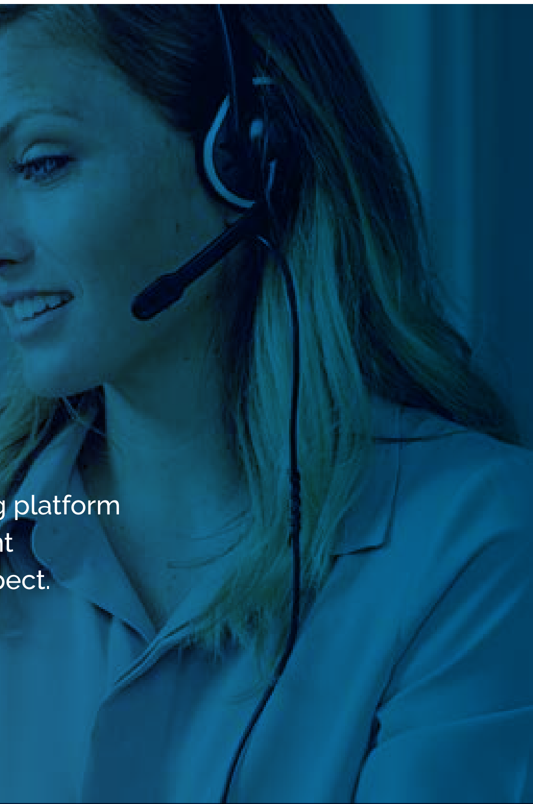
PCS Retirement



Isn't it about time that an independent recordkeeper offered the excellent customer service that your clients deserve?

From a fiduciary standpoint, offering an independent unbiased recordkeeping platform for your retirement plan is a no brainer. The problem is finding an independent platform with the complete package of services that you and your clients expect.

Problem solved.

At PCS, we outwork the competition to deliver excellent customer service.

Best in Class Customer Service

Excellent Customer Service has always led the high standards held at PCS.
We are proud to be recognized as "Best in Class" by PlanAdviser Magazine in the following categories:

- Participant Call Center
- Service Responsivness
- Staff Consistency

Going above and beyond for your clients.

PCS strongly believes that "best-in-class" client service is one of the most important aspects of providing a comprehensive independent retirement platform. That is why all plan sponsors are provided with a single point-of-contact, Client Relationship Manager (CRM). Our CRMs stand ready to support your clients in all aspects of day-to-day plan operation. Whether answering plan related questions, providing training on using our systems or offering to reduce your client's administrative burden, our CRMs sole focus is to serve your clients.

98% Customer Satisfaction

PCS has consistently earned a 98% or higher customer service rating for the past 3 years.

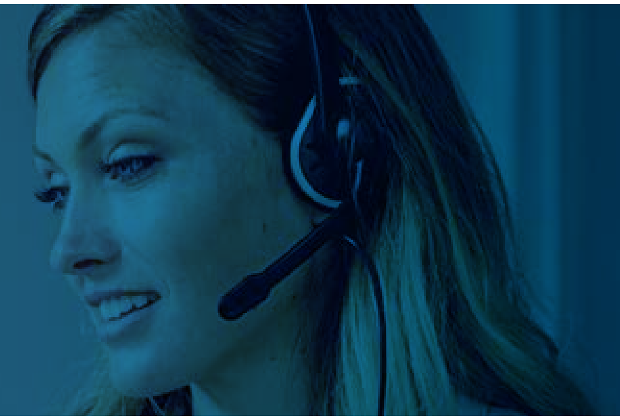
For You and Your Team
Armed with our state-of-the-art suite of advisor tools, our advisor services team assists with the acquisition, conversion and retention of your retirement plan business.

Inc. 5000

Rated one of America's fastest growing companies by Inc. 5000 for 7 consecutive years.

PCS is proud of it's reputation for providing clients **superior service.**

We strive to exceed your expectations each and every day.



Our mission is to deliver superb customer service through a high-touch experience. Our dedicated teams focus on ensuring the highest quality engagement. Our advanced technology enhances recordkeeping while continuously improving your service experience. Serving the full needs of clients is truly our passion and always our top priority.

Client Services

Clients receive personalized assistance from PCS, including:

- Quality Driven, Hands-On Support
- Tactical and Strategic Support
- Dedicated Installation Specialists
- Single Point of Contact
- Paysnap 360 Payroll Integration
- Payroll Tracking
- Eligibility Alert System
- Evergreen Enrollment Booklets
- Delivery of Fiduciary Notifications
- Rollover Contribution Tracking

Education and Enrollment Support

PCS provides many value-evident education and enrollment services including access to:

- **A dynamic "evergreen" enrollment guide** containing investor education about preparing for a retirement plan as well as investment options
- **Wealth Studio**, a modern and mobile-optimized financial wellness offering equipping participants with the skills needed to make great financial decisions
- **Retire-On-Time™**, a dynamic retirement readiness tool designed to assist participants in determining whether they are saving enough for retirement

Premier Participant Services

PCS offers a dedicated participant services group that is responsible for assisting participants with any inquiries they may have. Un-matched services provided by PCS' participant services department include:

7 days a week, 24 hours per day call support for all inquiries and transaction requests.

We're there when we need to be. A PCS representative will contact the participant following his or her hardship request to confirm the participant has received his or her hardship distribution.

Spanish-speaking representatives are available with access to the AT&T Language Line with access to over 160 of the world's spoken languages.

Sophisticated case management system to log all client inquiries for tracking and resolution purposes.

PCS is pleased to be certified by the Centre for Fiduciary Excellence (CEFEX). CEFEX certification by the American Society of Pension Professionals & Actuaries (ASPPA), affirms that PCS adheres to the requirements of practice acknowledged by ASPPA.