

Problem Resolution

25. How many times in the last six months have you had a difficulty or question which required the assistance of a Customer Service Representative at 800-365-8494?

- 0 1 2 3+

26. Was your problem resolved accurately and in a timely manner? Yes No

27. How many times in the last six months have you had a difficulty or question which required assistance of a Salem office Deferred Compensation Representative?

- 0 1 2 3+

28. Was your issue resolved accurately and in a timely manner? Yes No

Additional Services

29. Would you like your quarterly statements provided online rather than mailed to you?

- Yes No

30. Would you be willing to pay an annual fee for investment advice and retirement planning services of \$100-\$200 which would be automatically deducted from your account?

- Yes No

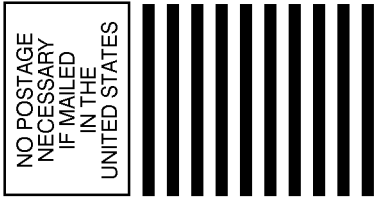
Information About You

31. Which statement best describes you:

- Six or more years until retirement
- Five or fewer years until retirement
- Already retired or separated

Comments and Suggestions

Thank you for your time.
Please mail by November 8, 2002.



Y MAIL
19 BOSTON MA
DRESSEE

FPO **SON JUNICATIONS**

-9943

BUSINESS
FIRST-CLASS MAIL PER
POSTAGE WILL BE

ATTN: LIS/
EMPLOYEE
CITISTREE
PO BOX 13
BOSTON MA



OSGP Wants Your Feedback



In previous editions of the *Plan Update* we have shared information about plan features, changes you need to be aware of, and investment topics of interest. In this issue we are asking you to share with us. Please take a few minutes to complete this survey about our customer service. You can help us assess how well we are serving you and how we can make your plan even better. Simply fold and tape closed before mailing. No postage is required. Thank you.

Please check the response that best describes your OSGP experience.

General Questions

1. Please rate overall OSGP customer service.
 Very pleased Pleased
 Needs improvement Dissatisfied
2. How well do we communicate the plan's features such as deferral amounts and investment choices?
 Very well Adequately
 Needs improvement Poorly
3. How well does the plan provide information to help you plan for your retirement?
 Very well Adequately
 Needs improvement Poorly
4. How valuable is it to you to have access to your account by phone?
 Very important Useful
 Not important
5. How valuable is it to you to have access to your OSGP account on the Internet?
 Very important Useful
 Not Important Internet not available

Publications

6. How easy is it to use the OSGP forms?
 Very simple Easy
 Somewhat difficult Difficult
7. How valuable to you are the quarterly Plan Update newsletters?
 Very valuable
 Have useful information
 No time to read them
 Too difficult to understand

8. Please suggest topics you would like to see in future newsletters.

Educational Seminars

9. How many OSGP educational seminars have you attended? 0 1 2 3+
10. How valuable are OSGP educational seminars to you?
 Very valuable
 Some useful information
 Too difficult to understand
11. How did you learn about the free educational seminars?
 OSGP portion of PERS web site at www.pers.state.or.us
 Posting in office
 Participant web site at osgp.csplans.com
 Email from supervisor
 Note on back of paychecks
 I didn't know they were available
 Other: _____

Information Line at 800-365-8494

12. How many times have you used the automated phone system in the last six months?
 0 1 2 3+
13. How easy is it to use the automated phone system?
 Easy Somewhat difficult Difficult
14. How many times have you spoken with a Customer Service Representative in the last six months?
 0 1 2 3+
15. Was the Customer Service Representative courteous? Yes No
16. Was the Customer Service Representative knowledgeable about the program's investments? Yes No

17. How well did the Customer Service Representative understand the program rules?
 Very knowledgeable
 Answered most of my questions
 Superficial knowledge
 Knew very little

Web Sites

18. How many times have you visited the OSGP portion of the PERS web site at www.pers.state.or.us in the last six months?
 0 1 2 3+
19. How satisfied are you with the completeness of the OSGP information on this site?
 Very satisfied Satisfied
 Somewhat dissatisfied Dissatisfied
20. How easy is it to use the PERS/OSGP web site?
 Easy Somewhat difficult Difficult
21. How many times have you visited the participant web site at osgp.csplans.com in the last six months?
 0 1 2 3+
22. The participant web site contains general investment information, specific plan information, and allows account transactions to be made. How satisfied are you with this web site overall?
 Very satisfied Satisfied
 Somewhat dissatisfied Dissatisfied
23. How easy is it to use the participant web site in its current updated form?
 Very simple Easy
 Somewhat difficult Difficult
24. How satisfied are you with the following sections of the participant web site:
a. General information
 Very satisfied Satisfied
 Somewhat dissatisfied Dissatisfied
b. Information specific to the OSGP
 Very satisfied Satisfied
 Somewhat dissatisfied Dissatisfied
c. Account transaction
 Very satisfied Satisfied
 Somewhat dissatisfied Dissatisfied