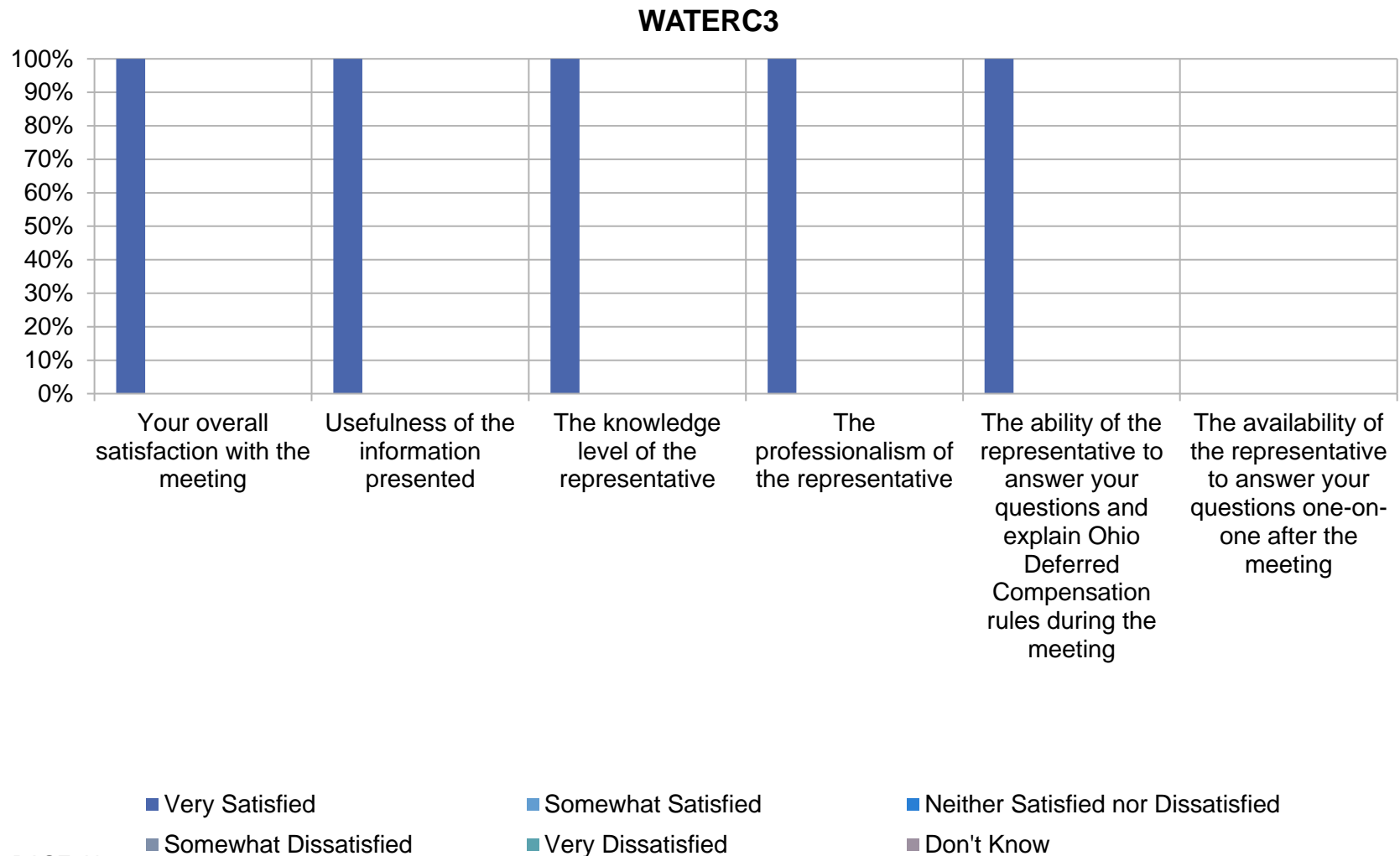


[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.



BASE: N=5

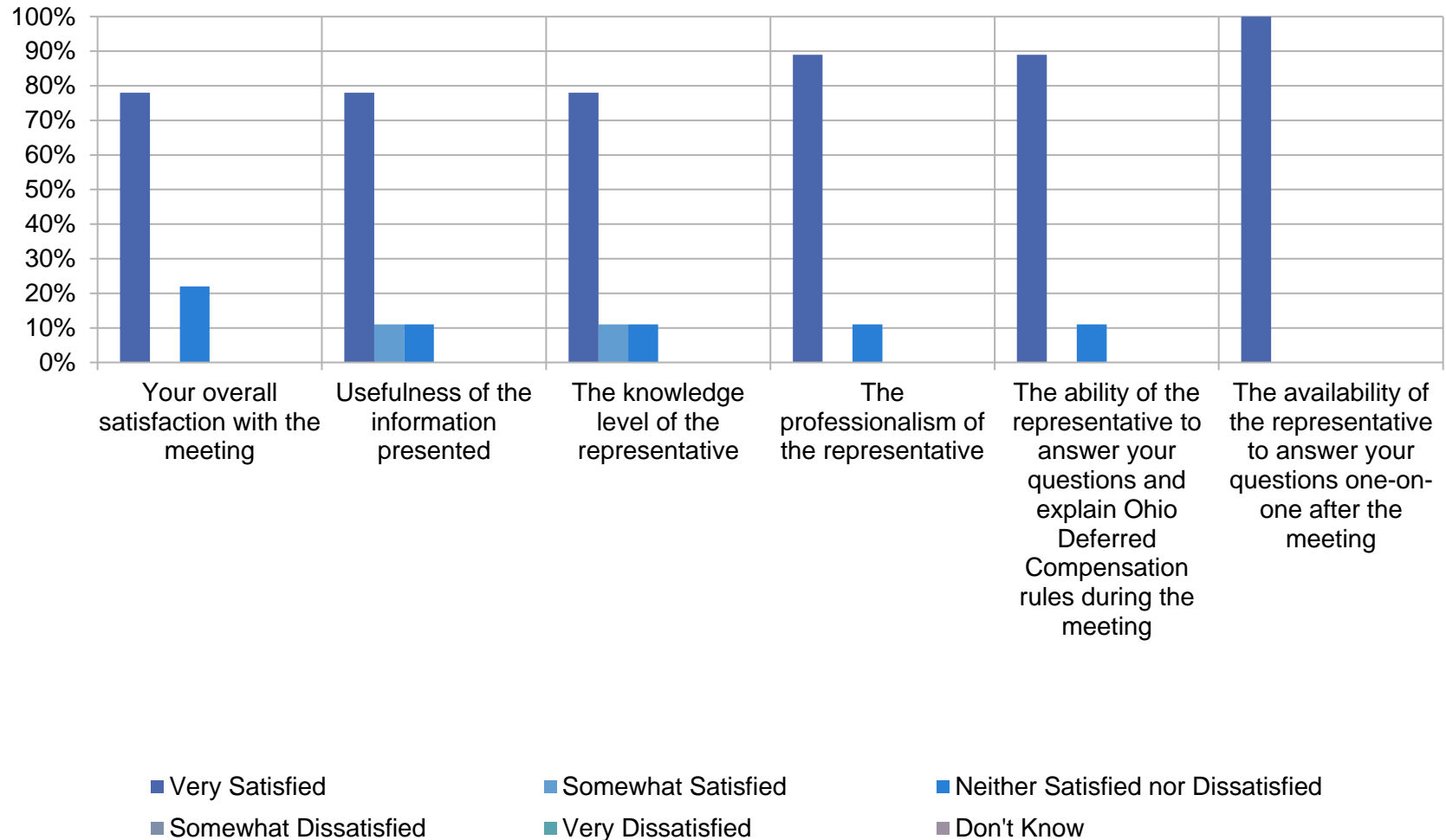
[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.



BASE: N=6

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

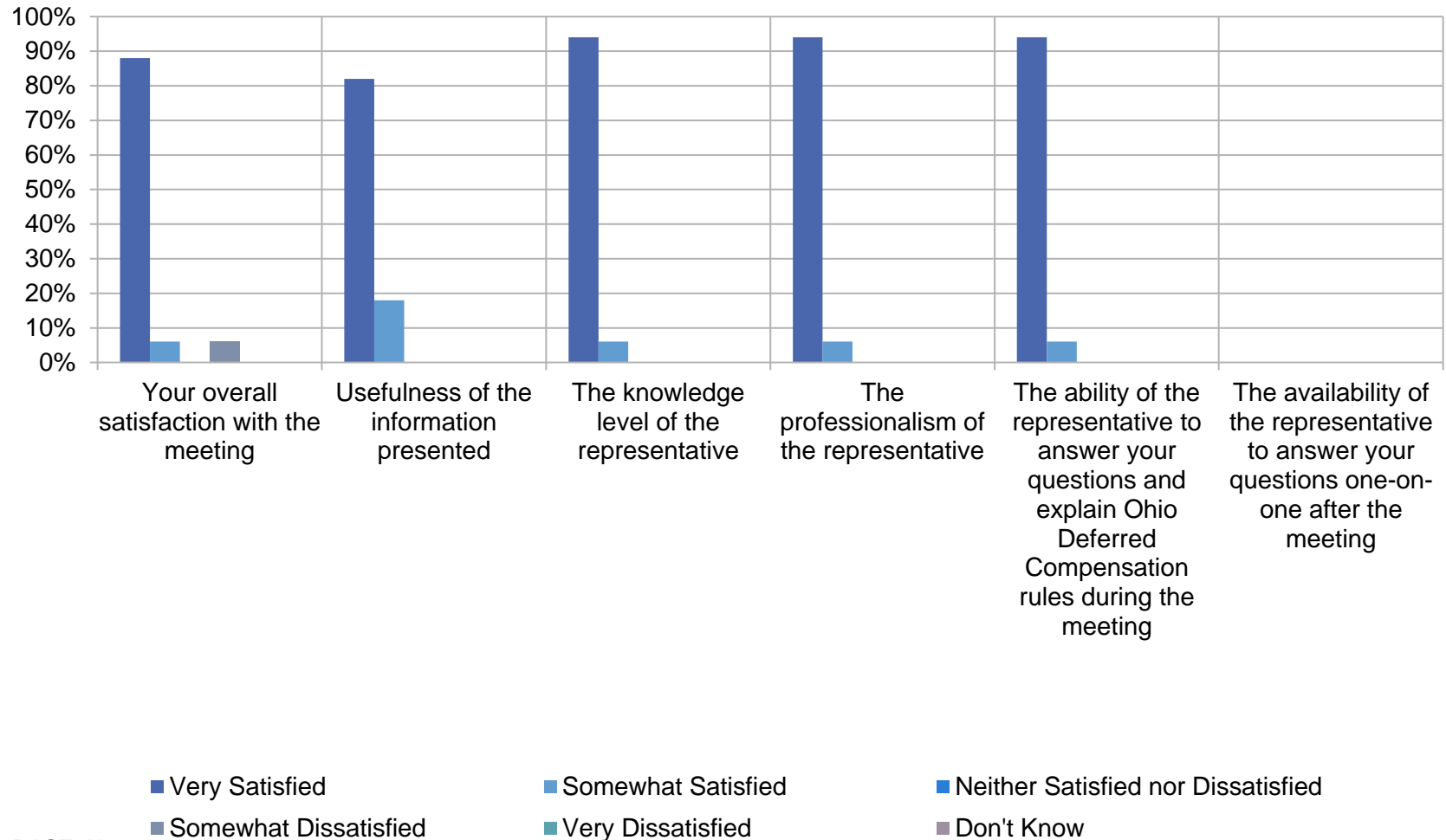
BULLSJ



BASE: N=9

[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

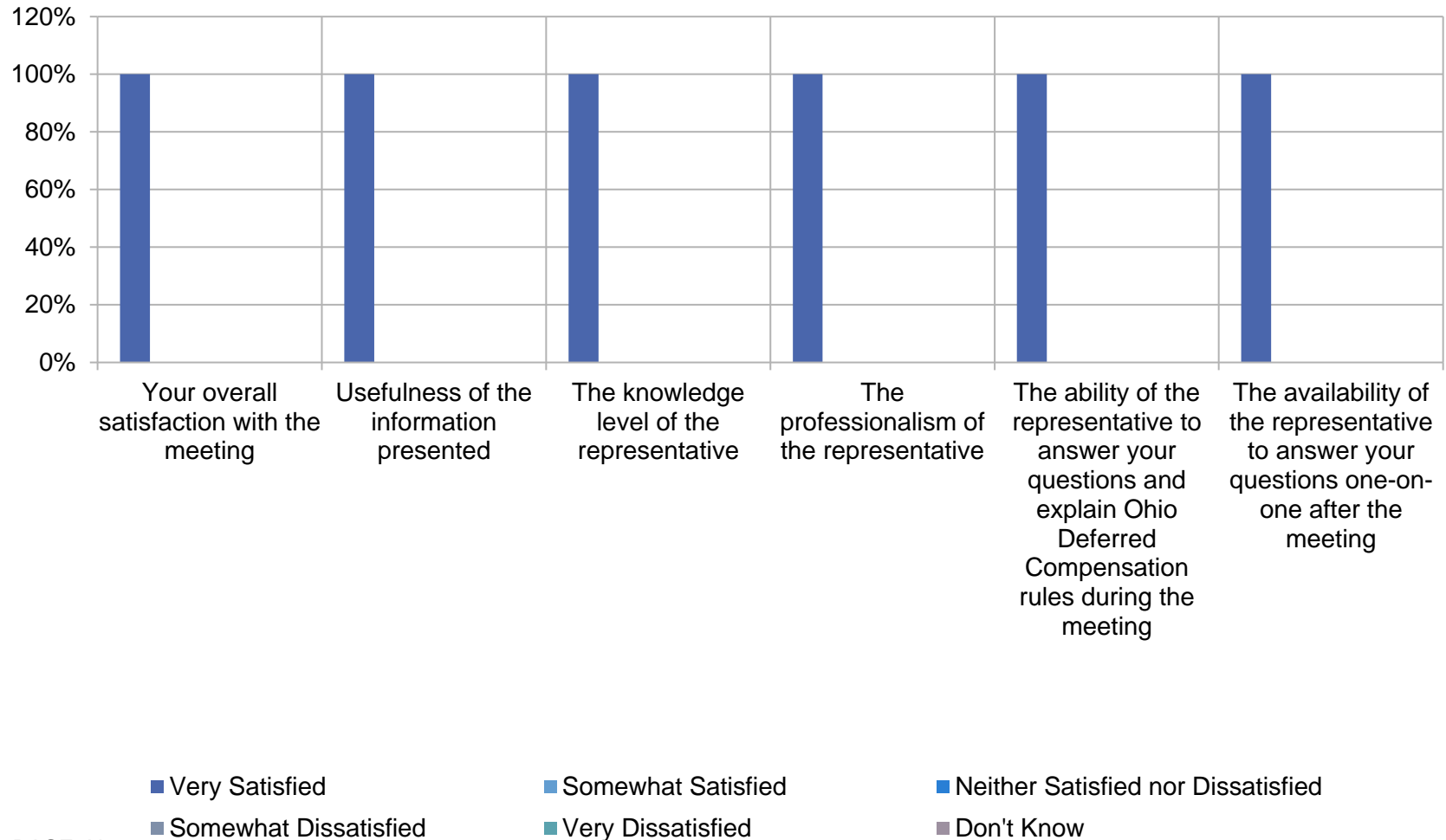
HOWELD18



BASE: N=17

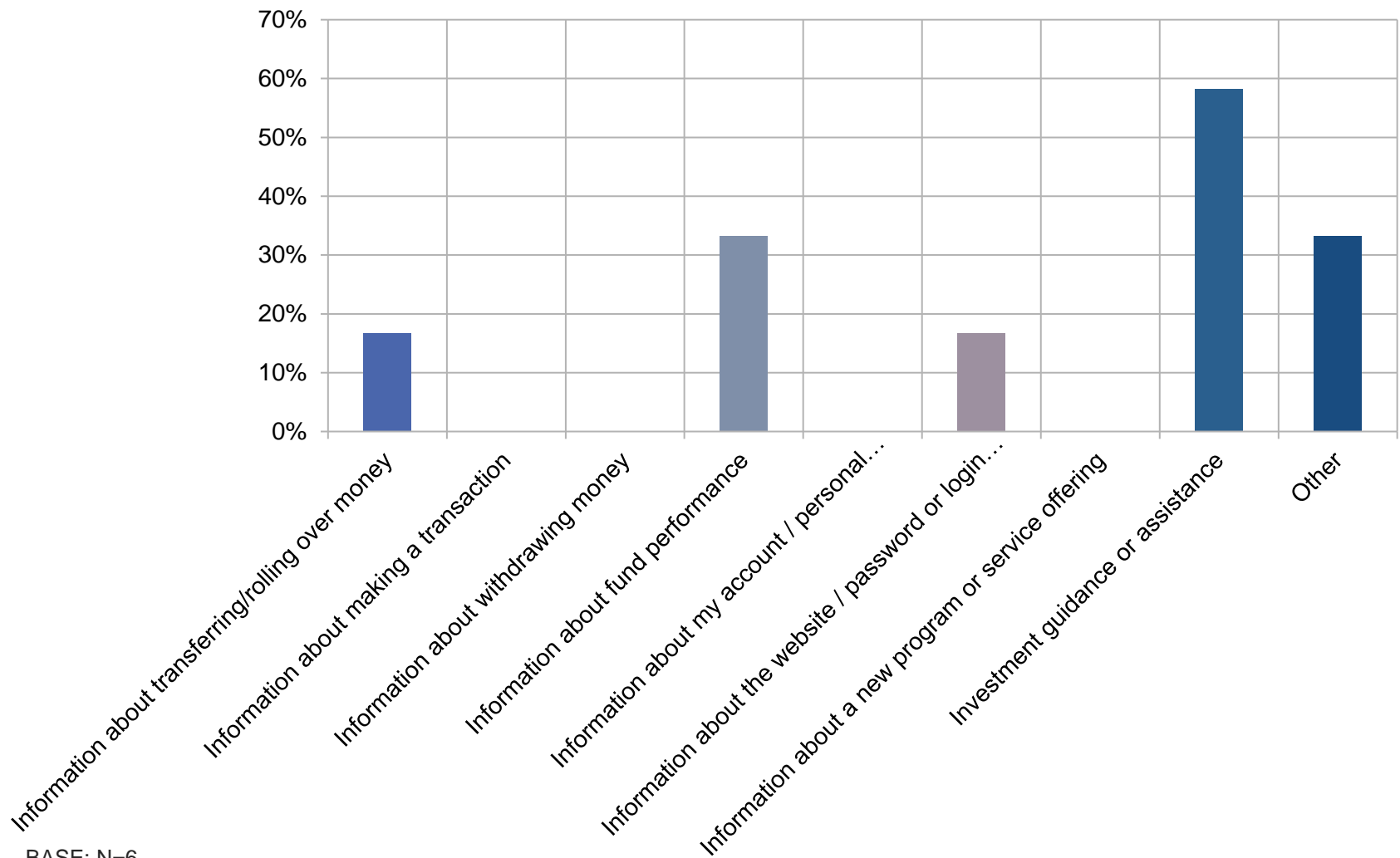
[Q25] Thinking about the meeting that you attended, please rate the meeting on each of the following items.

SCHMITS3



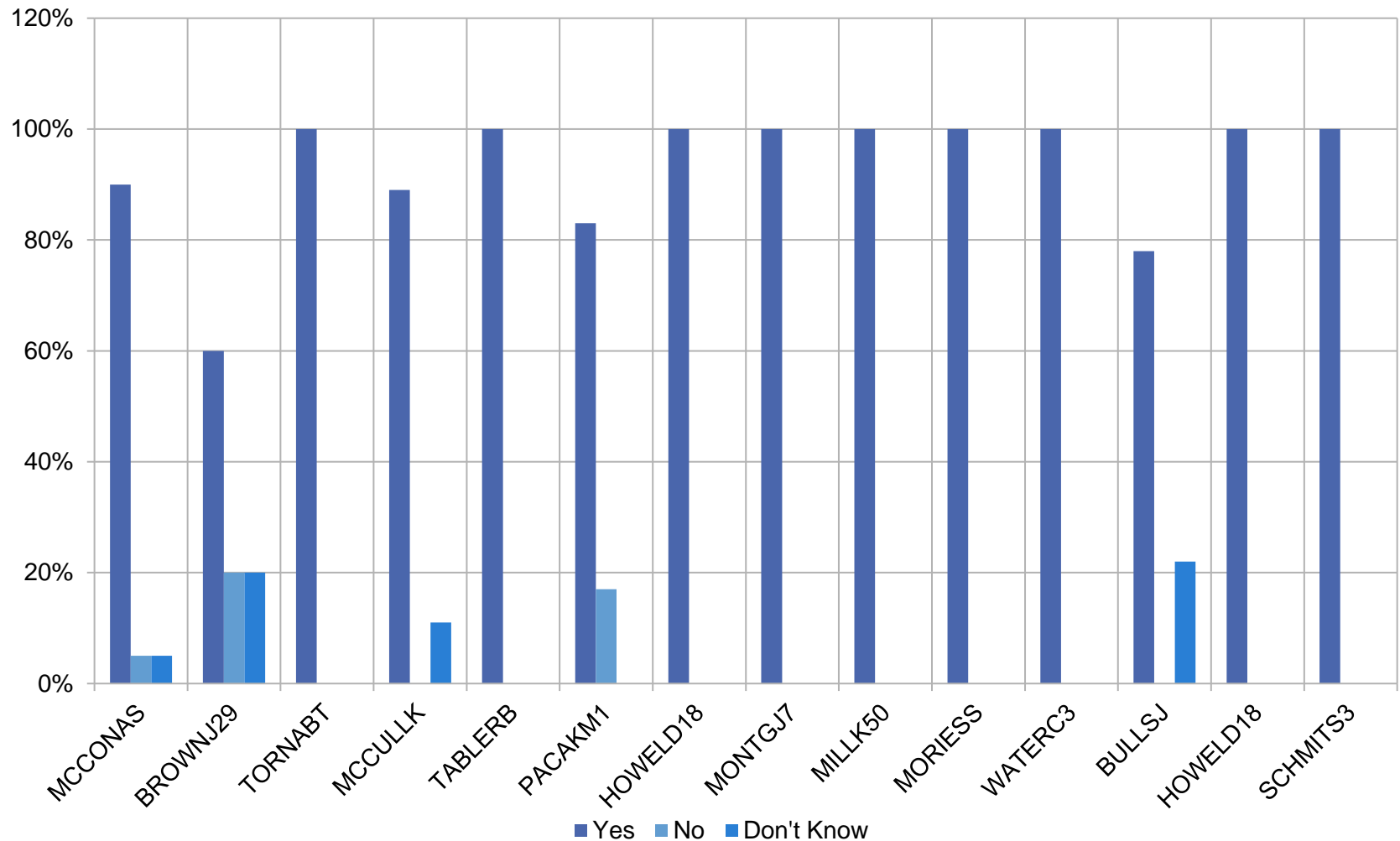
BASE: N=6

[Q25a] You said that you were less than satisfied with the knowledge level and/or information you received from the representative. What kind of information were you seeking?



BASE: N=6

[Q30] Following the meeting, did you feel well enough informed to make a decision?



MCONAS: N=20; BROWNJ29: N=5; TORNABT: N=6; MCCULLK: N=9; TABLERB: N=4; PACAKM1: N=6; MONTGJ7: N=2; MILLK50: N=5;

MORIESS: N=5; WATERC3: N=6; BULLSJ: N=9; HOWELD18: N=17; SCHMITS3: N=6