University of California
Retirement Savings Program
Vendor Management 2010 Report

November 19th, 2010

Data provided by Fidelity Retirement Services, UC's master recordkeeper for the DC Plan, 403(b) Plan, and the 457(b) Plan

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Retirement Savings Program
Q3 2010 Highlights

Quarterly Performance Rating: Meets Expectations

Quarterly Highlights

Overall

- All performance standards were "met" in the third quarter

Master Record Keeping

- Plan participation rate has dropped 4% between Q2 and Q3
- Increase in 3rd quarter plan contributions due to seasonal summer employees (Students who are Safe Harbor)
- UC employees loan activity appears to be leveling off in 2010
- Quality of data transferred daily between UC and Fidelity appears to be 98% accurate after our annual audit review

Communications & Education

- *Year to Date:* Retirement Counselor led events are up 15.9% and attendance is up 15.3%
- Profit Sharing Council of America & Mutual Fund Education Alliance Awards for *Best Participant Plan experience*
- New RSP Micro Site *www.UCFocusOnYourFuture.com*
- UC's Financial Education topics span from a new employee to retiree

Retirement Savings Program
Financial Education Highlights

Financial Education Program Performance Guarantees

	Trend Indicator	Q3 2010	Q2 2010	Q1 2010	Q4 2009
Workshop ratings	=	met	met	met	met
Timely delivery of enrollment materials	=	met	met	met	met
Fidelity Retirement Counselor activity report	=	met	met	met	met
UC Documents in NetBenefits	=	met	met	met	met

▲ Improving

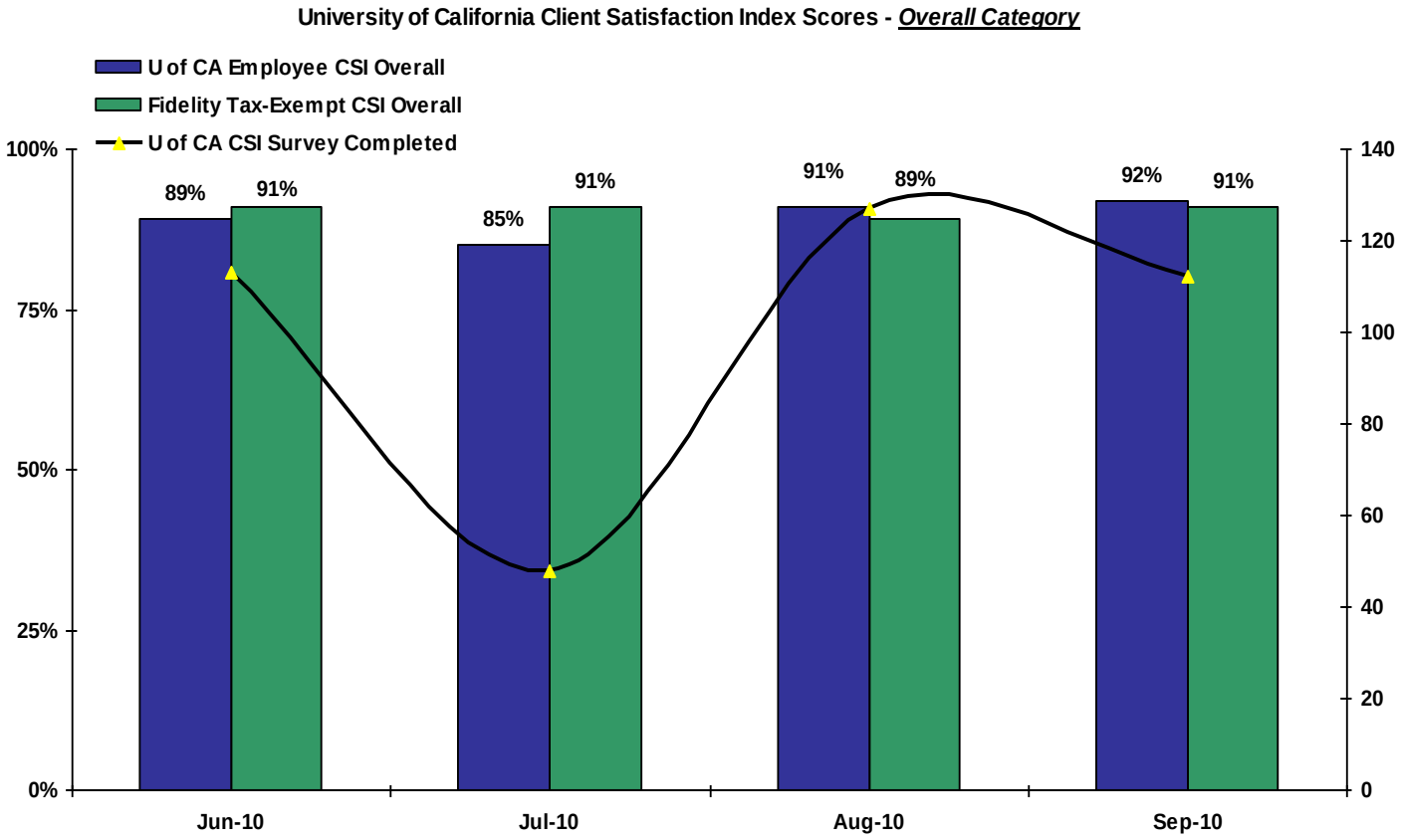
= Stable

● Needs Improvement

UC Employee Satisfaction Recordkeeping Services

Customer Satisfaction Index Scores
University of California Plan Participants
June 2010 – September 2010

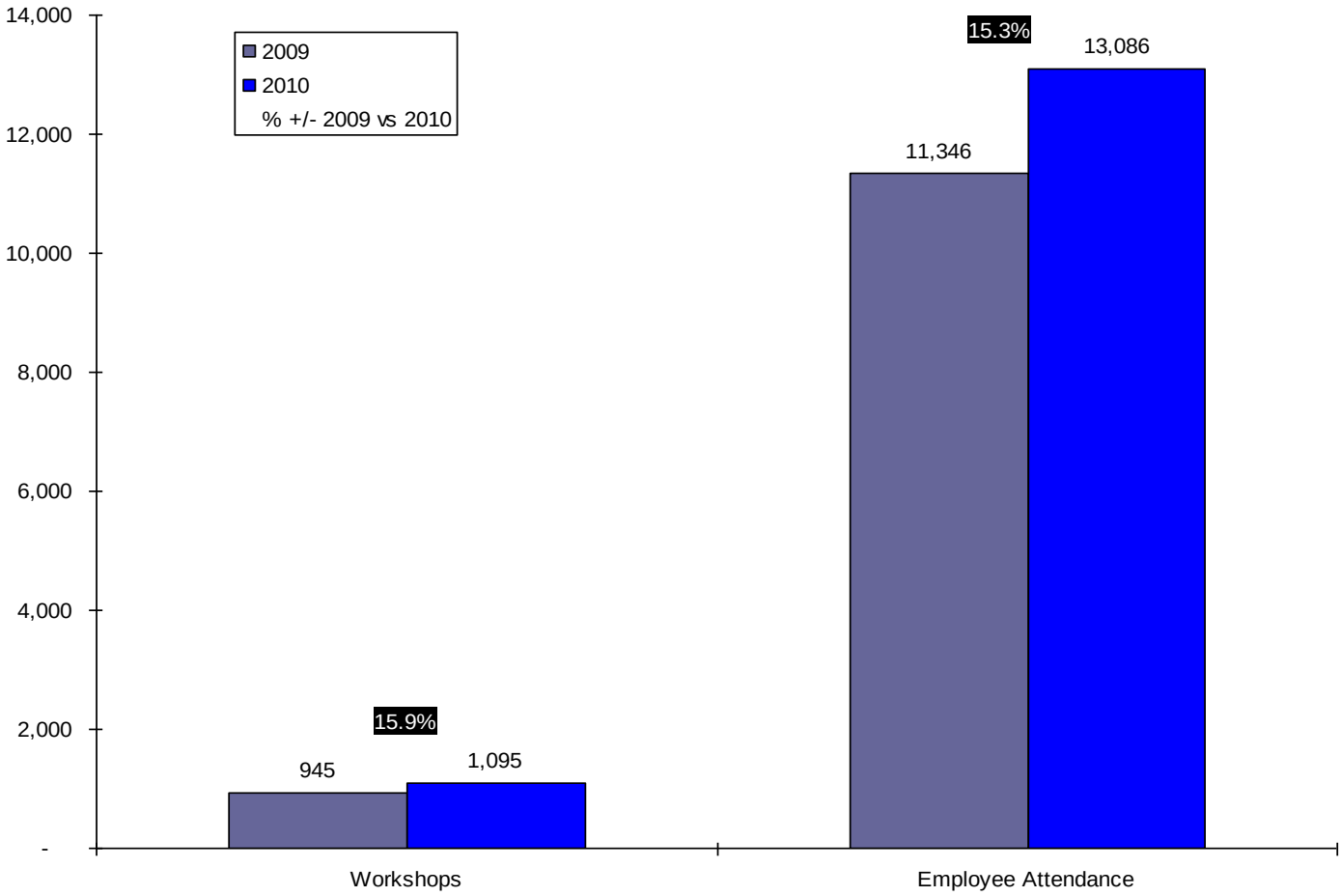
(voluntary survey completed after speaking with a Fidelity Retirement Services Specialist)



Rolling 4-month comparison of Top 2 Box (Very Satisfied & Satisfied) CSI scores for the University of California participants vs. Fidelity Retirement Services Tax-Exempt Market

Retirement Savings Program
Financial Education Workshop Summary

Workshop Summary
Through September 2010



	Overall Workshop Rating "Excellent" or "Very Good"	Overall Presenter Rating "Excellent" or "Very Good"	# of Surveys
July 2010	98%	99%	351
August 2010	98%	100%	469
September 2010	98%	99%	437
		total	1,257

Retirement Savings Program
Fidelity's Quarterly Performance

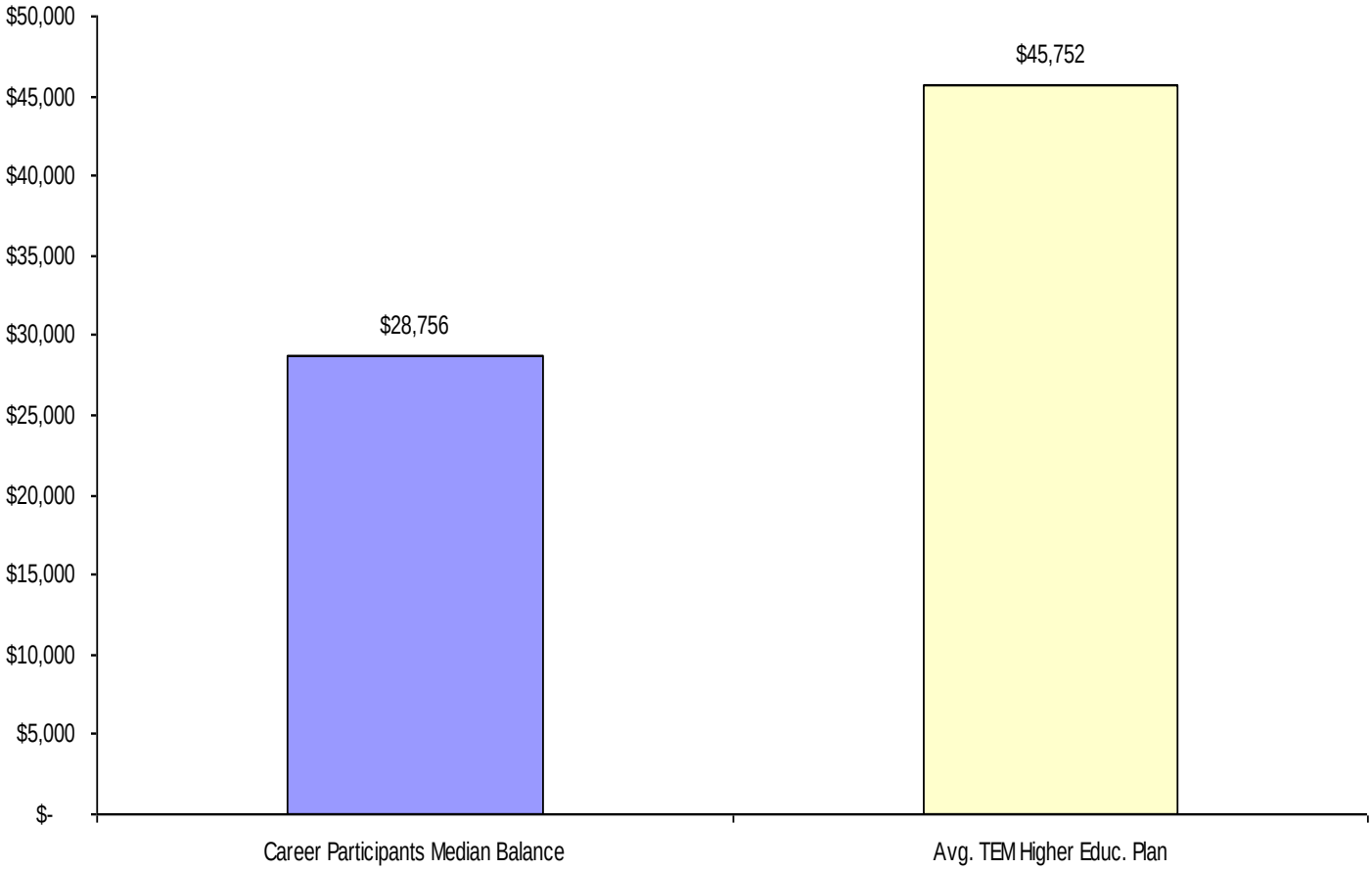
	Performance Standard	Q3 Result	Q3 '10	Q2 '10	Q1 '10
Average Speed to Answer	30	met	25	26	32
Call Abandonment	3%	met	2%	2%	2%
VRS Availablity	99%	met	100.00%	100.00%	100.00%
NetBenefits Availability	99%	met	99.97%	99.98%	99.96%
PSW Availability	99%	met	99.86%	99.99%	99.70%
One-and-Done Rate	85%	met	91.00%	94.18%	99.66%
Case Management	90% in 5 bus. days 99% in 10 bus. days	met met	99.19% 99.91%	99.58% 99.92%	98.38% 99.37%
Contribution Reconciliation	same day	met	100.00%	100.00%	100.00%
Withdrawal/loan Processing	99%	met	99.98%	99.98%	100.00%
Quarterly Statements	20th next month	met	yes	yes	yes
Plan Sponsor Service Review	annual	met	complete	complete	complete
Participant Survey	annual	met	complete	complete	complete
Enrollment Materials	90% rec w/in 2 weeks	met	yes	yes	yes
RC Activity Report	monthly	met	yes	yes	yes
Annual Business Planning	annual	met	complete	complete	complete
UC Documents in NetBenefits	72 hours	met	yes	yes	yes
Overall Workshop Rating	90%	met	98.00%	96.00%	96.00%

Retirement Savings Program
Key Statistics

		UC RSP 9/30/2010	% Change vs 6/30/2010	% Change vs 9/30/2009
Total Plan Assets		$14.8B	6%	9%
Total Assets UC Funds		$11.0B	6%	7%
Total Assets Fidelity Funds		$3.6B	9%	13%
Total Assets Other		$200M	0%	25%
Net Cash Flow (YTD)		$145M	38%	xx
Career Participants				
*Plan Participation Rate	403b	44.9%	(4%)	n/a
	457b	10.1%	(4%)	
*Average Deferral Rate	403b	10.7% / $762	1% / 2%	n/a
	457b	11.2% / $1,323	2% / 4%	
*Median Partcipant Balance	403b	$27,933	8%	n/a
	457b	$22,929	7%	
*Average Partcipant Balance	403b	$74,070	8%	n/a
	457b	$42,287	10%	

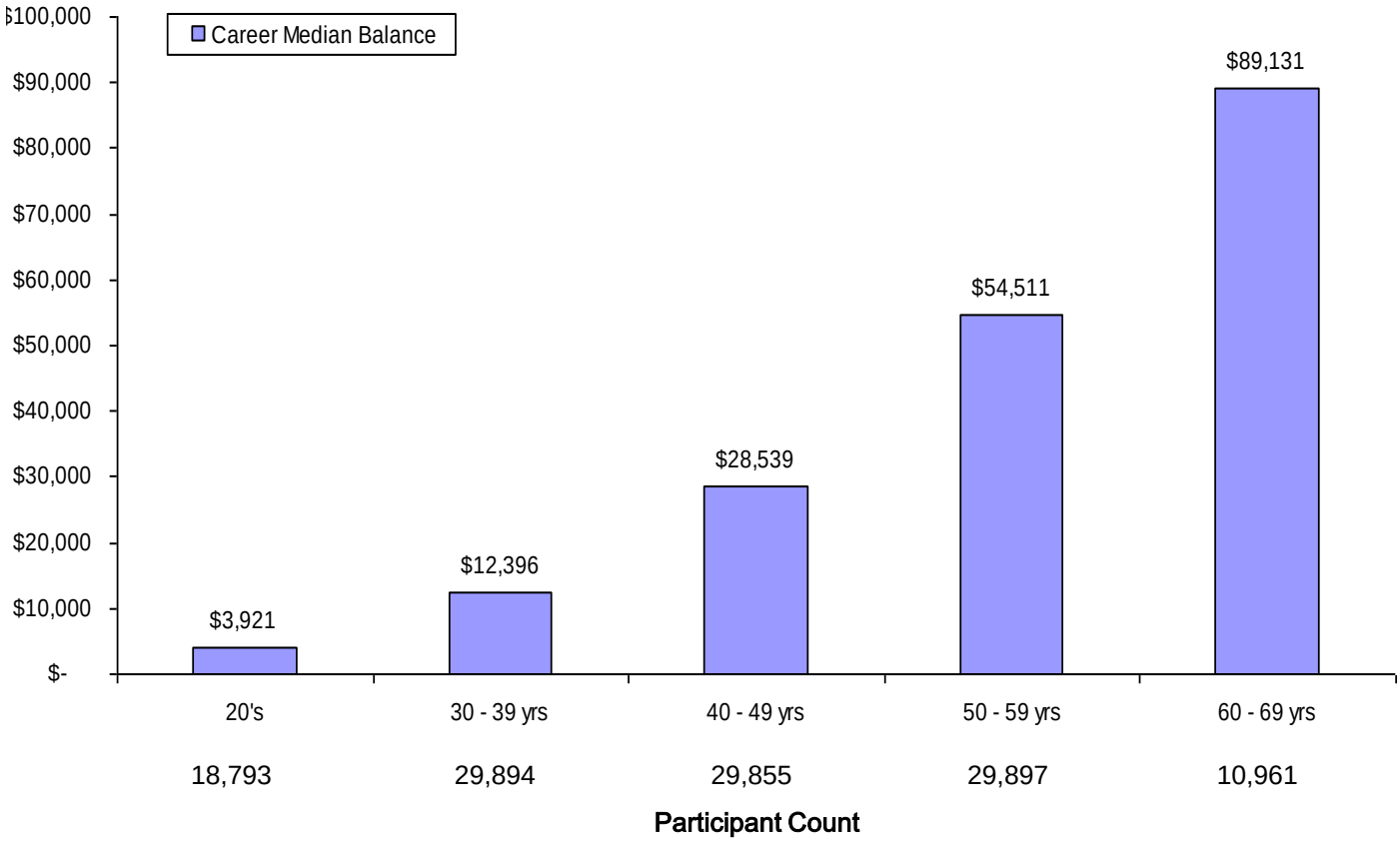
***Data taken from quarterly UC report (Active participants in 403b and 457b plans)**

Retirement Savings Program
UC Median Balance vs.
Average Tax Exempt Market Participant Balance



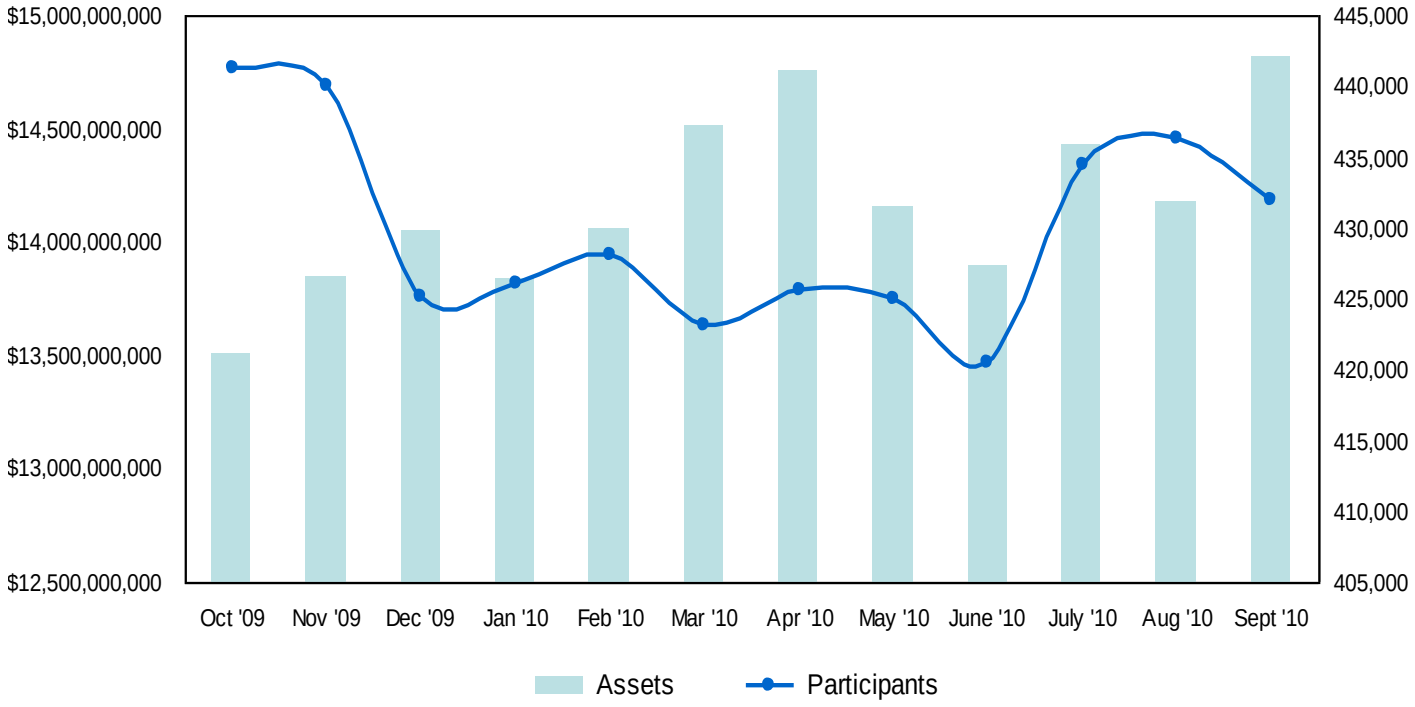
Data taken from quarterly UC report (Total balance of 403b and 457b plans)

Retirement Savings Program
Active Participants Median Balance by Age



Data taken from quarterly UC report (Active participants in 403b and 457b plans)

Retirement Savings Program
Plan Assets Under Management at Fidelity

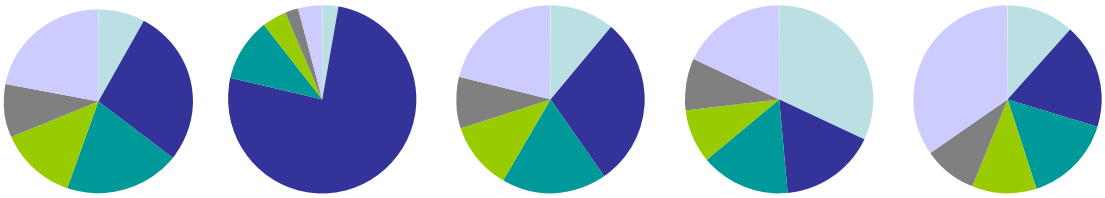


As of 9/30/2010	403b	DCP	457b	Total
Total Participants	121,351	288,920	21,760	432,031
Active Participants	73,159	179,705	16,277	269,141
Inactive Participants	48,192	109,215	5,483	162,890
Total Plan Assets	$10,349,571,652	$3,597,093,973	$869,851,041	$14,816,516,666

Note: The drop in accounts from November into December is a normal trend because of the distribution of summer student accounts balances with less than $2,000.

Retirement Savings Program
Single-Investment Option Holders

Information as of 9/30/2010



How many participants hold:	403b	DCP	457b	Industry peers	Same-size peers
1 Fund (Lifecycle Fund)	8.0%	2.9%	11.0%	32.0%	11.8%
1 Fund (Non-Lifecycle Fund)	27.7%	75.8%	29.4%	16.5%	18.0%
2 Funds	19.6%	10.8%	17.9%	15.4%	15.2%
3 Funds	13.4%	4.1%	11.6%	9.3%	11.1%
4 Funds	9.5%	2.3%	9.0%	9.0%	9.3%
5 or more Funds	21.8%	4.1%	21.1%	17.9%	34.6%
Average # of Funds Held	3.3 funds	1.5 funds	3.3 funds	1.7 funds	3.6 funds

		Participants holding this fund			
Funds held as a single investment	**Asset class**	**403b**	**DCP**	**457b**	**Total**
UC SAVINGS FUND	Money Market or Short-Term	15,754	200,222	2,111	218,087
UC EQUITY FUND	Domestic Equity	6,879	7,714	952	15,545
UC BALANCED GROWTH	Balanced/Hybrid	3,375	2,060	876	6,311
UC ICC FUND	Managed Income or Stable Value	1,731	1,077	632	3,440
UC BOND FUND	Bond	820	821	268	1,909
Plus 177 other funds	-	5,041	7,039	1,551	13,631
Lifecycle Funds	-	9,694	8,349	2,397	20,440
BrokerageLink	-	13	12	5	30
Total		**43,307**	**227,294**	**8,792**	**279,393**

For plans that offer Fidelity BrokerageLink, it will appear as a fund (rather than a product offering) for purposes of providing plan data.

Retirement Savings Program
Cash Flow Summary

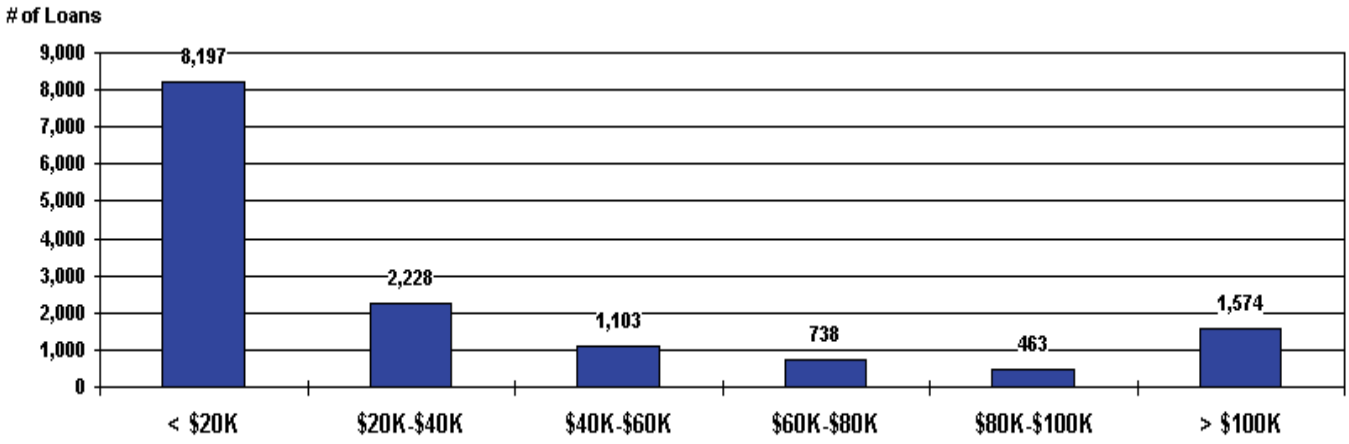
Cash Inflow	Quarter ending: 9/2010	Quarter ending: 6/2010
Contributions*	$239,711,795	$206,975,121
Loan Repayments	$11,451,240	$10,468,737
Interest on Loans	$1,669,027	$1,548,203
Balance Forward	$17,748	$5,161
Total Cash Inflow	**$252,849,810**	**$218,997,222**

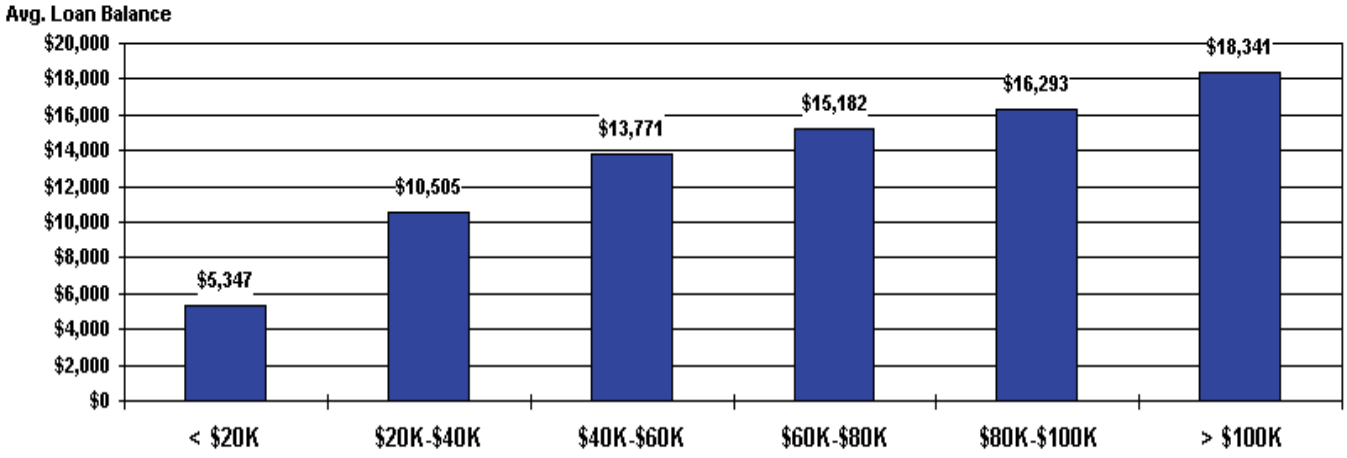
Cash Outflow	Quarter ending: 9/2010	Quarter ending: 6/2010
Loan Withdrawals	$16,021,165	$17,802,304
Withdrawals	$186,323,929	$164,448,802
Transaction-based Fees	$174,187	$187,285
Total Cash Outflow	**$202,519,281**	**$182,438,391**

Net Cash Flow	**$50,330,529**	**$36,558,832**

*** Contributions are comprised of all employee and employer sources, including rollovers into the plan.**

Retirement Savings Program
Loans by Participant Account Balance





Total Participants in balance category:	48,254 Participants	18,149 Participants	10,770 Participants	7,670 Participants	5,678 Participants	30,830 Participants

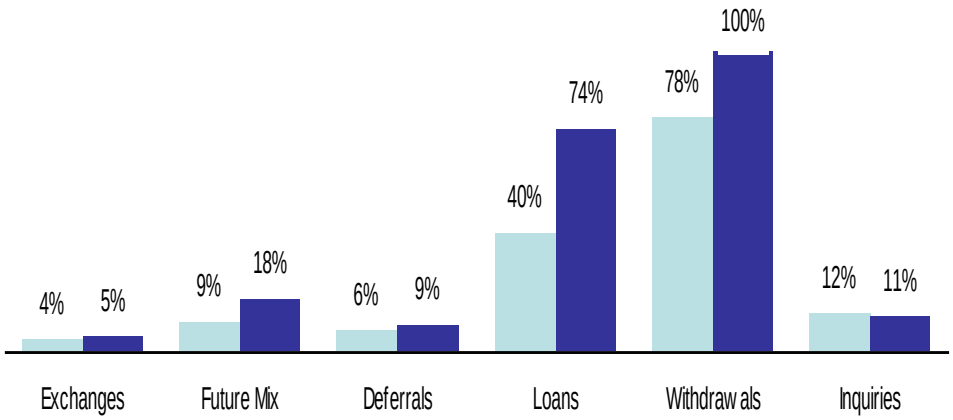
	Total Loans	Original Amount	Outstanding Loans	Outstanding Balance	Loans Defaulted	Default Amount
3 Month Change	-131	$1,677,154	-127	$8,128,642	30	$1,640,462
6 Month Change	76	$2,728,831	83	$9,292,605	49	$1,653,369
9 Month Change	-69	$472,514	-62	$7,026,380	60	$1,498,362

Retirement Savings Program
Customer Transactions by Channel

For the 12-month period ending 9/30/2010

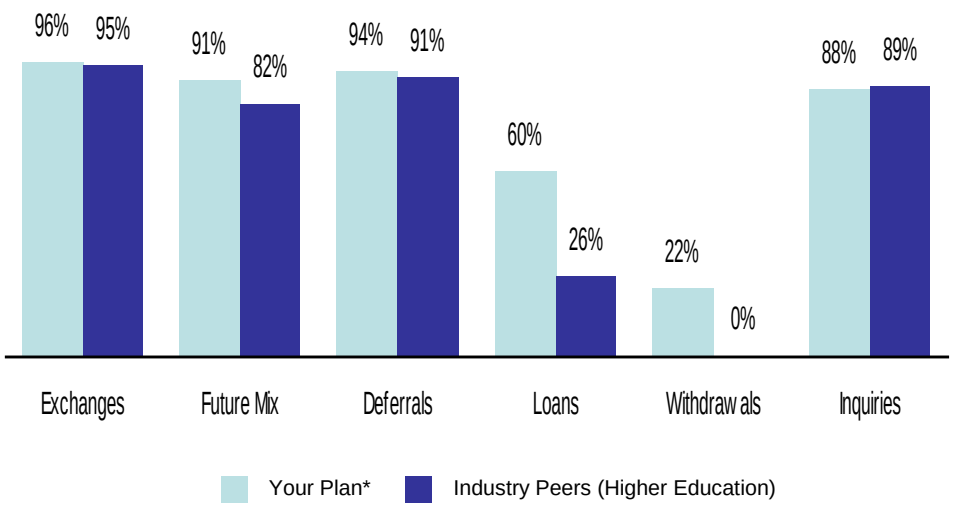
Phone Representatives

Plan	Total Unique SSNs
403b	30,931 (25% of participants)
DCP	23,918 (8% of participants)
457b	3,180 (15% of participants)
Total contacts	297,914



NetBenefits® (Web)

Plan	Total Unique SSNs
403b	78,110 (64% of participants)
DCP	111,684 (39% of participants)
457b	18,547 (85% of participants)
Total contacts	21,742,682



*Percentages based on (403b: 121,351 participants), (DCP: 288,920 participants), (457b: 21,760 participants)

Retirement Savings Program
Account Access Comparison and Participant Access Volumes

Account Access Comparison

10/1/2009 - 9/30/2010

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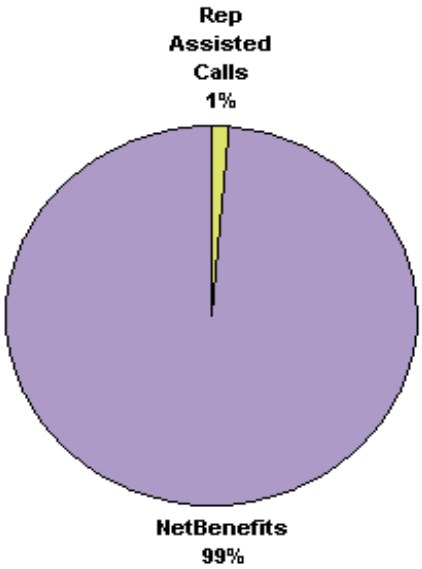

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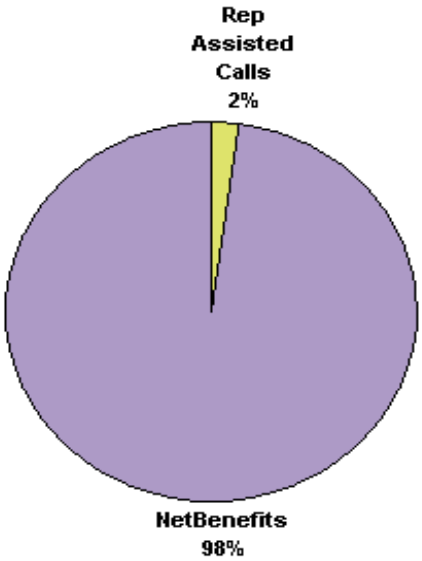
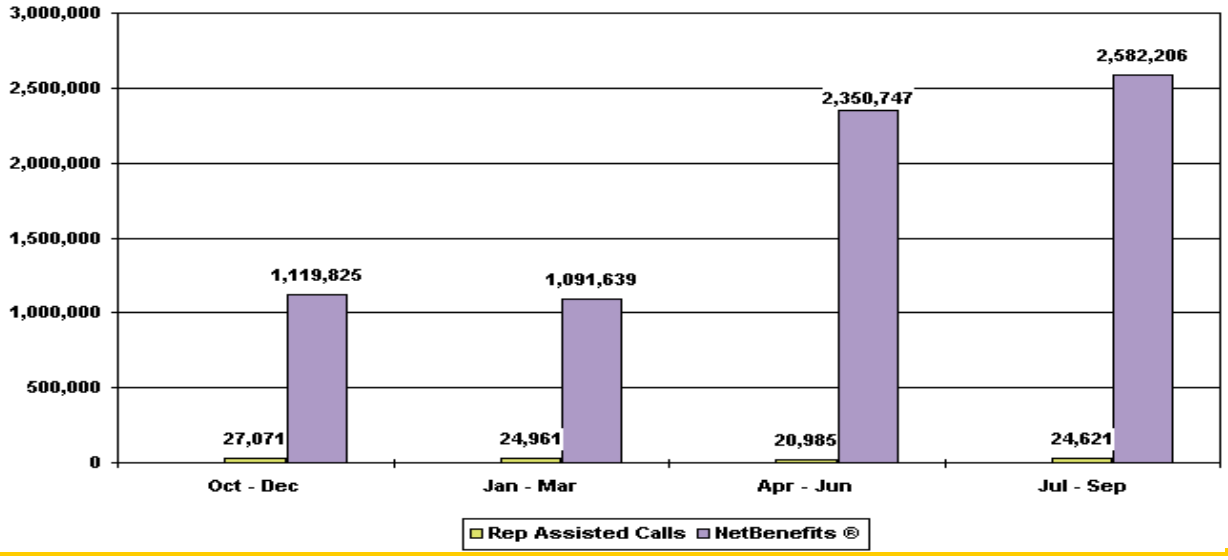
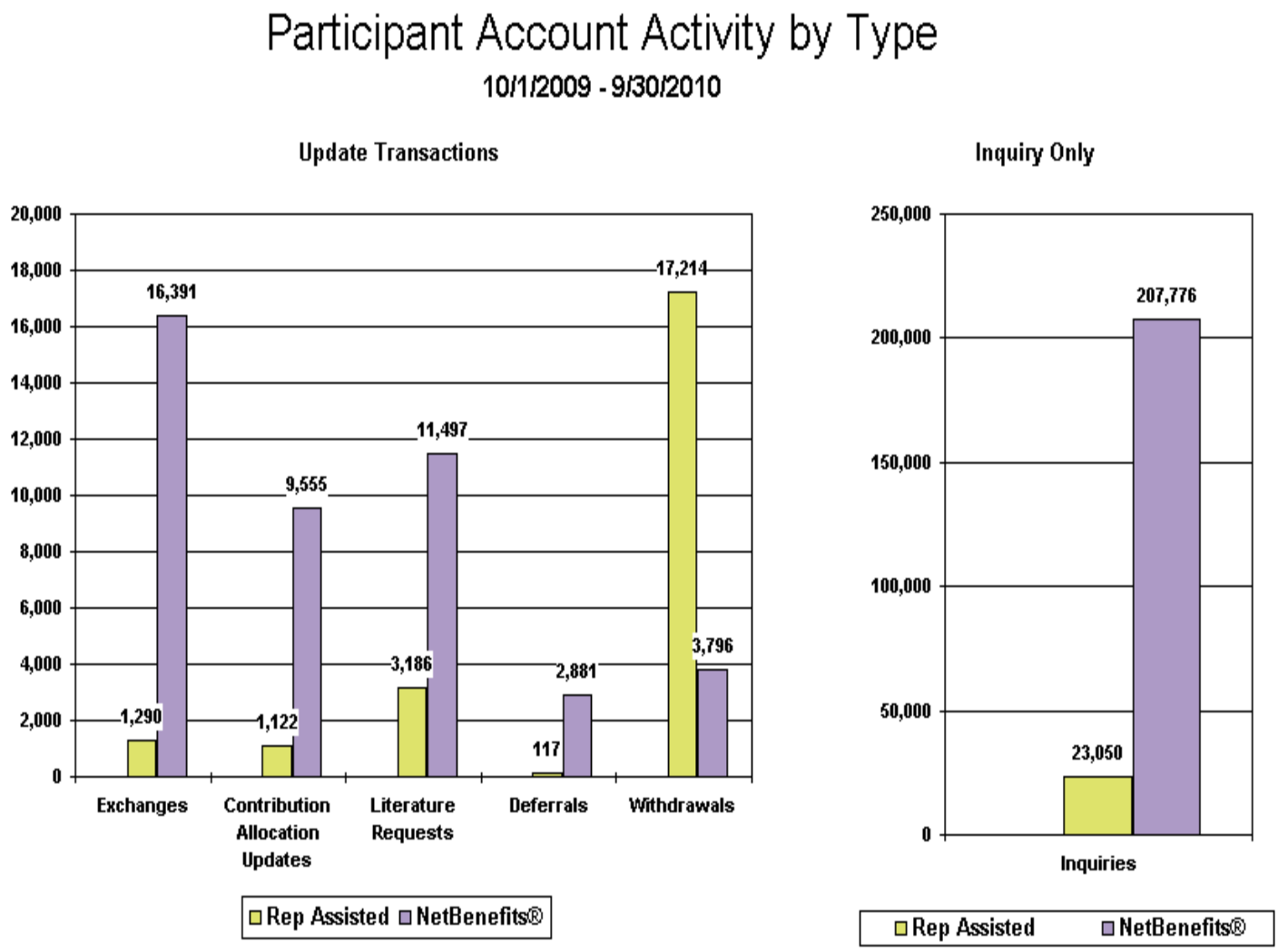


Participant Access Volumes

10/1/2009 - 9/30/2010



Retirement Savings Program
Participant Account Activity by Type