**11-1-23 Process Track Minutes**

1. **We reviewed the results of the feedback we received from TCG.**

**BPP**

* Getting in the closing meetings with Wholesalers/Advisors
* R/S reporting by recordkeepers
* Operational problem correction resolution turnaround times by recordkeepers

**CrossPlans**

* Repeated payroll contribution errors
* Lengthy plan audit time requiring increased TPA involvement.
* Plan contact turnover
* Distributions
* Implementation
* Billing

**TSC 401K**

Mergers & Acquisitions (1)

·      Scanning PBA statements to create trust reconciliation for reporting (2)

·      Data collection follow-ups (3)

·     Distributions

·      Client Terminations- we fire them, they discontinue the plan, they move to another TPA.

·      Data Scrubbing

·      Plan Implementation

·      RK changes

·      Preparing for SECURE 2.0

·      Standardization across all employees/teams

**QRPS**

1. Data collection follow-ups – also includes follow up for signed 5500 or 5500 filing completed.
2. Plan Implementation – more specifically for take over plans from bundled providers that provide questionable take over census data.
3. Scanning PBA statements to create trust reconciliation for reporting.

**Benefit Administrators**

* Data collection follow-ups

·      Scanning PBA statements to create trust reconciliation for reporting.

**Acuff**

* Distributions #2 Pain Point

·      Client Terminations- we fire them, they discontinue the plan, they move to another TPA.

·      Data collection follow-ups #3 Pain Point

·      Scanning PBA statements to create trust reconciliation for reporting (This was a pain point but using Stax AI now)

·      Data Scrubbing #1 Pain Point

* Distributions #2 Pain Point

·      Client Terminations- we fire them, they discontinue the plan, they move to another TPA.

·      Data collection follow-ups #3 Pain Point

·      Scanning PBA statements to create trust reconciliation for reporting (This was a pain point but using Stax AI now)

·      Data Scrubbing #1 Pain Point

 To summarize:

4 firms selected Data Collection Follow-up as a top 3 pain point.

3 firms selected Scanning PBA Statements as a top 3 pain point.

2 firms selected Plan Implementations as a top 3 pain point.

2 firms selected Distributions as a top 3 pain point.

1. **Next Steps**

* The Process team discussed the 4 pain points and decided to look at each of them.
* When we are doing our analysis, we need to ensure we consider all aspects of the process. For example, when looking at scanning PBA statements, in addition to the scanning, we need to address how difficult it can be to even get the statements.
* STAX seems to have the best solution for PBA statements. Once Tom talks to the group about his ownership of STAX, Ann will invite then to come on t a TCG call and show the team their solution plus talk about their other services.

Each Process member will run with one of the pain points:

* Jill- Implementation
* Deb- Data Collection Follow-ups
* Amy- Scanning PBA Statements
* Stephanie- Distributions. Amy will talk to Stephanie about this since she couldn’t attend the call.
* For each pain point, the member will create a list of questions to ask each TCG firm.
* We will need to get the contact to talk to at each firm.
* Process team will talk to TCG about this during the Nov. 20th TCG call.
* The team will circulate their draft questions to the bother team members prior to our next call for feedback.
* Next call is Nov. 15 at 1pm ET.