

**Oklahoma 529 Plans RFP  
Questions and Responses  
October 21, 2019**

1. Can you please provide the current assets by portfolio for both plans?

**Information for the advisor-sold plan as of 9/30/19 is available at this link:**  
[OKDream AUM by Fund](#)

**Information for the direct-sold plan as of 10/4/19 is available at this link:**  
[OCSP Weekly Report](#)

2. For each plan, how many new accounts were opened by Oklahoma residents vs. non-Oklahoma residents over the past five years?

**For information on the percentage of accounts owned by Oklahoma residents, see page 17 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

3. For each plan, how much money was contributed by Oklahoma residents vs. non-Oklahoma residents over the past five years?

**For information on the percentage of program assets owned by Oklahoma residents, see page 17 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

4. Can you please provide the median beneficiary age for both plans?

**For information about the age of beneficiaries in the direct-sold plan, see page 18 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#)**

5. Will the contract be negotiated between the entities once the business is awarded? Or is there a standard contract agreement that is included as part of the RFP, which the provider would need to review as part of the RFP process?

**Any new management agreement would be negotiated once the business is awarded.**

6. Provide the number of accounts charged an annual account maintenance fee in 2019.

**No account maintenance fees are assessed on any accounts.**

7. Will the program manager have access to all forms, program documents, and program disclosure documents in Microsoft Word?

**We will work with the winning proposer to provide all necessary documents in appropriate formats.**

8. Does the State own the toll-free numbers used for servicing the plan?

**Yes.**

9. Do the plans utilize a Lockbox? If so, please provide monthly volumes by transaction type for past three years by plan.

**No.**

10. For each plan, please provide the monthly breakdown of transaction volumes (i.e. contributions, EFT, AIP, Payroll, rollovers-in, withdrawals) broken out by qualified and nonqualified for the past three years.

**For information on transactions, see pages 5 and 6 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

11. Please provide the number of incoming calls for 2017 - 2019 by month and include the average talk time, percent handled by IVR vs. representative, abandonment rate, and average speed of answer.

**For information on incoming calls, see page 12 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#).**

12. Is there a requirement for foreign language support and, if so, please provide a breakdown of materials required, fulfillment volumes and monthly call volumes for the last three years?

**There is no such requirement.**

13. Please provide the percentages of accounts that use electronic delivery for statements, confirms, and tax forms.

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#)**

14. Please provide the number of confirms, statements and tax forms mailed via paper each month for 2018.

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

15. Please provide the following data for 2018 broken down by month:

a. New enrollments - manual

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

b. New enrollments – opened online

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

c. Account maintenance transactions – manual

**See page 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

d. Account maintenance transactions – initiated online

**See page 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

e. Outgoing client service correspondence

**See page 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

f. Online chat interactions received or resolved

**This service is not provided.**

- g. Client service email interactions received or resolved

**This information is not available.**

- h. Incoming faxes received

**This information is not available.**

- i. Regular USPS mail received

**See page 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

- j. Airbill (overnight) mail received

**See page 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

- k. ACH vs. check contributions received

**See pages 5 and 16 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

- l. ACH vs. check withdrawal transactions sent

**For information on account redemptions, see page 5 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

- m. Incoming and Outgoing plan rollovers

**See page 7 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#).**

16. Who owns the intellectual property rights:

1. Forms
2. Brochures
3. Web copy

**The state owns the intellectual property rights to each.**

17. Please provide statistics on employer-based activity: number of accounts contributing via payroll deduction, methods of employee contribution (i.e. check & roster, ACH), and number of companies participating.

**See page 5 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#)**

18. Will the State provide (or cause the current manager to provide) the contact information for all of the employer-based firms?

**Yes.**

19. Does the State currently receive compensation from the current program manager to support any state functions, including but not limited to scholarships and marketing campaigns? If so, please provide a breakdown of the types of fees and the amount for each type of fee.

**The state receives no compensation from the plans.**

20. Please provide the annual marketing budget for the last 3 years. (National Marketing vs. In-State by percentage, if allocated as such.)

**Marketing budgets are used 100 percent for in-state marketing.**

**Direct-sold plan budget:**

**2019 - \$1,175,000**

**2018 - \$1,175,000**

**2017 - \$1,075,000**

**Advisor-sold plan budget:**

**2019 - \$125,000**

**2018 - \$125,000**

**2017 - \$125,000**

21. For each plan, what percentage of accounts had no financial activity in 2018?

**This data is not available.**

22. Is transaction history available back to the plans inception?

**Transaction history is available for all current account owners.**

23. Are source documents (account applications, transaction instructions, correspondence etc), account statements, and tax forms all available electronically back to the plans' inception?

**Source documents for all current account owners either already exist electronically or could be converted.**

24. If applicable, please provide a list of all inbound and outbound transmissions by the plan?

**Not applicable.**

25. What is the current number of active selling agreements with broker/dealers?

**The advisor-sold plan currently has 101 selling agreements with broker/dealers.**

26. Will the State provide (or require the current distributor to provide) the contact information for all of the firms having selling agreements?

**Yes.**

27. Are there separately managed accounts being used for either of the programs?

**No.**

28. Please provide the current assets of each plan by option and share class.

**Information for the advisor-sold plan as of 9/30/19 is available at this link: [OKDream AUM by Fund](#)**

**Information for the direct-sold plan as of 10/4/19 is available at this link: [OCSP Weekly Report](#)**

29. Provide more detail on the operational metrics of each program such as

1. Number of calls per year,

**See page 12 of the linked quarterly report: [Oklahoma 529 College Savings Plan – 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

2. Percentage of accounts on e-delivery,

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

3. Number of electronic and paper transactions per year etc.

**See page 8 of the linked quarterly report: [Oklahoma 529 College Savings Plan - 2019 Q2](#). Information from previous quarters can be found in the following linked reports: [2019-Q1](#), [2018-Q4](#), [2018-Q3](#), [2018-Q2](#), [2018-Q1](#), [2017-Q4](#), [2017-Q3](#), [2017-Q2](#), [2017-Q1](#), [2016-Q4](#), [2016-Q3](#), [2016-Q2](#), [2016-Q1](#).**

30. Outside of the duties required of the program manager related to SEED OK, is there interest in supporting or launching other child savings accounts, or child development accounts, using the Oklahoma College Savings Plan?

**The Board of Trustees has had no discussions at this point about supporting or launching such an initiative.**