

EXHIBIT C – QUESTIONNAIRE

(RESPONDENT SHALL USE QUESTIONNAIRE NUMBERING IN ITS PROPOSAL)

Organization and Experience

1. How long have you maintained pre-paid debit card services? How many customers are you currently providing pre-paid debit card services (distinguish between single load and reloadable card services)? How many of these customers are state or large local governments?
2. In the last three years, what, if any, significant organizational changes (i.e., mergers, acquisitions, business concerns, etc.) have occurred?
3. Provide a summary of current and previous work performed within the last five (5) years for a comparable public sector client which is similar in nature to that proposed for LACERA under this RFP. Provide a contact name, e-mail address, and phone number.
4. Respondents shall: (1) Note any instances in the last three (3) years where a client receiving services similar to one (1) or more of the service areas requested in this RFP discontinued such services. (2) Indicate why services were discontinued. (3) List a reference person(s) from organizations which were provided the services. Include a current telephone number.
5. If respondent is dependent on any other company as a partner, co-respondent, sub vendor, or any other business relationship in order to provide the services included in the proposal, please describe in detail.
6. Any respondent contemplating using a third-party subcontracting arrangement should supply customer references that utilize similar arrangements and identify the structure of the relationship for each reference.
7. Provide the following credit and financial information: (1) Net equity capital (2) Your bank's rating as determined by a Nationally Recognized Statistical Ratings Organization (NRSRO), as defined by the Securities and Exchange Commission. (3)
8. Provide details with respect to significant litigation against your firm for the last ten (10) years and any significant regulatory actions taken or pending that will impact your business.

Debit Card Service

1. Provide a brief description and general workflow of your pre-paid debit card service solution, including, but not limited to, its brand and ability to provide single load or a reloadable debit card. Attach any diagrams that would assist in understanding the service.
2. LACERA has members who are also survivors that receive a continuance payment. Is your debit card capable of accepting benefits from two or more payment streams?
3. Is your pre-paid debit card product signature-based, PIN based, or both? Please describe capabilities of both.
4. Does your pre-paid debit card comply with rules, regulations, and guidelines for prepaid debit cards, e.g., NACHA rules and Federal Reserve Regulation E? Explain.
5. Do the pre-paid debit cards have an expiration date? If yes, how often do they expire and how are the cards replaced?
6. What differentiates your pre-paid debit card service from other providers?
7. Describe in detail the options that are available for LACERA to fund the debit cards. When will the funds settle to the individual cards?
8. Describe the process by which the LACERA can reverse a payment made in error or if fraud is discovered prior to activation of the card and if fraud is discovered after activation.
9. What is your organization's minimum load for your debit card service? Maximum load? Are these limits subject to change as instructed by LACERA?
10. What liability, if any, does LACERA have for card fraud? If applicable, provide examples of scenarios.
11. Describe the processes surrounding overpayments produced by LACERA and recollection efforts.

Distribution of the Debit Card

1. Describe in detail your process for new card enrollment/issuance. Please detail all parameters necessary for enrollment and how parameters are created, identified, maintained, and managed.
2. Describe the proposed solution for the creation and mailing of a debit card to a designated monthly benefit recipient.
3. How does your organization handle joint account owners? Will you provide a unique card number to each account owner? Does the activation of one card automatically activate the second card? Will each card have a unique PIN number? Explain the process.
4. Will your debit cards include an activation sticker? If so, please provide an example and the information to be displayed. If not, what is your proposed method of activation notification?
5. Once the issuance file is received from LACERA, how long does it take for the card to be produced and placed in the mail? For a cardholder to receive the card via US Mail, what city is the card mailed from?
6. Does your organization have the capability to distribute cards to cardholders living in Canada and those with FPO and APO addresses? Delivery shall be provided by regular U.S. mail delivery service.
7. Does your organization have the capability to distribute debit cards overseas? If LACERA has participant benefits that need to be sent overseas, what is your proposed solution? How is that impacted by COVID-19?
8. Describe the process the vendor will utilize to handle the return of undeliverable debit cards.

Debit Card Activation

1. List the specific information you will require LACERA to provide for each participant account for activation verification. What alternatives are available if the LACERA does not have a required piece of information?
2. Describe how the cardholder may change/choose their PIN after receipt of the pre-paid debit card including how this process works. How many times can the PIN be changed? Will there be any charge to the cardholder for changing their PIN multiple times? Describe all of the methods available to the cardholder to choose or change their PIN under the following circumstances: (1) After initial issuance (2) Lost/Stolen Card (3) Forgets PIN (4) PIN compromised.
3. Provide samples of reporting, i.e., cards that have not been activated or cards that have been activated but dormant, etc.
4. How long would your institution prefer to leave a \$0.00 balance account open? Explain your reasoning for this time period.
5. What happens to funds that are sent to an incorrect account number/ loaded to the wrong card? Will an effort to post the funds to the correct account be made prior to returning the funds to LACERA? How does the respondent propose the impacted participant(s) be notified?
6. Describe how you handle escheatment?
7. How are balances transferred from one card to a replacement card? How quickly is this transfer accomplished? Please describe.

Use of Debit Card

1. How may a cardholder use their card to make payments, obtain cash, and transfer funds? List options available and proposed fees for each service/method in a table.
2. Does each cardholder have inquiry and transaction history access to his/her account? Describe the formats or methods offered and any applicable fees for each option. (1) Mailed monthly paper statement (2) Automated IVR (3) Internet (4) Customer Service (5) E-Mail (6) ATM (7) Other
3. What methods may a cardholder use to check the balance on their card? Indicate the methods and any applicable charges. Are free balance inquiry options listed on the back of the card?

4. What liability, if any, does a cardholder have for fraud? If applicable, provide examples of scenarios that would trigger the liability.
5. Describe methods of monitoring account transactions to identify any unusual spending patterns or frequencies, attempted purchases at excluded merchants, or purchases made on dates and times that are outside of normal cardholder spending patterns. Additionally, describe procedures for contacting the cardholder when fraudulent card usage is suspected.
6. What is the process for lost or stolen cards? How are the cards replaced? Describe the process when the participant reports non-receipt of their initial or replacement card.
7. Provide the conditions by which the network would allow for the possibility of a card to be overdrawn (such as: gas pump sales, hotel stays, internet sales, etc.) and your method for getting reimbursements of those overdraft amounts from the cardholder. If overdrafts are not possible, describe any limitations this may place on the use of the card.
8. Does the respondent provide a number of fee free denials when the balance is insufficient? Is there an overdraft charge when the payment is made without system authorization against an insufficient balance? Explain.
9. Indicate the system available for use by LACERA staff to place stop payments on outstanding payments. Describe and illustrate the process to release a stop payment.
10. Identify any special communications capabilities or equipment requirements that would be necessary for LACERA to effectively place stop payments on outstanding payments when utilizing the system made available by the respondent.
11. Describe the marketing materials/techniques you intend to use in the promotion and marketing of the debit card service and, if possible, provide examples.

Cardholder Costs

1. Other than the mandatory free teller assisted withdrawal, what are the free points of access for the cardholder? List free access points and chargeable access points in a table with the applicable fees.
2. Provide a sample of the fee schedule/card enclosure that will be provided to cardholders as notice of the applicable fees as well as any information provided to assist them in avoiding incurring fees in their use of the debit card. Information regarding international fees and/or exchange rates should be included in the fee schedule/card enclosure.
3. How would a cardholder have to-the-penny access to their balance at no cost to the cardholder? List all options available.
4. What ATM/POS/Debit Networks are available with your debit card product? How many of these ATMs are in California? Please provide a map of ATM locations in the State of California.
5. How much money can a cardholder obtain via one transaction at an in-network ATM? At an out-of-network ATM?
6. Are there any daily POS limits? Explain.
7. When being used with a PIN, how much can a cardholder receive as cash back during a POS transaction? Is there a cost to the cardholder for cash back with a purchase?
8. Describe the free points of access for balance inquiries.
9. Describe options available to a cardholder to transfer funds to a different or separate account and any applicable costs.
10. Provide three (3) likely scenarios of debit card usage by a recipient participant (not including the participant withdrawing the entire amount as a teller cash withdrawal) based on your experience with similar card services. Indicate the amount of fees the participant will incur based on each usage scenario.

Reports

1. List all means by which the respondent could make reports available to LACERA (Internet, on-line, paper, fax, etc.) Identify any special communications capability or equipment requirements that would be necessary for LACERA to access the reports. (Any expense for LACERA to access reports via means not currently possessed by or available to LACERA will be the responsibility of the vendor.)
2. The vendor must provide activity reports to LACERA on an agreed upon basis (e.g., daily, monthly, quarterly, annually). Provide sample reports that include the following types of information: (1) Funding amounts received/daily transfers (2) Record count of daily transmission file (3) Dollar amount and record count of funding applied to cardholder accounts (4) Funding amounts returned or any transfer rejections along with account information (5) Number of new accounts established (6) Undeliverable/Returned cards (7) Number of Debit Cards not activated and details on these accounts (8) Dormant Accounts
3. Identify the various standard reports that are available (e.g. – Days before Card Expires, Account Creation, Account Activation, ACH Rejects, Lost/Stolen Cards, Non-Activated and Re-Issued Accounts). Provide samples and explain how reports shall be accessed.
4. Identify any reports that are customizable or sortable by LACERA. Provide samples and explain options available.
5. Describe how LACERA personnel will access the vendor's on-line system for management information/reports that will be made available to LACERA; include any specific hardware and software requirements.
6. Provide a description of the reporting packages you offer. Include whether your package has exporting or e-mail capabilities.
7. Identify the reports available to assist LACERA in monitoring the card service and its usage. (e.g. – In total and broken down by refund amount ranges: the number of accounts drained in one over-the-counter withdrawal; the average number of POS transactions per account; the average number of ATM transactions per account; the number of free and number of chargeable transactions utilized per account).
8. How does the respondent recommend LACERA monitor the prepaid debit card service and what reports does the respondent suggest we utilize for these purposes?

Customer Service

1. Briefly describe the respondent's customer service capabilities for a retirement system or government agency similar in size to LACERA's approximate 70,000 retired members (or \$74 billion investment portfolio) including those items which set you apart from your competition.
2. Describe your organization's Customer Support Package. (1) List all free points of access to the cardholder regarding account balances, financial transactions detail, cardholder questions, the ability to select or change their PIN, etc. (2) Include a diagram of the call flow and internet inquiries including the menu and options for the participants will encounter when requiring customer service. (3) Provide examples of computer screen shots and explanations.
3. Describe how your organization will meet the following customer services issues: (1) How cardholders are notified of changes in policy or procedures that affect them. (2) How cardholder complaints are resolved, and the timeframes associated with that process. List the types of issues you anticipate and explain how they will be resolved. (3) How errors are resolved, and timeframes associated with the process. (4) Describe how issues of fraud and liability are handled. (5) Describe how returned mail is handled and how it will be reported to DOR. (6) Explain your process for reporting lost, stolen, or damaged cards and describe the procedure and timeline for the replacement card. (7) Detail all services that will be provided to cardholders including those living outside of the continental United States and those with FPO and APO addresses. (8) Describe how your secure internet-based management tool will work and include in your response how technical support will be provided to those participants that are having problems using the website. (9) Describe any transactions that will be disallowed through this contract.
4. Who is the primary customer service representative and how do you ensure continuity of service when they are unavailable?
5. Who will manage resolution of any day-to-day operational problems? What is the current client load of this person?
6. Who will handle policy issues?
7. Who will handle pricing issues?
8. What daily hours will the above-stated contacts be available?

9. Describe the responsibilities of the customer service personnel, including their supervisors and the chain of command for problem resolution.
10. Include resumés of key representatives LACERA will interact with, including each of the above-stated contacts. Each resumé should include the representative's education and relevant experience providing the services covered by this RFP and applicable ongoing training.
11. Explain how the quality of customer service will be monitored and how the results will be reported to LACERA.
12. Explain how customer complaints will be handled and how the complaints and resolution will be reported to LACERA.

Data Management

1. What security procedures are in place to minimize the risk of unauthorized transactions (e.g., encryption/authentication)?
2. What controls are in place to protect against lost files and duplication of transmissions?
3. What support do you provide for recreating files that may have been corrupted, lost, or destroyed?
4. Describe what technical support is available and the hours it is available to LACERA staff.
5. What physical and software security measures does the provider take to protect the confidentiality of the company's transaction information?
6. Please describe in detail how your company will successfully process a daily electronic file and notification capabilities.
7. What information is required from LACERA in order to setup cardholder information? Please describe your preferred data file and format/layout and the information needed in detail.
8. What type of secure data connection does your financial institution provide? Please describe procedures for using an industry standard electronically secure data connection, using point-to-point data encryption, which allows LACERA to transmit

account information (i.e., new accounts, updates, payments, etc.). Vendor must provide an electronic confirmation to LACERA of the receipt of files.

9. Vendor must describe how it will establish and maintain security safeguards and procedures to guarantee the confidentiality of all data obtained from LACERA. Vendor must provide a copy of all confidentiality agreements signed by its employees or sub vendors, if any, and/or all information provided to its employees or sub vendors with regard to the confidentiality of data obtained from LACERA.

Additional Service Requirements

1. Will any portion of this contract be handled outside the United States?

Transfer of Funds to LACERA

1. Indicate what time of day LACERA will expect to receive the wire transfer or ACH payment of funds removed from card accounts as instructed by LACERA.
2. If the respondent has an alternate method to timely transfer these funds to LACERA, please explain. (Note: LACERA is interested in solutions that will have the least financial impact.)

Collateral

1. If applicable, indicate how the respondent will provide sufficient collateral to secure LACERA public fund balances on deposit.

Quality of Service

1. How will the respondent monitor the quality of service provided to LACERA?
2. What steps will be taken to correct deficiencies noted by LACERA?
3. What quality standards will the respondent use to measure the prepaid debit card services?
4. What safeguards are built into the respondent's system to prevent fraud, incorrectly reported items, and misapplied transactions due to encoding errors?

Disaster Recovery

1. Provide a summary of the bank's as well as any third-party vendor's disaster recovery plan as it relates to the services requested. The summary should clearly outline how your organization will ensure LACERA members have uninterrupted access to their funds, and access to any support services provided in terms of customer service and assistance with accessing their funds.
2. Where are off-site facilities for disaster recovery purposes located?
3. Where is the "hot" site for disaster recovery located?
4. How quickly can the "hot" site be implemented in the event of an emergency?

Implementation

1. Provide an implementation plan for assuming responsibilities for and implementing pre-paid debit card services, including testing and a suggested implementation schedule. The implementation schedule must outline the milestone dates to accomplish the deployment of issuing debit cards for participants. This should include detailed tasks, dates and resources assigned and identified for each milestone.
2. Please include LACERA's responsibilities and critical timing during the implementation.
3. Provide a copy of all agreements and forms the respondent desires LACERA to complete and approve to contract for pre-paid debit card services and any other services associated with this contract. (Acceptance of a respondent's proposal does not indicate acceptance of the terms of any agreements provided in response to this item.)
4. Will a project manager be assigned to manage implementation? If so, provide the name and resumé of the project manager, including past implementation experience.
5. Indicate your plans for educating and training LACERA employees in the use of your systems before and after implementation. Describe support provided during implementation, including training, technical assistance, and user manuals.

General Requirements

1. Provide information on any related service offerings currently provided or planned by the respondent in the next twelve (12) months that may benefit LACERA and its participants.
2. Describe your current planned enhancements with regard to services and technology.
3. Will the respondent outsource any of the services contained in this RFP, or have plans to do so? Please explain.
4. Is the respondent currently involved in, or planning any major system changes, acquisitions, or conversions? If so, please explain your plans and include the potential impact to LACERA and this Contract.