UNIVERSITY OF CALIFORNIA Retirement Savings Program

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

Vendor Relations Management

1Q2016 Report

UNIVERSITY OF CALIFORNIA Human Resources

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1Q2016 Highlights

Overall

- $19.8 billion in assets
- 302,143 unique participants with balance
- 403(b) Plan: participation rate 52.1%; average deferral rate 9.3%
- Service level guarantees: Missed case management closure rate of 99% in 10 business days (98.77% actual).

Master Recordkeeping & Member Services

- Initiated planning and implementation of comprehensive operational, systems, and processes development to accommodate and support major DCP design changes due to the Retirement Choice Program

Communications & Education

- Launched newly designed portal, myUCretirement.com, with updated 2016 Retirement Reviews.
- Intense development of 2016 Retirement Choice Program communications and educational resources. Includes print, video, workshop, and web content. Also developed Retirement Decision Tool, featuring a financial modeler and election function.

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Plan Assets and Participation

As of 3/31/2016	403b	DCP	457b	Total
Total Participants	130,862	272,490	30,546	**433,898**
Active Participants	83,567	167,580	23,190	**274,337**
Participants Terminated with Balances	47,295	104,910	7,356	**159,561**
Total Plan Assets	$13,876,604,286	$3,948,938,965	$1,997,703,430	**$19,823,246,681**

Unique participants with balance: 302,143

403(b) has 70% of total plan assets.

302,143 unique participants with a balance. Largest participation count in DCP due to mandatory contributions and Safe Harbor participation.

T and R status codes are included in the Terminated Participants counts, all other status codes are rolled into the Active Participant count.

The Lost Shareholder indicator is not factored into the total count; Lost Active participants are included in the Active counts and Lost Inactive participants are included in the Inactive counts.

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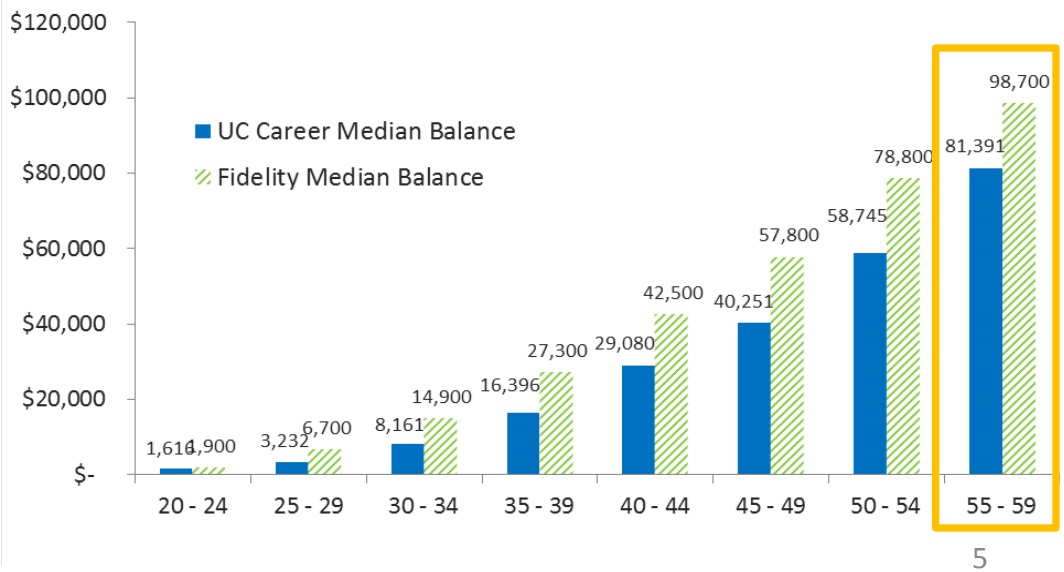
Participant Statistics

Median account balances of UC career employees are lower than Fidelity's book of business. Most concerning is balance of pre-retirees.

		UC RSP 3/31/2016	% Change vs 12/31/2015	% Change vs 3/31/2015
CAREER PARTICIPANTS*				
Plan Participation Rate**	403b	52.1%	-0.2%	n/a
	457b	14.2%	-1%	n/a
Average Deferral Rate	403b	9.3% / $876	-3% / -3%	-7% / 3%
	457b	9.6% / $1,326	-6% / -4%	-4% / 2%
Median Partcipant Balance	403b	$28,841	0.3%	-9%
	457b	$25,260	6%	-2%
Average Partcipant Balance	403b	$93,543	0.0%	-6%
	457b	$68,528	2%	-1%

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

** Participation rates were adjusted in Q4 to account for any participant who is currently contributing or has made a contribution at any point in the past 12 months (Q1 '16 Unique - 54.2%).



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Retirement Readiness

RETIREMENT READINESS SCORES - % of career employees with 80% RR score or higher

SYSTEM	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+	ALL
RR Score of 80%	**99%**	**96%**	**85%**	**63%**	**58%**	**52%**	**47%**	**44%**	**33%**	**48%**	**59%**
CAMPUS											
< $50,000	99%	97%	82%	53%	40%	31%	25%	23%	15%	26%	58%
$50,001 - $80,000	96%	94%	83%	57%	54%	49%	47%	43%	30%	31%	57%
$80,001 - $120,000	100%	92%	81%	59%	61%	56%	55%	51%	37%	50%	57%
$120,001 - $250,000	100%	89%	79%	67%	68%	66%	62%	60%	55%	70%	64%
> $250,000			100%	50%	57%	48%	53%	46%	50%	72%	58%
All Wages	**99%**	**96%**	**83%**	**58%**	**55%**	**51%**	**48%**	**45%**	**37%**	**54%**	**59%**
MEDICAL CENTER											
< $50,000	99%	97%	82%	58%	42%	35%	24%	21%	11%	16%	54%
$50,001 - $80,000	96%	96%	87%	67%	55%	47%	37%	33%	17%	19%	55%
$80,001 - $120,000	92%	95%	89%	75%	65%	56%	49%	46%	28%	29%	64%
$120,001 - $250,000		97%	93%	83%	76%	67%	64%	55%	38%	44%	66%
> $250,000			100%	25%	80%	45%	35%	42%	50%	67%	50%
All Wages	**99%**	**96%**	**87%**	**71%**	**62%**	**53%**	**45%**	**42%**	**26%**	**32%**	**60%**
OTHER LOCATIONS											
< $50,000	97%	96%	84%	71%	38%	33%	28%	33%	0%	11%	64%
$50,001 - $80,000	92%	94%	86%	56%	54%	52%	47%	34%	24%	26%	55%
$80,001 - $120,000	67%	94%	88%	55%	58%	56%	51%	45%	28%	36%	55%
$120,001 - $250,000		100%	83%	65%	70%	66%	62%	51%	42%	54%	60%
> $250,000				33%	33%	29%	18%	38%	50%	40%	36%
All Wages	**94%**	**95%**	**86%**	**58%**	**60%**	**58%**	**54%**	**45%**	**33%**	**40%**	**57%**

Only approx. 46% of employees, aged 50-59 are on track to have 80% income replacement from the UCRP and RSP sources.

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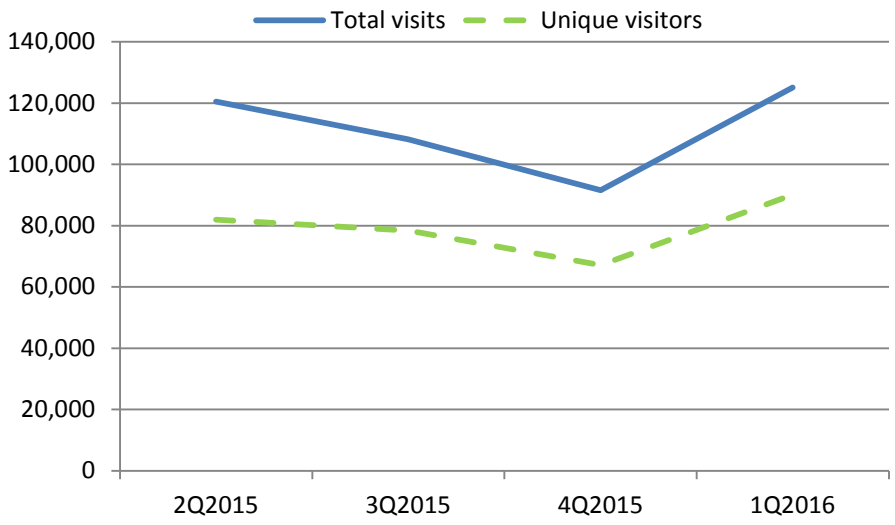
Onsite Education

Onsite events and one-on-one counseling continue to be extremely popular with over 12,000 employees attending during Q1 '16.

	EVENTS		ATTENDANCE	
EDUCATION	**1Q2016**	**YTD**	**1Q2016**	**YTD**
Onsite events	953	953	9,305	9,305
One-on-One Guidance sessions				
in person	1,457	1,457	1,457	1,457
telephonic	1,134	1,134	1,134	1,134
Webinars	7	7	165	165
TOTAL	**3,551**	**3,551**	**12,061**	**12,061**

ucfocusonyourfuture.com



The Portal Redesign took effect 3/1/16 and saw 49,606 visitors during the month of March.

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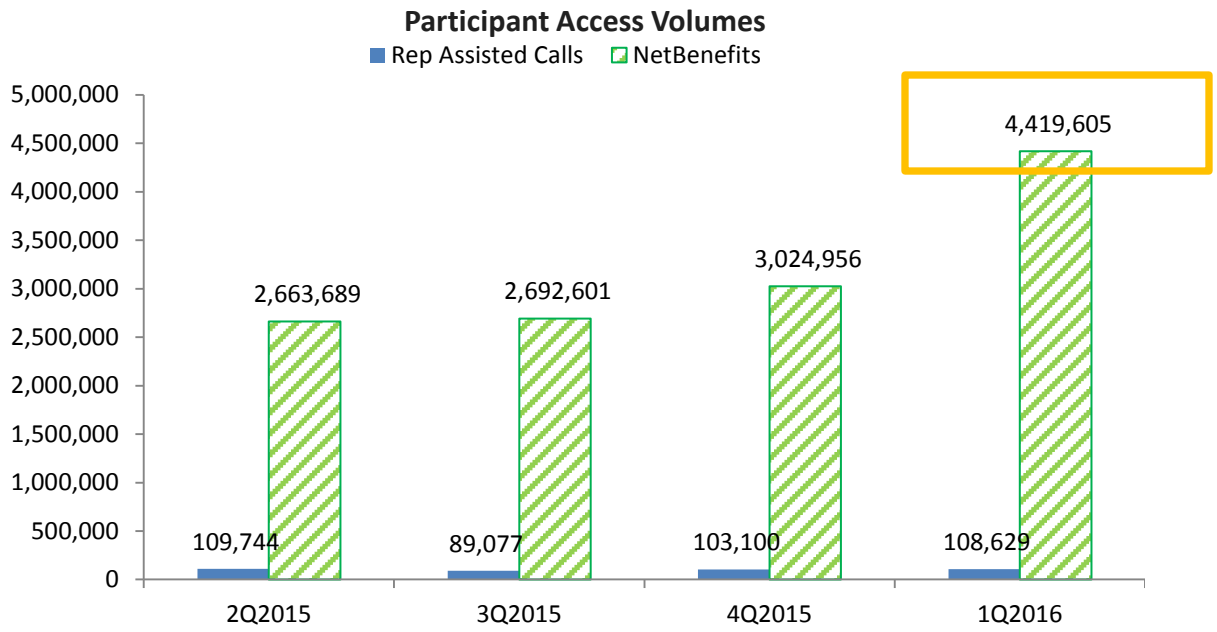
Participant Access

Q1 '16 spike in NetBenefits access can be attributed to the volatility in equity markets.



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Performance Standards

"10 day Case Mgmt." was missed in Q1 '16.

Metric	Standard	Q1 Result	Q1 '16	Q4 '152	Q3 '15
Average Speed to Answer	30	met	16	21	34
Call Abandonment Rate	3%	met	1%	1%	2%
VRS Availability	99%	met	99.59%	100.00%	100.00%
NetBenefits Availability	99%	met	99.97%	100.00%	99.75%
PSW Availability	99%	met	99.99%	100.00%	99.82%
One-and-Done Rate	90%	met	97.81%	97.52%	97.54%
Case Management	95% in 5 bus. days	met	97.26%	95.64%	98.40%
Case Management	99% in 10 bus. days	not met	98.77%	99.77%	99.65%
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	98.51%	99.18%	98.57%
Overall Plan Sponsor Satisfaction	annual	met			passed
Quarterly / Annual Plan Reporting	100% w/in 10 days	met	yes	yes	yes
Quarterly VRM Report	45-60 bus. Days	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	yes	yes