

2010 TSC Client Survey Results

Every year we ask our clients for feedback regarding the services we provide. We use their feedback to improve and enhance our services. Following are the cumulative results of 548 respondents for 2010.

Rating of Good to Excellent	We asked our clients to rate us on the following questions:
99%	How well do you believe TSC understands your company's retirement plan needs?
98%	How well do you feel TSC provides the education and tools to assist you in meeting your fiduciary responsibilities?
100% (up from 99%)	What level of technical knowledge do you believe TSC offers to your company?
100% (up from 99%)	How well do you think the range of services TSC offers matches your retirement needs?
100% (up from 99%)	How well did TSC implement solutions to meet your retirement plan needs?
100% (up from 99%)	How well would you rate the professionalism displayed by TSC?
99%	How do you rate the TSC administration staff in regards to responsiveness, dependability and professionalism?
99% (up from 97%)	How well does TSC keep up to date with your changing retirement plan needs?
99% (up from 98%)	Rate the standard of communication you receive from TSC in relevance to quality.
99% (up from 97%)	Rate the standard of communication you receive from TSC in relevance to quality.

We are proud to have over 450 clients who have indicated their willingness to be a reference for our services. Here's what a few of our clients are saying about their experience with TSC:

"You guys are the 'Gold Standard'!" - Phil Simonet of Paramount Real Estate Corp

"As a new HR Manager, TSC, especially Casey G., has been a tremendous help answering employee questions regarding their 401(k) plan. Thank you." - Jeff Staley of Lakeshirts, Inc.

"I love Michele Flaming. She is so patient with my questions, many often repeated, and answers are complete, basic – easy to understand. THANK YOU MICHELE!" - Virginia Peterson of MSP Travel Group

"You guys are wonderful. No matter what my question is there is always someone who will help or forward me to someone who can. I don't know what I'd do without your help." – Theresa Coville of Ardito, Sweeney, Stusse, Robertson and Dupuy

"Paul Erickson provides Partners in Pediatrics excellent service!" - Mary Jenkins of Partners in Pediatrics, LTD

"Dear, TSC, Brings Co. has used your services for 15 or more years. You've done an excellent job over the years and have offered new and improved services as the times have changed. Thank you for all your help." - Pat Coan of Brings Company, Inc.

"Karen Thompson and TSC do a fantastic job each year with our plan. I wish other companies I work with made my life this easy!" - Gary Rice of Guild Art Corporation