University of California
Retirement Savings Program
Vendor Relations Management Report
Q4 2011

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

Fidelity Confidential Information

Table of Contents

Quarterly Highlights 1

Key Statistics 2

Administrative Performance 3

Financial Education Performance 4

Cash Flow Summary 5

Median Balance by Age 6

Plan Assets Under Management at Fidelity 7

Number of Funds per Participant 8

Participation to Loan Analysis 9

Loans by Participant Account Balance 10

Workshop Summary 11

Account and Participant Access Comparison 12

Participant Account Activity by Type 13

UC Participant Satisfaction Index Scores 14

Fidelity Confidential Information

Retirement Savings Program
Q4 2011 Highlights

Quarterly Performance Rating: Met Standards

Highlights

• Led effort to transition 49 non-Core investment option funds to institutional class. Transition will be effective 3/28/2012

Record-Keeping Operations

•Processed roughly 15,000 year-end minimum required distributions (page 5)

•Initiated key Plan Document changes to more efficiently and compliantly administer the Plans in regards to Plan distributions and beneficiary payments.

•Changed the UC/Fidelity QDRO (Qualified Domestic Relations Order) process so Fidelity can more easily place and remove stops on the accounts without needing direction from UC.

•Reviewed the 403b Loan reamortization procedures to better automate the process for rehired UC employees.

Financial Education and Communications

• Online, interactive Retirement Review and Financial Education Portal launches 2/28/2012

• Delivered financial education classes to over 20,000 attendees in 2012; an additional 9,000 attended online webinars

• Awarded Pension & Investment Eddy Award

Retirement Savings Program
Key Statistics

		UC RSP 12/31/2011	% Change vs 09/30/2011	% Change vs 12/31/2010
Total Assets UC Funds		$11.50B	3%	2%
Total Assets Fidelity Funds		$3.78B	6%	(3%)
Total Assets Other		$332M	7%	11%
Total Plan Assets		$15.61B	4%	1%
Net Cash Flow		($83.7M)	(180%)	*--
Career Participants				
**Plan Participation Rate	403b	45.9%	0.4%	4%
	457b	11.5%	2%	11%
**Average Deferral Rate	403b	10.6% / $780	(1%) / 0%	(1%) / 3%
	457b	10.6% / $1,286	(4%) / (1%)	(5%) / 0%
**Median Partcipant Balance	403b	$28,278	5%	(3%)
	457b	$21,389	4%	(8%)
**Average Partcipant Balance	403b	$77,319	6%	(1%)
	457b	$46,554	6%	4%

*** Net Cash Flow for Quarter Ending 12/31/2010 was ($79.3M) in which case % Change becomes irrelevant.**

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

Retirement Savings Program
Fidelity's Administrative Performance

	Performance Standard	Q4 Result	Q4 '11	Q3 '11	Q2 '11
Average Speed to Answer	30	met	18	50	23
Call Abandonment	3%	met	1%	3%	1%
VRS Availability	99%	met	100.00%	99.99%	99.95%
NetBenefits Availability	99%	met	99.96%	99.71%	99.97%
PSW Availability	99%	met	99.96%	99.85%	99.63%
One-and-Done Rate	85%	tbd	n/a	98.10%	93.36%
Case Management	90% in 5 bus. days	met	99.61%	99.06%	97.36%
	99% in 10 bus. days	met	99.81%	99.81%	99.21%
Contribution Reconciliation	same day	met	100.00%	100.00%	100.00%
Withdrawal/loan Processing	99%	met	99.98%	99.99%	99.98%
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	98.36%	97.45%	97.30%

Retirement Savings Program
Financial Education Performance

Financial Education Program Performance Guarantees

	Trend Indicator	Q4 2011	Q3 2011	Q2 2011	Q1 2011
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

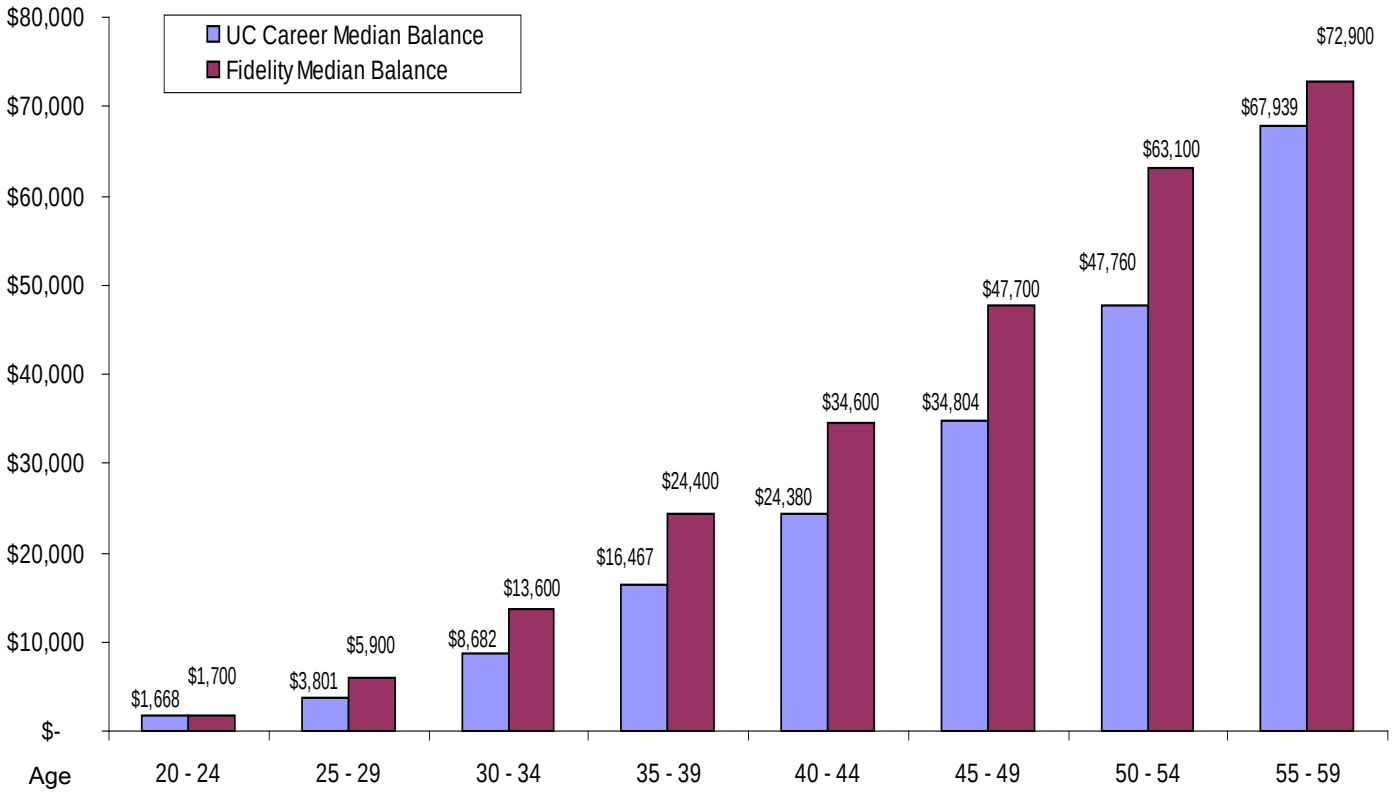
● Needs Improvement

Retirement Savings Program
Cash Flow Summary

Cash Inflow	Quarter ending: 12/2011	Quarter ending: 09/2011
Contributions		
403b:	$ 79,191,568	$150,132,155
457b:	$ 23,964,762	$ 49,242,542
DCP:	$ 15,659,982	$ 41,359,819
Rollover/Transfer In:	$ 33,256,038	$ 71,449,576
Total	$152,072,350	$312,184,092
Loan Repayments	$ 9,987,748	$ 14,763,582
Interest on Loans	$ 1,196,559	$ 1,961,132
Balance Forward	$ 6,597	$ 16,824
Total Cash Inflow	$163,263,254	$328,925,630

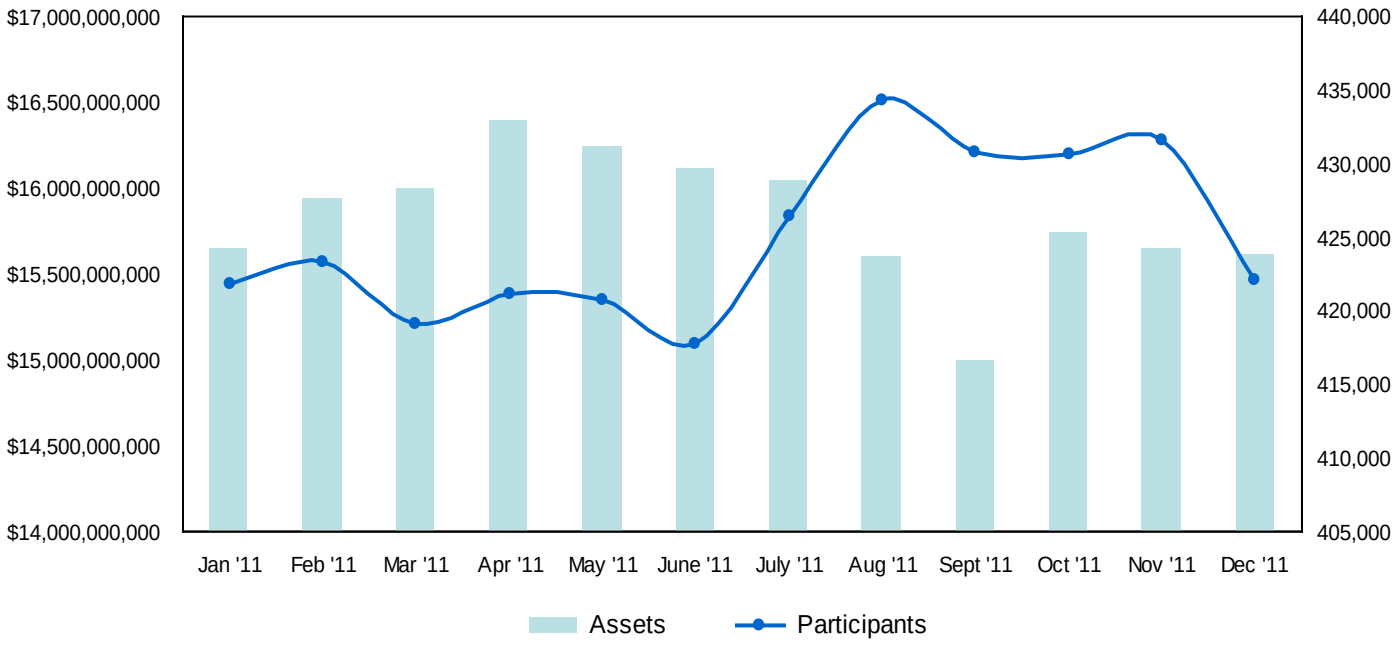
Cash Outflow	Quarter ending: 12/2011	Quarter ending: 09/2011
Loan Withdrawals	($ 13,181,848)	($ 15,455,201)
Withdrawals		
Full Payout:	($122,727,301)	($140,367,694)
MRD:	($ 59,531,434)	($ 8,816,616)
Partial Distribution:	($ 21,739,452)	($ 28,084,384)
Age 59.5:	($ 18,200,242)	($ 21,860,950)
De Minimis Distribution:	($ 3,866,258)	($ 2,718,763)
Systematic Withdrawal Payments:	($ 3,785,000)	($ 4,060,210)
Partial After Tax/Rollover Payout:	($ 2,688,571)	($ 1,376,944)
Hardship-Sponsor Directed:	($ 889,260)	($ 1,155,540)
Transfer of Assets:	($ 206,053)	($ 269,496)
Unforeseen Emergency:	($ 25,455)	($ 45,285)
Age 70.5 In-Service Distribution:	($ 0)	($ 296,243)
Total	($233,659,026)	($209,052,125)
Transaction-based Fees	($ 195,147)	($ 208,704)
Total Cash Outflow	($247,036,021)	($224,716,030)
Net Cash Flow	($ 83,772,767)	$ 104,209,600

Retirement Savings Program
Active Participants Median Balance by Age



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

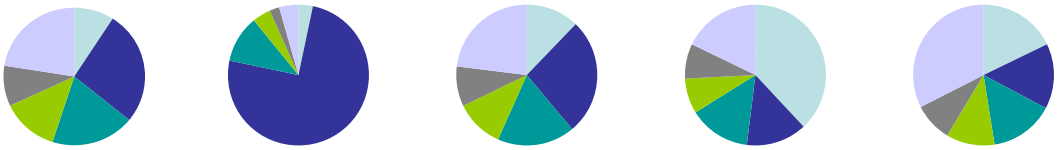
Retirement Savings Program
Plan Assets Under Management at Fidelity



As of 12/31/2011	403b	DCP	457b	Total
Total Participants	123,108	274,666	24,317	422,091
Active Participants	75,236	172,793	18,432	266,461
Inactive Participants	47,872	101,873	5,885	155,630
Total Plan Assets	$10,904,245,790	$3,634,492,439	$1,071,811,309	$15,610,549,538

Retirement Savings Program
Funds Per Participant

Information as of 12/31/2011

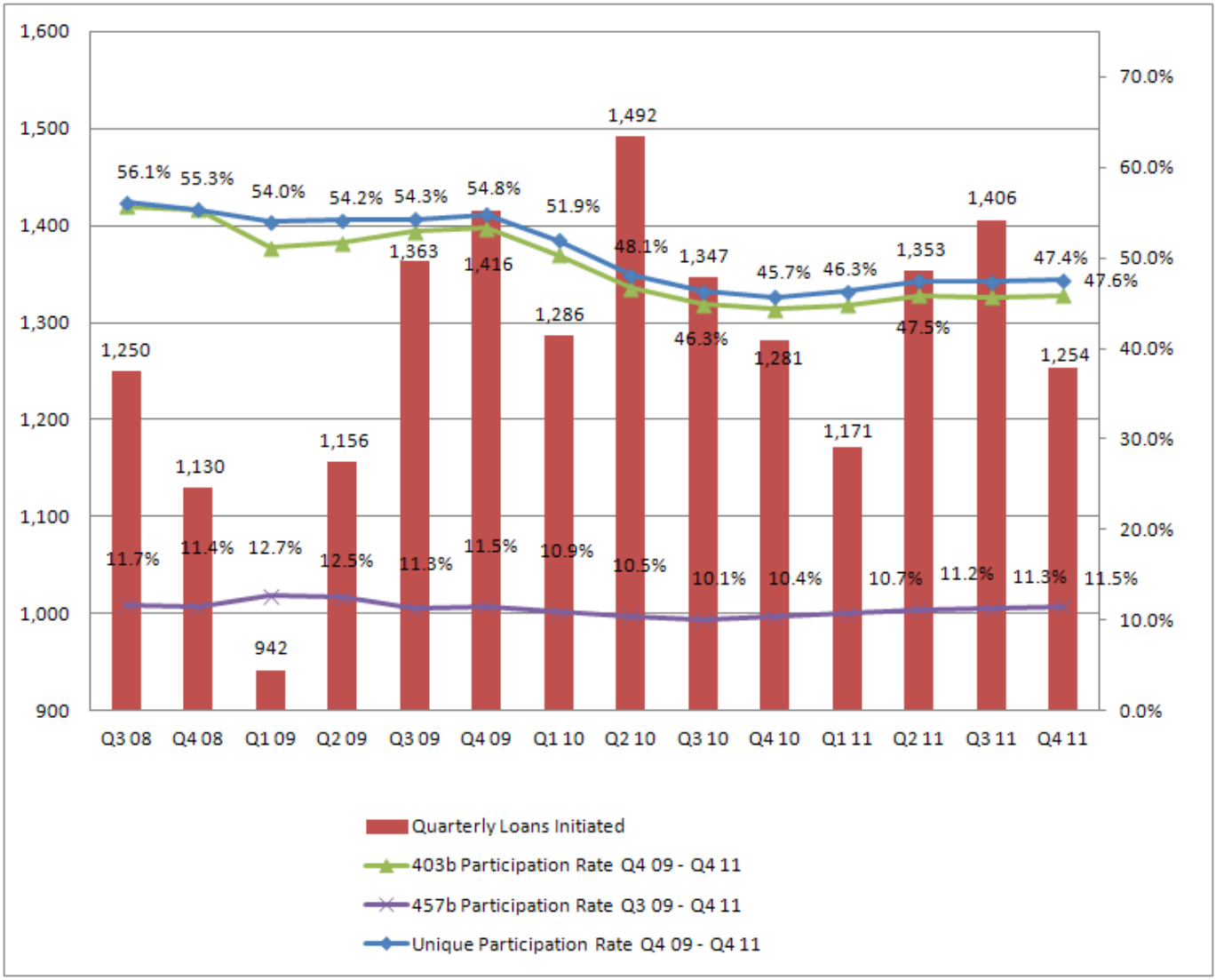


How many participants hold:	403b	DCP	457b	Industry peers*	Same-size peers*
1 Fund (Lifecycle Fund)	9.2%	3.3%	12.3%	38.2%	17.9%
1 Fund (Non-Lifecycle Fund)	26.5%	74.9%	26.6%	13.9%	14.9%
2 Funds	19.1%	11.0%	17.7%	14.0%	14.6%
3 Funds	13.1%	4.2%	11.2%	8.2%	11.1%
4 Funds	9.4%	2.3%	9.3%	7.9%	9.1%
5 or more Funds	22.6%	4.3%	22.9%	17.8%	32.4%
Average # of Funds Held	3.4 funds	1.6 funds	3.4 funds	1.8 funds	3.5 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	15,267	186,962	2,040	204,269
UC EQUITY FUND	Domestic Equity	6,359	7,174	904	14,437
UC BALANCED GROWTH	Balanced/Hybrid	3,339	2,050	891	6,280
UC ICC FUND	Managed Income or Stable Value	1,845	1,288	672	3,805
UC BOND FUND	Bond	777	763	263	1,803
Plus 179 other funds	-	4,977	7,359	1,688	14,024
Lifecycle Funds	-	11,380	9,139	2,986	23,505
BrokerageLink	-	50	42	3	95
Total		43,994	214,777	9,447	268,218

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

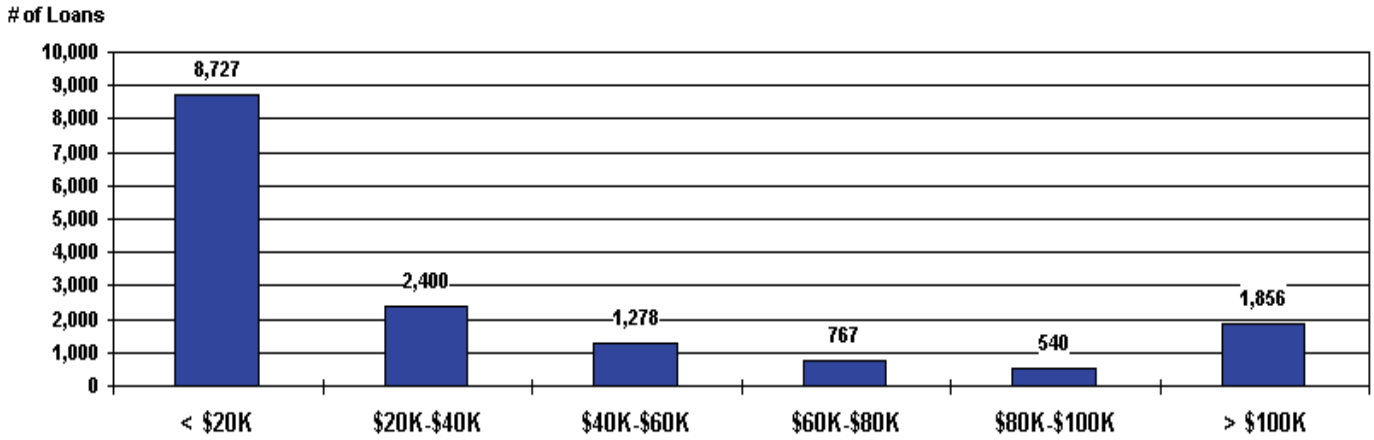
Retirement Savings Program
New 403(b) Loan to Participation Rate Analysis

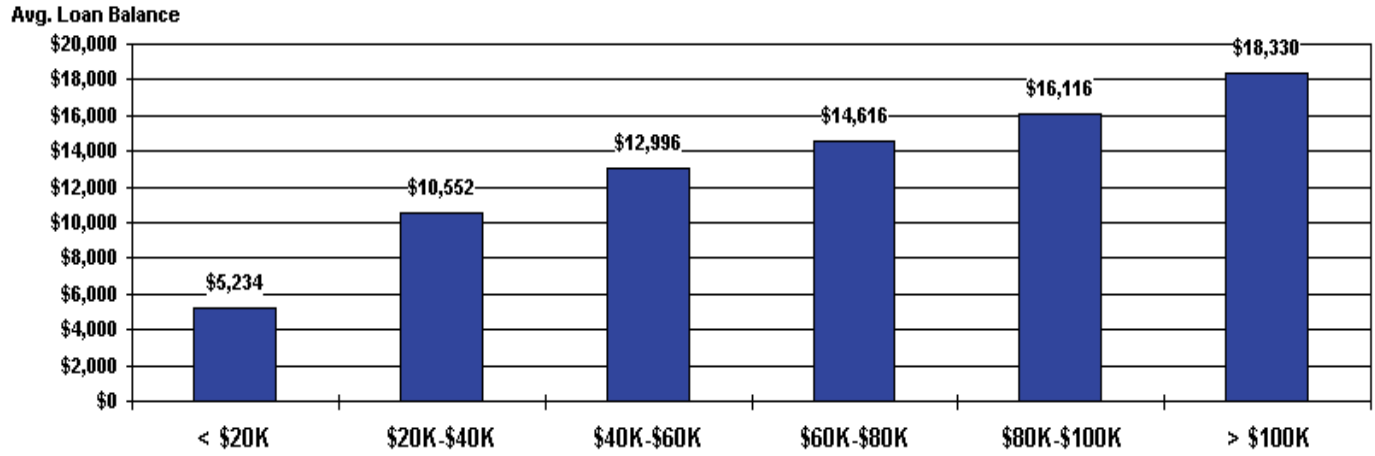


Retirement Savings Program
Loans by Participant Account Balance

Loans by Participant Account Balance

as of 12/31/2011



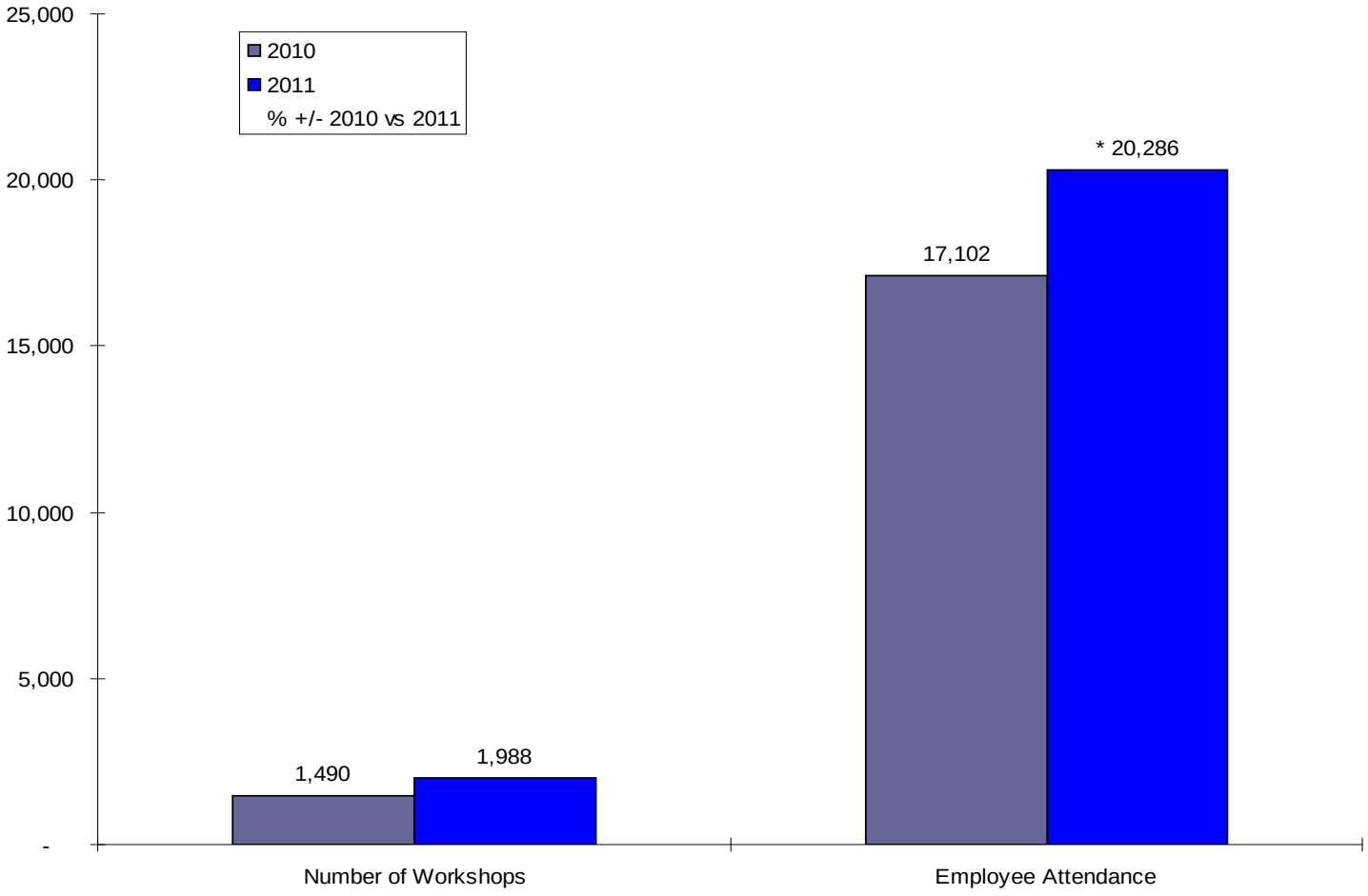


Total Participants in balance category:	48,610 Participants	18,067 Participants	10,737 Participants	7,492 Participants	5,841 Participants	32,361 Participants

	Total Loans	Original Amount	Outstanding Loans	Outstanding Balance	Loans Defaulted	Default Amount
3 Month Change	-110	$845,400	-107	$960,089	152	$1,674,789
6 Month Change	72	$1,238,629	74	$1,348,598	169	$1,833,493
9 Month Change	125	$509,677	128	$455,453	176	$1,602,175
12 Month Change	-27	-$1,763,675	-23	-$1,591,768	83	$474,927

Retirement Savings Program
Financial Education Workshop Summary

Workshop Summary
Through December 2011



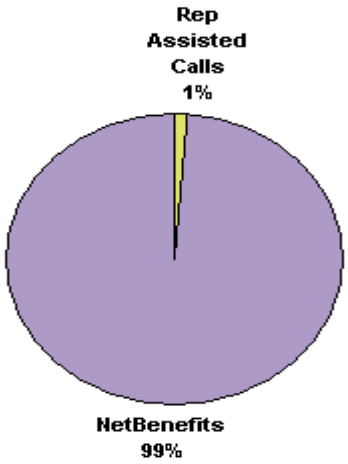
*** 2011 employee attendance includes attendance from in-person events.**

	Overall Workshop Rating "Excellent" or "Very Good"	Overall Presenter Rating "Excellent" or "Very Good"	# of Surveys
October 2011	97%	100%	420
November 2011	99%	100%	334
December 2011	98%	100%	223
		total	977

Retirement Savings Program Account Access Comparison and Participant Access Volumes

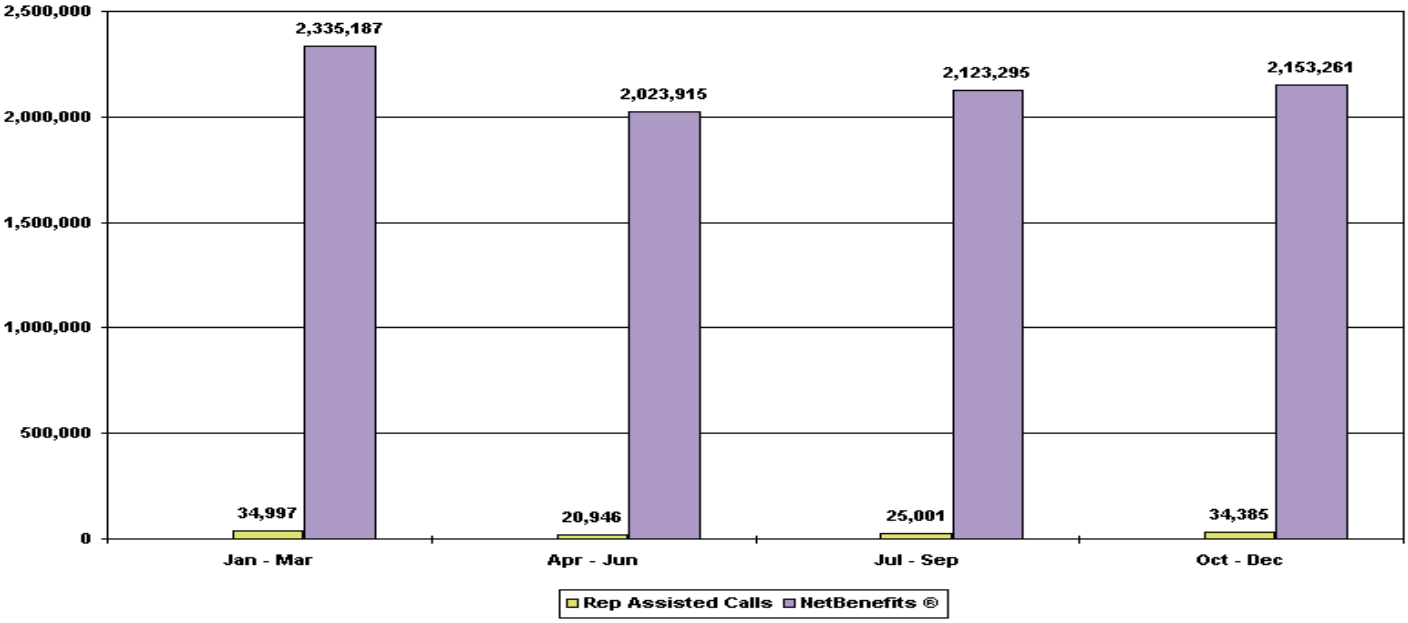
Account Access Comparison
1/1/2011 - 12/31/2011

UNIVERSITY OF CALIFORNIA

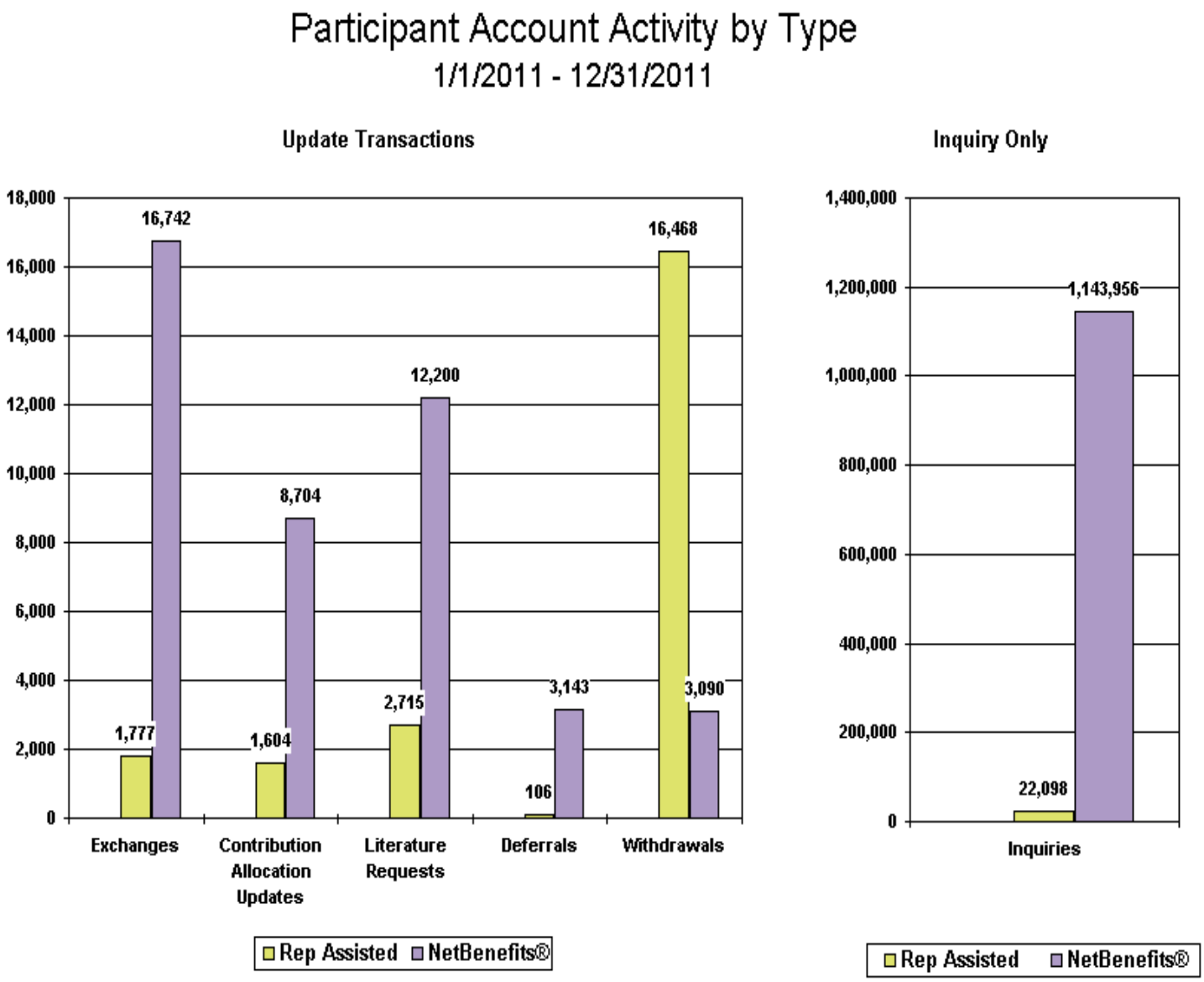


AVG. TEM HIGHER EDUC. PLAN

Participant Access Volumes
1/1/2011 - 12/31/2011



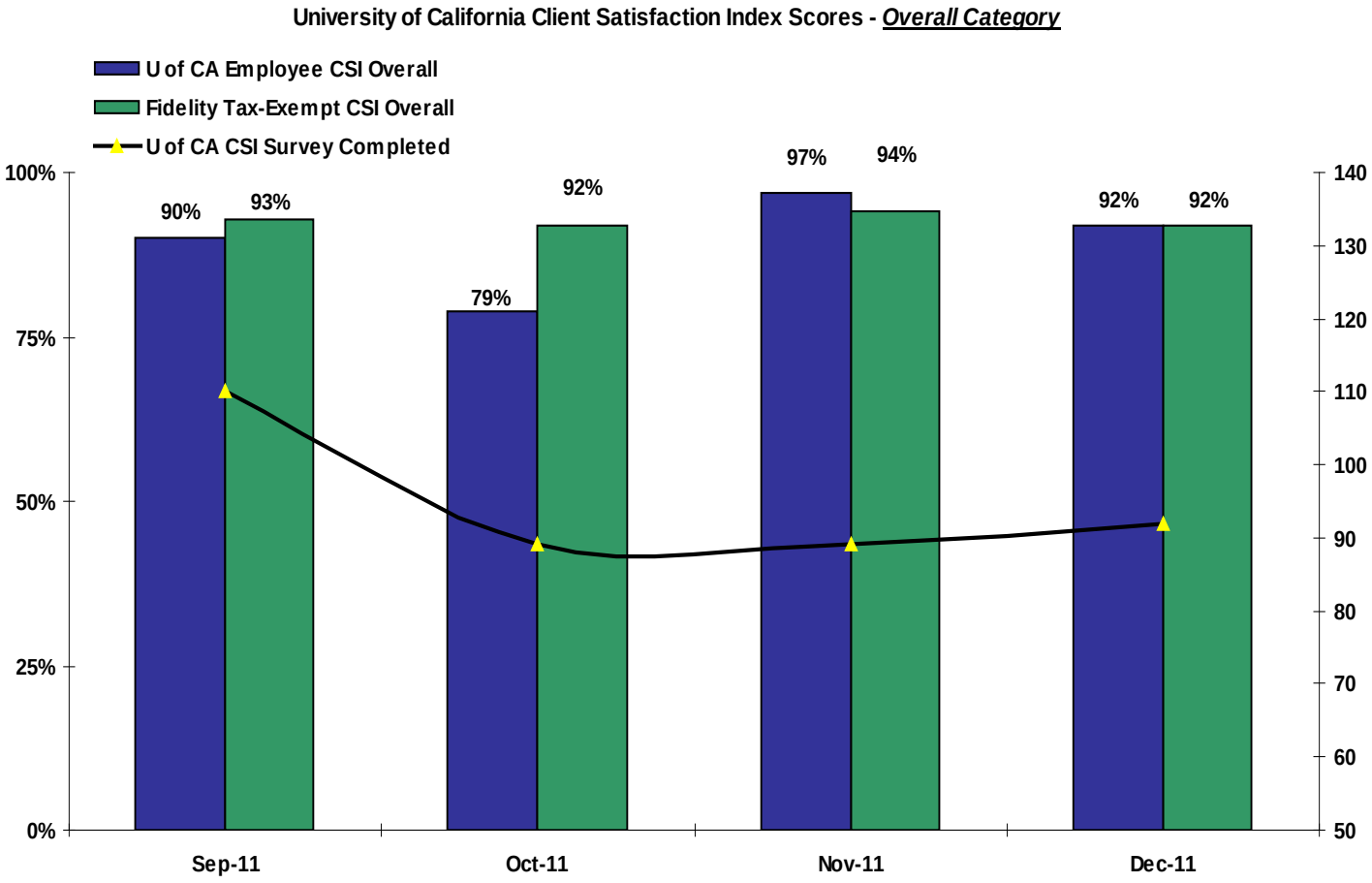
Retirement Savings Program
Participant Account Activity by Type



UC Employee Satisfaction
Fidelity Participant Services

Customer Satisfaction Index Scores
University of California Plan Participants
September 2011 – December 2011

(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