# The University of California
# Retirement Savings Program Operations and Education

Vendor Relations Management

*4Q2019 Report*

# 4Q2019 Vendor Relations Management Highlights

## Overall

- 326,488 unique participants in RSP with 50% of total eligible making voluntary contributions.
- 65% overall and 58% age 40+ Career employees on track to have at least 80% retirement income replacement from UCRS sources.
- Fidelity met all performance standards.

## Master Recordkeeping & Member Services

- Operations team continues with data file, processing, and connectivity testing between UCPath and Fidelity.
- Participants made 115,000 calls to Fidelity member services and had 1.5 million sessions on Netbenefits.com in 2019.

## Communications & Education

- Planning onsite and online pre-retirement seminars during peak retirement season in collaboration with RASC.
- Over 16,500 financial education interactions this quarter. Approximately 6,100 one-on-one counseling sessions (onsite and telephone).

# Executive Summary

4Q2019

UNIVERSITY OF CALIFORNIA Retirement Savings Program

## Plan Statistics and Transactions

**$27.2B**

Total Plan Assets

**326,488**

Unique Participants

## Participation and Savings

**50.1%**

Percent of Active Participants Contributing

**10.7%**

Average savings amount for participants with % deferral

**$1,714**

Average savings amount for participants with $ deferral

## Engagement and Guidance

**99.7K**

Portal Users

**16,517**

Workshop and guidance interactions

**225.0K**

NetBenefits Users

## Retirement Readiness

**65.0%**

***Projected**** to have 80% income replacement from the UCRP and RSP sources

**57.7%**

Age 40+ achieving 80% income replacement

**Performance Standards – 0 Missed**

*Assumes employment at UC until age 65

Plan Stats & Transactions

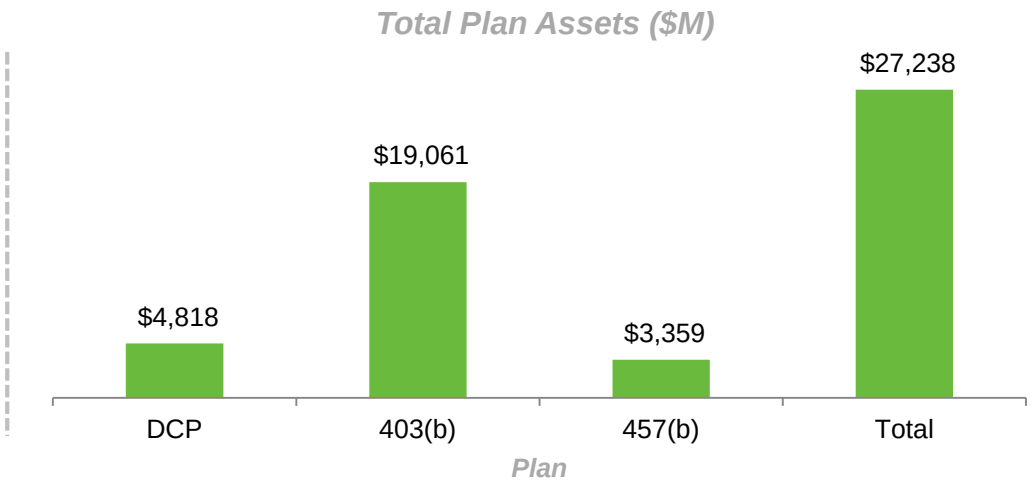
# Plan Overview

## Plan Asset & Participant Trend

# $27,238

*Total Plan Assets ($M) as of 4Q2019*

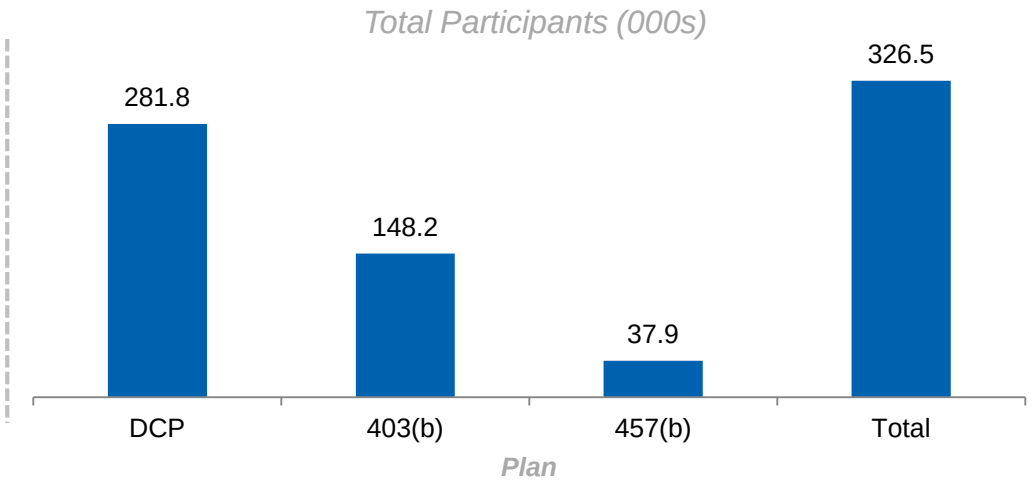
| | Active | Inactive |
|---|---|---|
| Total Assets $M | $16,094 | $11,144 |
| Average Assets $K | $82.2 | $85.1 |




# 326,488

*Total Unique Participants as of 4Q2019*

| | Active | Inactive |
|---|---|---|
| Total Participants | 195,721 | 130,904 |
| Average Age | 42 | 50 |




Fidelity record kept data as of 12/31/19 Includes all participants with a balance. Inactive includes T/R status codes, Active includes all other status codes.

Participation And Savings

# Active Career Participants Contributing

4Q2019

Participating in 403(b), 457(b), DC After-Tax Plan

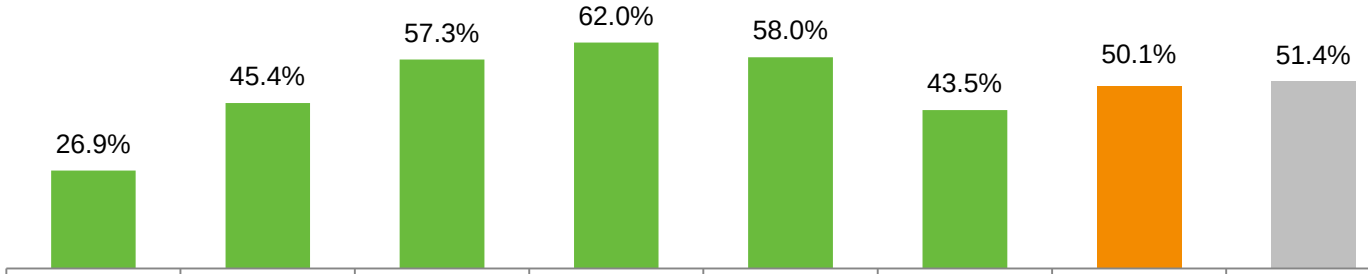
**50.1%**

of active Career participants are contributing*

| Plan | Q3 '19 | Q4 '19 | |
|---|---|---|---|
| DCP | 4.4% | 4.5% | ⇧ |
| 403(b) | 48.8% | 47.5% | ⇩ |
| 457(b) | 14.5% | 14.4% | ⇩ |

## Percent of Active Participants Contributing

By Age Group




| | 20-29 Yrs | 30-39 Yrs | 40-49 Yrs | 50-59 Yrs | 60-69 Yrs | 70+ Yrs | Q4 '19 | Q3 '19 |
|---|---|---|---|---|---|---|---|---|
| Actives | 22,977 | 45,566 | 38,084 | 31,987 | 14,577 | 2,554 | 155,745 | 148,417 |
| # Contributing | 6,173 | 20,692 | 21,837 | 19,834 | 8,449 | 1,111 | 78,096 | 76,245 |

*Fidelity record kept data as of 12/31/19 for active career participants with a current deferral or with a contribution in the prior 12 months.

Participation And Savings

# New Enrollments

4Q2019

**8,827** employees enrolled in TTM*

## Percent of New Enrollees by Enrollment Method

Average Election

| | Mobile / Online Enrollment | EasyEnroll |
|---|---|---|
| Enrollees | 4,879 | 3,948 |
| Avg. Election | 10.7% ** | 6% |
| % by Channel | 55% | 45% |

**45%** of new enrollees used EasyEnroll

**6%** average savings rate

*TTM represents Trailing Twelve Months

**For participants with a % deferral elected

Fidelity record kept data from 01/19 to 12/19. Deferral election as of 12/19 for active participants.

Participation And Savings

# Retirement Savings Rates - % Deferrals

4Q2019

Average Total Savings Rate

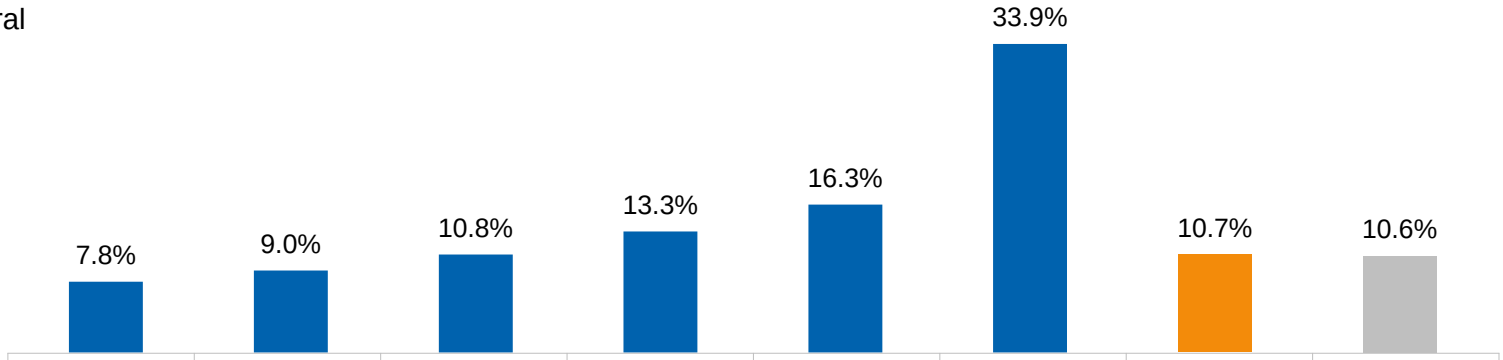
**10.7%**

average monthly % Savings Rate for participants in the 403(b), 457(b), DC Plans*

| Plan | 3Q2019 | 4Q2019 |
|---|---|---|
| DCP | • 4.1% | • 7.9% ⇧ |
| 403(b) | • 9.1% | • 9.2% ⇧ |
| 457(b) | • 10.5% | • 10.6% ⇧ |

## Total Savings Rate by Age

Average % Deferral




| Age Group | 20 - 29 | 30 - 39 | 40 - 49 | 50 - 59 | 60 - 69 | 70+ | Q4 '19 | Q3 '19 |
|---|---|---|---|---|---|---|---|---|
| Participants | 4,186 | 11,503 | 9,073 | 6,573 | 2,173 | 154 | 33,662 | 32,757 |
| **% Achieving 10%** | **24.0%** | **33.1%** | **42.5%** | **51.5%** | **60.1%** | **70.1%** | **40.0%** | **40.2%** |

* Excludes mandatory Safe Harbor contributions

Fidelity record kept data as of 12/31/19 for active career participants with a current deferral %

Participation And Savings

# Retirement Savings Rates - $ Deferrals

4Q2019

Average Total Savings Rate

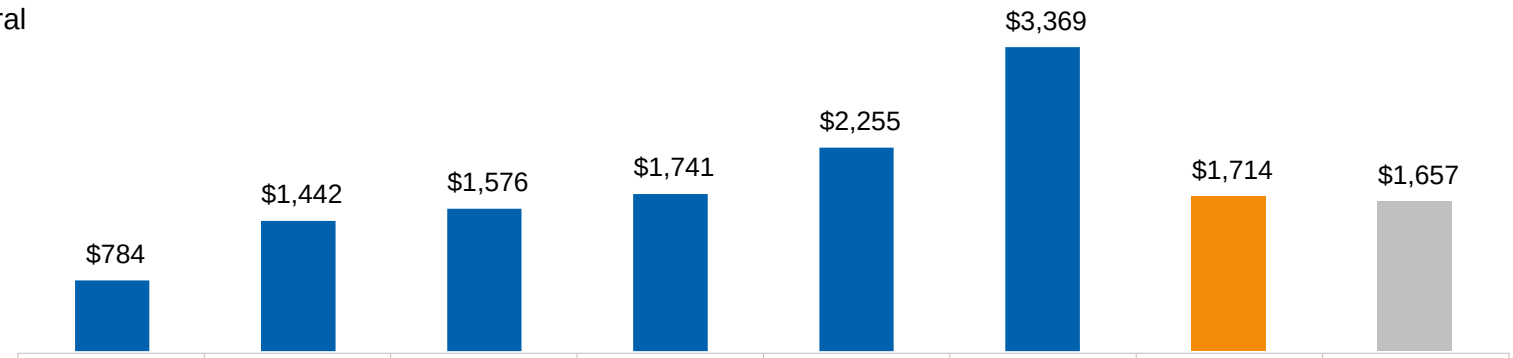
**$1,714**

average monthly $ Savings Rate for participants in the 403(b), 457(b), DC Plans

| Plan | 3Q2019 | 4Q2019 |
|---|---|---|
| DCP | • $963 | • $1,084 ⇧ |
| 403(b) | • $1,078 | • $1,105 ⇧ |
| 457(b) | • $1,583 | • $1,591 ⇧ |

## Total Savings Rate by Age

Average $ Deferral




| Age Group | 20 - 29 | 30 - 39 | 40 - 49 | 50 - 59 | 60 - 69 | 70+ | Q4 '19 | Q3 '19 |
|---|---|---|---|---|---|---|---|---|
| Participants | 1,419 | 7,158 | 10,911 | 11,911 | 5,651 | 826 | 37,876 | 37,154 |
| **% Achieving $500** | **27.3%** | **45.6%** | **53.1%** | **58.6%** | **67.8%** | **84.9%** | **55.3%** | **55.0%** |

Fidelity record kept data as of 12/31/19 for active career participants with a current deferral $

Engagement & Guidance

# Financial Education Experience

Interactions during 4Q2019

**16,517**

workshop and counseling interactions

- 61,457 YTD interactions
- 4Q2019 decreased 19.1% vs. 4Q2018

## 1,989 Onsite 1:1's

| Top Locations | |
|---|---|
| UCSF | 268 |
| UCLA | 247 |
| UCSD | 231 |

## 4,135 Phone Based 1:1's

| | |
|---|---|
| Direct RP Calls | 688 |
| Transfers from General Customer Svc | 3,447 |

## 1,319 Webinars

| | |
|---|---|
| UC Choice | 331 |
| Women & Investing | 283 |
| Make the Most of UCRSP | 199 |
| Fundamentals of RIP | 194 |
| Your UCRS | 160 |
| Basics of SS | 66 |
| Create a Budget | 67 |
| QMU | 19 |

## 9,074 In-Person Events

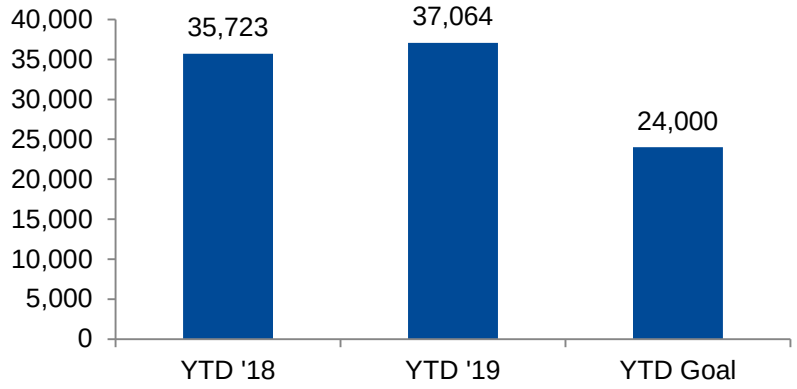
| | |
|---|---|
| NEO | 3,586 |
| Help Desks | 2,122 |
| Dept. Meetings | 1,522 |
| Special / UC Sponsored | 1,157 |
| Workshop | 569 |
| Other In-Person | 118 |

Engagement & Guidance

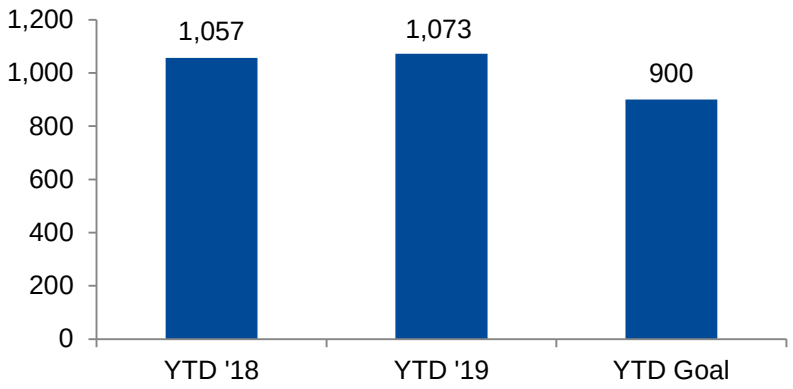
# Financial Education Activity

Group Sessions: Jan – Dec 2019

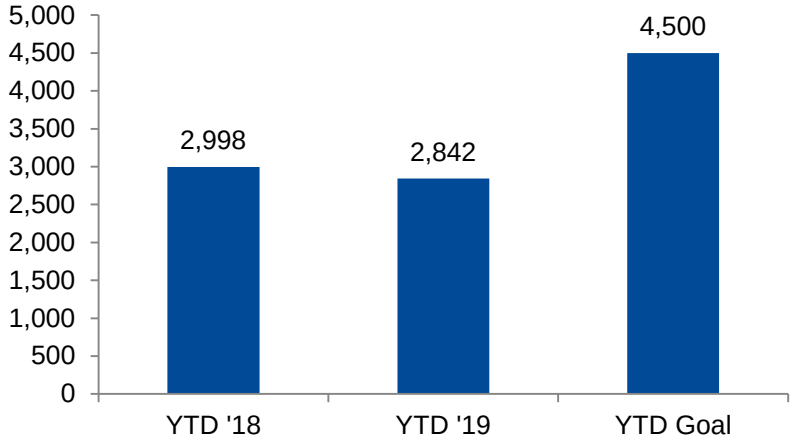
## Attendance



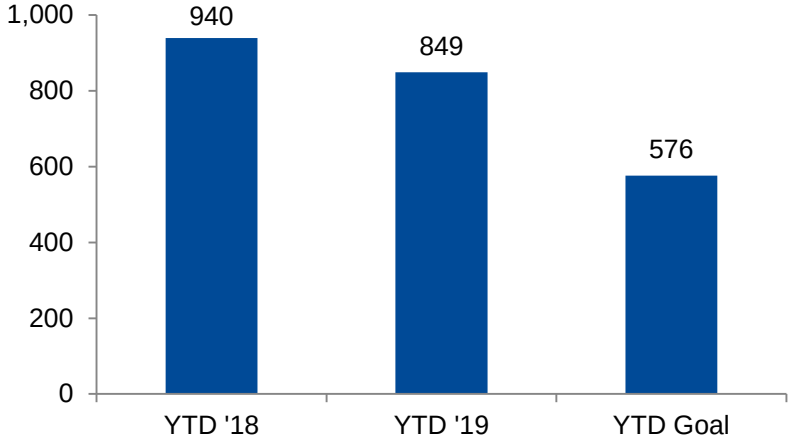

## Days on Site




## Events




## Department Meetings



Engagement & Guidance

# One-on-One Onsite Counseling Activity

Jan – Dec 2019

## By Location

| Location | YTD Appts | Population | Appt/Pop % |
|---|---|---|---|
| Hastings | 29 | 405 | 7.16% |
| UCB | 819 | 16,626 | 4.93% |
| UCD | 742 | 16,444 | 4.51% |
| UCD Med | 655 | 9,492 | 6.90% |
| UCI | 520 | 12,884 | 4.04% |
| UCI Med | 216 | 5,123 | 4.22% |
| LBL | 121 | 3,344 | 3.62% |
| UCLA | 634 | 32,036 | 1.98% |
| UCLA HS | 825 | 12,649 | 6.52% |
| UCM | 16 | 2,102 | 0.76% |
| UCOP | 142 | 1,903 | 7.46% |
| UCR | 371 | 6,391 | 5.81% |
| UCSD | 802 | 18,933 | 4.24% |
| UCSD Med | 526 | 8,815 | 5.97% |
| UCSF | 1,000 | 28,013 | 3.57% |
| UCSB | 169 | 6,886 | 2.45% |
| UCSC | 154 | 5,056 | 3.05% |
| **Total** | 7,741 | 187,102 | 4.14% |

## Monthly

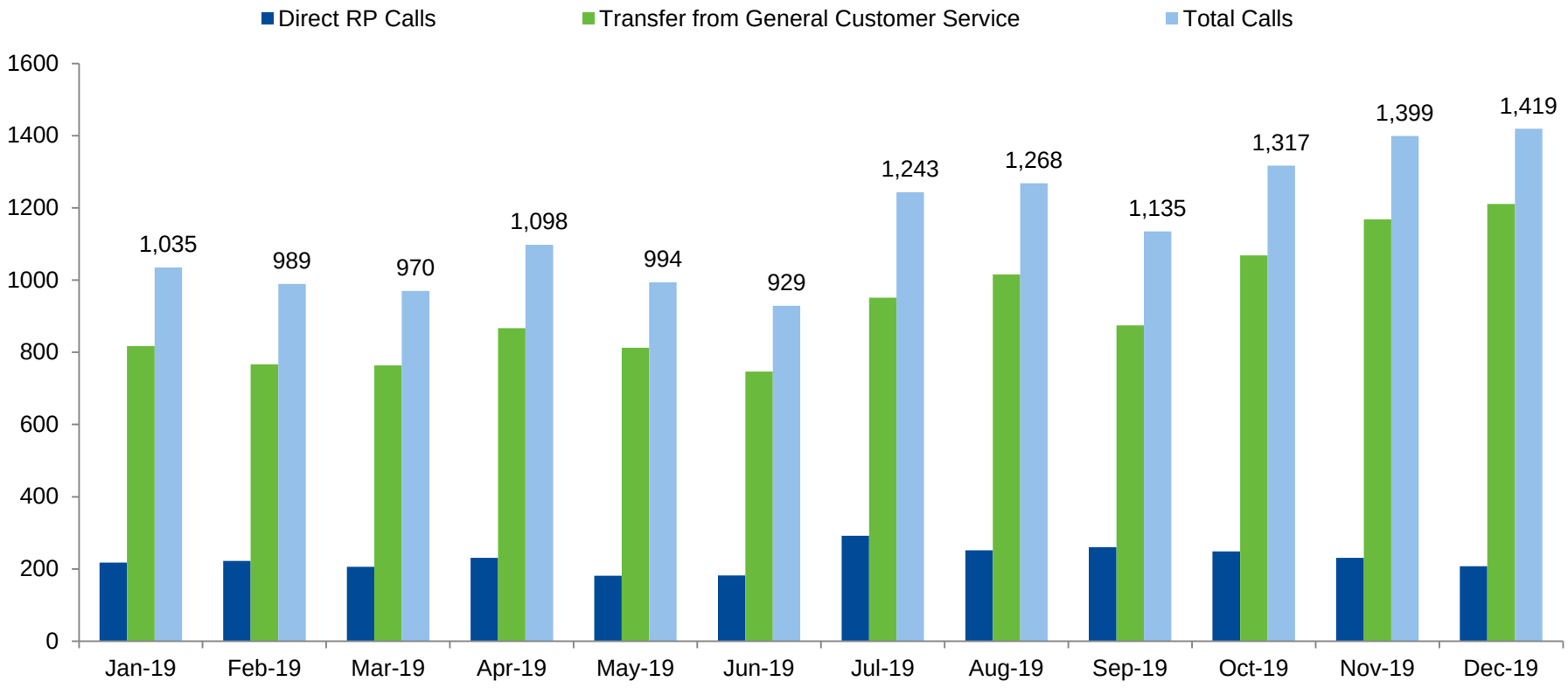
| Month | Total Appts |
|---|---|
| January | 591 |
| February | 737 |
| March | 601 |
| April | 717 |
| May | 670 |
| June | 571 |
| July | 563 |
| August | 771 |
| September | 531 |
| October | 810 |
| November | 572 |
| December | 607 |
| **Total** | **7,741** |

Engagement & Guidance

# One-on-One Telephone Counseling Activity

Jan 2019 – Dec 2019

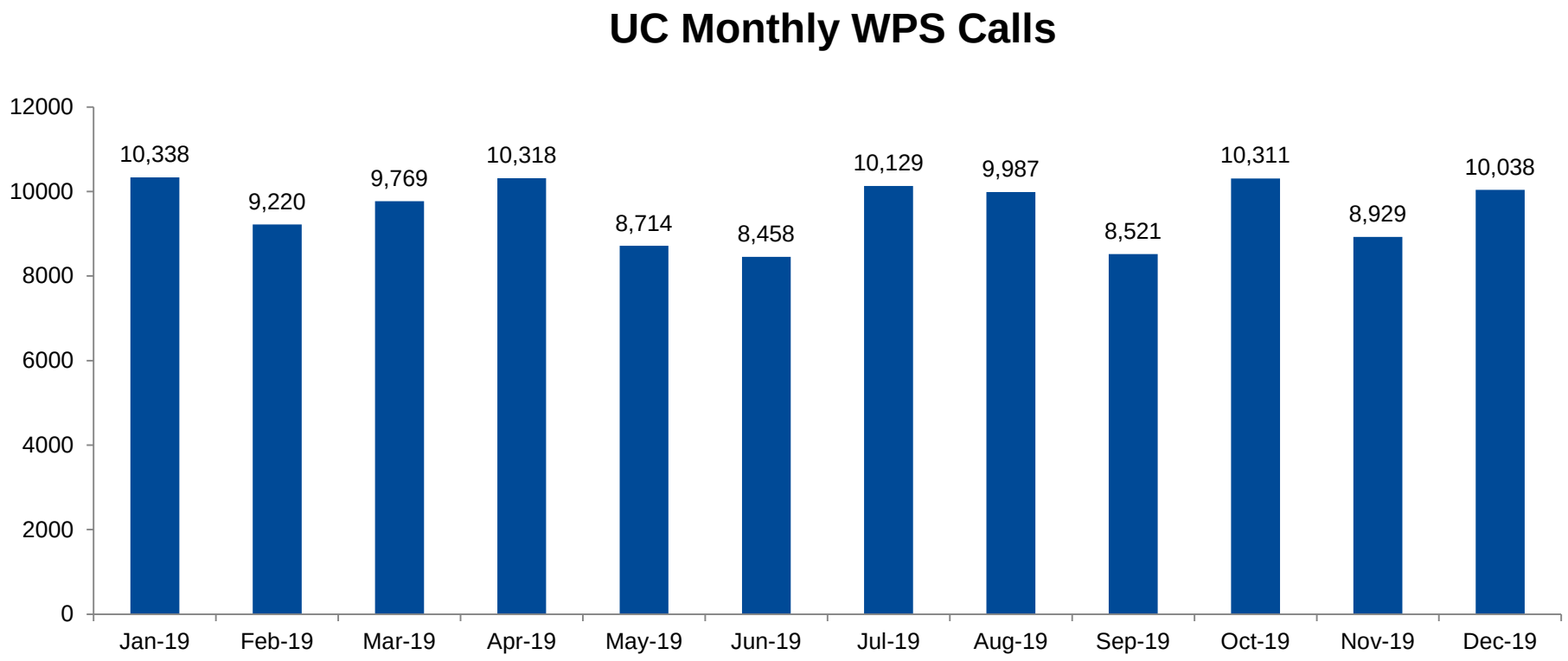
## UC Member Phone Volumes to Retirement Planners



Engagement & Guidance

# Workplace Participant Services Call Volumes

Jan 2019 – Dec 2019



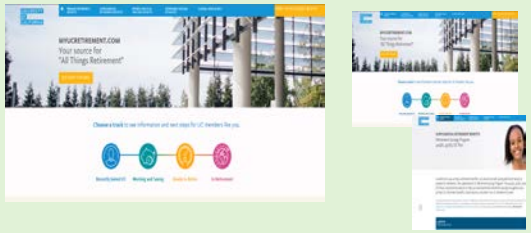

| Q4 '19 - Call Types | % of Total |
|---|---|
| Withdrawal – Inquiry | 12% |
| Withdrawal - Pre-Approved | 10% |
| TEM Planning and Advice | 8% |
| Other Service | 7% |
| Account Balances & Quotes | 6% |

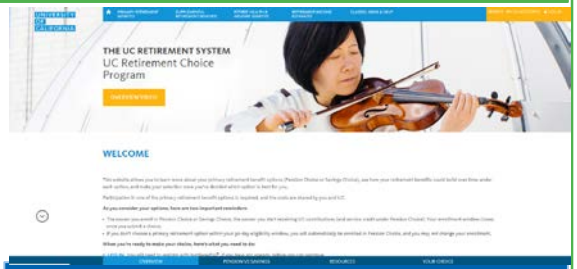
Engagement & Guidance

# Retirement Benefits Portal Experience

myUCretirement.com 4Q2019 Summary

## myUCretirement.com Experience






### myUCretirement.com Site Analytics

| Users | Sessions | Page Views |
|---|---|---|
| 99.7K | 150K | 237K |
| **Avg. Pages** | **Avg. Time** | **New Users %** |
| 1.58 | 1:22 | 68% |

### myUCretirement.com use by Device

| Desktop | Mobile Phone | Tablet |
|---|---|---|
| 86% | 12% | 2% |

### Acquisition

| Referral | Direct | Other |
|---|---|---|
| 55.6% | 42.9% | 1.5% |

### Top Visited Pages

| | |
|---|---|
| Home | 72% |
| UC Choice | 3% |
| Class Schedule | 2% |
| UC Fund Menu | 2% |
| UCRS Working & Saving | 1% |
| 403(b) or 457(b) | 1% |

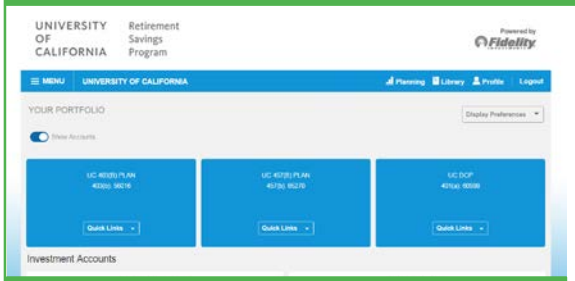
294.7k users visited myUCretirement.com year to date

Engagement & Guidance

# Plan Transaction Website Experience

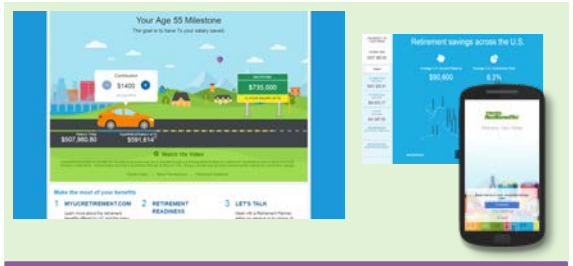
Netbenefits.com prior 12 months Summary

49% of all active participants visited NetBenefits® in prior 12 months.




## NetBenefits® Site Analytics - YTD

| Visitors | Sessions | Page Views |
|---|---|---|
| 225.0K | 1.47M | 10.0M |
| **Avg. Pages** | **Avg. Time** | **New Users %** |
| 6.8 | 4:30 | 23% |
| **Avg. Age** | **% Female** | **Avg. Length of Service** |
| 41 | 57% | 8 |



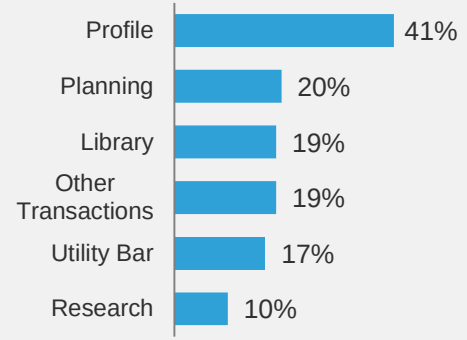

## NetBenefits® use by Device

| Desktop | Mobile Phone | Tablet |
|---|---|---|
| 73% | 23% | 4% |

## Transactions Completed

| Deferral Change | Exchange / Mix Change | Withdrawal |
|---|---|---|
| 50.2K | 18.4K | 9.3K |

## Top Visited Sections




**6.0K** online messages were provided to participants to increase engagement & drive action

Retirement Readiness

# Retirement Readiness Score

Comparison by Age

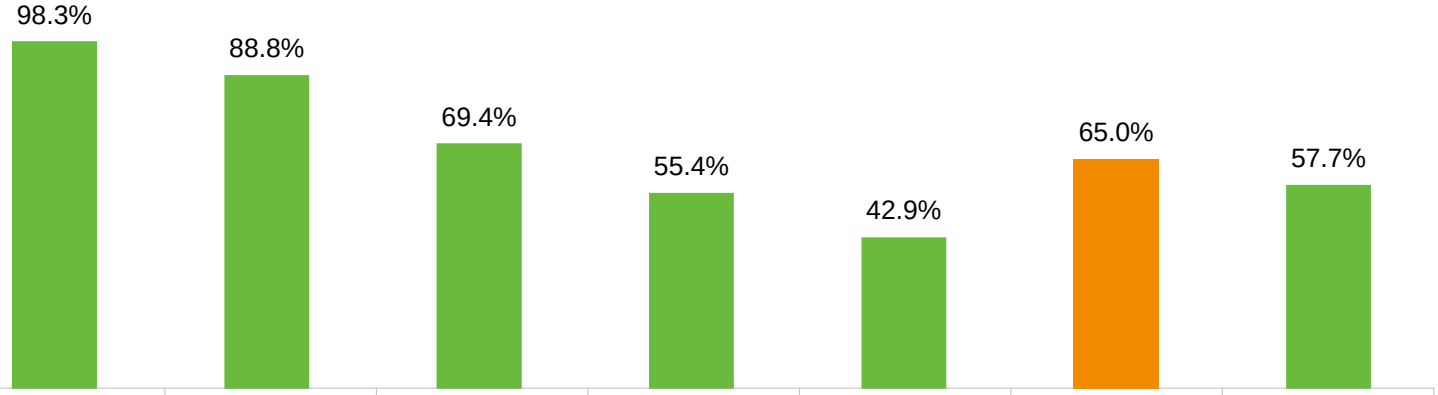
**65.0%**

are ***projected**** to have 80% income replacement from the UCRP and RSP sources.

Overall: 62.4% in 3Q2019

Age 40+: 55.0% in 3Q2019

## Percent Achieving 80% RR by Age




| Age Group | 20 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ | Total | Age 40+ |
|---|---|---|---|---|---|---|---|
| Participants | 2,308 | 17,947 | 26,022 | 25,701 | 16,689 | 88,667 | 68,412 |

*Assumes employment at UC until age 65

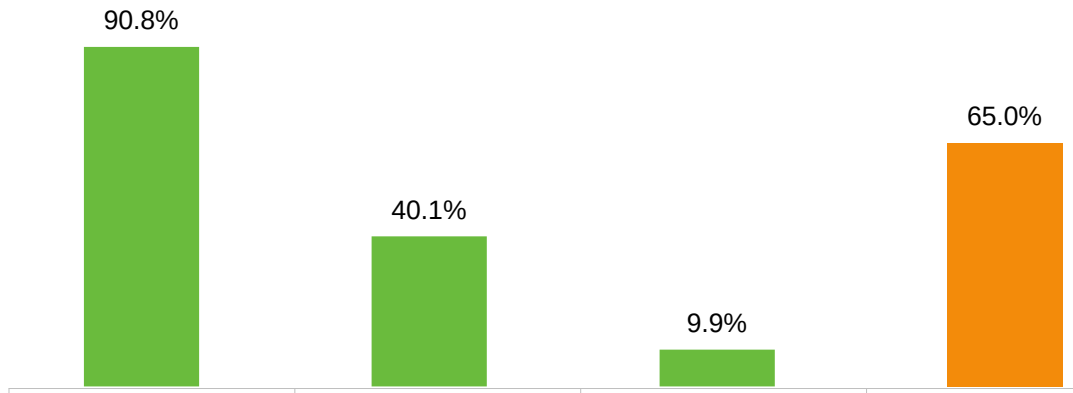
Retirement Readiness

# Retirement Readiness Score

## Comparison by Years of Service

The impact of UCRP income on retirement readiness scores is significant and can be observed in the large differences between early, mid and late career hires.

### Percent Achieving 80% RR by Age at Hire*




| Age Group | Early Career | Mid Career | Late Career | Total |
|---|---|---|---|---|
| Participants | 47,961 | 33,435 | 7,275 | 88,671 |

Years of Service as of UCRP file date: 12/2017

*Assumes employment at UC until age 65 and Age at time of Hire – Early Career Hires: Less than 35, Mid Career Hires : 35 – 49, Late Career Hires: 50 or older

Performance Standards

# Performance Standards

| Metric | Standard | Q4 Measurement | Q4 Result |
|---|---|---|---|
| Average Speed to Answer | 30 | 23 | ✓ |
| Call Abandonment Rate | 3% | 1% | ✓ |
| VRS Availability | 99.5% | 99.97% | ✓ |
| NetBenefits Availability | 99.5% | 99.97% | ✓ |
| PSW Availability | 99.5% | 99.93% | ✓ |
| One-and-Done Rate | 90% | 97.17% | ✓ |
| Case Management | 95% in 5 bus. days | 99.68% | ✓ |
| Case Management | 99% in 10 bus. days | 99.76% | ✓ |
| Contribution Reconciliation | same day | 100.00% | ✓ |
| Transaction Processing | 99.5% | 100.00% | ✓ |
| Quarterly Online Statements | 99% availability | Yes | ✓ |
| Quarterly / Annual Paper Statements | 20th next month | Yes | ✓ |
| Participant Satisfaction | 85% top box | 94.49% | ✓ |
| Enrollment Materials for Non-Choice | 90% rec w/in 2 weeks | Yes | ✓ |
| Enrollment Materials for Choice Pgm | 90% rec w/in 2 weeks | Yes | ✓ |
| RC Financial Education Report | monthly | Yes | ✓ |
| UC Documents in NetBenefits | 72 hours | Yes | ✓ |
| Overall Workshop Rating | 95% | 100.00% | ✓ |
| Quarterly / Annual Plan Reporting | 100% w/in 10 days | Yes | ✓ |
| Quarterly VRM Report | 45-60 bus. Days | Yes | ✓ |
| Overall Plan Sponsor Satisfaction | annual | Passed | ✓ |
| Portal - Data Accuracy | 100% | Yes | ✓ |
| Portal - Accuracy of Output | 100% | Yes | ✓ |
| Portal – Access | 99.5% | Yes | ✓ |
| Portal - Maintenance / Link accuracy | corrections made w/in 2 bus. days | Yes | ✓ |
| Operational Accuracy | project specific | Yes | ✓ |

✓ Met

Not Met