Your partner, not just another vendor.

We understand that the University of Florida (UF/the University) needs a Special Pay and FICA Alternative solution that is not only cost-effective, but also improves the quality, focus, and customization of the education and communication programs provided to the University and its employees. For more than 25 years, we've built long-lasting partnerships with our clients by understanding the particular challenges they face and designing innovative solutions to solve them. As your partner, we'll help you realize significant value from your benefits and guarantee dependable, exceptional customer service. After reviewing the University's needs, we believe the below core offerings could uniquely benefit UF and its participants:

Increased Value at Reduced Cost

The University will not be charged fees for plan documents, amendments, custom education materials, or onsite assistance for the Special Pay Plan or the FICA Alternative Plan. Your participants won't be charged for loans or distribution requests either. Combine that with our A+ rated investment vehicle, in-house consultative services and accessibility to decision-making executive leadership, and your overall service package will improve while your costs decrease.

Additionally, we are pleased to offer another incentive to the University. In recognition of the challenges presented by COVID-19, MidAmerica will waive the customary inactivity fee on the FICA Alternative Plan for a period of two (2) years after the plan's go-live date. MidAmerica is offering this incentive in consideration of those in our educational systems who contribute so much to our communities yet may be experiencing financial strain in these difficult times. We make this offering as an extension of our commitment to MidAmerica's Mission and Vision. Additional details on the fee structure can be found within Exhibit I, our fee proposal.

Unparalleled Service and Program Education

The University deserves an administrator that takes care of its customers and delivers on its service commitments. Since 2002, MidAmerica has maintained a 99% client retention rate because of our dedication to creating meaningful education opportunities, our development of processes that make sense for the public sector, and our promise that our representatives will never try to sell away from the plan. Understanding that ongoing service is just as important as initial implementation, we will monitor UF's service trends through our Service Cloud case management software and provide a monthly employer dashboard that can help inform you of insights from participant inquiries and behaviors as well as transaction trends. This allows us to pinpoint any areas of improvement, opportunities for education, and/or the need for additional communication efforts to ensure

that we are tailoring our programs to address the topics most relevant to your employees. Additionally, we provide on-demand onsite assistance and education sessions, as well as a dedicated Account Manager who is there for you every step of the way.

Total In-House Administration

Our administrative services and education are completely in-house—never outsourced—giving us a 360-degree view of your plan. This means we can quickly amend your plans and give you a complete picture of your administration whenever you need. Best of all, we're a Florida company, allowing our team of experts and executive-level leadership to have these conversations in-person on short notice.

Another advantage to our services being totally in-house is that we maintain full control over our processes, enabling us to leverage opportunities to automate processes wherever possible. Also, with MidAmerica performing all services, we have complete oversight of how your plans are being administered and can manage them with the utmost degree of accuracy.

Strategic Support & Administration

As your partner, we take a consultative approach—always looking for ways to improve your benefits experience and create value, whether that means streamlining certain processes or finding an answer to a recurring question. If you find you need guidance or strategic support on new, unforeseen benefit issues, our Florida-based team—consisting of service managers, licensed representatives, benefit experts and executive leadership—is available to rally by your side. After reviewing UF's current plan design, we believe that we can partner with you to create an enhanced retirement solution that provides additional value to the employee without any added cost to you. We're proud to help you solve issues for the long haul and not just during the initial plan setup.

We're grateful for the opportunity to partner with the University of Florida and truly believe we can improve your benefit experience while reducing your costs. Within this proposal, you'll find examples of what your plan experience could look like and why public sector employers across the country have trusted us since 1995.

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