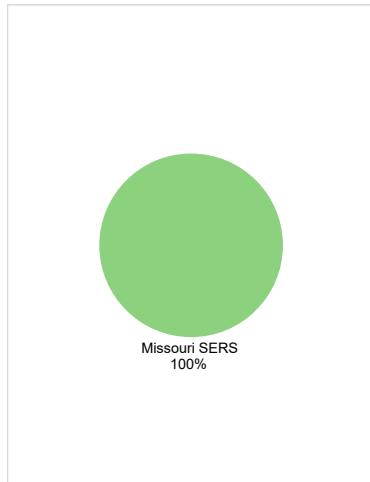
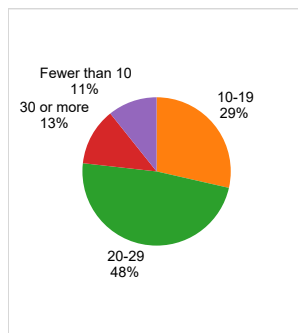


Percentage of Responses by Fund

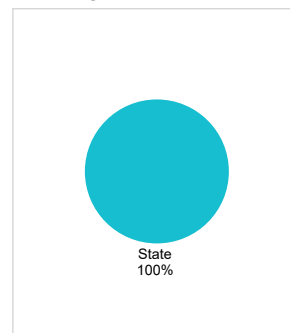
Fund ID
■ Missouri SERS



Years of Service



Job Type



Fund ID
 Missouri SERS

Response date
 2020 q4

Gender: Q16
 All

Education: Q15
 All

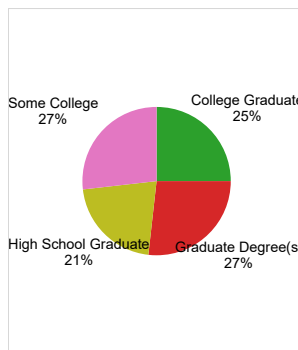
Service: Q14
 All

Age: Q13
 All

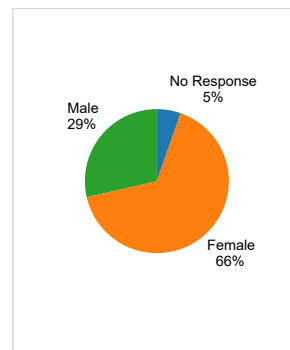
Job Type: Q11
 All

Custom Variable 1
 All

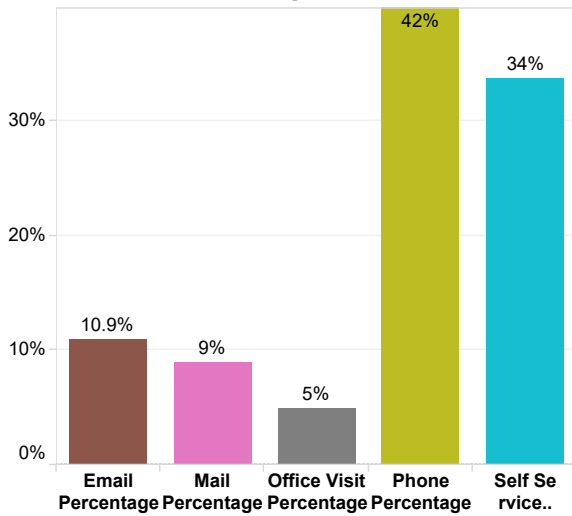
Education



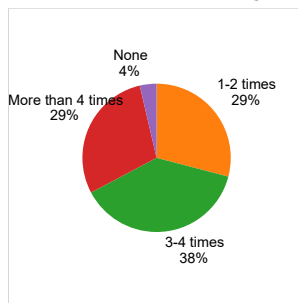
Gender



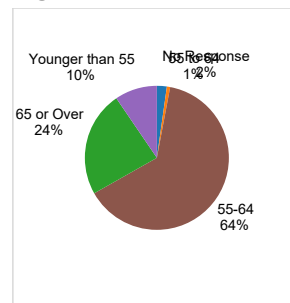
Method of Contacting the Fund



Contact Frequency

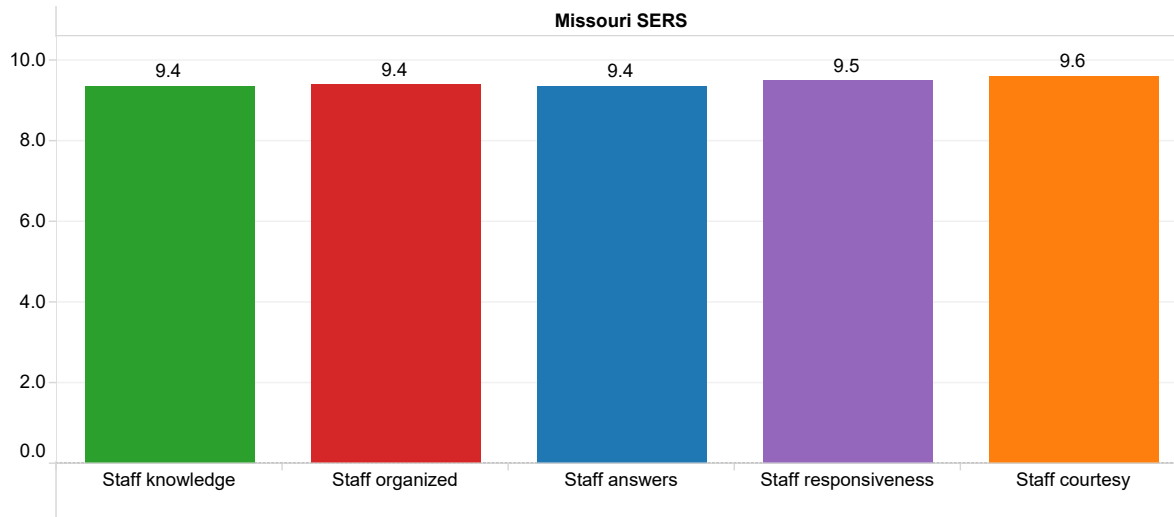


Age



N: 56

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

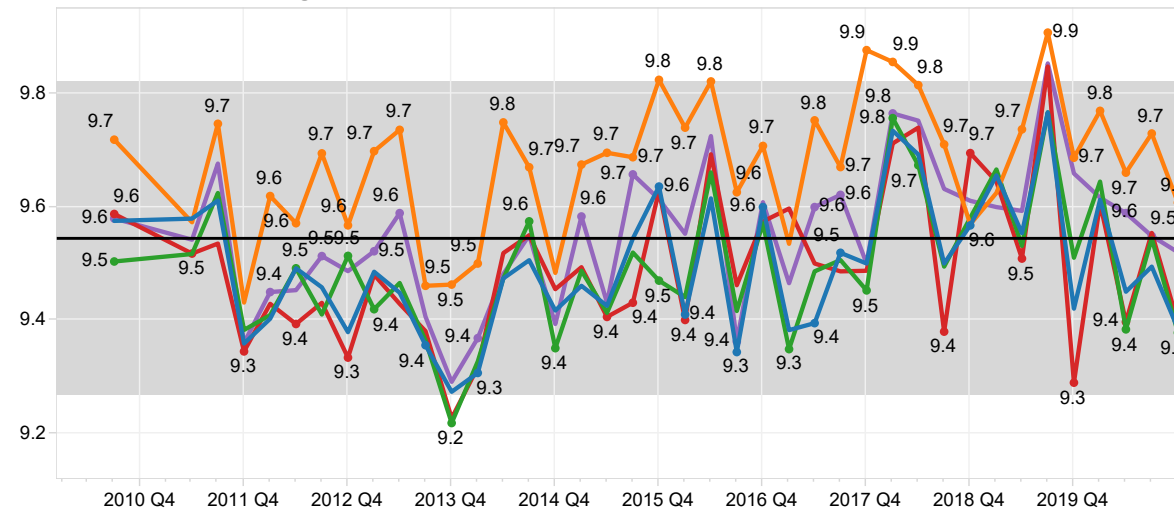
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



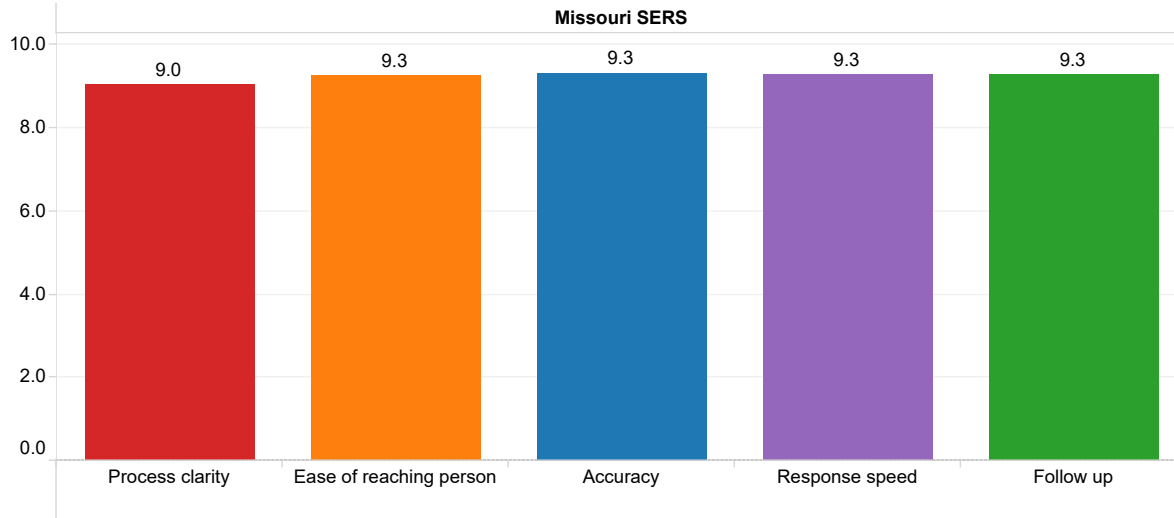
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 56

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

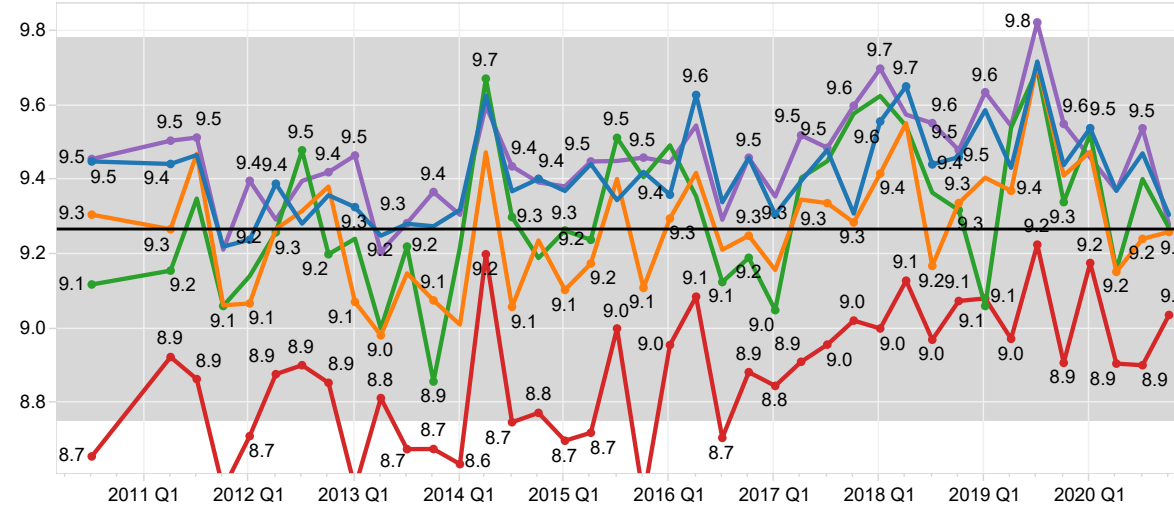
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



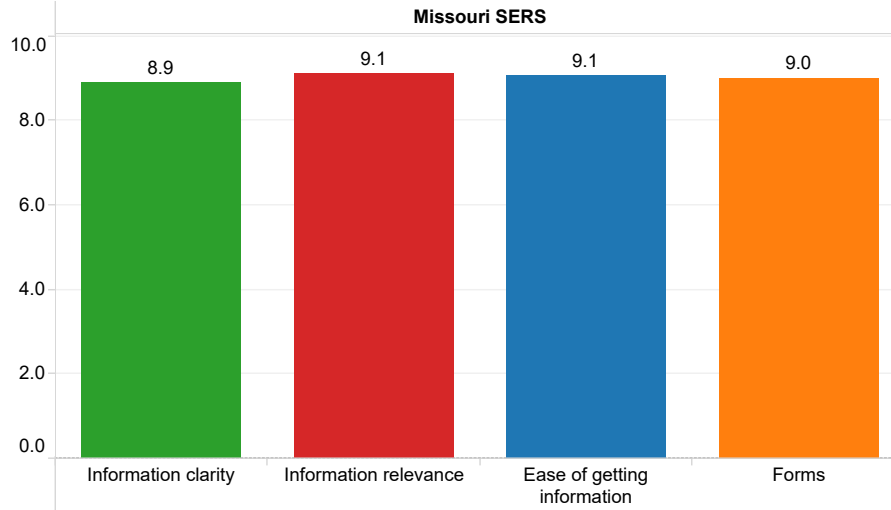
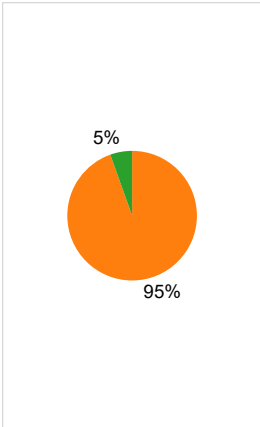
Custom Variable 1
All

Measure Names
■ Process clarity
■ Ease of reaching pers..
■ Accuracy
■ Response speed
■ Follow up

N: 56

Amount of information:.. Q4: Fund's Written Information

- About Right
- Too Little



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

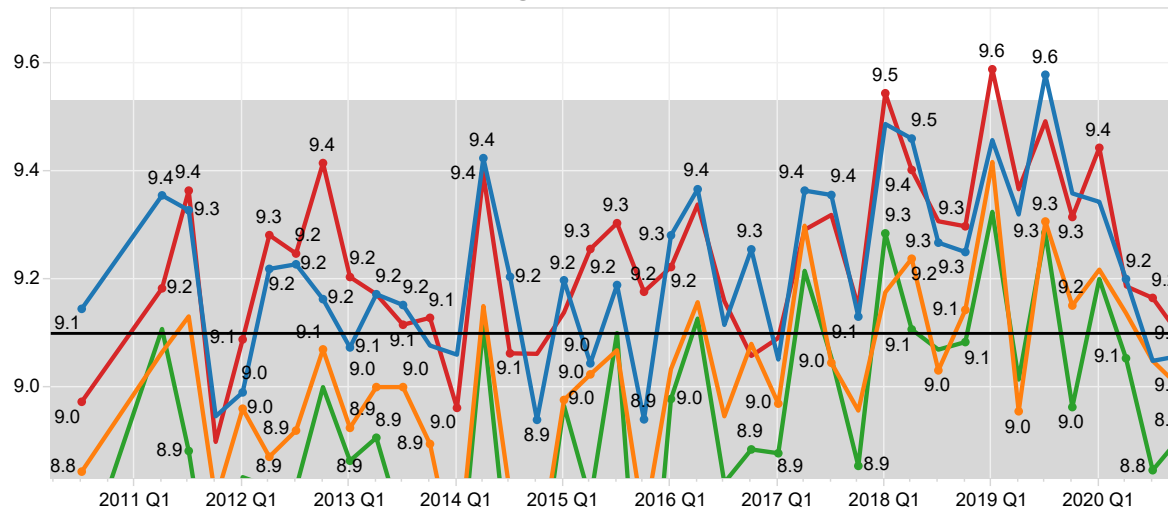
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time

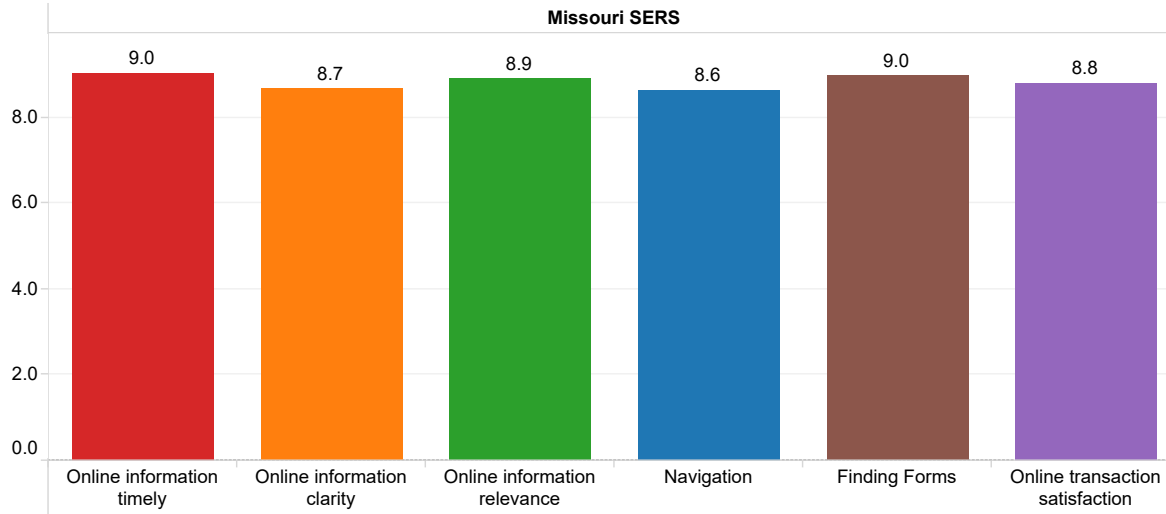


Custom Variable 1
All

- Measure Names**
- Information clarity
 - Information relevance
 - Ease of getting inform..
 - Forms

N: 56

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

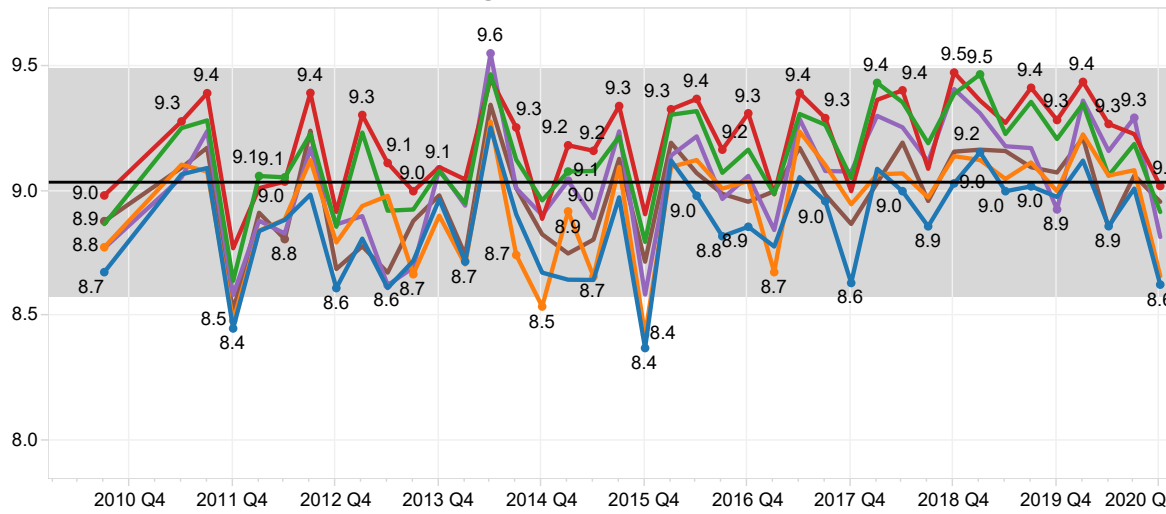
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

N: 56