

CEM Benchmarking Inc.

CEM is a unique global information company founded in 1992 to provide performance benchmarking to retirement plans (both investment benchmarking and administration benchmarking). Using a unique methodology, CEM provides independent, objective, and actionable information to plan sponsors and fiduciaries including:

- **Performance Insights**
- **Detailed Cost Analysis**
- **Best Practices Benchmarking**
- **Strategic Governance and Management Information**

CEM's Pension Administration Benchmarking Service meets the needs of public and private sector plans by providing insights into their pension administration costs, service levels, and industry best practices. Over 76 retirement systems from the U.S., Canada, Europe and Australia, participate with total membership exceeding 29 million members.

CEM has developed a benchmarking methodology that focuses on quantifying and understanding how the services that plan administrators provide members and the constraints that they operate under impact system costs. In the analysis, the administrator's costs, service levels, plan complexity, volumes, and relative workloads are compared to a peer group for core administrative activities such as paying pensions and communicating with members. The data collected and stored in CEM's database represents ten years of research in pension administration benchmarking.

In addition, CEM has conducted research reports on Information Technology, Member Satisfaction Surveying, Member Communication Materials, Call Centers and the Pension Data and the Contribution Collection Business process. All participants in the benchmarking service receive the research reports for the years they participate.

CEM has established a national reputation in best practice member communication materials. CEM has been asked to present at several prominent conferences including the annual NCTR conference, NASRA and other international conferences both on benchmarking pension administration and on best practice communication materials.