ATTACHMENT 1-B

TPA OR CUSTODIAN BUSINESS INFORMATION

Complete legal business name of TPA or Custodian submitting this proposal:

MidAmerica Administrative & Retirement Solutions, LLC

Complete address:

Corporate Headquarters: 777 S Harbour Island Blvd., Suite 390, Tampa, FL 33602

Administration & Operations Office: 2855 Interstate Drive, Suite 115, Lakeland, FL 33805

Contact person for this proposal: Trent Teesdale, Senior VP of Business Development

Phone: (863) 944-1614

Fax: (813) 435-2143

Email: trent.teesdale@myMidAmerica.com

If this proposal uses a product name or names different from the legal TPA or Custodian name identified above, or if there are any other name differences (i.e., "doing business as") please explain in the space immediately below:

Not applicable.

ATTACHMENT 1-B

TPA OR CUSTODIAN BUSINESS INFORMATION (Continued)

Please provide:

1. **Prior Experience:** Identify experience providing third party administration or custodial services for FSAs, HRAs, VEBA funded HRAs and/or HSA arrangements. Describe experience providing these services to political subdivisions and other non-ERISA entities.

   MidAmerica has provided third party administration services for a variety of retirement and health care funding benefits for public sector employers since our inception in 1995. For our health & welfare line of business, which includes Health Reimbursement Arrangements (HRAs), Flexible Spending Accounts (FSAs), VEBAs and Health Savings Accounts (HSAs), we have provided many of these services since 2002. It's important to note that HRAs came into existence 18 years ago when the IRS recognized a specific need among American workers and issued revenue rulings that created a solution known as the Health Reimbursement Arrangement. MidAmerica saw this development as an opportunity and we entered the HRA business on the ground floor, consistently honing our expertise on this product ever since and perfecting our methods to administer it.

   Currently serving more than a half million public sector plan participants nationwide, our experience with these benefits extends beyond the logistics of administration—we have become thought leaders in the industry. Known for our intimate knowledge of public sector challenges, we have worked within the legislative guidelines to uniquely design benefits tailored to meet our clients' needs, offering solutions such as a funded HRA and an Accrued Leave Conversion Plan.

2. **References:** Provide at least three (3) references from public employers or public health plans served by the firm. For each reference, provide a brief summary of the types(s) of administrative services performed and identify the role(s) played by the key individual(s) that will be assigned to MHC. For each reference, indicate the name, address, and telephone number of a responsible official who could be contacted. (In the event the key individuals did not work on one or more of the above-referenced clients, please provide additional references regarding clients of the key individuals.)

   Below please find references for four (4) MidAmerica clients.

   Independent School District #877 Buffalo
   214 First Avenue NE, Buffalo, MN 55313
   Gary Kawlewski, Director of Finance and Operations
   Phone: (763) 682-8708
   gkawlewski@bhmschools.org
   Effective 2003 – Retiree HRA

Effective 2003 – 403(b) Special Pay Plan

City of Maplewood

1830 County Road B East, Maplewood, MN 55109
Melinda Coleman, City Manager
Phone: (651) 249-2055
melinda.coleman@maplewoodmn.gov
Effective 2003 – Integrated HRA

Oak Creek-Franklin Joint School District

7630 S. 10th Street, Oak Creek, WI 53154
Troy Hamblin, Director of Human Resources
Phone: (414) 768-6155
t.hamblin@ocfsd.org
Effective 2004 – Retiree HRA
Effective 2004 – 403(b) Special Pay Plan
Effective 2014 – Employer Sponsored 403(b) Plan

Wahoo Public Schools

2201 N. Locust Street, Wahoo, NE 68066
Brandon Lavaley, Superintendent
Phone: (402) 443-3051
blavaley@wahoowarriors.org
Effective 2008 – 403(b) Special Pay Plan
Effective 2010 – Retiree HRA

For each of the above references, MidAmerica performs services related to plan administration, customer service, claims processing, plan compliance, and reporting, with local support provided by our long-time trusted partner in the Midwest, National Insurance Services (NIS). The NIS personnel providing local representation to MHC will be Adam Kuck—Retirement Income Account Representative and MHC's dedicated account representative, Rob Keller—Senior Vice President of Sales, and Aaron Casper—Employee Benefits Consultant. MidAmerica and NIS have maintained a long-standing and successful business relationship that dates to 2001, when NIS became a distribution partner for MidAmerica. Adam is the key point of contact for Buffalo ISD #877 and City of Maplewood, providing ongoing support of the groups' plans, conducting employee and retiree meetings, and being available to answer questions and resolve issues.

3. **Personnel:** Include the number and names of the executive sponsor, managerial, professional, and support staff who will be engaged in the work. Identify where these personnel will be physically located during the time they are engaged in the work. Indicate the responsibilities each class of employee will have in this project and how long each has been with your company. Identify by name the primary contact person(s) who will work with the Service Cooperative and provide a resume for that individual.

   Trent Teesdale is MidAmerica's Senior Vice President of Business Development. 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 has been working with employers in the upper Midwest since 2006, helping them craft strategic solutions to their benefits concerns. Whether it be restructuring OPEB (Other Post-Employment Benefits), implementing CDHC (consumer-driven health care) into their active plans, or structuring retiree programs, Trent has done it all and he has developed meaningful relationships in Minnesota to prove it. Trent is located in Tampa, FL.

Steve Barber is MidAmerica's Vice President of Business Development & Strategy, with broad responsibility for the company's growth initiatives. He leads the Account Management, Marketing, and Participant Services teams to provide unparalleled support to distribution partners, clients, and plan participants. Steve holds a Bachelor of Science from the United States Naval Academy, a Master of Science from the University of Maryland, and a Master of Business Administration from the Stanford Graduate School of Business. He joined MidAmerica in 2019 and is located in Tampa, FL

Jim Tormey is the President and Chief Executive Officer of MidAmerica. Jim joined MidAmerica in 2016, concentrating on business development and account management, and leveraging Marketing and Participant Services to provide a streamlined, best-in-class customer experience. Jim was promoted to CEO in April 2018 and he has continued to spearhead a participant-first mindset throughout MidAmerica. Jim is passionate about leading a mission-driven company that takes care of those people who provide so much for our communities. He holds Series 6 and 26 securities licenses, and he was selected as one of the 2019 Tampa Bay Business Journal 40 Under 40 honorees. Jim is located in Tampa, FL.

Rob Keller is Senior Vice President of Sales for National Insurance Services (NIS). He oversees the day-to-day management of the Minnesota regional office and has oversight for the Central and Eastern Regions. Since joining NIS in 1990, his strong leadership has helped cultivate the Minnesota region into NIS' largest market today. Rob is a licensed Insurance Representative specializing in life, disability, dental and health insurance, as well as employer-sponsored 403(b) plans and HRAs for schools, cities, and counties in Minnesota and Nevada. Rob Keller is located in Eden Prairie, MN.

Aaron Casper is an Employee Benefits Consultant at NIS. Aaron utilizes his unique understanding of how governmental organizations operate, manage risk, and develop budgets to deliver reliable solutions for his clients without short cuts or temporary fixes. Aaron advocates for his clients and prides himself on building authentic relationships. His straightforward nature, integrity, and astute sense of humor are why his customers consider him a valued strategic resource. Aaron is a licensed insurance agent, specializing in health insurance consulting for Minnesota schools, cities, and counties, including fully insured, self-insured, and stop-loss plans. Additionally, he has experience implementing

OPEB liability reduction strategies as well as ensuring his clients are ACA compliant. Aaron is located in Eden Prairie, MN.

Adam Kuck is the dedicated account representative who will be assigned to MHC, serving as the single point of contact for each employer group post-implementation. He will be available to answer plan-related questions and respond to service needs on an ongoing basis. Adam joined National Insurance Services (NIS) in 2013. He specializes in HRAs, FSAs, and 403(b) Special Pay Plans (SPP) for clients in Minnesota, Pennsylvania, and Oklahoma. He is a licensed Health and Life insurance agent and a registered securities representative maintaining Series 6 and 63 licenses. Adam is located in Eden Prairie, MN.

4. **Investments:** Describe the investment platform that will be made available to individual participants in the VEBA and in HSA arrangements, if applicable. If an insurance company or non-bank custodian/trustee, describe how funds will be invested in a base balance portfolio, including bank account balances, insurance company annuities and other assets and asset classes. Describe parent company guarantees and/or other assurances against loss of principal.

VEBA/HRA Investment Options

MidAmerica has a long-standing relationship with our investment provider, American United Life Insurance Company®, a OneAmerica® company (AUL), headquartered in Indianapolis, Indiana. MHC and/or its employers can opt for a fixed interest annuity option for the HRA assets held within the VEBA trust. The minimum guaranteed interest rate for the fixed option is 1.80% through 2021. Thereafter, the minimum guaranteed interest rate will be 1.00%, although the actual credited rate could be higher. In fact, the fixed account has historically credited greater than 30% above the 1.0% minimum. All earnings in the account are tax-free.

If a variable investment lineup is desired, MidAmerica can offer a selection of funds covering the entire risk-return spectrum, which consists of a guaranteed fixed annuity and a diversified line-up of investments including index funds, lifestyle funds, and target date funds. Fund lineups are selected from a universe comprising hundreds of available non-proprietary funds and performance is monitored quarterly. MidAmerica will map an employer's current investment lineup to the available funds. We ensure that no current benefit is lost in the transition, and we offer this investment mapping at no additional charge.

HSA Investment Options

MidAmerica has partnered with HealthcareBank to provide a variety of investment options to HSA participants including a range of mutual funds from which to choose. HealthcareBank is a division of Bell Bank (Member FDIC), which is one of the Midwest's largest privately held financial institutions with combined assets under management of more than $5 billion. Upon request, we can work with HealthcareBank to map an employer's current investment lineup to ours and will ensure no benefit is lost in the transition. This mapping is offered at no additional charge. As is the current solution, Devenir will remain the RIA for the HSA and the same investments will be available.

5. **Insurance:** Describe the firm's Errors and Omissions Insurance, Fiduciary Liability Insurance, and bonding; provide evidence of all applicable licensing for third party administration services and/or describe legal basis for authority to serve as an HSA custodian.

   MidAmerica maintains liability insurance that meets or exceeds the generally accepted levels of coverage. Below is an explanation of our insurance coverage and the limits per claim or incident. We are licensed to conduct business in the State of Minnesota. A copy of our Minnesota license is included as Exhibit A.

Coverage Type	Amount of Coverage
Professional Liability (Errors and Omissions)	$2,000,000 each claim
Employment Practices	$1,000,000 each claim
Commercial General Liability	$2,000,000 each occurrence
Automobile Liability	$2,000,000 each accident
Umbrella Liability	$1,000,000 each occurrence
Crime	$2,000,000 limit
Cyber Liability	$2,000,000 limit
Workers Compensation and Employer Liability	$1,000,000 each accident

6. **Company information**: Please provide the following information on your company.

   a. A brief history of the company, including any entity that directly or indirectly controls the company. For the purpose of the foregoing, an ownership interest of fifty percent (50%) or more shall be deemed to represent control.

      MidAmerica Administrative & Retirement Solutions (MidAmerica) was originally formed in 1995 to focus on IRC Section 3121 Social Security opt-out programs. Since then, we have expanded that core business to include Health Reimbursement Account (HRA) and Flexible Spending Account (FSA) administration, Special Pay programs, and Trust administration services. MidAmerica originated in Lakeland, Florida, where our administrative and customer operations center still resides, and we opened a corporate headquarters in Tampa, Florida in 2016.

      MidAmerica was acquired in 2015 by Alpine Investors, a world-class private equity firm based in San Francisco. As a member of the Alpine family of companies,

MidAmerica continues to innovate, invest in our services, and expand our support and infrastructure to accommodate the needs of public sector employers, along with providing enhanced value to our partners, clients, and plan participants. Alpine is unique among private equity firms in its PeopleFirst focus, in which rigorous hiring standards and a performance culture enable companies to cultivate talent as a competitive differentiator within crowded industries.

b. If the company is an insurer or health plan, your A.M. Best rating, Weiss, Moody's, and/or Standard and Poor's ratings.

MidAmerica is not rated by agencies such as Moody's, A.M. Best, etc. Investments for the proposed VEBA and HRA are provided by American United Life Insurance Company®, a OneAmerica® company (AUL). AUL is rated A+ (Superior) by A.M. Best and AA- (Very Strong) by Standard & Poor's. MidAmerica has partnered with AUL since 2004 and currently has $1.4 billion in assets under management with them.

c. If the company is not an insurer or health plan, your Moody's, Standard and Poor's, or similar financial rating.

MidAmerica is not rated by agencies such as Moody's, A.M. Best, etc. Investments for the proposed VEBA and HRA are provided by American United Life Insurance Company®, a OneAmerica® company (AUL). AUL is rated A+ (Superior) by A.M. Best and AA- (Very Strong) by Standard & Poor's. MidAmerica has partnered with AUL since 2004 and currently has $1.4 billion in assets under management with them.

d. The company's most recent audited annual report, and its most recent SSAE 16 (SOC 2 audit report).

We have attached our most recent audited financial statements and SSAE 18 audit report as Exhibits B and C.

e. Sample copies of performance standards regarding customer service, including criteria.

Claims Processing Performance Standards

Performance Standard	Service Level*
Average percent of claims handled via auto rollover	89%
Processing accuracy	99%
Financial accuracy	99%
Overall accuracy	99%
Payment incidence accuracy	99%

*Based on 2019 data.

Customer Service Performance Standards

Item	Performance Standard
Call Abandonment Rate	<2.8%
Call Wait Time	<1:25 (1 minute, 25 seconds)*
Productivity	>78%
Quality	>90%
Payment incidence accuracy	99%

*Current standard across all lines of business. MidAmerica will provide priority handling and queue acceleration to MHC participants to ensure average speed of answer does not exceed 25 seconds (at no charge)