#### SERVICES

# **Overview of Services**

A proud member of Retirement Plan Advisory Group

RETIREMENT

# From Cost Control to Compliance and Counsel to Communication

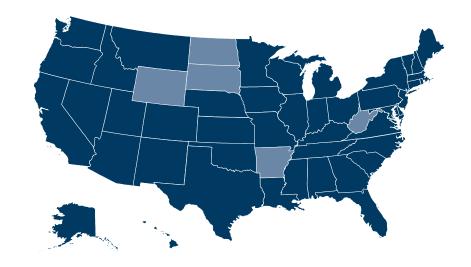


Epstein Financial Services. • 330 Whitney Avenue, Suite 610 • Holyoke, MA 01040 | 413.539.2376 | 800.932.6236 © 2010 Retirement Plan Advisory Group. All rights reserved.



# When you entrust your Plan to a member of the RPAG alliance, you gain three keystone advantages:

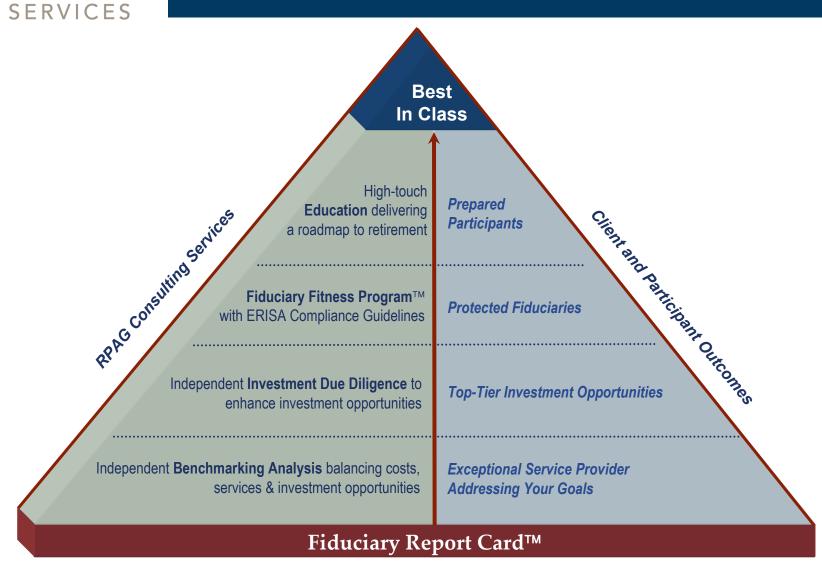
- Knowledge. Our 600 advisors represent 250 firms in 45 states dedicated to serving over 15,000 retirement plans with strategic, expertly crafted consulting services.
- Expertise. Earned through skillful and steadfast management of more than \$40 billion in collective retirement assets under advisement.
- Ingenuity. Driven by highly evolved technology, systems and services to enhance plan performance, and ultimately, participant outcomes.







## **Retirement Plan Service Model**





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#### EPSTEIN FINANCIAL CORPORATE RETIREMENT SERVICES

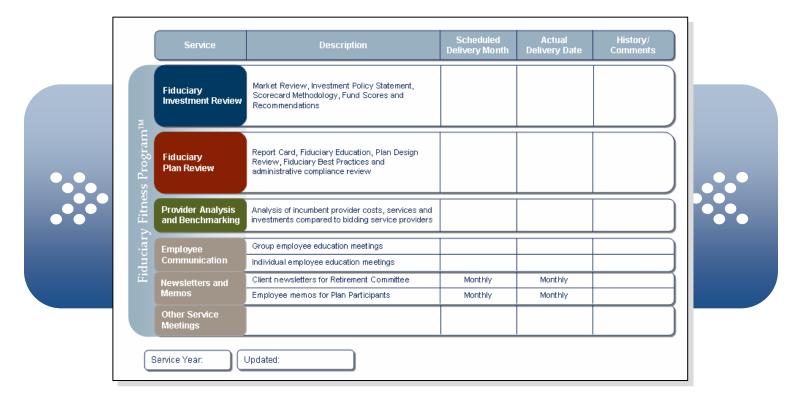
### Resources



Where Ingenuity Creates Impact

# Service Plan: Your Road Map

At the start of each relationship we set goals and objectives via a written **Service Plan**. We then track the timing and frequency of each service delivered and post all deliverables on our secure plan sponsor portal.





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# Fee Benchmarking and Vendor Searches

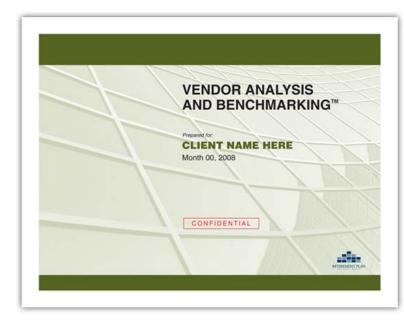
"Benchmarking plan provider services, investment opportunities and total plan fees can overwhelm even the most diligent plan sponsor. We shoulder the responsibility of a thorough market analysis, offering guidance and support throughout the process."



# Vendor Analysis Solutions

#### Fee Benchmarkings and full Vendor Searches

- Meets fiduciary obligation to ensure competitiveness within the marketplace
- Improves decision-making for choosing a new plan provider
- Proprietary database of 40+ Tier 1 Providers
- Thorough, Streamlined Process – from data gathering to spreadsheeting to final analysis





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# Vendor Search Timeline

Sample Provider Search Timeline

(6-8 weeks) **REPEAT: BEGIN:** Information gathering Benchmark fees, services and investments periodically Implement winning provider; Identify potential bidders begin conversion (if applicable) Questionnaire sent to providers Provider Final decision made (move to new provider or stay Analysis with existing provider) Responses received; Timeline analysis begins Finalist presentations Present initial analysis and select semi-finalists made by providers Select finalists Prepare and present final analysis to client



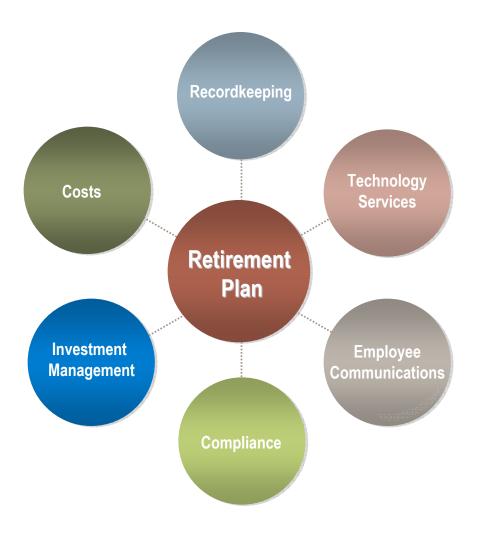
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# **Report Components**

 Comprehensive Report includes 350+ Data Points balancing services, investments and fees

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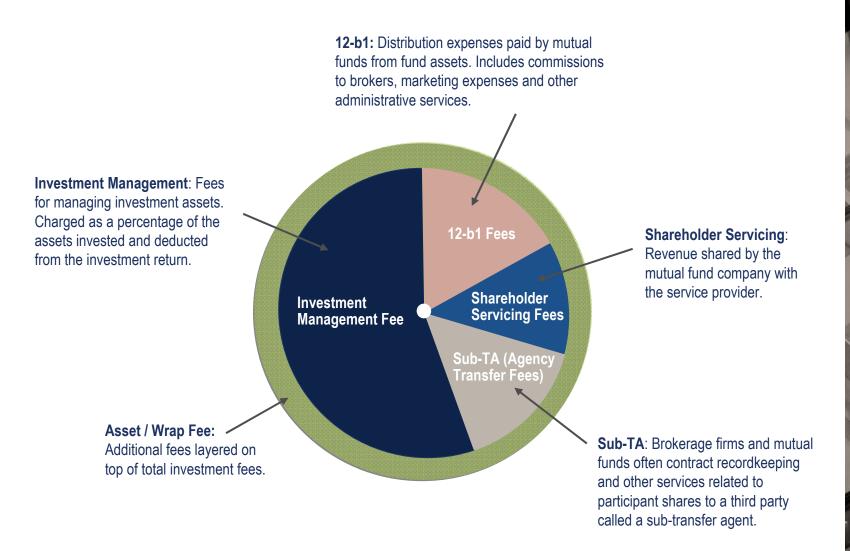
- Side by Side comparison for a thorough perspective
- Employs Quantitative and Qualitative metrics





#### EPSTEIN FINANCIAL CORPORATE RETIREMENT SERVICES

## **Revenue Sharing**

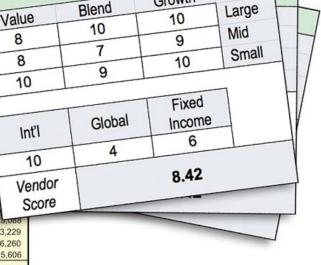




# Vendor Analysis and Research

- Complete Total Cost Analysis, Including Revenue Sharing
- Integrated Investment Platform Rankings for Clearer Analysis

		0			5				ł	Value 8	T	10	
Plan /	Ass	ets / Alloca	ation		ABC	Co	ompany		-	8	Ŧ	7	
Asset Class	Γ	Assets	Assets (%)	Fund	Expense Ratio		Cost (\$)	Revenue Sharing	F	-			T
Large Blend	s	1,927,510	4.20%	Putnam S&P 500	0.25%	\$	4,819	0.13%	\$	-		Global	1 .
Large Growth	\$	5,650,954	12.30%	AF Growth Fd of Am	0.96%	\$	54,249	0.15%	\$	In	11	Globa	
Large Value	\$	1,057,605	2.30%	Vanguard Windsor II	0.23%	\$	2,432	0.00%	\$	A			-
Mid Growth	\$	3,845,125	8.37%	Franklin SCG	0.99%	\$	38,067	0.40%	\$	1	-	4	1
Mid Value	\$	6,674,285	14.53%	Columbia MCV	0.89%	\$	59,401	0.35%	\$	1 1	10		
Small Growth	\$	1,199,976	2.61%	Alger SCG	1.41%	\$	16,920	0.40%	\$	-	1		
Small Value	s	2,263,765	4.93%	Putnam SCV	1.31%	\$	29,655	0.39%	\$	- Ve	ndor		
Int'l Stock	\$	8,132,639	17.71%	AF EuroPacific Gr	1.15%	\$	93,525	0.15%	\$				-
Global Equity	\$	1,134,964	2.47%	Oppenheimer Global	1.05%	\$	11,917	0.25%	\$	4 5	core		
Global Equity	S	800,115	1.74%	Putnam Global Eq	1.25%	\$	10,001	0.39%	\$	3,088	A COLOR OF COLOR OF COLOR		
Fixed Income	\$	5,291,424	11.52%	PIMCO Total Return	0.68%	\$	35,982	0.25%	\$	13,229			
Cash	S	4,212,454	9.17%	Putnam Money Mkt	0.54%	\$	22,874	0.39%	\$	16,260			
Mgd Account	\$	3,737,238	8.14%	AF Amer Balanced	0.92%	\$	34,383	0.15%	\$	5,606			
Total Assets	\$	45,928,053	100.00%								Sa	mple Vendor	Inves
Total Manage	men	t Expense (El	E paid)		0.90%	\$	414,225	0.25%	\$	116,384			
Asset Fee Ex	pens	e (EE or ER p	baid)		0.00%	\$	<b>5</b> 3						
Administratio	n Fe	es (ER paid)			0.00%	\$	5						
TOTALS					0.90%	\$	414,225	0.25%	\$	116,384			



Growth

VENDOR 1

stment Scorecards



Sample Report Excerpts

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# **Investment Analysis**

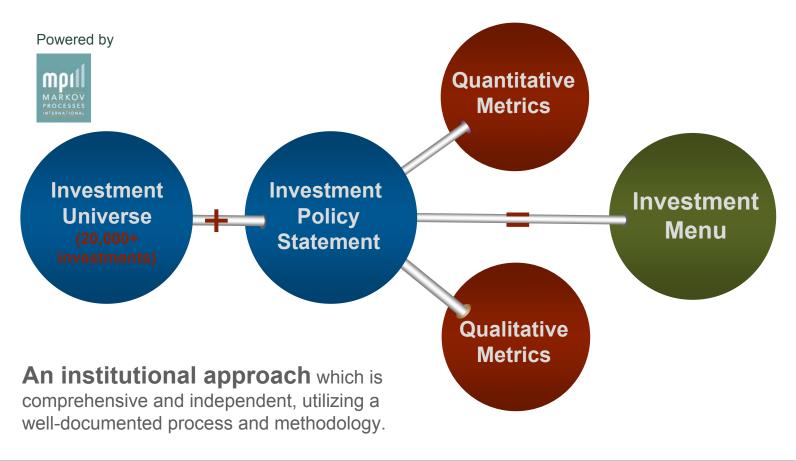
"Choosing and monitoring the appropriate investments offered in your plan is a serious fiduciary task, as it can impact a participant's retirement experience. RPAG members provide independent investment analysis to assist you with this important responsibility."





## Resources

Our proprietary **Scorecard**<sup>SM</sup> System provides a proven process to monitor and evaluate fund managers and investment strategies.





# Scorecard – Evaluation Criteria

The **Scorecard**<sup>SM</sup> ranking evaluates investments on a scale of 0 to 10 in core asset classes, including asset allocation investments.





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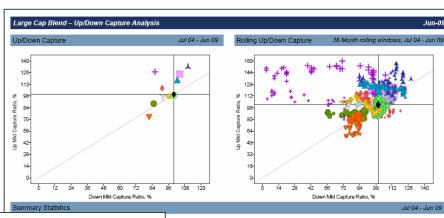
## Independent Investment Due Diligence

The **Fiduciary Investment Review** includes recommendations for fund additions, deletions and replacements)

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Large Cap Blend – Asset Class Review	Jun-09
Asset Class Definition	Investment Rank
The large cap blend asset class represents some of the largest publically traded companies in the U.S. The asset class includes both growth and value securities with market capitalizations typically over \$10 billion. The Russell 1000 Index is used as the benchmark for the large cap blend asset class and represents approximately 90% of the U.S. equity market.	Top Ranked: 1. Thomburg Value A 2. Columbia Contrarian Core A 3. AIM Diversified Dividend A
Scorecard System	

			Style		Ris	k / Return		Peer	Group	Qual.	Tota
	Ticker	Style	Style Drift	R²	Risk / Return	Up / Down	Info Ratio	Return Rank	Info Ratio Rank	(2pt max)	Scor
Thornburg Value A	TVAFX	1	1	1	1	1	1	1	1	2	10
Victory Diversified Stock A	SRVEX	0	1	1	1	1	1	1	1	2	9
Columbia Contrarian Core A	LCCAX	0	1	1	1	1	1	1	1	2	9
AIM Diversified Dividend A	LCEAX	0	1	1	1	1	1	1	1	2	9
Hartford Capital Appreciation A	ITHAX	0	0	1	1	1	1	1	1	2	8
Janus Adviser INTECH Risk-Mgd Core S	JLCIX	1	1	1	1	1	1	0	0	2	8
Eaton Vance Dividend Builder A	EVTMX	1	0	0	1	1	1	1	1	2	8
Eaton Vance Tx-Mgd Eq Asset Allc A	EAEAX	0	0	1	1	1	1	1	1	2	8
Dreyfus Core Equity A	DLTSX	1	1	1	1	0	0	1	1	2	8
Drevfus Large Company Stock A	DRDEX	1	1	1	1	0	0	1	1	2	8

	Down Months	Up Market Avg. Return	Down Market Avg. Return	Up Market Capture, %	Down Market Capture, %	R <sup>2</sup>	Up/Down Score
	23	3.05	-4.80	124.09	104.24	94.29	1
Т	29	2.44	-4.18	97.17	91.82	93.14	1
Т	26	2.67	-4.16	107.25	91.31	95.13	1
	22	2.25	-3.85	88.91	85.03	92.37	1
Т	27	3.24	-5.11	132.71	110.48	90.27	1
	23	2.45	-4.41	97.60	96.38	96.68	1
Т	22	3.11	-3.90	126.83	85.97	73.24	1
Т	27	2.87	-4.71	115.94	102.53	94.36	1
T	26	1.89	-3.69	73.89	81.64	91.38	0
	24	2.47	-4.58	98.51	99.83	98.46	0
	22	2.50	-4.59	100.00	100.00	100.00	

#### Sample Scorecard Report Excerpts

Scorecard	Point System
Good	9-10 Points
Acceptable	7-8 Points
Watch List	5-6 Points
Poor	0-4 Points





## Independent Investment Due Diligence

#### **Clients Rely on Our Investment Review Process to:**



#### **Features of our Services Include:**

- Scorecard<sup>SM</sup> System for Fund Ranking
- Asset Allocation Fund Monitoring
- Investment Analysis Reports
- Investment Policy Statement
- Quarterly Market Summary



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# **Fiduciary Guidance**

"CFOs, CEOs, Presidents and other fiduciaries have personal liability for assets in the company's retirement plan. It is crucial that plan sponsors partner with an independent firm specializing in services that reduce exposure to fiduciary liability."



# Fiduciary Fitness Program<sup>™</sup>

The Fiduciary Fitness Program<sup>™</sup> (FFP) is an independent compliance tool to measure the health of a retirement plan. Our program provides resources as a means to identifying potential weaknesses in your plan and remedy through education, diligence and process.

#### **Program Components:**

#### Fiduciary Report Card™

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Demonstrates what plan sponsors and fiduciaries need to address and documents plan management responsibilities.

#### Fiduciary Plan Review™

Educates fiduciaries regarding their responsibilities, examines plan design, and documents prudent processes.

#### Client Reference Guide

Graphs, charts and checklists provide easy to understand technical guidance for the completion of action items contained on the Report Card.



## FINANCIAL SERVICES FIDUCIARY Report Card<sup>TM</sup>

- Fiduciary Report Card™
  - Provides fiduciary gap analysis
  - Prioritizes fiduciary responsibilities
  - Establishes roadmap for fiduciary education and completion of outstanding tasks
  - Documents plan management responsibilities
- "Reference Materials"
  - Reference Guide
  - Education Modules
- "Comments" section documents completion & location of "Responsibilities"

	I	Retirement Plan Advisory Group Fiduciary Fitness Program: Report		
Responsibilities	Reference Maberiali	Do curri en fation	Requirement Not	Commenta
Rduder; Education	Reference Gilde: Section 2 All Education Modules	Education Module Checklist	E Yes No	
Selecting and Honforing Fiduciaries Kentifying and Monitoring Parties in Interest	Reference Gittle: Section 3 Education Modeller 1, 2 & 3	Fide Carry Pilan Realew: Documenting Fide Carles, Constitute and Genate Providents	H Yes No	
Selecting and Monforing Service Providers	Reference Gittle: Section 3 Education Modeles 4.6.5	Fiticity Pith Resku: Selecting and Hot bring Pith Coast tasts Selecting and Hot bring Senite Pacifies Selecting and Hot bring Andbors Retirement Committee Clarify I Compensation Decision to	U Yes No	
		Vendor Analysis & Benchmarking	U Yes	
Selecting and Hontioring Plan investments	Education Modele 6	insertment Policy Statement	I Yes	
		hater in est Score cand <sup>94</sup>	Ves No	
§404(a)&§404(c)Compilance	Reference Citible: Section 4	Fidecialy File Realest: ERISA \$404(8) & \$404(5) Circolat	I Yes No	
	Education Module 7	§404(c) Notice & Policy Statement	I Yes No	
Maintaining a Roudary Riv	Reference Gitide: Section 4 Editoration Modele 8	Organizing Your Fideciary File	H Yes	
inverting in Employer Securities	Reference Gittle: Section 5 Education Module 9	§404(c) Notice and PolicyStateme stAddeadem	No No No	Consider illing ontilde ladepeadent fideolary to kan o securities
Minimitiang Rink: Fidelit: Bond and	Reference Gitide: Section 6	CopyorBoad	Ves No	
Rouder; Insurance	Editozitios Moditie 10	Copy of Policy	E Yes	
Claim and Appeal Procedures	Reference Gittle: Section 7 Editication Modele 11	Documentation of claims and appeals (actual etents)	U Yes	
Pan Demographic and Document Review	Reference Gillide: Section 7 Ritration Module 12	Filician Pia Resku: Pia Participatio Deficial Percentipe Pian Design Stanliany	I Yes No	
Locument Renero	EDICATON MODILE 12	Sample Notices: ACAe; QACAe and EACAe; Initial QDIA; Annual QDIA; Sate Harbor and Shramany Annual Report	H Yes No	
Prohibibid Transactions	Reference Gittle: Section 7 Education Module 33	Fideolany Pilas Regiew: Documenting Parties is interest	I Yes	



# Fiduciary Plan Review™

All-encompassing deliverable of the FFP, the Fiduciary Plan Review<sup>™</sup> provides education, documentation and plan metrics to meet fiduciary responsibilities and improve operational efficiency.

Compliance Checklist

- Evaluates plan design and compliance issues
- Charts participation, deferral rates and plan performance
- Benchmarking of Total Plan Cost
- 404(c) Notice and Statement
- Compliance Checklist
- Fiduciary File Checklist
- Investment Committee Charter
- Ongoing Best Practices

		Documented by 401(k) Advisors	Documented by Plan Provider	Documented by Plan Sponsor	Not Applicable
	404(A) INVESTMENT DUE DILIGEN	ICE			
1.	Communications materials are available to allow participants to make informed decisions		1		
2.	Communications materials have been disseminated to employees on a regular and periodic basis				
3.	Fund prospectuses (for mutual funds) or fact sheets (for separate accounts) available		4		
4.	Fund prospectuses and/or fact sheets disseminated to employees				
5.	Group employee enrolment and investment education meetings offered to employees				
6.	Individual investment advice available to plan participants	1			
7.	Minutes of plan trustee meeting documented and held on file by plan sponsor (see sample meeting minutes agenda)	1			
8.	AUV form provided to plan sponsor and interested plan participants [401(k) Advisors documents only if registered investment advisory services are being provided]				1
	PLAN-RELATED DOCUMENTS				
9.	If there have been any plan design changes since the most recent version of the SPD and plan document and amendments were completed, a new SPL/SMM and/or plan document has been completed				
10.	Summany plan description and summanes of any material modifications to the plan prepared				
11.	Summany plan description and summaries of any material modifications to the plan delivered (hand copy or electronically) to all employees				
12.	Do you respond within 30 days to all written participant inquiries for copies of plan documentation and information				
	MISCELLANEOUS FIDUCIARY ISS	JES			
13.					
14.	The employer sponsors another qualified plan for themselves and/or any member of their controlled group				
15.	Venty that the plan assets have not been used to pay expenses that were not authorized in the plan document				
16.		4			
17.	You have made plan deposits of participants contributions within the guidelines prescribed by the UUL				
18.	If the plan sporsor (company) has acquired another organization that is now part of the plan sporsor's controlled group, this entity has been added to the plan, or excluded from the plan by (document) design and passes coverage testing				

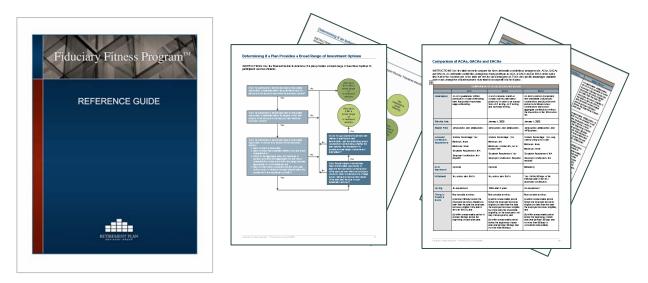


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#### EPSTEIN FINANCIAL SERVICES

# **Reference Guide**

- The Client Reference Guide consists of:
  - Flow charts
  - Checklists
  - Sample responses
- Helps to complete the Fiduciary Report Card<sup>™</sup> and addresses day-to-day fiduciary questions





# Meeting Summaries

After meeting with your Committee, we prepare a customized **Executive Summary** detailing results and action-items, providing valuable documentation required during plan audits and inquiries. These recaps (e.g., Fiduciary Investment Review meeting, Plan Review meeting) are posted online via our **Fiduciary** Briefcase<sup>™</sup> for easy access.

Company Name	ABC Company			
Investment Review Date	August 20, 2008			
Company Attendees	Name        Jill Taylor        Joe Williams	CFO Benefits Manager	tle	
Ace Advisors Attendees	Joel Shapiro Julie Ward	Senior Plan Consu Director of Sales an		
Торіс	Comments		Action Iter	
Procedural Matters	Joe called meeting to order. Joe moved to approve prior Passed.			
	discussed. Also discussed i monitoring the managed por Analysis and Style Drift anal are scrutinized using Risk L deviation is measured again being analyzed), and Style I examined to determine fit ft diversity among cash, fixed international equilities) respe			
Scorecard	Discussed the scores of each of the plan's investments. The following changes were recommended: Watchlist: Large-Cap Value II (American Century) (6) for the second consecutive quarter Reviewed: Mid-Cap Growth II (Fidelity) (7) which is being deleted from the menu effective April 1, 2007. Assets to be mapped to Mid-Cap Growth I (Mellon Equity). This fund scored 4, 6, and 6 in the previous three quarters.			
	Jane moved to accept the re seconded, passes. average).	ecommendations, Joe	x	



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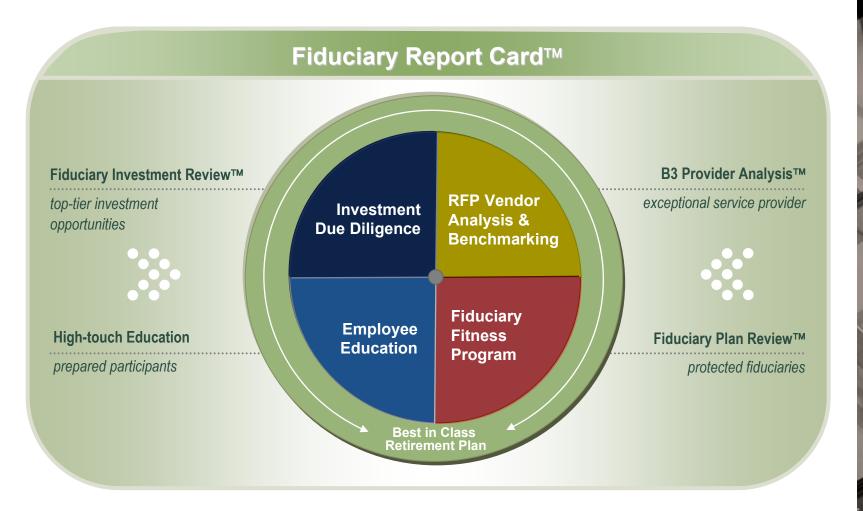
- 24/7 secure access online portal
- Virtual filing system includes meeting summaries, newsletters, compliance documentation and more







## **Best Practices Approach**





## SERVICES

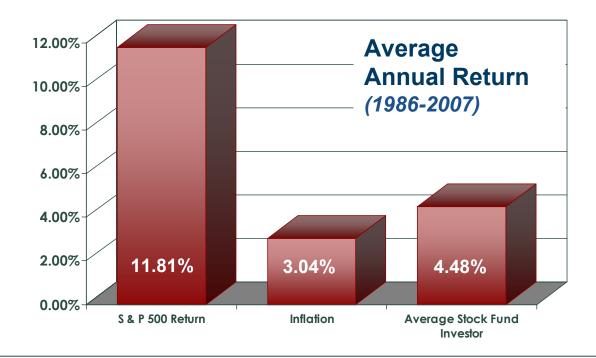
# Education and Communication

"RPAG members deliver proactive consulting solutions that are comprehensive, compelling and technically proficient. As a result, participants are better informed about asset allocation and risk tolerance, and most importantly, better prepared for retirement."



#### EPSTEIN FINANCIAL SERVICES Investor Challenges

- One in three boomers have saved more than \$100,000 for retirement
- Nearly one-third of participants over age 55 have less than \$25,000 in retirement savings
- 53% of all participants have not done a retirement needs calculation



Source: Dalbar, Inc. Ouantitative Analysis of Investor Behavior, 2007. Dalbar computed the "average stock fund investor" return by using industry cash flow reports from the Investment Company Institute. The "average stock fund return" figure represents the average return for all funds listed in Lipper's U.S. Diversified Equity fund classification model. Dalbar also computed the return for a systematic investor making an equal investment amount each month over the 20 year period. The *S&P 500*® *Index was used as the* assumed return rate. The systematic investor type would have realized a 6.00% return over the 20 year period. Past performance is not an guarantee of future results.



#### EPSTEIN FINANCIAL CORPORATE RETIREMENT SERVICES

## Service Solutions

RPAG members maximize benefits for plan participants! **Group and Individual Education Meetings** 

**Employee Communication Strategies** 

**Asset Allocation and Investment Guidance** 

**Financial Planning** 

**Bi-lingual Consultants** 

**Education Modules & Employee Memos** 



## Newsletters and Employee Memos

 Monthly Plan Sponsor Newsletters keep clients abreast on the latest retirement plan news, legislative updates, and industry trends

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- Each newsletter includes
  Sample Employee Memos that you can print and distribute to employees
- Contributing writers and editors represent a staff of one dozen professionals with average industry tenure >10 years



#### Q2'08 Market Review: From Bull to Bear

Enigraptic of the latest market cycle, the second quarter started on a positive note, only to end lower in almost all cases. Some asset classes thinking both the quarter, but they would not vise out the losses witnessed over the last year. The broad U.S. equity market dropped 1.7% (Russell 3000) over the quarter, due to poor economic conditions and inflationary concerns. Value stocks posted the worst returns, as financial stocks in that sity is suffered from an unprecedented barrage of write downs due to mortgage related issues. Even the U.S. fixed income markets, which had posted storag positive returns just a quarter earlier, dropped 1% (Lehman US Aggregate Bond Index), evident of the widespread inflationary expectations. International equity markets were not immune to the problems in the U.S., or the more global concerns about inflation. Once a bastion of better returns (tealitive), international markets experienced a negative 1.9% (MSCI EAFE).

Notable over the quarter was the fact that most equity markets were close to. if not already at or beyond, a

negative 20% from the market's peak in October 22 20% decline marks the beginning of a bear market market place. With oil topping \$140 a barrel during market sell-off. In addition, the credit crunch contin with write downs and problem leans. The up-tick in sales prices over the quarter, but was, noentheless the quarter, and held rates steady at 2%, with lang read. While a tighter monetary policy would help at market returns. As markets transition to a bear mas come our next transition, by definition, it will be baa

EBSA Issues New Participant Disclosure Regul Tederai regulators this month unveiled the long-aw regulatory package that calls for sponsors of emploinformation including investment returns and exper Security Administration (EBSA) mandates that requbecomes eligible and very very are thereafter. The pr about the plan, such as available investment optiodescription of tees and expenses. In addition, plan administrative expenses. When finalized, the regul January 1, 2000. According to Bradford P. Campbe agency is proposing conforming changes to its reg-Socurity Art (EISA) to standardize disclosure reg EISA and the disclosure responsibility is higher b participants to make their own decisions.

Compliance Reminder: Form 5500 Duo July 311 Just what is the Form 5500 anyway? The Form 555 Benefits Security Administration (EBSA – Departm an informational return, there are not taxes due with vendor will provide you with a signature ready 550 plan is on a calendar year-and (ending 12/31), ther 31<sup>4</sup>. You may life an extension of the return on the 15, 2008. However, if you file the extension, it also your plan vendor if you have not received your 550

Sample Client Newsletter and Employee Memo

#### **Dollar Cost Averaging** Take Advantage of Volatility

Any long term investment plan will most likely have to weather market ups and downs. One technique to "stay the course" is Dollar Cost Averaging, or, making periodic investments of the same amount of money in the same stock, regardless of whether the price is declining or ascending.

#### Hypothetically Speaking:

Consider the following example using five \$100 investments. An investor can accumulate more units at a lower cost than if the \$500 had been invested in a single lump sum at the original \$10 unit price.

Monthly deferral		Number of Units
\$100	\$10 high	10.0
\$100	\$7	14.3
\$100	\$6 low	16.7
\$100	\$8	12.5
\$100	\$9	11.1
Total: \$500	\$40	64.6

	Lump Sum	Dollar Cost Average
Total Invested	\$500	\$500
Average Unit Cost	\$10	\$7.74 (\$500/64.6)
Number of Units	50	64.6

This example is hypothetical and intended for illustrative purposes only. Dollar Cost Averaging does not assure profit and does not protect against floss in declining markets. Il involves continued investment regardless of fluctuating price levels. Investors should consider their financial ability to continue purchase through pendod flow price levels.

#### More Information

Remember, maintaining a regular investment program and balancing your portfolio to account for a level of risk you find comfortable are important to the overall success of your financial strategies. For more information please contact our retirement plan consultant, 401(k) Advisors, at 800.959.0071.

This material is we intended to explore the advice of a qualified attorney, two advices investment professional or Insurance agent, Securities offered brough Financial Teless, for, Advices products and services of evol through 401t Macharon, Iee, Alion Vique, CA 2008, Financial Telesis not an affiliate of 401(1)/Advices, corrected 4014 (1295



## SERVICES



"RPAG members help to protect plan fiduciaries from liability, while enhancing investment opportunities and helping participants achieve financial security. We are proud of our commitment to excellence, and invite you to see for yourself how our services make retirement plans better."





**Retirement Plan Advisory Group,** and our hundreds of expert advisors nationwide, are united in our mission to build a winning retirement plan. For employers and for employees.



#### Protection of Many. Trust in One.

- Protect fiduciaries from financial loss
- Ensure plan efficiency and compliance
- Minimize total plan cost

Knowledge.

Expertise.

Ingenuity.

- Enhance investment opportunities
- Maximize benefits for plan participants
- Promote understanding

