

# ScholarShare 529 Plan Administrative Performance Report Q1 2025

Jan 1 - Mar 31, 2025

Financial Transactions		Benchmarks	2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Purchases *			781,582	801,210	817,511	293,894	271,379	274,057	839,330	839,330
Redemptions **			31,623	49,668	42,109	19,039	10,996	12,863	42,898	42,898
Accuracy of Financial Transactions for TFI			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
All Financial Transactions			2,583,708	2,711,147	3,429,958	1,249,136	1,113,016	1,141,017	3,503,169	3,503,169
Accuracy	98%		98%	98%	98%	99%	98%	98%	98%	98%
	Timeliness	99%	100%	100%	100%	100%	100%	100%	100%	100%
Complaints			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Complaints - Adjustments			0	0	0	3	0	3	6	6
Timeliness	100%		100%	100%	100%	100%	100%	100%	100%	100%
Confirmations and Statements			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Daily Confirmations			328,021	439,985	392,168	144,596	77,672	94,887	317,155	317,155
Accuracy	98%		100%	100%	100%	100%	100%	100%	100%	100%
	Timeliness	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly Statements			480,482	298,264	563,446	NA	NA	313,604	313,604	313,604
Timeliness	100%		100%	100%	100%	NA	NA	100%	100%	100%
Tax Reporting			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Federal Statements			NA	NA	NA	108,186	NA	NA	108,186	108,186
Accuracy	100%		NA	NA	NA	100%			100%	100%
	Timeliness	100%	NA	NA	NA	100%			100%	100%
State Records			NA	NA	NA	NA	NA	55,624	55,624	55,624
Accuracy	100%		NA	NA	NA			100%	100%	100%
	Timeliness	98%	NA	NA	NA			100%	100%	100%
Enrollment Kit Processing			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Total Mailed			74	62	56	26	18	12	56	56
Total Mailed Within 5 Days		98%	100%	100%	100%	100%	100%	100%	100%	100%
Call Center			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Total Calls Received			15,816	18,373	15,811	8,072	4,892	5,076	18,040	18,040
Total Calls Abandoned			57	81	206	654	16	30	700	700
Service Level (Calls Answered within 30 seconds)		85%	92%	90%	90%	59%	94%	91%	82%	82%
Abandonment Rate		< 2%	0.36%	0.44%	1.30%	8.10%	0.33%	0.59%	3.88%	3.88%
Systems Availability			2Qtr	3Qtr	4Qtr	Jan	Feb	Mar	1Qtr	YTD
Account Owner Services and Websites		98%	99.99%	100.00%	99.89%	99.94%	99.98%	99.66%	99.86%	99.86%

\* Includes ACH, Payroll, Rollover In, Checks

\*\* Includes Qualified (Withdrawals, K-12, Student Loan, Apprenticeship), Non-Qualified, and Rollover Out