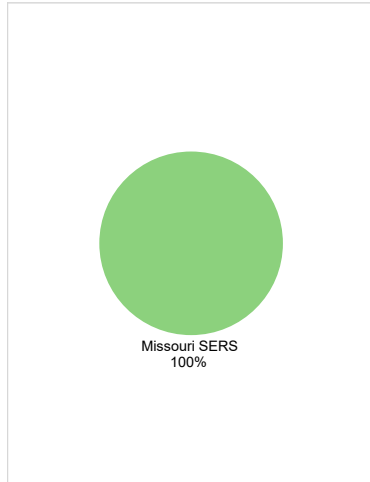
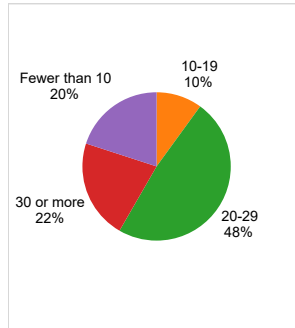


### Percentage of Responses by Fund

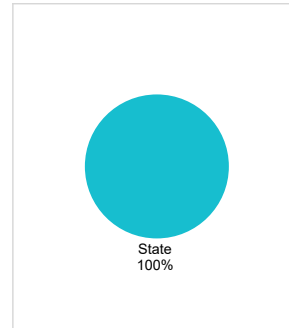
Fund ID  
■ Missouri SERS



### Years of Service



### Job Type



Fund ID  
 Missouri SERS

Response date  
 2022 q2

Gender: Q16  
 All

Education: Q15  
 All

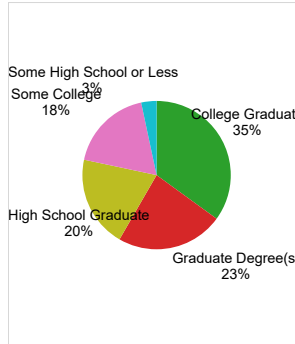
Service: Q14  
 All

Age: Q13  
 All

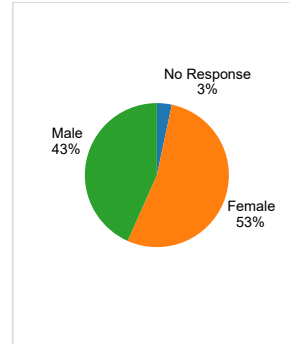
Job Type: Q11  
 All

Custom Variable 1  
 All

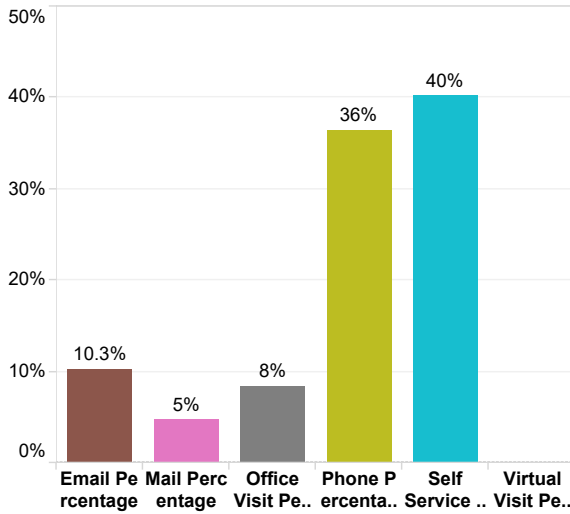
### Education



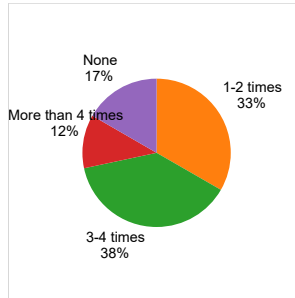
### Gender



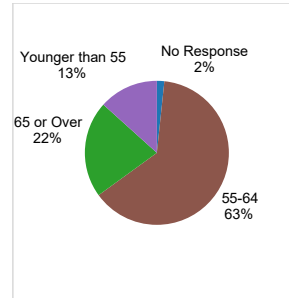
### Method of Contacting the Fund



### Contact Frequency



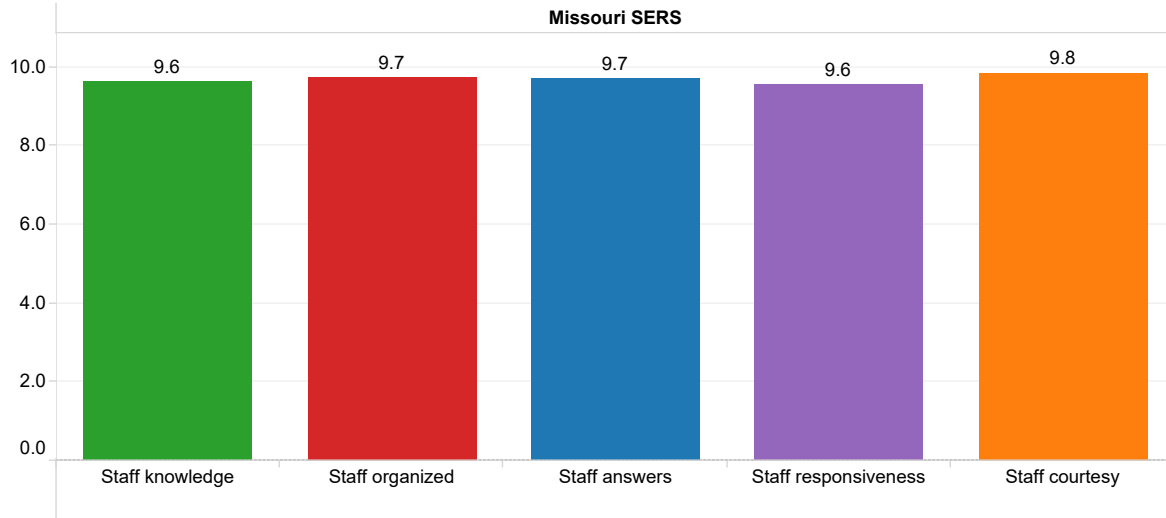
### Age



**N: 60**

**Q2: Fund Staff**

**Fund ID**  
Missouri SERS



**Response date**  
2022 q2

**Gender: Q16**  
All

**Education: Q15**  
All

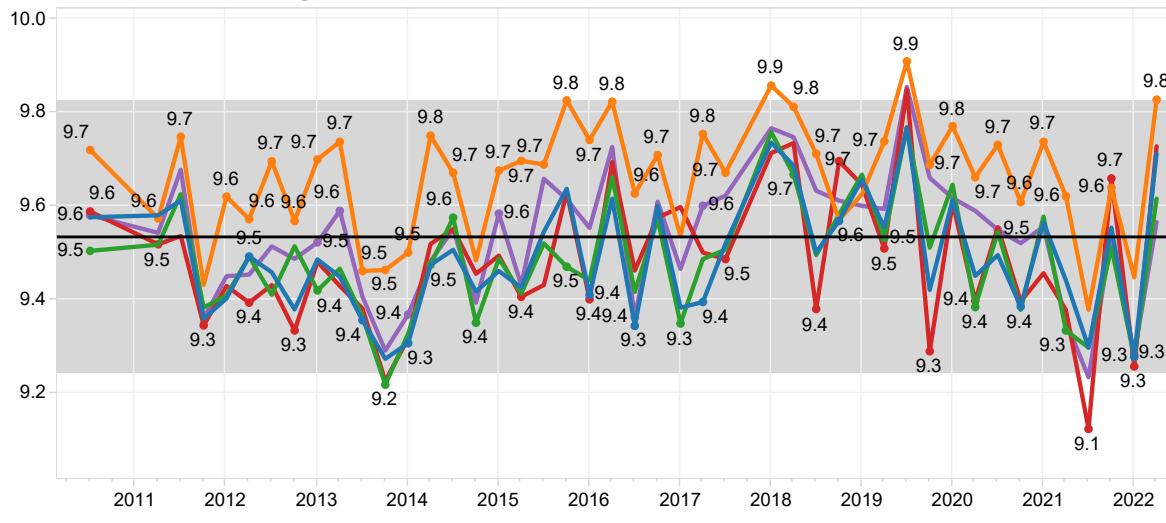
**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

**Q2: Fund Staff: Change Over Time**

**Custom Variable 1**  
All



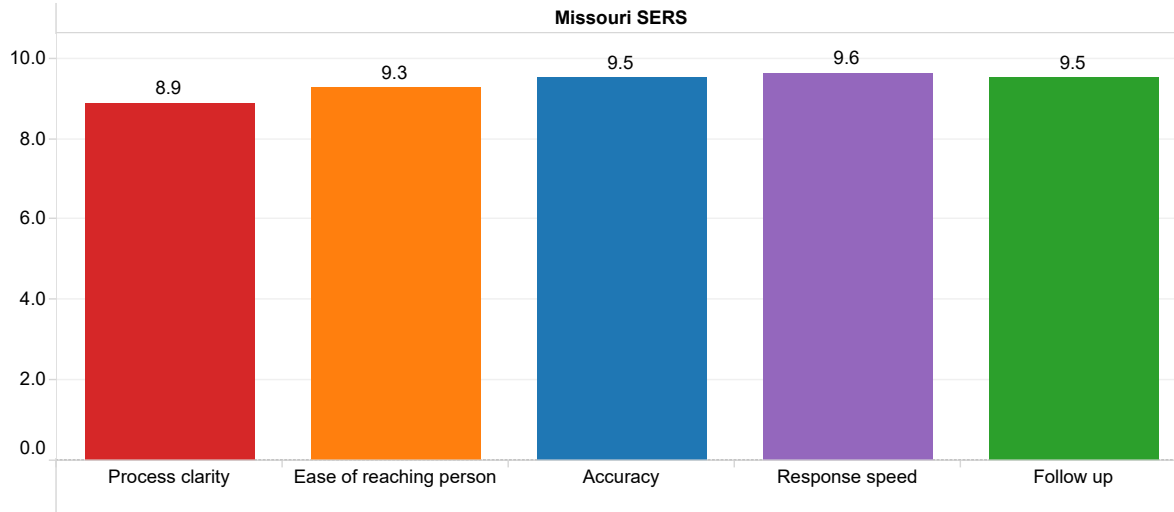
**Measure Names**

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

**N: 60**

### Q3: Fund Retirement Process

Fund ID  
Missouri SERS



Response date  
2022 q2

Gender: Q16  
All

Education: Q15  
All

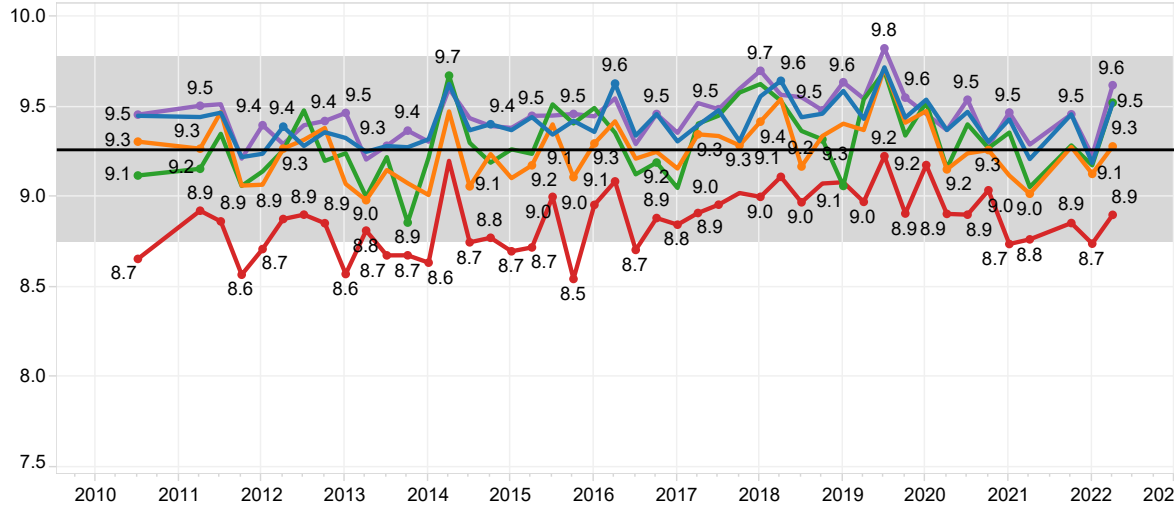
Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

### Q3: Fund Retirement Process: Change Over Time

Custom Variable 1  
All

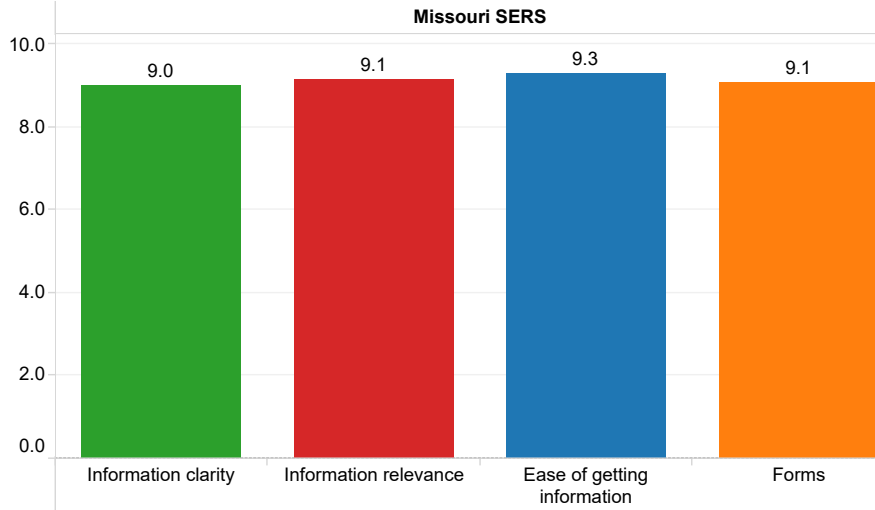
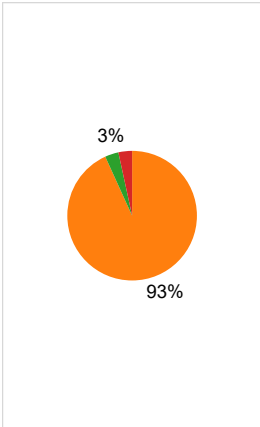


Measure Names  
■ Process clarity  
■ Ease of reaching pers..  
■ Accuracy  
■ Response speed  
■ Follow up

N: 60

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

- About Right
- Too Little
- Too Much



**Fund ID**  
Missouri SERS

**Response date**  
2022 q2

**Gender: Q16**  
All

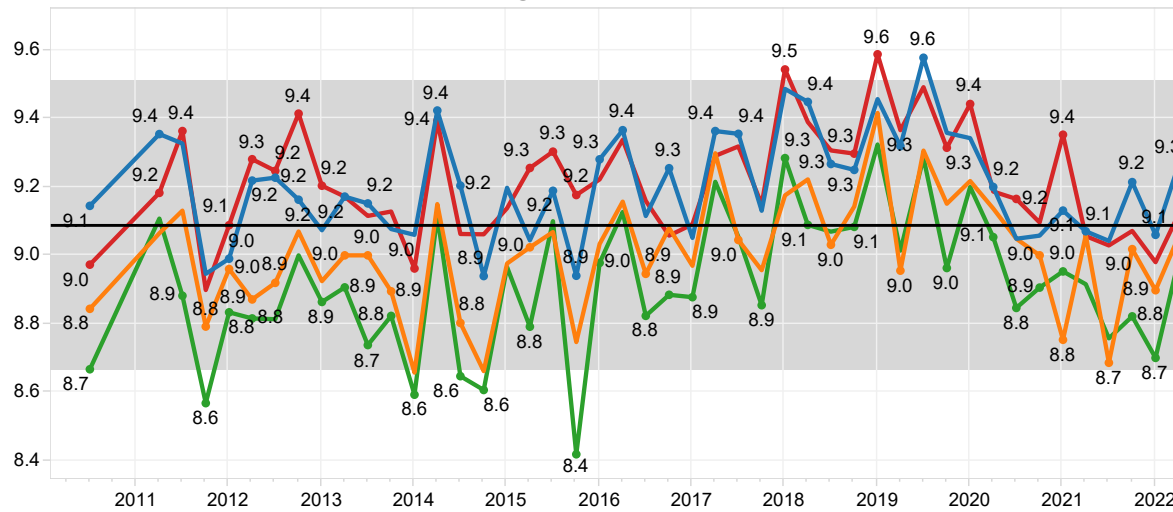
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

**Q4: Fund's Written Information: Change Over Time**

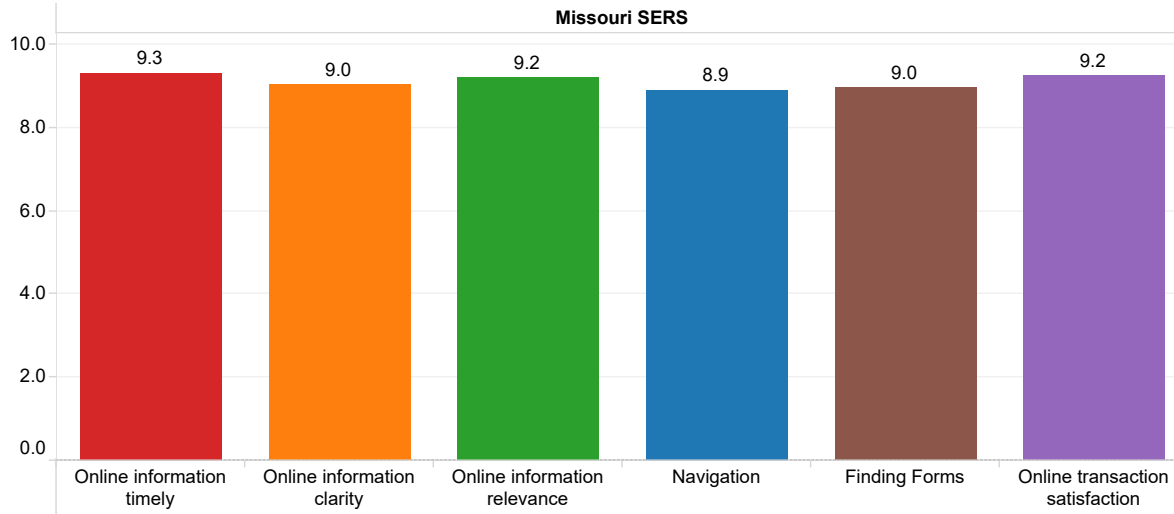


**Custom Variable 1**  
All

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

**N:** 60

### Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2022 q2

**Gender: Q16**  
All

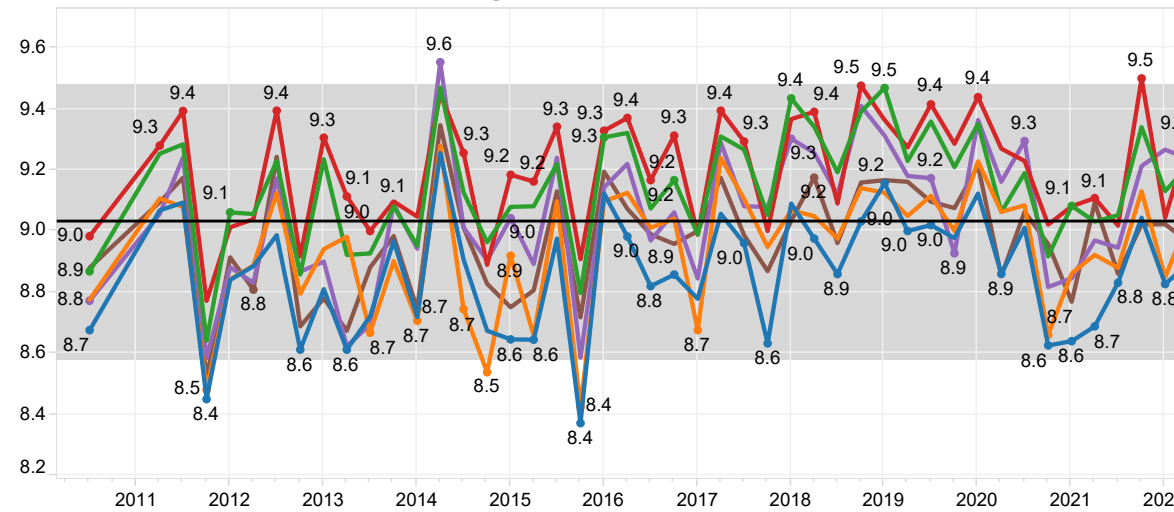
**Education: Q15**  
All

**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: 60**