Pasco County Schools
Kurt S. Browning, Superintendent of Schools
7227 Land O' Lakes Boulevard • Land O' Lakes, Florida 34638

Employee Benefits & Risk Management
Patricia D. Howard, Senior Manager
813/ 794-2759 727/ 774-2759
352/ 524-2759 Fax: 813/ 794-2173
e-mail: ebarmpdh@pasco.k12.fl.us

April 20, 2020

Lisa Deal, Chief Procurement Officer
University of Florida
971 Elmore Drive
Gainesville, FL 32611-5250

Dear Ms. Deal,

It has been our pleasure to work with MidAmerica for the past few years as the plan administrator for our F.I.C.A. Alternative and 401(a)/403(b) Special Pay Plan. They have proven to be the leader in the State when it comes to their commitment to customer service and administration of our plan. In addition to our 401(a)/403(b) Special Pay Plan, the District transition the administration of our 401(k) to MidAmerica effective March 2020.

Throughout the conversion and post-implementation, MidAmerica has been a responsive and consultative partner to the District. Their team provided an enhanced degree of employer support throughout the transition and has continued to proactively reach out to us to ensure issues or opportunities for improvement are addressed quickly. The change in providers has resulted in improved customer service for the district staff as well as plan participants.

When it comes to service, MidAmerica has proven to be a valuable resource for Pasco County Schools, supporting the service of our plans with a dedicated account manager and ensuring our employees receive the information they need to make educated choices about their retirement options. The technology, as well as all of the other resources and tools we are provided lead us to believe we have done our due diligence and partnered with the best of the best in the industry.

MidAmerica has demonstrated a high quality service and continues to demonstrate that we made the right decision in partnering with MidAmerica to service our staff and plan participants.

We would be happy to serve as a reference for MidAmerica and will candidly answer any questions or concerns that may arise.

Sincerely,

Patricia D. Howard, Senior Manager
Employee Benefits and Risk Management

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Steve Dionisio
Superintendent

CHARLOTTE COUNTY Public Schools

School Board

Wendy Atkinson, Chairman
Bob Segur, Vice-Chairman
Kim Amontree
Cara Reynolds
Ian Vincent

April 28, 2020

Ms. Lisa Deal, Chief Procurement Officer
The University of Florida
971 Elmore Drive
Gainesville, FL 32611-5250

Dear Ms. Deal,

MidAmerica Administrative & Retirement Solutions provides plan administration and customer service to Charlotte County Schools for our 457(b) FICA Alternative program. The District engaged MidAmerica as a service provider in 1999 and, throughout the years, they have consistently demonstrated their commitment to service, participant education, and their accessibility as a partner.

MidAmerica has been a responsive and consultative partner to the school district. Their team provides an enhanced degree of employer support with a dedicated account manager and their willingness to meet us in person to discuss our current and future needs.

MidAmerica has proven to be a valuable resource for Charlotte County Schools, providing an exemplary level of customer service and ensuring our employees receive the information they need to make educated choices about their retirement options.

We are happy to recommend MidAmerica as your plan administrator because of the outstanding service we have experienced from their team to date.

Please feel free to contact me at (941) 255-0808, x3136 or email me at joni.sandles@yourcharlotteschools.net if I can provide additional information.

Sincerely,

Joan E. Sandles

Joan E. Sandles, CPA
Director of Finance