UNIVERSITY OF CALIFORNIA

Retirement Savings Program

Vendor Relations Management Report

Q1 2015

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

Table of Contents

Quarterly Highlights 3
Key Statistics 4
Plan Assets & Participants 5
Median Balance by Age 6
New 403(b) Loan to Participation Rate Analysis 7
Loans by Participant Account Balance 8
Asset Allocation 9
Cash Flow Summary 10
Retirement Readiness Campaign 11
Retirement Readiness Scores 12
Financial Education Workshop Summary 13
Financial Education Program Performance 14
Account and Participant Access Comparison 15
Participant Account Activity by Type 16
UC Employee Satisfaction Scores 17
Fidelity's Administrative Performance 18

Retirement Savings Program
Q1 2015 Highlights

Quarterly Performance Rating: Average Speed to Answer and Call Abandonment metrics not met

Overall

- $20.39 billion in assets
- 290,402 unique participants with a balance
- 51.9% unique participation rate
- For 403(b) Plan: average participation rates 50.1% and average deferral rate 10%

Master Record Keeping

- Launched Email-Lost Participants search program. About 9,300 lost-participants emailed for updated address
- Initiated and coordinated interface file testing for the UC PATH Center. Engaged in additional training with UC PATH Center

Communications & Education

- 2015 updated, personalized Retirement Reviews available on ucfocusonyourfuture.com
- Continued partnership with RASC to encourage pre-retirees to speak with a personal guidance consultant (iPGC) to assess retirement readiness and develop retirement income strategy.
- 7/2 Fund Menu change communications planning and preparation
- Netbenefits.com or Fidelity call center contacted/accessed 2.75 million times.

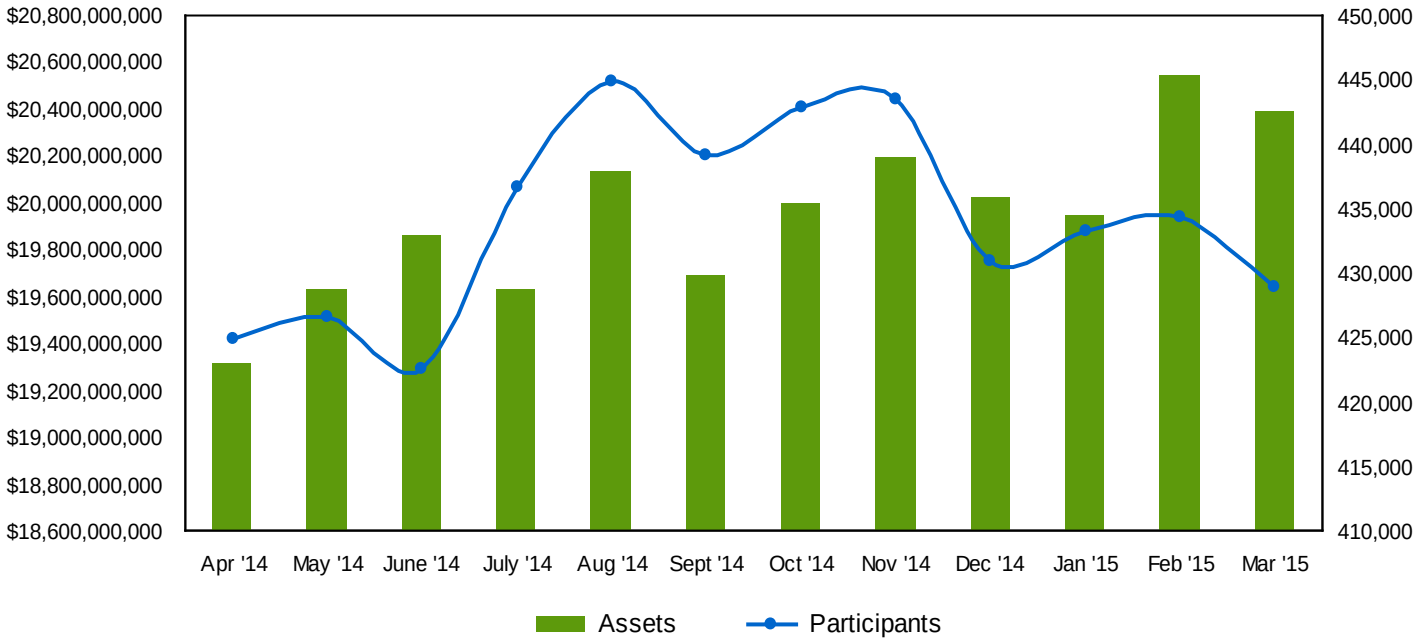
Retirement Savings Program
Key Statistics

		UC RSP 3/31/2015	% Change vs 12/31/2014	% Change vs 3/31/2014
Total Assets UC Funds		$15.48B	1%	3%
Total Assets Fidelity Funds		$4.09B	4%	16%
Total Assets Other		$821M	6%	16%
Total Plan Assets		$20.39B	2%	6%
Net Cash Flow		(37M)	*--	*--
Career Participants				
**Plan Participation Rate	403b	50.1%	0.4%	2%
	457b	13.4%	(0.5%)	0.3%
**Average Deferral Rate	403b	10.0% / $853	(1%) / 0.2%	(3%) / 5%
	457b	10.0% / $1,297	(2.9%) / (0.8%)	1% / 4%
**Median Partcipant Balance	403b	$31,730	1%	(3%)
	457b	$25,720	6%	5%
**Average Partcipant Balance	403b	$99,618	2%	4%
	457b	$68,907	4%	9%

***Net Cash Flow for Quarter Ending 3/31/15 was (37M) in which case % Change becomes irrelevant.**

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

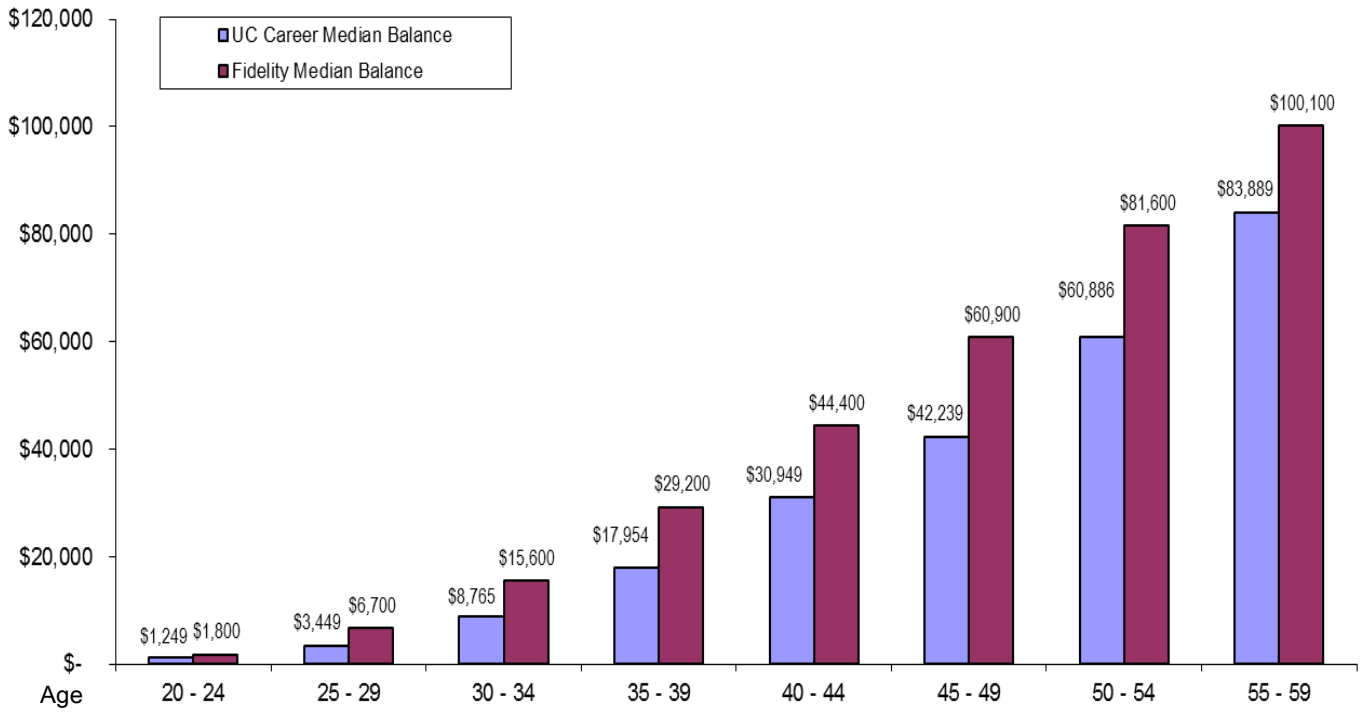
Retirement Savings Program
Plan Assets & Participants



As of 3/31/2015	403b	DCP	457b	Total
Total Participants	128,364	271,115	29,422	428,901
Active Participants	81,424	168,886	22,425	272,735
Inactive Participants	46,940	102,229	6,997	156,166
Total Plan Assets	$14,326,616,128	$4,139,049,141	$1,925,077,797	$20,390,743,066

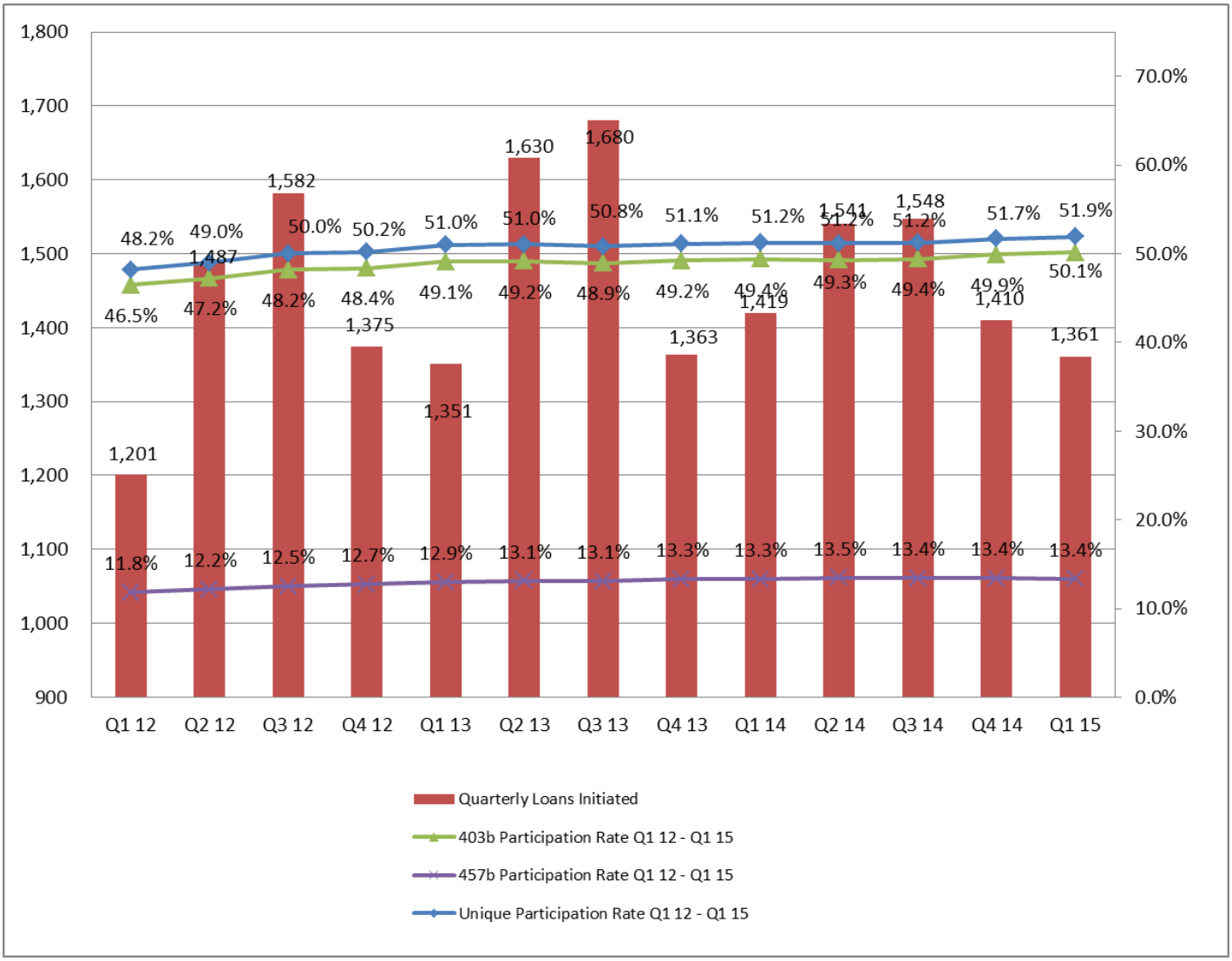
Total Unique Participants with a balance as of 3/31/2015 - 296,402

Retirement Savings Program
Active Participants Median Balance by Age



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

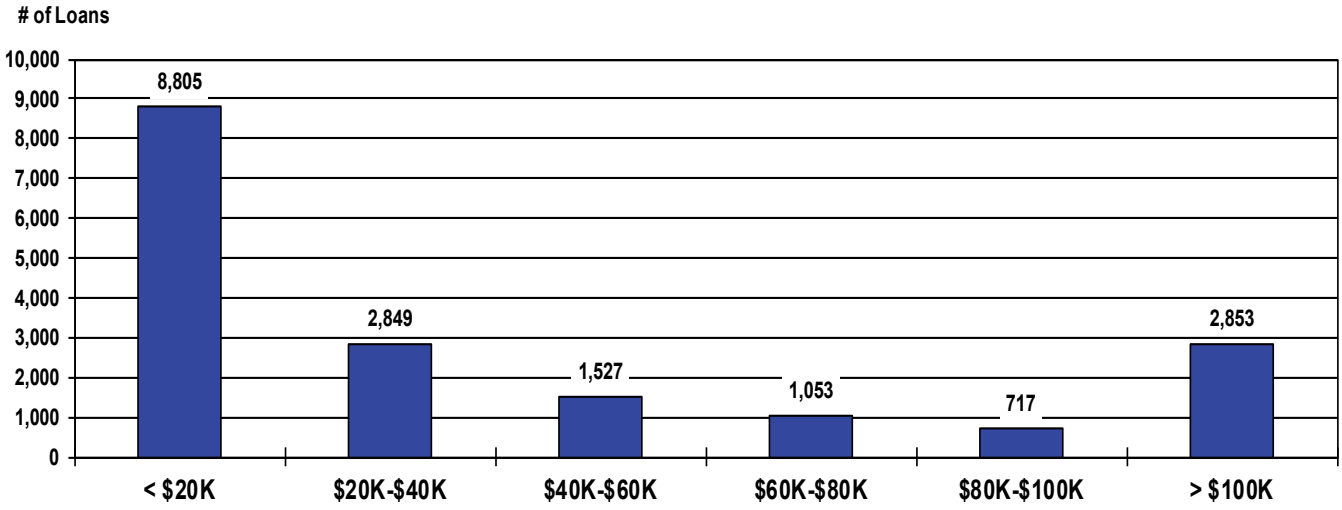
Retirement Savings Program
New 403(b) Loan to Participation Rate Analysis

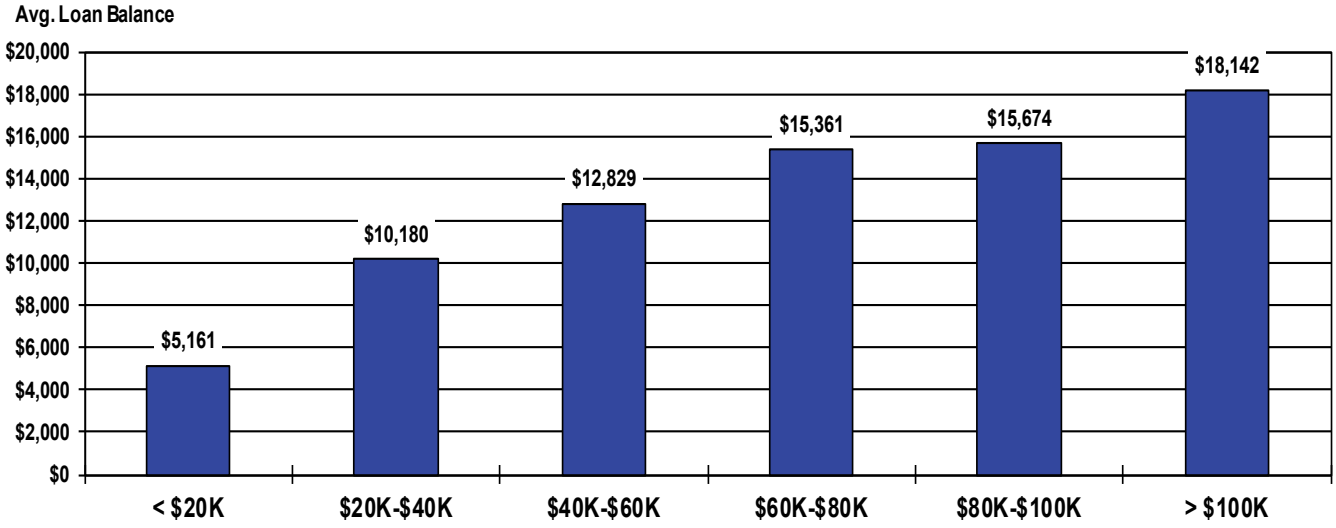


Retirement Savings Program
Loans by Participant Account Balance

Loans by Participant Account Balance

as of 3/31/2015

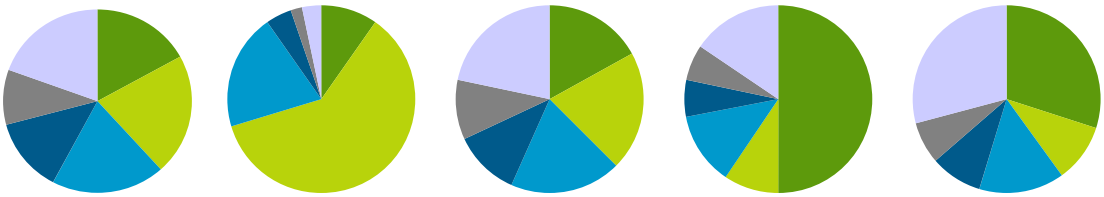




Total Participants in balance category:	47,806 Participants	17,438 Participants	10,831 Participants	7,652 Participants	5,776 Participants	38,860 Participants

Retirement Savings Program
Asset Allocation

Information as of 3/31/2015



How many participants hold:	403b	DCP	457b	Industry peers	Same-size peers
1 Fund (Lifecycle Fund)	17.1%	9.6%	17.0%	49.9%	30.0%
1 Fund (Non-Lifecycle Fund)	21.2%	60.7%	20.5%	9.6%	10.1%
2 Funds	19.3%	20.1%	19.1%	12.4%	14.7%
3 Funds	13.2%	4.2%	11.5%	6.5%	8.8%
4 Funds	9.6%	2.2%	10.2%	6.0%	7.2%
5 or more Funds	19.6%	3.2%	21.7%	15.7%	29.3%
Average # of Funds Held	3.0 funds	1.5 funds	3.2 funds	1.8 funds	3.3 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	13,848	147,575	1,998	163,421
UC GLOBAL EQUITY FD	Domestic Equity	5,570	6,362	897	12,829
UC BALANCED GROWTH	Balanced/Hybrid	3,265	2,339	952	6,556
UC BOND FUND	Bond	675	679	240	1,594
SPTN 500 IDX ADV IS	Domestic Equity	414	888	132	1,434
Plus 57 other funds	-	2,949	5,994	1,538	10,481
Lifecycle Funds	-	21,901	26,044	5,004	52,949
BrokerageLink	-	553	760	266	1,579
		49,175	190,641	11,027	250,843

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: 3/2015	Quarter ending: 12/2014
Contributions		
403b:	$ 140,767,455	$ 129,842,650
457b:	$ 52,211,410	$ 42,437,326
DCP:	$ 24,185,408	$ 22,474,856
Rollover/Transfer In:	$ 51,678,905	$ 88,417,904
Total	$ 268,843,177	$ 283,172,737
Loan Repayments	$ 14,455,214	$ 16,632,617
Interest on Loans	$ 1,599,892	$ 1,928,482
Balance Forward	$ 3,691	$ 4,315
Total Cash Inflow	$ 284,901,973	$ 301,738,150

Cash Outflow	Quarter ending: 3/2015	Quarter ending: 12/2014
Loan Withdrawals	$ (17,891,833)	$ (16,413,617)
Withdrawals		
Full Payout:	$ (190,862,116)	$ (223,690,348)
Age 59.5:	$ (50,184,785)	$ (34,278,738)
Partial Distribution:	$ (31,031,824)	$ (26,934,791)
MRD:	$ (19,027,016)	$ (83,178,838)
Partial After Tax/Rollover Payout:	$ (4,329,112)	$ (4,839,741)
Systematic Withdrawal Payments:	$ (3,974,336)	$ (4,064,300)
De Minimis Distribution:	$ (2,063,511)	$ (3,046,162)
Hardship-Sponsor Directed:	$ (1,135,775)	$ (904,408)
Age 70.5 In-Service Distribution:	$ (1,109,326)	$ (453,562)
Transfer of Assets:	$ (241,304)	$ (97,208)
Unforeseen Emergency:	$ (82,191)	$ (31,541)
Total	$ (304,041,296)	$ (381,519,637)
Transaction-based Fees	$ (194,341)	$ (202,325)
Total Cash Outflow	$ (322,127,470)	$ (398,135,579)
Net Cash Flow	$ (37,225,497)	$ (96,397,429)

Retirement Savings Program
Retirement Readiness Campaign

Retirement Review Postcard/Email

- Mailed to 109,566 active/eligible participants with a UCRP benefit
- 44% open rate
- 1,211 (1.3%) employees enrolled with an average contribution rate of 9.5%
- 2,790 (4.6%) participants increased contributions an average of $460

www.ucfocusonyourfuture.com

From 1/1/2015 to 3/31/2015:

- 15,315 people logged in to the site.
- 2,528 saved a roadmap,
- 966 completed the learning recommendations

Since the launch in 2012:

- 53,558 people logged in to the site
- 16,877 saved a roadmap
- 5,372 completed the learning recommendations

Retirement Savings Program
Retirement Readiness Scores

Systemwide Retirement Readiness Scores											
Age	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+	System
RR Score of 80%	95.9%	94.7%	86.3%	65.7%	58.6%	53.0%	49.1%	46.9%	38.5%	47.7%	59.3%

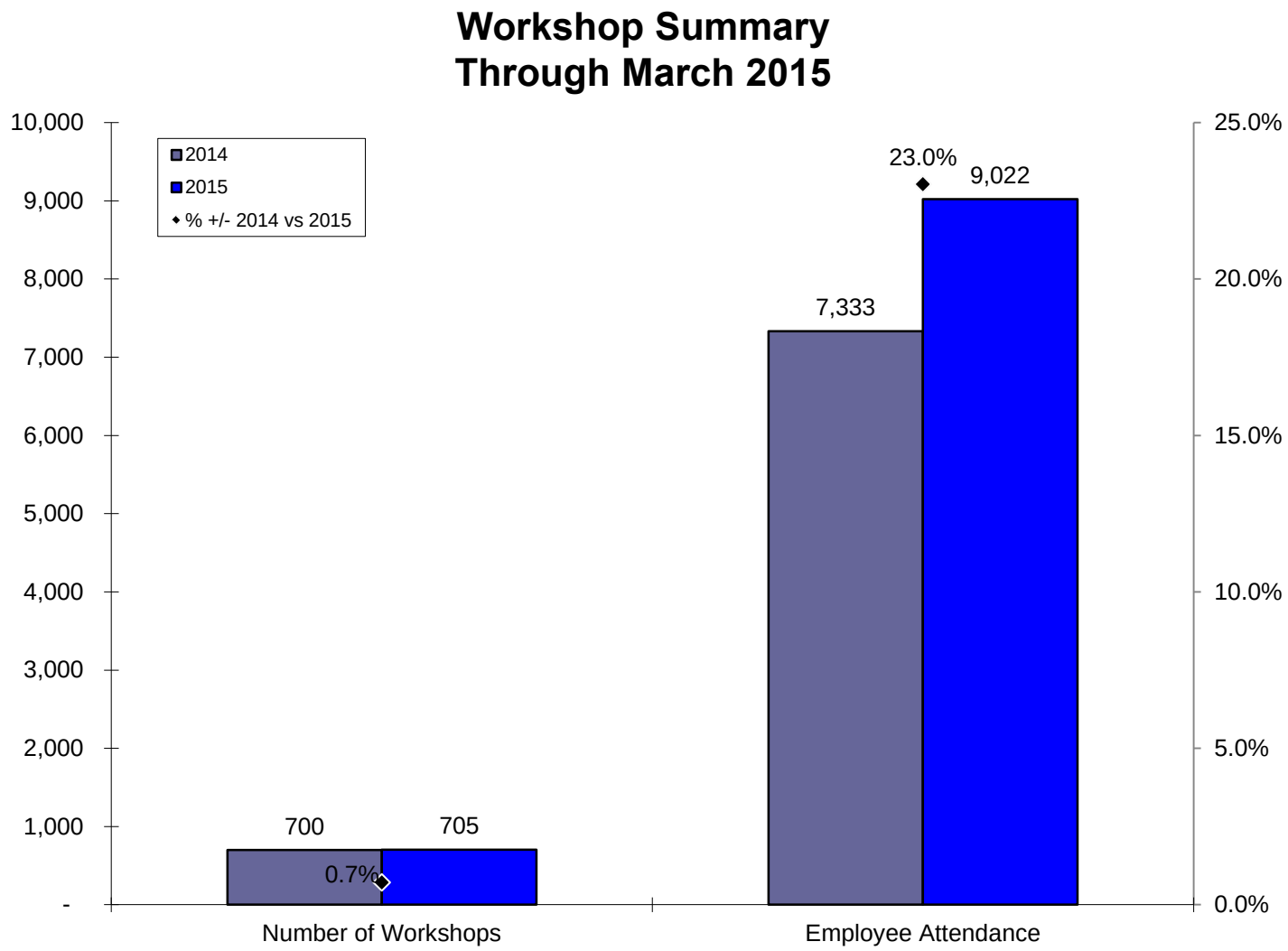
Systemwide Retirement Readiness Scores											
Campus	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	95.8%	95.3%	83.0%	59.5%	43.8%	34.5%	29.5%	28.4%	22.9%	26.6%	57.5%
$47,001 - $93,000	97.5%	93.1%	86.2%	61.1%	56.1%	51.3%	50.0%	47.3%	37.5%	37.3%	57.7%
$93,001 - $140,000	0.0%	94.7%	86.2%	65.9%	65.9%	62.2%	61.8%	56.7%	48.2%	59.1%	61.5%
> $140,000		42.9%	84.1%	72.8%	69.0%	66.1%	63.6%	62.4%	59.1%	70.9%	65.4%
All Wages	95.8%	94.5%	85.0%	61.9%	56.7%	51.9%	50.0%	48.2%	42.1%	53.1%	59.1%

Medical Center	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	97.8%	95.3%	83.9%	60.5%	41.3%	37.1%	25.6%	21.0%	11.2%	16.0%	52.6%
$47,001 - $93,000	91.8%	94.4%	87.4%	70.2%	56.5%	48.9%	41.1%	38.6%	25.1%	20.5%	57.3%
$93,001 - $140,000		96.2%	92.2%	78.8%	71.1%	62.8%	55.5%	51.9%	36.2%	31.1%	64.9%
> $140,000		100.0%	92.9%	79.9%	78.7%	70.5%	68.9%	62.7%	50.7%	58.9%	67.8%
All Wages	96.6%	95.1%	88.0%	71.9%	61.2%	54.1%	46.9%	44.3%	31.6%	32.3%	59.8%

Other	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	91.7%	89.3%	83.3%	64.7%	66.7%	53.8%	40.0%	33.3%	44.4%	42.9%	69.0%
$47,001 - $93,000	91.7%	92.3%	89.2%	56.9%	50.5%	48.1%	51.5%	42.2%	27.7%	28.8%	54.6%
$93,001 - $140,000		100.0%	87.8%	58.6%	64.7%	61.6%	54.8%	46.7%	38.8%	44.9%	57.0%
> $140,000		0.0%	80.0%	76.2%	69.5%	62.7%	66.5%	60.4%	55.2%	58.7%	63.0%
All Wages	91.7%	91.1%	88.3%	59.7%	60.4%	57.1%	56.6%	49.4%	40.8%	43.4%	57.8%

*Retirement Readiness Score shows the percentage of your estimated annual pay you could replace at age 65

Retirement Savings Program
Financial Education Workshop Summary



	Overall Workshop Rating "Excellent" or "Very Good"	Overall Presenter Rating "Excellent" or "Very Good"	# of Surveys
January 2015	**93%**	**96%**	**139**
February 2015	**97%**	**100%**	**259**
March 2015	**99%**	**100%**	**235**
		total	**633**

Retirement Savings Program
Financial Education Performance

Financial Education Program Performance Guarantees

	Trend Indicator	Q1 2015	Q4 2014	Q3 2014	Q2 2014
Workshop ratings	=	met	met	met	met
Timely delivery of enrollment materials	=	met	met	met	met
Fidelity Financial Education report	=	met	met	met	met
UC Documents in NetBenefits	=	met	met	met	met

▲ Improving

= Stable

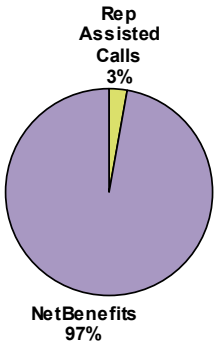
● Needs Improvement

Retirement Savings Program Account Access Comparison and Participant Access Volumes

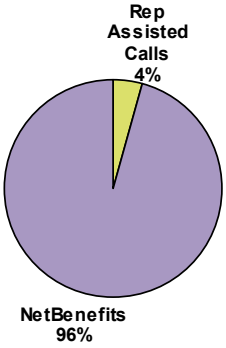
Account Access Comparison

4/1/2014 - 3/31/2015

UNIVERSITY OF CALIFORNIA

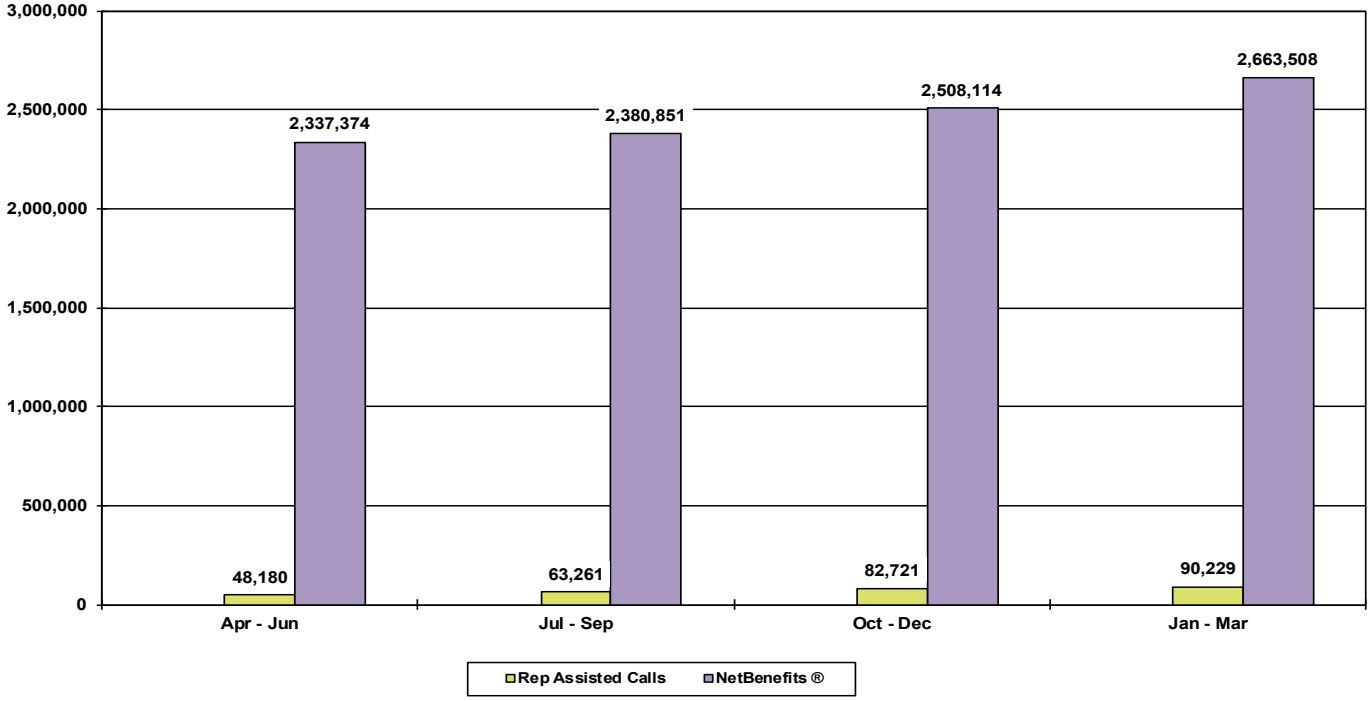


AVG. TEM HIGHER EDUC. PLAN



Participant Access Volumes

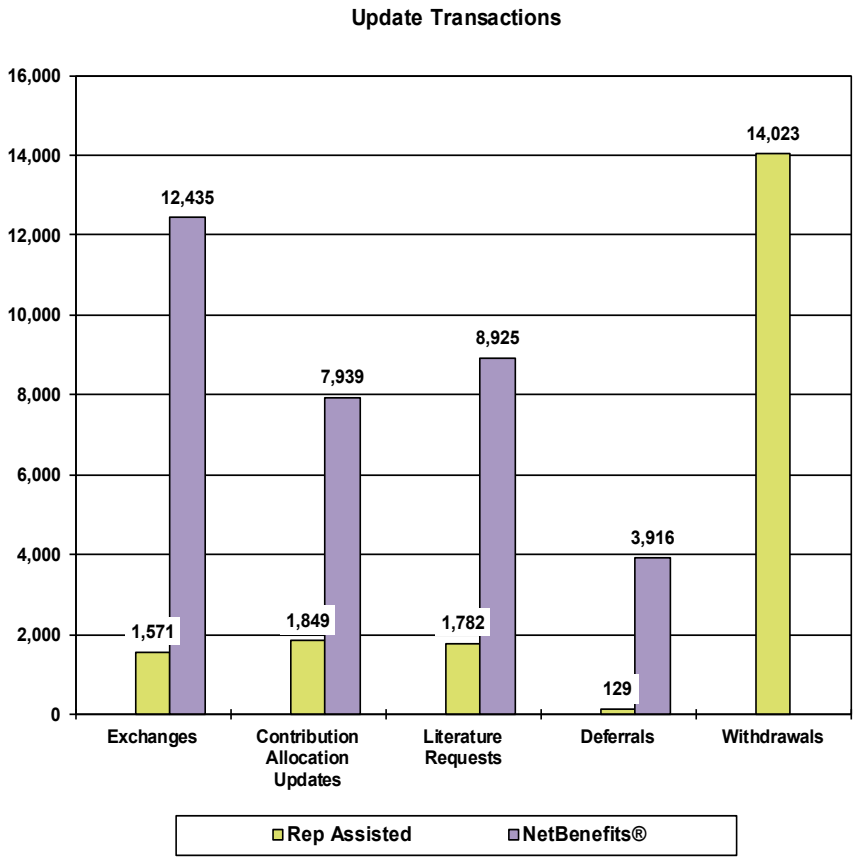
4/1/2014 - 3/31/2015

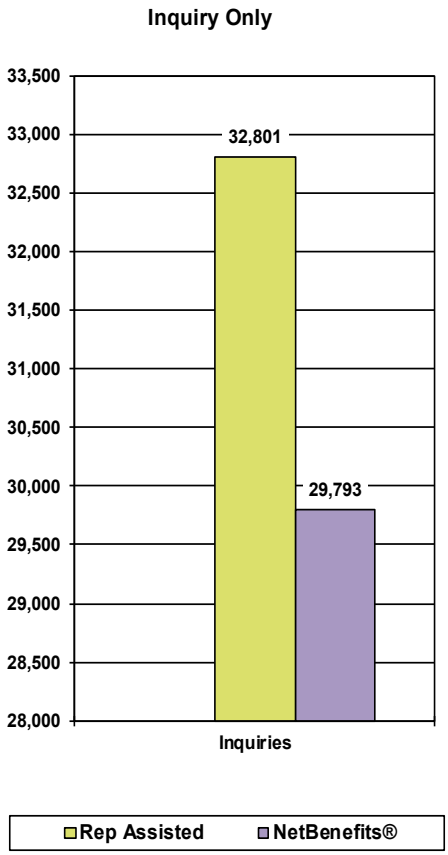


Retirement Savings Program
Participant Account Activity by Type

Participant Account Activity by Type

4/1/2014 - 3/31/2015

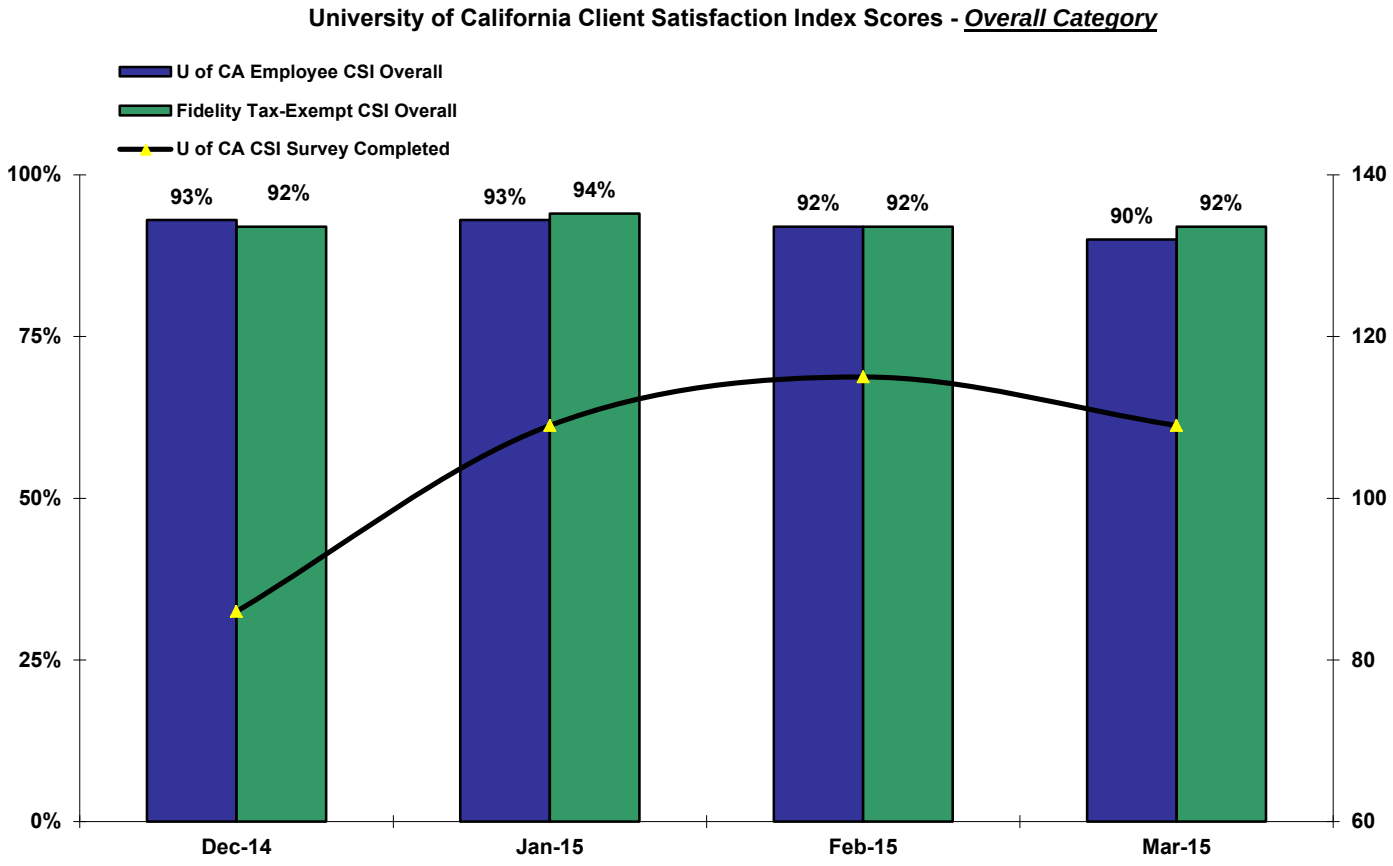




UC Employee Satisfaction
Fidelity Participant Services

Customer Satisfaction Index Scores
University of California Plan Participants
December 2014 – March 2015

(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
Fidelity's Administrative Performance

	Performance Standard	Q1 Result	Q1 '15	Q4 '14	Q3 '14
Average Speed to Answer	30	not met	91	40	22
Call Abandonment Rate	3%	not met	5%	1%	1%
VRS Availability	99%	met	99.77%	99.93%	100.00%
NetBenefits Availability	99%	met	99.67%	99.35%	99.79%
PSW Availability	99%	met	99.69%	99.90%	99.86%
One-and-Done Rate	90%	met	96.59%	97.34%	97.45%
Case Management	95% in 5 bus. days	met	98.42%	98.80%	96.80%
	99% in 10 bus. days	met	99.50%	99.72%	99.79%
Contribution Reconciliation	same day	met	100.00%	100.00%	100.00%
Transaction Processing	99%	met	99.97%	99.98%	99.98%
Quarterly Online Statements	99% Availability	met	yes	yes	yes
Quarterly / Annual Paper 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 Financial Education 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	95%	met	96.81%	98.12%	98.68%
Overall Plan Sponsor Satisfaction	Annual based on sliding UC schedule	met		Passed	
Quarterly / Annual Plan Reporting	100% w/in 10 days	met	yes	yes	yes
Quarterly VRM Report	Q1 - Q3 w/in 45 Bus Days of quarter end Q4 w/in 60 Bus Days of quarter end	met	yes	yes	yes
Portal - Data Accuracy	100%	met	yes	yes	yes
Portal - Accuracy of Output	100%	met	yes	yes	yes
Portal - Access	98%	met	yes	yes	yes
Portal - Maintenance / Link accuracy	100%	met	yes	no	no