Attachment B – Tab 3

Organization and Management

Please provide responses for the total number of Public, non-ERISA Higher Ed plans you administer as a sole recordkeeper.

MidAmerica has been providing customer service and recordkeeping services since 1995 for tax-favored retirement plans in the public sector. Our clientele is predominantly composed of education-related employers, both K-12 and higher education, with the majority being in the K-12 education market. Our figures comprise a mix of both K-12 and higher education employers.

1. **Provide the number of client additions the firm has been awarded in the following table (note: do not include investment-only relationships):**

   MidAmerica divested its 403(b) third party administration line of business in 2018. We are responding to the FICA Alternative and Special Pay components of the RFP. Please find information on the number of client additions for 401(a) and FICA Alternative plans in the last three (3) years in the tables below.

403(b) plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	N/A	Less than 1,000 participants	N/A
$50 - $100 million	N/A	1,001 to 2,500 participants	N/A
$100 - $250 million	N/A	2,501 to 5,000 participants	N/A
$250 - $500 million	N/A	5,001 to10,000 participants	N/A
>$500 million	N/A	>10,001 participants	N/A

401(a) plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	8	Less than 1,000 participants	5
$50 - $100 million	--	1,001 to 2,500 participants	1
$100 - $250 million	--	2,501 to 5,000 participants	--
$250 - $500 million	--	5,001 to10,000 participants	2
>$500 million	--	>10,001 participants	--

FICA Alternative plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	5	Less than 1,000 participants	1
$50 - $100 million	--	1,001 to 2,500 participants	3
$100 - $250 million	--	2,501 to 5,000 participants	--
$250 - $500 million	--	5,001 to10,000 participants	1
>$500 million	--	>10,001 participants	--

2. **Provide the number of client losses the firm has realized in the following table (do not include investment only relationships):**

   Below please find information on our client losses over the past three (3) years. As mentioned in Question 1 above, MidAmerica divested its 403(b) third party administration line of business in 2018. The losses identified in the FICA Alternative Plans table below are the result of a partnership in Texas that dissolved, leaving a number of mutual clients with our former partner. However, we continue to service nearly 400 FICA Alternative plans across 33 states.

403(b) plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	N/A	Less than 1,000 participants	N/A
$50 - $100 million	N/A	1,001 to 2,500 participants	N/A
$100 - $250 million	N/A	2,501 to 5,000 participants	N/A
$250 - $500 million	N/A	5,001 to10,000 participants	N/A
>$500 million	N/A	>10,001 participants	N/A

401(a) plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	2	Less than 1,000 participants	2
$50 - $100 million	--	1,001 to 2,500 participants	--
$100 - $250 million	--	2,501 to 5,000 participants	--
$250 - $500 million	--	5,001 to10,000 participants	--
>$500 million	--	>10,001 participants	--

FICA Alternative plans

Plan Size - $	# of Plans	Plan Size - participants	# of Plans
Under $50 million	72	Less than 1,000 participants	52
$50 - $100 million	--	1,001 to 2,500 participants	15
$100 - $250 million	--	2,501 to 5,000 participants	3
$250 - $500 million	--	5,001 to10,000 participants	1
>$500 million	--	>10,001 participants	1

3. Please list any other similar organizations (Public, Higher Ed) for which the firm currently or formerly performed plan administration services (within the last 3 years).

MidAmerica administers nearly 400 FICA Alternative Plans and more than 700 Special Pay Plans nationwide. Below we have identified a few of our clients that represent institutions of higher learning.

CLIENT NAME	LOCATION	TYPE OF PLAN	CLIENT SINCE
Southwestern Community College District	Chula Vista, CA	401(a) FICA Alternative Plan	1999
Long Beach Community College District	Long Beach, CA	401(a) FICA Alternative Plan	1999
Palomar College	San Marcos, CA	401(a) FICA Alternative Plan	1999
San Bernardino Community College District	San Bernardino, CA	401(a) FICA Alternative Plan 401(a) and 403(b) Special Pay Plan	2000 2016
Yosemite Community College District	Modesto, CA	401(a) FICA Alternative Plan	1999

4. Please list the locations from where the firm would provide services and describe what would be provided from each location. Indicate if any of these services would be outsourced to another firm.

MidAmerica is headquartered in Tampa, Florida (Hillsborough County) with an administrative and customer service operations center located in Lakeland, Florida (Polk County). Our office locations are identified below. Our plan services are always conducted completely in-house, never outsourced. The exception is that the underlying investments for the plans are provided by American United Life Insurance Company®, a OneAmerica® company (AUL).

MidAmerica Corporate Office	MidAmerica Administrative & Operations Center
777 South Harbour Island Blvd.	2855 Interstate Drive
Suite 390	Suite 115
Tampa, FL 33602	Lakeland, FL 33805
Account Management and Marketing personnel are located here. Company executives split their time between the Tampa and Lakeland offices.	The following departments are located in the Lakeland office: Participant Services, Invested Plans, Health & Welfare, Accounting, Contributions, Plan Administration & Implementation, Marketing, Document Management, Compliance, Information Technology, and People & Culture. Company executives split their time between the Tampa and Lakeland offices.

As determined in consultation with UF, MidAmerica will provide a local Gainesville, FL Account Manager. This local Account Manager will be Series 6/63 securities-licensed and will be available for individual/group meetings and/or other support tasks as required by UF and as mutually agreed upon. Should additional days be desired to best support the needs of UF and its participants, we will ensure the Account Manager is available to facilitate these engagements. All Account Manager services are included in the scope of this proposal, with no additional charge to UF or its participants.

5. **Discuss if any work will be done on the client's account or on their behalf through offshore contractors or facilities, and if yes, does the firm own these offshore facilities?**

   No. MidAmerica's plan services are conducted completely in-house, never offshored or outsourced.

6. **Discuss the enhancements planned over the next two years for the following: recordkeeping systems, voice response unit, participant website, plan sponsor website, education materials and other key developments.**

   MidAmerica has not formalized any enhancement plans for the next two years but we continually strive to improve our systems and materials as needs arise. Our recordkeeping system undergoes enhancements whenever updates become available from our software provider. We regularly look for ways to make our plan sponsor and participant portals more intuitive and more valuable as resources for plan information and retirement education. We have chosen not to activate voice response functionality in our telephone system because we maintain a short call to answer wait time and we feel that interaction with a live PSR provides a better customer experience for the caller. Also, MidAmerica will provide priority handling in the call queue for UF.

7. **Describe any pending mergers, acquisitions, or alliances that might affect the firm's service delivery.**

   There are no pending mergers, acquisitions, or alliances that would affect our service delivery.

8. **Describe any legal issues, conflicts of interest, or constraints that could conceivably affect a relationship with the University of Florida.**

   There are no legal issues, conflicts of interest, or constraints that would affect our relationship with the University.

9. **Confirm that all client data (both operational and any customer / confidential data) is encrypted in transmission and 'at rest', both inside and outside of the firm's network.**

   Yes. MidAmerica's data is encrypted at rest and external facing system communications are encrypted in transmission. Communications inside the network are being encrypted as they are modified through the regular maintenance schedule.

10. Comment on the firm's written policy and process for documenting, notifying and rectifying data breaches, problems and incidents.

MidAmerica maintains documented procedures related to HIPAA Privacy and Security which cover documenting, notifying, and rectifying data breaches, problems, and incidents. Our HIPAA procedures document provides guidance on security breach notification as follows:

A. Security Breach Rules

- Any suspected or potential breaches of PHI or violations of the HIPAA Privacy & Security Rules must be reported to the Privacy & Security Official immediately.
- The Privacy & Security Official will conduct a risk assessment to determine if the potential breach should be considered a "breach" under the HIPAA Privacy & Security Rules. This risk assessment will include an evaluation of:
  - Whether the data was unsecured PHI;
  - Whether the information was used or disclosed in an unauthorized manner; and
  - The probability that the PHI has been compromised.

B. Notification of Individual

- If there is a breach, MidAmerica must notify the individual without unreasonable delay, but no later than 30 days after discovery of the breach.
- The breach will be considered discovered on the first day it is known to any member of MidAmerica's workforce (other than the person who committed the breach), or the date it would have been known if MidAmerica exercised reasonable diligence.
- The notice must be written in plain language and contain:
  - A brief description of what happened, including the date of the breach and date of discovery.
  - The types of PHI involved (such as whether full name, Social Security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
  - Any steps individuals should take to protect themselves from potential harm;
  - A brief description of steps MidAmerica is taking to investigate, mitigate losses, and protect against further breaches, and
  - Contact information for individuals to ask questions, including a toll-free telephone number, email address, website, or postal address.

C. Notification of Media

- MidAmerica must notify the media where the breach involves more than 500 residents in a state.
- MidAmerica also may need to notify the media if insufficient or out-of-date contact information precludes individual notice.

D. Notification to Department of Health & Human Services (HHS)

- Where a breach involves 500 or more people. MidAmerica must notify the Secretary of HHS immediately.
- Where a breach involves fewer than 500 people, MidAmerica must maintain a log of security breaches and submit it to HHS on an annual basis.

On the rare occasion when a breach has occurred, MidAmerica remedied the situation for any participants that were affected by arranging to provide identity theft protection and credit monitoring for a one-year period at no cost to them.

11. Discuss the firm's cyber insurance policy including carrier, coverage amount, and any carve outs.

MidAmerica is insured for Cyber Liability through Travelers Casualty & Surety Company of America with a $2,000,000 limit.

Plan Administration

12. Confirm that you have read the plan documentation provided and that you do not foresee any issues with being able to automate the provisions for the Plans on the firm's system.

We have reviewed the Volume Submitter plan document and we do not foresee any issues in implementing the plan's provisions on our recordkeeping system. MidAmerica utilizes a consultative approach when working with clients, whether new or existing clients. Review of the plan document is one of the topics we routinely cover with an employer at the time of plan setup. We will use that opportunity to review any points that might require further discussion.

13. If any manual processes are required for plan administration, please describe.

MidAmerica has successfully automated a number of processes related to plan administration, including in-service withdrawal qualification and processing, as well as hardship withdrawal qualification and processing.

The University referenced a desire to automate limits monitoring. The monitoring of contribution limits applies heavily in 403(b) third party administration; however, MidAmerica is bidding only on administration of the FICA Alternative and Special Pay Plans. In regards to Special Pay administration, we will not allow an employer to make contributions higher than the 415 limits allowed per Internal Revenue Service (IRS) rules. Our Contributions team has system checkpoints in place to prevent exceeding the limits. Any excess contributions will be moved to a trust to avoid a compliance error or any burden on the employer. Limits monitoring is not a concern in FICA Alternative administration as the plan design prevents contributions from reaching 402g or 415 limits.

14. Describe the firm's ability to administer the auto enrollment and auto increase provisions. In addition, indicate how long has the firm been administering these automatic features and how many of the firm's clients are currently using those features.

We believe this question pertains to 403(b) third party administration. MidAmerica is not bidding on those services.

15. Describe how the firm monitors the quality of administration with respect to compliance with plan document provisions.

Our Plan Administration & Implementation team automates the plan document provisions to systematically run against compliance safeguards that identify transactional outliers which require further review and approval. Additionally, manual processes require a second-tier quality control review to ensure plan compliance and accuracy.

16. What are the firm's service standards for returning calls and emails from the University of Florida's staff? How does the firm monitor and report on this standard?

MidAmerica's goal is to resolve each case within 24 to 48 hours and can commit to prioritizing UF inquiries. Voicemail messages are returned within one business day. The average response time for email inquiries is within 24 to 48 hours. If additional follow-up is needed, or if communication with another department is necessary, the case is escalated through Service Cloud Case Management by Salesforce, our Client Relationship Management (CRM) system. If more time is needed, updates will be provided to the participant in intervals of 24 hours or less. All participant inquiries and interactions are tracked within Service Cloud. This system enables our Participant Services Representatives (PSRs) to quickly gather participant and plan information from multiple systems in one consolidated, easy-to-use interface, furthering our ability to provide world-class customer service to our clients.

17. Can the firm's recordkeeping system accommodate percentage and flat dollar amount participant deferrals?

Not applicable, as this pertains to administration of the voluntary 403(b) plan. MidAmerica is bidding on the Special Pay and FICA Alternative Plans only.

18. Does the firm offer online beneficiary designation and storage?

Yes.

19. Clearly describe any transactions that cannot be processed online and require paper forms.

Requests for distribution, hardship withdrawal requests, and loan applications must be requested via paper or PDF form. Electronic PDF forms can be uploaded securely on our website at www.myMidAmerica.com by selecting For Employees from the Upload File dropdown. Hardcopy forms can be submitted via U.S. Mail or fax.

20. Confirm the firm's ability to certify safe harbor hardship withdrawals and residential purpose loans without plan sponsor input.

MidAmerica is able to certify safe harbor hardship withdrawals and residential purpose loans without UF input.

21. Confirm the firm's ability to qualify rollovers into the plan without plan sponsor input.

MidAmerica is able to qualify rollovers into the plan without UF input.

Technology

22. What recordkeeping system platform does the firm utilize? When was the last upgrade implemented?

Our administrative and core compliance software is SunGard Corbel Relius, one of the largest and most common recordkeeping systems in the country.

MidAmerica upgraded to Version 2019.1 on November 9, 2019. The upgrade provided bug fixes and web viewing enhancements. The enhancements mainly affected the manner in which our Accounting, Plan Implementation, Marketing, and Customer Service teams interact with the Relius platform.

23. As DOL and IRS regulations evolve and impact recordkeeping requirements, will the firm charge clients for these required system updates? If so, discuss.

No, MidAmerica will not charge clients for required updates to our recordkeeping system.

24. Describe the firm's maintenance and backup procedures, including daily backup retention timetable and off-site backup storage approach. Where are the firm's off-site backup facilities located?

MidAmerica's server environment includes a multiple VMware physical host connected to a storage area network. Each physical server runs multiple virtualized servers to meet the workload requirements. Each physical host has 12 cores and 256GB of memory. The architecture allows virtualized servers to run on any virtual host, increasing server availability and minimizing outages related to physical hardware. All servers are housed in a collocated data center facility in Orlando, Florida that provides redundant environmental services.

All servers are backed up at least daily to a local backup appliance. Backups are replicated on a real time basis to an offsite location. All backups are encrypted in transit and at rest.

25. Does the firm regularly engage in third party penetration testing and if so, would the firm be willing to share the summary of a recent test with the University of Florida?

The primary applications used to for administration of benefits are commercial off-the-shelf products and not internally developed. MidAmerica ensures security controls are followed when procuring

software and during the vendor management process. Ongoing review of SOC Reports or other security documentation is also performed throughout the lifecycle of the agreement.

26. The University of Florida will require that you indemnify UF against any liability arising from security breaches related to any of the firm's systems. Please confirm that the firm will indemnify UF.

Confirmed.

27. What is the total number of professionals dedicated to your firm's cyber security division? Please describe your resources and expected future enhancements in this area.

Our cyber security division is primarily focused on the corporate network and integration points due to the use of commercial off-the-shelf products and vendor-hosted solutions. The cyber security team is comprised of three individuals. Two areas we've identified for improvement are (1) 'in transit' encryption within the network and (2) shifting from a security awareness approach to a security behavioral influence within the organization.

28. Does your firm maintain an unqualified ISO27001 certification?

MidAmerica does not maintain an ISO27001 certification; however, FIS, the provider of our Relius software, does possess this certification.

Plan Sponsor Services

29. Does the firm have an automated logging/tracking system that elevates issues not resolved within a certain period to the University of Florida?

Yes. MidAmerica utilizes Salesforce.com's Service Cloud Case Management for our Participant Services team. Service Cloud is a state-of-the-art customer service platform that integrates with our core systems to provide real-time insight into participant-level information. This system tracks all requests from participants, employer groups, and partners as cases that can be assigned to appropriate teams for resolution.

30. Provide a sample copy of the standard reporting package that would be available to the University of Florida.

Our most requested employer reports include:

- Distribution Posting Report
- Forfeiture Report
- Name and Address Report
- Participant Balance Report by Investment
- Participant Service Dates and Balance by Source
- Plan Summary by Investment
- Participant Account Detail by Investment
- Participant Balance by Source

We have included samples of some of our standard reports as *Exhibit A*. This sampling consists of the following reports: Distribution Posting Report, Participant Balance Report by Investment, Plan Summary by Investment, and a mockup of our Quarterly Business Review which we would generate specifically for UF.

31. Discuss report writing capabilities (standard and ad hoc) and data queries that can be completed on the plan sponsor site or by request through the service team. Confirm report format/file type and what, if any, training/support will be provided.

During the implementation of the plans, MidAmerica would work with UF to determine the types of reports that are desired. We can produce customized and ad hoc plan reports for the University and upload them to the plan sponsor and participant websites. Additionally, UF and its participants can create on-demand statements online at any time.

Examples of our most common reports are the participant account statements and the year-end reporting package which includes a Summary of Participant Accounts on both the plan and individual participant levels, and a participant census report that shows participants for whom we do not have a valid address on file.

There is no additional charge for reporting, for either standard reports or customized. Your dedicated account manager will be available as needed to provide training and/or support.

32. Provide website demo login and password for plan sponsor information.

To test sponsor online accessibility, go to www.myMidAmerica.com. Locate the blue ribbon at the top of your screen and click on Access Account. Type in the username and password provided below and click on Sponsor Login.

Username: University
Password: Florida

33. Describe the firm's capabilities to help the University of Florida measure "retirement readiness" for plan participants and the plans as a whole.

MidAmerica's in-house experts are available to provide onsite educational support for your plan participants. Our content would focus on the transition from employment to retirement, as we are committed to preparing your employees as thoroughly as possible for that transition. We can help participants understand their distribution options at termination, and we can conduct sessions for participants as they are preparing to enter DROP. We will also conduct a post-meeting survey to gauge participants' understanding of the retirement options available to them and how prepared they feel for retirement, the results of which might provide valuable future content for us to share with UF participants.

Compliance

34. Discuss how the firm currently supports compliance for 403(b) plan clients.

Not applicable, as this pertains to administration of the voluntary 403(b) plan. MidAmerica is bidding on the Special Pay and FICA Alternative Plans only.

35. Please provide information on the firm's legal resources. (e.g. number of personnel, services available, plan document support, etc.)

MidAmerica has contracted with Groom Law Group, operating in Washington, D.C., to serve as our outside counsel for legal matters and document preparation. Groom Law Group assumes responsibility for ensuring that our plans are in, and maintain, compliance with the various and ever-changing IRS requirements. We will continue to work with this law firm to provide standard plan review and setup to ensure regulatory compliance of each plan as part of our standard service.

36. Describe the firm's process for notifying plan sponsors of important legislative and regulatory activity. What types of actions does the firm take (for example, quarterly newsletter, etc.)?

MidAmerica will be proactive in notifying the University of any legislative updates or proposed changes in regulations that may potentially affect the benefits you offer to your employees. For this purpose, we have an in-house Compliance Manager who stays abreast of legal and regulatory principles. Our outside legal counsel, Groom Law Firm, operating in Washington, D.C., is instrumental in keeping us informed of the various legislative changes and the ever-changing IRS requirements. We will convey key information to the University and all our plan sponsors via our quarterly employer newsletter and as needed throughout the year. We also have a team of individuals dedicated to Account Management who will reach out directly to plan sponsors via email or telephone whenever they have important information to share.

37. Discuss if the firm will maintain notices and forms for the plan.

Yes, MidAmerica takes responsibility for maintaining all forms and notices related to your plans.

38. Discuss if the firm has the ability to track and report 402(g) limits on a per payroll basis or year-end only basis.

402(g) contribution limits are specific to the University's 403(b) plan, which MidAmerica is not proposing. However, our recordkeeping system is designed to capture all contribution types and perform testing for all applicable IRS limits. The system allows for monitoring throughout the year of all IRS contribution limits.

Additionally, we have corrective procedures in place in the event that an excess contribution does occur. Each year, we would formally test all contributions against established annual limits and provide a formal reporting to the University.

39. Explain how you would propose monitoring of loans across multiple vendor platforms assuming a single recordkeeping mandate.

Not applicable, as this pertains to administration of the voluntary 403(b) plan. MidAmerica is bidding on the Special Pay and FICA Alternative Plans only.

Participant Services

40. Using the Eastern time zone, what hours will the firm's call center be open?

MidAmerica's Participant Services Representatives (PSRs) are available toll-free for both English and Spanish speaking participants Monday through Thursday from 8:30 a.m. to 8 p.m. ET and Friday from 8:30 a.m. to 6 p.m. ET.

41. What escalation and notification procedures does the firm use to address participant questions prior to referring a participant to the plan sponsor?

Our Participant Services team is dedicated to providing exceptional customer service to all our plan sponsors and participants. When receiving participant inquiries, our Participant Services Representatives track each interaction within our Client Relationship Management system, known as Service Cloud by Salesforce. Upon receipt, they contact the participant to answer the question or begin the discussion. If additional follow-up is needed, or if communication with another department is necessary, the case is escalated through the CRM. Most cases are fully resolved within 24 hours; however, in the event that more time is needed, updates will be provided to the participant in intervals of 24 hours or less.

42. How does the firm measure participant satisfaction with the call center? Provide the most recent satisfaction rating. How often does the firm report this?

MidAmerica maintains an online survey which is available on our website (www.myMidAmerica.com) and we invite our clients and participants to provide feedback at any time. Survey responses are compiled on a monthly basis and sent to our leadership team for review and action.

The survey consists of twelve questions which are rated by the caller as Neutral, Satisfied, Unsatisfied, or Not Applicable. Survey questions address topics such as calls answered in a timely manner, CSR was informative, CSR was professional and positive, navigation of our website, timeliness of distribution/claims/payments, etc. The survey does not produce a singular satisfaction rating, but rather a rating for each rating category. Below are the results of our most recent survey which covers March 2020.

Neutral	Satisfied	Unsatisfied	Not Applicable
19%	48%	18%	16%

43. Describe any specialists available to assist participants within the firm's call center (e.g., distributions, bereavement, and investment advice).

Our Participant Services Representatives (PSRs) are trained on all MidAmerica products and can assist participants with questions related to any of the plans we administer. This includes their ability to discuss distribution options under the plan.

44. Describe the language capabilities available to participants that call into the firms call center.

MidAmerica provides Participant Services Representatives who are fluent in both English and Spanish.

45. Does the firm provide participants with an automated rebalancing option? If participants select this option, how often will accounts be rebalanced? Are reports available to determine the number of participants taking advantage of this automated rebalancing?

Yes. Our recordkeeping system provides a recurring rebalance option. Either the participant can be permitted to automatically realign their investments on a set frequency, or the employer/administrator can restrict the frequency to yearly, quarterly, or monthly. Regardless of who sets the frequency, the transactions would have to trade, which would trigger a notification to MidAmerica to approve the trade, creating an event for which we could generate a report.

46. Please note other automated participant services that have had a positive impact on participant behavior.

Upon enrollment in the Plan, each participant will designate one or more beneficiaries. Selection of a beneficiary is now possible through the secure online portal but can still be accomplished by completing a paper Beneficiary Designation Form if desired. Participants may, at any time, change their beneficiary designation by completing a new form or submitting the change online. The change will be effective as of the date the new form or online request is delivered to MidAmerica.

47. Describe when the last major overhaul was performed on the participant web site and if significant changes are planned in the near future.

The password protected portion of our participant portal was upgraded in November 2019. The upgrade provided bug fixes and web viewing enhancements. The public side of the website, which provides access without a password, experienced a rebranding in 2017. The refresh provided streamlined access to need-to-know information, cleaned up the navigation, expanded our Resources page, and added a "Get in Touch" online inquiry feature.

We do not have a formal plan to make significant changes in the near future but we are always exploring opportunities to improve our products, services, and resources.

48. Provide the participant web demo address, username, and password.

To test participant online accessibility, go to www.myMidAmerica.com. Locate the blue ribbon at the top of your screen and click on Access Account. Type in the username and password provided below and click on Participant Login.

Username: JaneTest
Password: JTest5

49. Does the firm offer web chat currently? If not, is it a planned enhancement?

We do not currently offer web chat but this feature is on our roadmap for technology enhancements.

Participant Communications

50. Discuss the firm's employee education services. Specifically address if the firm has internal staff dedicated to this effort, rely exclusively on financial advisors to provide these services, or have internal resources but can partner with an external financial advisor.

a. If the firm has internal staff that conducts meetings, are these individuals' salaried employees, commission-based employees, or independent contractors?

For clients in Florida, MidAmerica uses dedicated Account Managers to facilitate employee education services. These Account Managers are salaried, full-time employees of MidAmerica. They are charged with delivering both complete employer satisfaction *and* best-in-class employee education services, including live meetings, virtual meetings, webinars, conference calls, and educational materials on the retirement plans we service. MidAmerica employees do not sell any additional products to plan participants, nor do they receive any commission-based compensation. Their sole focus in employee education is to enable plan participants to understand and fully utilize the retirement benefits offered to them as University of Florida employees.

b. Are they securities licensed?

Yes, all MidAmerica Account Managers who facilitate employee education sessions on variable investment options must hold Series 6 and 63 securities licensing at a minimum.

c. What languages are they able to hold meetings in?

Employee education meetings are typically conducted in English. MidAmerica can augment employee education meetings with a Spanish-speaking interpreter. Should the University of Florida desire a Spanish-speaking, Series 6/63 licensed representative (to conduct meetings fully in Spanish, for example), MidAmerica stands ready to further consult on these requirements and provide a customized solution at no additional cost.

d. Address how the firm monitors any investment advice provided in individual counseling sessions.

As MidAmerica Account Managers do not attempt to "sell away" from the University of Florida retirement plans, investment advice in individual counseling sessions pertains to best practices around usage of earned benefits and general retirement planning considerations. These individual counseling sessions must be documented when they occur and they are reviewed internally to ensure compliant advice is rendered to plan participants.

51. Quantify the scope of the firm's proposed communication and education plan and highlight the proposed solutions for University of Florida.

MidAmerica maintains a library of standard communication materials that we can easily customize for an employer based on the event and the type of communication piece needed. We would customize our standard materials with the UF name, logo, colors, and any other information desired. We will also analyze feedback from the University's employer dashboard as well as our Account Management team to determine if there's a need to create new communication pieces to fill any educational gaps. In the past, we have added resources to our website, adjusted our welcome kits, and created one-pagers to address specific questions from our clients.

Examples of customizable pieces in our library include:

- plan transition letters
- posters
- email templates
- investment mapping information sheets
- welcome kits
- PowerPoint presentations

Samples of our custom pieces are included in *Exhibits B and H*. MidAmerica will provide all communication pieces to the University at no additional cost.

MidAmerica can dispense communication pieces through virtually any medium necessary. We will use paper or email for mass communications, depending on the nature of the communication and/or the University's request. Our website provides a 24/7 digital venue with access to plan-level documents, forms, and general information that can answer many participant questions. Our site provides an intuitive experience for our web visitors, simplifies transactions for our clients, and is easily accessible from mobile devices. The "News" section of the site features regular content pieces that address topics relevant to our participants. We also post these content pieces to the MidAmerica LinkedIn page.

MidAmerica can also create a UF microsite to house plan-specific forms, informational pieces about the plans, and other resources.

An example of MidAmerica's level of commitment to participant education is the completion of customer journey mapping exercises of our participant population. More information can be found in our answer to question 56 but the customer journey mapping illustrates our determination to provide the information that participants need—right when they need it.

Lastly, we are always available for educational meetings, annual renewals, and whenever you need us. All services mentioned above are provided at no cost.

52. Discuss the firm's suggested approach to conducting on-site education meetings. Related to the individual meetings indicate the recommended duration for these sessions and the focus both for the conversion year and in future years. If the firm's education staff is available for multiple continuous days is the firm committed to offering more than 8 hours of education each day and/or after 5 pm meetings to allow spouses to be present?

MidAmerica prides itself on its flexibility and adaptability to the unique needs of each client. For plans of similar composition to the University of Florida, we recommend at least four on-campus education sessions across multiple weeks in April and May (in advance of yearly peak retirement season). These sessions can be facilitated on a continuous basis throughout the day or spread out over multiple days depending on the University's preference and the needs of its employees. Educational days exceeding eight hours are easily scheduled should client circumstances so dictate, and there is no fee incurred for days exceeding eight hours. Often, clients find it convenient to offer educational sessions during evening hours or during weekends to facilitate spouse/partner attendance. MidAmerica can facilitate educational outreach at any convenient time based on the needs of the University and its employees, and there is no charge for sessions conducted during evenings or weekends. On an ongoing basis, MidAmerica would typically schedule at least one formal benefit education session per month for clients of similar plan composition to the University of Florida. Additionally, MidAmerica would provide for on-campus "office hours" at least one day per week, to allow plan participants to ask questions of their dedicated Account Manager regarding any plan aspects or concerns. Rest assured that even outside of scheduled meetings, educational sessions, and office hours, the University's Account Manager will remain accessible at all times should any concerns arise. The University of Florida will receive priority account handling for both employer and employee questions, including priority call queue access for participant account transactions.

53. Are the representatives that come on campus to assist plan participants employed fully by your firm? Do these representatives receive any compensation based on enrollment, fund selection, or receive commissions for the sale of services or products in the plan or out of the plan?

Yes, MidAmerica's Account Managers (educational representatives) are full-time, salaried employees of our firm. Our Account Managers receive no incentive or commission compensation based on enrollment, fund selection, or sales made to plan participants. MidAmerica Account Managers never sell away from the plan. Our Account Managers are dedicated to providing best-in-class education to plan participants, and we feel the best way to provide it is to invest in highly-qualified, empathetic, and knowledgeable employees who are compensated not by sales numbers, but instead by the *customer satisfaction outcomes* they deliver (as measured by periodic employee satisfaction surveys conducted by MidAmerica).

54. How many "in-person days" would you make available for individual meetings as a part of your proposal? Meetings will generally be held in the Gainesville, FL area. Additional locations to be provided.

We recommend, and will provide in our service offerings, a Gainesville local Account Manager who can provide at least one in-person day each week to conduct individual meetings and/or other support tasks as required by the University of Florida. Should additional days be desired to best support the needs of the University and its participants, we will ensure our Account Manager is available to facilitate these engagements.

55. Provide a list of recent webinar education programs that are available for plan participants.

MidAmerica has a very talented Learning & Development team that collaborates with other internal departments, including Marketing, to create learning materials and provide insight into the most effective educational methods for our plan sponsors and participants. Currently, we have the following videos available:

- FICA Alternative Product Introduction
- Special Pay and Employer Sponsored Plans Product Introduction
- Special Pay Withdrawals
- FSA (Flexible Spending Account) Introduction

Our customer journey mapping exercises have provided us with valuable content to include in new videos now in the process of being developed.

Our "Education Toolbox" is an online resource that assists participants with retirement preparation. The link to view the site is: **https://www.myMidAmerica.com/tools/.** The toolbox consists of an Asset Allocation Builder and a Retirement Preparation Module, among other helpful resources.

Interactive educational resources are also available from American United Life Insurance Company®, a OneAmerica® company (AUL), and can be accessed online at **https://www.oneamerica.com/financial-education.** There are educational articles and videos, calculators, and a glossary of investment and expense terminology that will assist participants in developing their strategy, managing their strategy, enjoying retirement, and learning how to leave a financial legacy. Examples of topics include life insurance, debt management, Social Security, estate tax calculation, saving for college, tips for retaining important financial documents, and long-term care.

56. How would the firm suggest the communication program is measured? What tools would the firm suggest employing in order to assist University of Florida in having a larger impact on the retirement plan program?

MidAmerica has resources in place to monitor customer satisfaction. One of these resources is our online survey which is available on our website (www.myMidAmerica.com) and we invite our clients and participants to provide feedback at any time. We can create a survey targeted specifically to UF participants to inquire about what is working and what is not working regarding communication, and which resources the participant would like to have.

We also compile information from cases logged into our Service Cloud case management system to determine the level of satisfaction with our products, service, technology, etc. Additionally, we measure engagement with our communication pieces through the analysis of email metrics.

MidAmerica conducts customer journey mapping for our plan participant population, calling on representation from key departments within our company to analyze a variety of factors including participants surveys, customer service call records, claim and distribution activity, and various other metrics collected from our recordkeeping systems. We synthesize both qualitative and quantitative data to outline a participant's experience with MidAmerica, from the point they are aware of their benefit, through their retirement transition, and then throughout the service and delivery of their benefit. This exercise helps identify the main "moments of truth" that make for an enjoyable participant experience, as well as potential pain points and opportunities for process improvement. Our customer journey maps are living documents, as we continue to gauge the participant experience and evolve as an organization in an effort to simplify and improve the customer experience.

57. Please attach a sample participant statement.

A sample participant statement has been included as *Exhibit C*.

58. If it does not contain a personal rate of return for the illustrated time period, indicate whether the firm has the capability of including that information on the participants' statements.

The participant statement currently provides the participant's gain/loss in dollar form, but we can provide it in percentage form as well.

59. Will advice be provided via all communication channels? (Web, mobile device, phone call, snail mail or in-person)

Yes, advice will be available through numerous communication channels. For instance, MidAmerica's "Education Toolbox" can be accessed via the Resources page of our website. From this page, participants can view the most recent AUL prospectus, access our Investment Management Guide, and assess their investment choices using the Asset Allocation Builder.

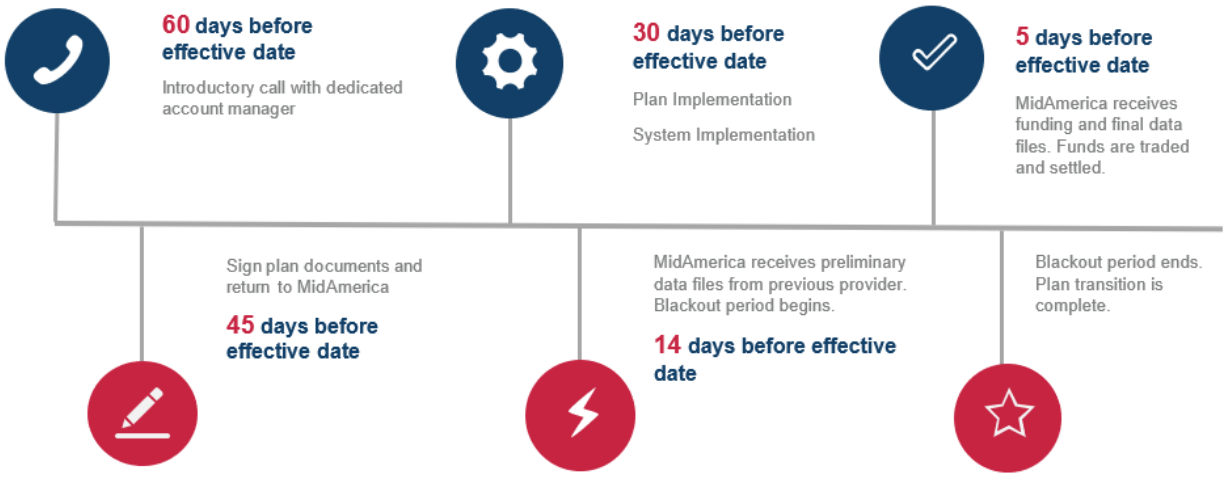
In our answer to Question 76, we have outlined a number of additional services that are available to help participants make the most of their benefit and to make informed decisions about their investment choices. We have provided detailed information on services offered by Mesirow Financial, My OneCheck Online, and Artesys, all of which provide access to information via web, telephone, and mail.

Implementation

60. Provide a timeline (steps and timing) for the conversion and detail what guarantees (e.g., commitment to financial penalties for missed goals) the firm is willing to make.

Below is a sample timeline that outlines the core steps that must be completed to successfully implement the University's Special Pay and FICA Alternative Plans. This timeline has also been included as *Exhibit D.*

MidAmerica does not have standard performance guarantees but we are open to discussing mutually agreed upon service standards with financial incentives. However, MidAmerica confirms that we will be fully operational and ready to administer the University's plans by the commencement date of January 1, 2021.



Schedule is based on a "go-live" date of January 1, 2021. All timeframes identified above are meant to be "x" number of days before the effective date of January 1.

61. Over the last three years, how many clients has the firm transitioned from the incumbent vendors? How many were related to consolidation to the firm as the sole recordkeeper?

Within the last three years, MidAmerica has transitioned sixteen (16) clients from their incumbent providers. Two of those represent a consolidation to MidAmerica as the sole recordkeeper. One of those consolidations is Pasco County Schools, for which we have received a letter of reference that is included in this proposal.

62. Will the firm accept the client's current record layouts "as is"? Please specify any and all exceptions.

MidAmerica will make every effort to accept the University's current record layouts as is.

63. Adequate IT support is paramount to University of Florida and extra programming costs for adapting to their payroll system is not an option. Describe how the firm would work with the client to help transition their data transmission protocols from the current procedures to the firm's own requirements. Identify the firm's data layout requirements, preferred method of transmission, etc.

MidAmerica supplies a Contribution/Employee Status Change Template in Excel format which we can provide with helpful instructions. Because MidAmerica anticipates funding to be accompanied with corresponding participant data, a completed Excel template helps to ensure that we accurately capture your employees' important identifying details and any enrollment changes. Copies of our Contribution/Employee Status Change Templates for both FICA Alternative and Special Pay are included as *Exhibit E*.

MidAmerica also provides a convenient upload site for transmitting your contributions data to us, along with helpful videos on how to use the site.

64. Specify the blackout period(s) you propose for new loans, withdrawals, and investment transfers. Also, describe any other activity that would require a blackout period.

The blackout period lasts the length of time required to transfer assets, which is typically two weeks or less. In past transfers, we have uploaded data, transferred the assets, traded to AUL, and completed the reconciliation within one week. All transactions will be restricted during the blackout period, including new loans, withdrawals, and investment transfers.

65. Discuss the firm's ability to minimize the blackout period including weekend conversion, share re-registration and other methods to minimize/eliminate the impact of being "out of the market."

MidAmerica will work with UF to reduce the blackout period as much as possible. However, the length of the blackout period is partly determined by the prior administrator's ability to stop transactions from posting to the plan prior to valuation. MidAmerica's portion of the process requires a minimum of five business days, after we receive the final requested data (in good order) and funding. Once funding/data is received, we will trade the funds immediately to the mapped investments with AUL. Settlement of the funds will require approximately two days. The funds will be imported to participant accounts, along with any applicable gains/losses accrued after settlement, by the end of the five-day blackout.

66. Discuss the firm's approach to communications (web site, mailing, onsite sessions) as part of the implementation process to announce the transition and educate participants on new processes.

MidAmerica is experienced in creating robust communication campaigns for our clients. To ensure a successful communication and education program when converting large clients, we typically engage our Marketing, Account Management, Sales, and Document Management teams. Our communication protocol would include several letters sent via U.S. Mail and email, notifying the participants that their plans had been transferred from their prior provider to MidAmerica and inviting them to participate in onsite education sessions conducted by MidAmerica personnel. Our Marketing Department would design a poster for the University to use in encouraging attendance at the education sessions, as well as an email template the employer could leverage to invite employees to the sessions. We utilize online scheduling software to facilitate easy and convenient registration for

the education sessions. We would develop PowerPoint presentations for participant meetings. We provide both employer and employee versions of our Welcome Kits, and we would supply user guides to assist the participants in becoming familiar with our online platform.

After implementation and the opening of the blackout period, we typically send a participant statement confirming the receipt of funds and the investments. We would also create a handy flyer to illustrate how the participants' previous investments had been mapped to the new investment lineup.

MidAmerica can also create a UF microsite to house plan-specific forms, informational pieces about the plans, and other resources. *Exhibits B and H* contains samples of our most frequently requested pieces, but we are willing to create materials to accommodate the specific needs of the University.

Plan Investments

67. What percentage of the client's plan assets (or number of funds) will the firm require be invested in the firm's proprietary investment funds? Identify the asset classes.

Our only proprietary fund is our Fixed Account option. There is no required investment with defined contribution plans.

68. Will your firm allow for full open investment architecture including fixed annuity options?

We offer a select open architecture platform that currently includes over 1,300 investment options from approximately 70 fund families with no proprietary investment requirements. A streamlined process enables us to add funds to the platform monthly to address the needs of our clients.

Available investment options span the potential risk and reward spectrum and cover all major asset classes. You also have access to professionally managed lifestyle options, target date funds, sector funds, index funds, and a Fixed Account option. Because your employees' lifestyles, investment objectives and retirement goals are unique to them, our investment portfolio offers the flexibility and diversity you need to select the appropriate investment styles, managers, and investment options to best serve them.

69. Please identify what fixed account or stable value options are available on the firm's recordkeeping platform. Are we required to use your firm's proprietary fixed / stable value account?

OneAmerica offers the AUL (American United Life) Fixed Account, which is an interest-earning investment option, backed by AUL's general account assets. An interest rate is declared prior to the beginning of a calendar year and guaranteed for that year until the new rate is set for the next year.

We have no proprietary investment requirements and do not provide third party stable value options within the platform.

70. Do all of your investment options, including fixed annuity / stable value, provide complete fee transparency?

Yes.

71. University of Florida may elect to continue to offer a number of their current investment options. Please review University of Florida's list of current options and indicate if you can continue to recordkeep these options. Also, indicate if the firm can re-register the shares at the time of conversion.

Except for the currently used stable value options, OneAmerica can offer any and all of your current investment options, in either a 'no revenue' share class or the same share class, and OneAmerica can do this at the time of conversion.

MidAmerica has provided a Zero Revenue Platform lineup for the FICA Alternative and Special Pay Plans, but we can work with your investment committee to finalize a lineup. Please see *Exhibits F and G*.

72. Are custom target date or lifecycle funds available on the firm's platform? If so, can funds not otherwise included in the investment menu be incorporated into the custom funds?

Yes to both questions.

73. How will the firm support the client with fund fact sheets and performance summaries for all their investment options?

Fund rate charts are uploaded to the participant portal on a monthly basis. Participants in the fixed interest account will receive a copy of the fund's performance chart along with their periodic statement. Statements for the variable interest accounts provide a web link to find investment and rate information with AUL.

74. Will your firm provide point in time investment advice to all plan participants regardless of asset balance and assume fiduciary responsibility?

OneAmerica provides comprehensive retirement and investment education but does not act as a fiduciary or provide investment advice. OneAmerica offers online tools such as Artesys, OnePath Portfolios and My OneCheck Online to aid participants in choosing the investment options that meet their specific goals and objectives. These tools are available to all participants, regardless of asset balance. Additional fees may apply.

R.T. Jones and MasteryPOINT Technologies both accept 3(21) fiduciary roles for the services they provide. Mesirow Financial accepts a 3(38) fiduciary role for services provided via their OnePath Portfolios.

The above tools would be available in addition to the managed portfolio option we are proposing.

75. Will your firm provide full discretionary investment advice to all of our plan participants regardless of their plan asset balance? What is the fee for this service? Do your representatives receive compensation for participants selecting this service?

Please see our response to Question 74 above. OneAmerica representatives do not receive compensation for participants who select these services.

76. What third party investment advice products does the firm support? Does the inclusion of investment advice impact the firm's pricing and, if so, how?

Participant Advice

The following optional services are made available to participants.

OnePath Portfolios from Mesirow Financial

Mesirow Financial offers OnePath Portfolios, an optional asset allocation program for participants who wish to use target date portfolios. This enables participants to benefit from professionally managed portfolios with an asset allocation that matches their risk tolerance and investment time horizon. With respect to plan sponsors' use of the OnePath Portfolios, Mesirow Financial will act as a 3(38) investment manager and monitor the investment options used in the portfolios and make necessary changes.

OnePath Portfolios offers plan sponsors the selection of three glide path choices: high, medium, and low equity. When selecting a glide path, plan sponsors need to consider the overall needs, risk tolerance, and demographics of all plan participants and employees. All three glide path options follow a "through retirement" methodology, where the investment mix continues to adjust during retirement until the participant reaches age 75.

The table below identifies the characteristics of the glide path options:

Glide Path Option	Equity Exposure	Equity Allocation at Retirement	Max Equity Exposure
High Equity	Highest proportion of historically more volatile asset classes	35 – 40%	95%
Medium Equity	More equity asset classes at the sake of cash and domestic bonds	30 – 35%	80 – 90%
Low Equity	Highest proportion of historically less volatile asset classes	25 – 30%	70 – 80%

The portfolios, which are constructed from investment options offered under the plan, will provide varying degrees of long-term appreciation and capital preservation through a mix of equity and fixed income exposure based on participants' target retirement dates in five-year increments. Mesirow Financial uses an innovative target date methodology to create portfolios with improved probability of maximizing wealth and lower probability of outliving one's investments, relative to other target date portfolio providers. This target date methodology is designed to assist with:

- Maximizing the cumulative return of the portfolio through an investor's lifetime
- Reducing the variation in cumulative return (wealth level) of the portfolio
- Reducing the longevity risk, or the risk that an investor will outlive their savings

This program is offered at no additional cost to plan sponsors (5 bps for electing participants)

My OneCheck™ Online from MasteryPOINT Technologies

On a participant level, we are proud to work with MasteryPOINT to provide seamless integration of their services into our recordkeeping and online systems. MasteryPOINT is an optional service offered at no cost to participants that helps them make difficult savings and investment decisions. MasteryPOINT Technologies does the following:

- Acts as a powerful tool for both novice and sophisticated investors
- Educates participants with respect to his/her investment options offered within the plan
- Determines appropriate asset allocations
- Recommends specific investments within each asset class
- Provides numerous retirement plan calculators
- Provides education on the basics of retirement investing
- Allows participants to modify My OneCheck™ Online variables and accept or reject the advice
- If advice is accepted, ERISA section 3(21) fiduciary support is provided

To access a demo of My OneCheck Online, please visit MasteryPoint Guidance Plus and click on "Start GP!" button.

My OneCheck Online is offered at no additional cost to plan sponsors or participants.

Artesys from R.T. Jones

OneAmerica also offers an optional, participant-level managed account solution through registered investment advisors R.T. Jones. This service is called Artesys, which is available to electing participants for an additional fee and provides them with ERISA 3(21) fiduciary support. After completing a questionnaire about their age, retirement goals, and risk tolerance, participants are suggested either one of four offensive or one of three defensive portfolio strategies, which are actively

managed by R.T. Jones. R.T. Jones' money management approach is based on two Nobel-prize winning theories and backed by a performance track record of ten years of returns.

Advantages to Plan Sponsor

- Fiduciary risk is further reduced—R. T. Jones Capital Equities Management, Inc. contractually accepts fiduciary responsibility for participants that sign up for Artesys.
- Artesys has proven to increase participant participation.
- Employees are being provided with an ongoing 404(c) educational element.
- Artesys is paid for only by participants that choose to utilize the service.
- No additional costs to the plan or to participants that do not sign-up for Artesys

Advantages to Plan Participants

- Management approaches are transparent and typically available only to the affluent.
- Interests are aligned with the participants.
- Offers both an offensive and defensive management approach with historical performances to support their competency.
- Provides an educational and ongoing communication element unparalleled within the industry.

Participant cost is 0.30%–0.60% (based on plan level investment selections). There is no additional cost to plan sponsors.

Plan Sponsor Advice

Plan sponsor advice is provided by Mesirow Financial, an SEC-registered Investment Advisor. Mesirow Financial acts as an ERISA 3(21) co-fiduciary if their specific recommendations made for the plan are followed. Plan Sponsor Advice offers personalized, specific assistance in selecting a retirement plan lineup of investment options offered through the plan sponsor advice investment lineup. Additional services include a customized IPS and ongoing monitoring and evaluation of the investment options in the lineup and recommended changes when necessary.

Plan cost is 3 basis points annually, billed quarterly (0.0075%/qtr.)

3(38) Investment Management Service

Mesirow Financial assumes discretion for investment option selection, acting as the investment manager to the plan. They also assume full authority with respect to selecting, monitoring, and replacing investment options; select portfolio advisors using their Precision Alpha screening process; and provide due diligence. Mesirow Financial provides a pre-screened investment option lineup, which removes your responsibility for making changes to the plan lineup.

Plan cost is 5 basis points annually, billed quarterly (0.0125%/qtr.)

77. Describe the level to which this third-party advice product is integrated into the firm's recordkeeping and administration systems.

It is fully integrated with the recordkeeping system, allowing pre-population of pertinent participant information and seamless fund and deferral transaction execution directly from the application.

78. Describe your brokerage account options, including participant and consultant access, as well as associated fees.

MidAmerica does not offer brokerage accounts for its 3121 and Special Pay Plans. However, a full spectrum of fixed and variable annuity options—covering all risk tolerances and asset classes—is available for participant-directed investment.

79. Is your self-directed brokerage service provided by your firm or is this a service provided by a third party?

MidAmerica does not offer brokerage accounts for its 3121 and Special Pay Plans. However, a full spectrum of fixed and variable annuity options—covering all risk tolerances and asset classes—is available for participant-directed investment.

80. For the investment advice and managed account products the firm supports, provide the revenue sharing the firm credits to the plan.

MidAmerica's Managed Portfolio option provides participants with a selection of professionally managed, high-quality fund portfolios encompassing the complete spectrum of risk tolerances. All fees associated with the Managed Portfolio option are consolidated into the portfolio's asset-based Mortality and Expense (M+E) fee, including professional fund management services.

81. Identify the custodian/trustee that the firm recommends University of Florida utilize. If other options are available, please identify these organizations.

American United Life Insurance Company®, a OneAmerica® company (AUL), will act as custodian.

82. If the firm or the custodian/trustee is retaining investment earnings or "float" on the short-term investment fund, then please explain and quantify the earnings that the firm or the trustee will keep.

The proposed short-term investment fund is the AUL Fixed Account which provides a guarantee of principal and a stated interest rate. Additional earnings in excess of the guaranteed rate, if any, will be retained by AUL. These earnings are not known in advance to AUL as AUL is exposed to the market risk, not the participants invested in the guaranteed option.

Account Team

83. Provide a list of team members, by name and title, who will directly support University of Florida. For each member, please identify their: area of expertise, years of experience, tenure with the firm, number of clients served, and their location.

Below we have identified the individuals who will be integral to the ongoing administration of the University's plans. Trent Teesdale will be actively involved in consulting with UF and promoting a successful partnership between MidAmerica and the University. Melissa King will be your dedicated account manager and main point of contact.

NAME	ADDRESS	QUALIFICATIONS
Trent Teesdale Senior Vice President of Business Development	777 South Harbour Island Blvd., Tampa, FL 33602	Trent has more than 15 years of employee benefits consulting and insurance expertise. He works closely with employers to help them create customized benefits solutions that fit the unique needs of their organizations. Trent has been with MidAmerica for more than 13 years. He maintains a State of Florida Life, Health & Variable Annuity license, Series 6 and 63 securities licenses, GBA, RPA, and CEBS designations. Trent is ultimately responsible for all MidAmerica accounts.
Melissa King Senior Account Manager	777 South Harbour Island Blvd., Tampa, FL 33602	As UF's dedicated in-house account manager, Melissa will ensure that MidAmerica exceeds your expectations, and that your plans are implemented with the white glove service we have perfected, with minimal effort on your part. Melissa will be your main point of contact and one of the representatives who will conduct onsite meetings and education sessions. Melissa is predominantly responsible for accounts in Florida and California.
Local Gainesville Representative	To Be Determined	As determined in consultation with UF, MidAmerica can provide a local Gainesville representative through one of our trusted partners. This local Account Manager will be Series 6/63 securities-licensed and will be available for individual/group meetings and/or other support tasks as required by UF and as mutually agreed upon. Should additional days be desired to best support the needs of UF and its participants, we will ensure the Account Manager is available to facilitate these engagements.

Fee Proposal

84. Please complete and submit a fee proposal and schedule of service standards, including fees at risk that would apply to this plan. The firm should include pricing on a basis point and flat dollar perspective.

MidAmerica's fee proposal and performance standard guarantees are included as *Exhibit I*. MidAmerica does not charge administrative fees for the Special Pay Plan. An inactivity fee of $1 per participant per month is normally assessed on the FICA Alternative Plan if a participant has not received a contribution to the plan for a period of twelve (12) months or more and is eligible for a distribution.

However, MidAmerica is pleased to waive the inactivity fee on the FICA Alternative Plan for a period of two (2) years after the plan's go-live date. After the two-year period has elapsed, inactive participant fees will be assessed per our normal fee structure. An M+E fee of 50 basis points on variable investments will still be assessed as applicable. There is no asset charge on the fixed account.

85. It is expected that the firm's pricing proposal will include all services discussed under "Scope of Work, section 1.2." In the event that any of these particular services are not included, please list them here.

MidAmerica will perform all services identified in Scope Work Section 1.2 as they relate to the FICA Alternative and Special Pay Plans.

86. Discuss any contingencies or assumptions used to formulate the proposal.

We have formulated our proposal based on information conveyed in the ITN document. Specifically, the University stated the following goals for this ITN process:

- Assessment of current fee structure and identification of cost savings
- Improved customized education for plan participants
- Improved accuracy of administration data and communication
- Further automation of currently manual administration items
- Potential streamlining of recordkeepers across all plans

The University has also expressed an interest in processes that produce "best value" through creative marketing, small business and diversity programs, green initiatives, and/or other programs.

MidAmerica has carefully reviewed the ITN package and we have created a proposal based on our understanding of the University's needs and objectives. Because the ITN document seemed to imply an openness to other value-add solutions, we included information on our Health Reimbursement Arrangement (HRA) in Tab 5.

87. Confirm if the pricing reflects the features and services described in this document, including the plan summaries and other documents that have been provided.

MidAmerica's pricing reflects all features and services requested in this Invitation to Negotiate package.

88. Discuss the factors that the firm considers in determining future fee decreases and when they will occur.

MidAmerica sets its fees at an extremely competitive price point from the outset of our customer partnership. We maintain this low fee structure for the duration of our relationship with a customer. To incentivize excellent service delivery and provide compensation should we fall short of this goal, we incorporate participant satisfaction thresholds as part of our fee structure. If in any given year we fail to meet prescribed standards for participant satisfaction as set forth in our agreement with the University of Florida, partial or full administration fee refunds will be remitted to the University.

89. Discuss how revenue in excess of the required amount can be utilized to establish a revenue credit account.

In consultation with the University of Florida and in accordance with its requirements, MidAmerica offers a range of plan revenue credits. Revenue credits can be calculated by whichever method the University prefers, e.g. per participant equal shares, asset- based pro-rata, asset-based total return, etc.

90. Is there a price difference if the contract period is five years versus three years? If so, please indicate the amount.

No.

91. What are the annual revenue requirements based on the plan information provided to recordkeep the plan?

MidAmerica has no annual revenue requirements or minimums for continued plan servicing and recordkeeping.

92. Please price both on a per participant (hard dollar) & basis point method.

As mentioned in our answer to question 84, MidAmerica's fee proposal and performance standard guarantees are included as *Exhibit I*.

MidAmerica does not charge administrative fees for the Special Pay Plan. An inactivity fee of $1 per participant per month is normally assessed on the FICA Alternative Plan if a participant has not received a contribution to the plan for a period of twelve (12) months or more and is eligible for a distribution.

However, MidAmerica is pleased to waive the inactivity fee on the FICA Alternative Plan for a period of two (2) years after the plan's go-live date. After the two-year period has elapsed, inactive participant fees will be assessed per our normal fee structure. An M+E fee of 50 basis points on variable investments will still be assessed as applicable. There is no asset charge on the fixed account.

93. Please identify all revenue sharing arrangements.

For directly serviced plans like those of the University of Florida, MidAmerica does not employ or share revenue with outside partners. Both plan servicing and plan/participant educational activities are included in MidAmerica's core offering and carried out directly by MidAmerica. Revenue sharing back to the University of Florida's plan participants can be arranged to the extent permissible under IRC regulations, with specific details to be determined in consultation with the University and in accordance with its goals. Should the University elect to add services in addition to, or in partnership with, MidAmerica's core offering, revenue sharing arrangements with additional parties will be transparently disclosed per the scope of the partnership and its services.

94. Does the firm offer any expense arrangement whereby UF shares in the firm's upside potential as participants and plan assets increase over time? Does the firm provide periodic plan reviews to address this topic?

Yes, the University of Florida can share in MidAmerica's upside earnings, a tremendous benefit to both the University and its participants in times of strong market performance. Exact details of this sharing arrangement can be structured in accordance with the University's goals. MidAmerica proposes setting a yearly "threshold" return, on a percentage basis, for total variable assets within the University's Special Pay and/or 3121 plans. When the threshold return is exceeded, the University would be eligible to receive a percentage of returns over and above the threshold, up to a negotiated dollar amount.

95. Please indicate if excess revenue would be available to offset qualified plan related expenses via a Plan Expense Reimbursement Account.

Yes. If excess revenue is realized as part of a revenue sharing agreement between MidAmerica and the University of Florida, it can be used to offset plan administration fees. MidAmerica will work closely with the University to develop parameters for excess revenue fee offsets which meet its goals for savings and performance.

96. Please indicate whether or not the firm's platform allows for a wrap fee to be added to individual mutual funds (such as index funds), whether or not the firm can add a level wrap fee to all participant accounts and whether or not the firm can offer a "levelized" pricing approach.

The mutual funds are unitized within our Separate Account. However, it is important to note that they are fully transparent, and not sub-advised or wrapped in order to create artificial share classes. Our plans are set up for fee levelization.

97. What are the start-up/conversion costs and the termination costs?

MidAmerica does not charge a fee for startup or termination. We also do not charge plan documents, amendments, custom education materials, and QDROs.

98. Describe what plan consulting services are included and related hourly charges and out-of-pocket expenses.

MidAmerica's consultative approach to employee benefits solutions is one of the characteristics that differentiates us from our competitors. We work closely with employers to help them create customized benefits solutions that fit the unique needs of their organization. The consultative service we provide is designed to enhance your benefits offering and ensure that your plans are administered to be compliant with all legislation and IRS guidelines, while still delivering a cost savings to you.

There is no extra charge for the plan consulting services we provide.

99. Please outline any and all contract termination fees and/or charges at both the plan level and participant level. If applicable, this should also include any charges to stable value or fixed investments proposed (i.e. Market Value adjustment, surrender charge, CDSC or other fees and penalties.)

MidAmerica does not charge termination fees. There is no surrender charge on the fixed investment; however, the liquidation requirement for the fixed interest account funds, if applicable, would be six (6) payments over a five-year period.

100. What are the factors the firm considers in determining changes to the fee structure?

MidAmerica considers a number of factors when determining fee structure, including current market trends, competitor pricing, length of relationship with the client, and value of the assets under management.

101. Are there additional charges made at the time of plan changes that UF initiate or legislated or regulated changes? Please address the differences should UF use a prototype or individually designed plan.

MidAmerica does not charge for plan changes, whether initiated by the plan sponsor or due to legislative/regulatory changes. There is no difference if the University uses a prototype plan or individually designed plan.

102. For how long will the firm guarantee specific expenses?

MidAmerica will guarantee all fees for the life of the contract.

103. If advice is offered to plan participants, is it in-house or via a third party? Describe the process, mode and scope of advice. Please include fees for this service and the fee quote.

MidAmerica provides in-house education for all 3121 and Special Pay Plan participants on the features and benefits of the plans, funds access procedures, and considerations related to sound retirement planning and financial management. This education, whether provided to participant

groups or individual participants, is facilitated by our dedicated Account Managers, all of whom are salaried, full-time employees of MidAmerica. As determined in consultation with the University of Florida and its participants, MidAmerica can offer a wide range of additional investment advice through its trusted partners. Participants electing to use any partner financial advisory services may incur additional fees in connection with these services. However, in no case will MidAmerica, nor its employees, receive compensation for any referrals made to its financial advisory partners. This ensures that any advice rendered safeguards the best interests of the participant while providing them the flexibility to seek trusted financial planning resources at their sole discretion.

104. What suggested alternatives will the firm provide for the Plan QDIA and/or Managed Account platforms?

MidAmerica provides a fixed interest investment option because it delivers principal protection for the participant. However, the participant also has the option to diversify with their fund selection. If the University's investment committee wishes to utilize a different fund as the QDIA, we can make that accommodation.