# Retirement Plan Provider Finalist Meeting Agenda

**[CLIENT NAME]**

**[PROVIDER NAME PRESENTATION]**

[MONTH DAY, YEAR]
[TIME]

## Attendees

**[CLIENT NAME]:**

- [NAME – TITLE]
- [NAME – TITLE]
- [NAME – TITLE]

**[FIRM]:**

- [NAME – TITLE]
- [NAME – TITLE]

## Agenda

Time should be delegated on the services provided. Ask providers to not discuss pricing – a wrap-up summary should be provided. Also, leave investments off the agenda since the fund lineup is handled by the financial professional. Questions will be varied/specific to the client's needs. Ask providers to discuss how they handle current pain points the client has currently.

- Overview of Provider – 10 minutes
  - Tenure of service team – How long have they been in the industry and how long with the provider? How many clients they work with currently?
- Recordkeeping & Administration Capabilities – 15 minutes
  - Audit support – can they provide direct access for auditors on the plan sponsor portal and a dedicated 800 telephone number?
  - Call center – is it in the U.S., how many locations? What are the hours?
  - Cybersecurity – we want to see a guarantee on participant accounts that they will be made whole without any limitations. Most providers will make a participant whole as long as the breach is through no fault of the participant (i.e., they did not share their password, use a public wifi, ect.). Discuss their cybersecurity team structure and if they have 2FA set-up standardly (as the default).
  - Payroll integration capabilities – who is the current payroll provider? Can they build a 180 or 360 payroll provider? How much experience with the payroll provider (# other plans).
- Technology Overview/Participant Web Demo – 15 minutes
  - Is the mobile app fully transactional? (Can you upload a rollover check? Take a loan? Change beneficiary? Have the ability to pull in outside assets for a more holistic financial picture)

- Participant Education Campaign – 10 minutes
- Plan Transition – 10 minutes

[ADDRESS] | [PHONE NUMBER] | [WEBSITE]