UNIVERSITY OF CALIFORNIA

Retirement Savings Program

Vendor Relations Management Report

Q1 2013

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

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Retirement Savings Program
Q1 2013 Highlights

Quarterly Performance Rating: All standards met

Quarterly Highlights

Overall

- $18 billion in UC RSP assets
- Successful communications campaign regarding the fund menu management project
  - 37% of 43,000 affected participants redirected contributions prior to Mar 28 deadline
- Updated annual Retirement Review online
  - 11,000 portal visits on single day after Retirement Review made available online
  - 60% have retirement readiness scores of 80% or higher

Master Record Keeping

- Completed update of the 403b Plan Admin Manual
- Continue to analyze and monitor lost participant counts
- March default of first-year MRDs completed (600)
- Completed annual recordkeeping review
- Initiated annual data clean-up projects
- Outlined operational initiatives for 2013
- Implemented automated outstanding check process

Communications & Education

- Ongoing “Participate” campaigns
- IPGC and PGC coverage hit highs in March
- All on-site financial education objectives met/exceeded

Retirement Savings Program
Financial Education Performance

Financial Education Program Performance Guarantees

	Trend Indicator	Q1 2013	Q4 2012	Q3 2012	Q2 2012
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

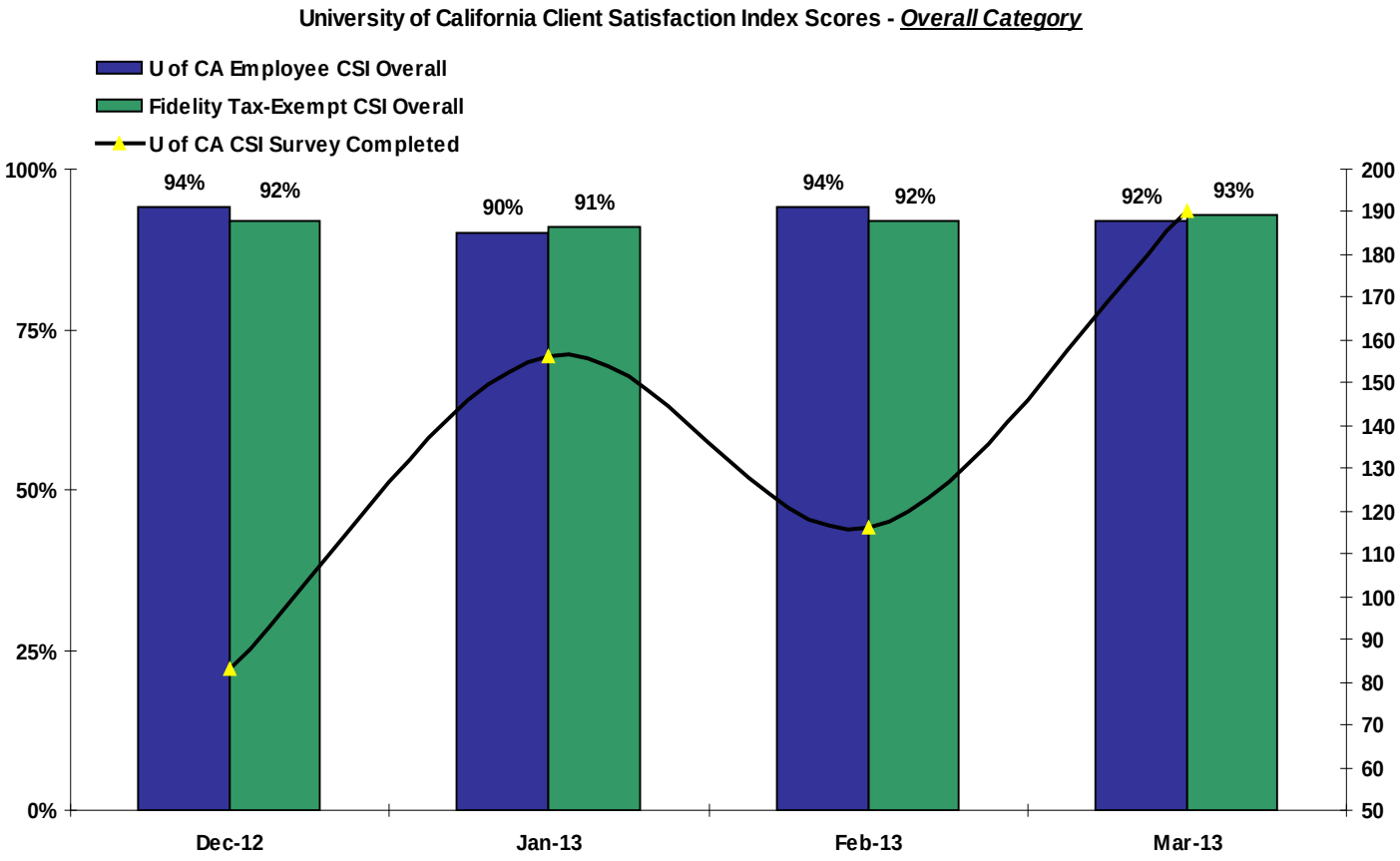
= Stable

● Needs Improvement

UC Employee Satisfaction
Fidelity Participant Services

Customer Satisfaction Index Scores
University of California Plan Participants
December 2012 – March 2013

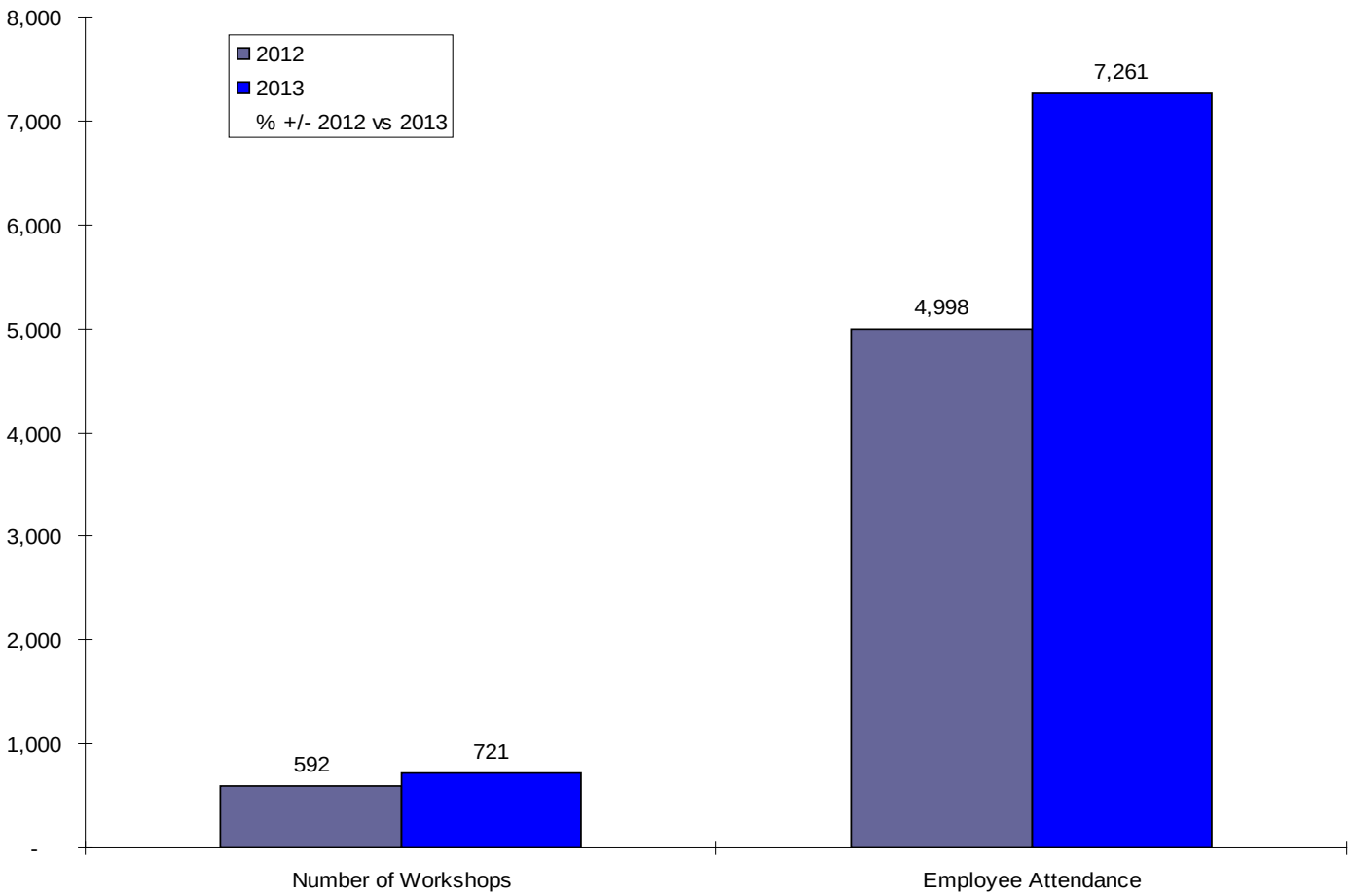
(voluntary survey completed after speaking with a Fidelity Retirement Services Specialist)



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 March 2013



	Overall Workshop Rating "Excellent" or "Very Good"	Overall Presenter Rating "Excellent" or "Very Good"	# of Surveys
January 2013	97%	99%	160
February 2013	95%	99%	168
March 2013	98%	98%	161
		total	489

Retirement Savings Program
Fidelity's Administrative Performance

	Performance Standard	Q1 Result	Q1 '13	Q4 '12	Q3 '12
Average Speed to Answer	30	met	29	30	23
Call Abandonment	3%	met	2	2%	1%
VRS Availability	99%	met	100.00%	99.99%	100.00%
NetBenefits Availability	99%	met	99.94%	99.65%	99.67%
PSW Availability	99%	met	99.89%	99.99%	99.88%
One-and-Done Rate	85%	met	97.10%	98.50%	97.14%
Case Management	90% in 5 bus. days	met	98.83%	99.02%	98.75%
	99% in 10 bus. days	met	99.83%	99.82%	100.00%
Contribution Reconciliation	same day	met	100.00%	100.00%	100.00%
Withdrawal/loan Processing	99%	met	99.98%	99.98%	99.99%
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	complese	complete	complete
UC Documents in NetBenefits	72 hours	met	yes	yes	yes
Overall Workshop Rating	90%	met	98.82	98.88%	96.54%

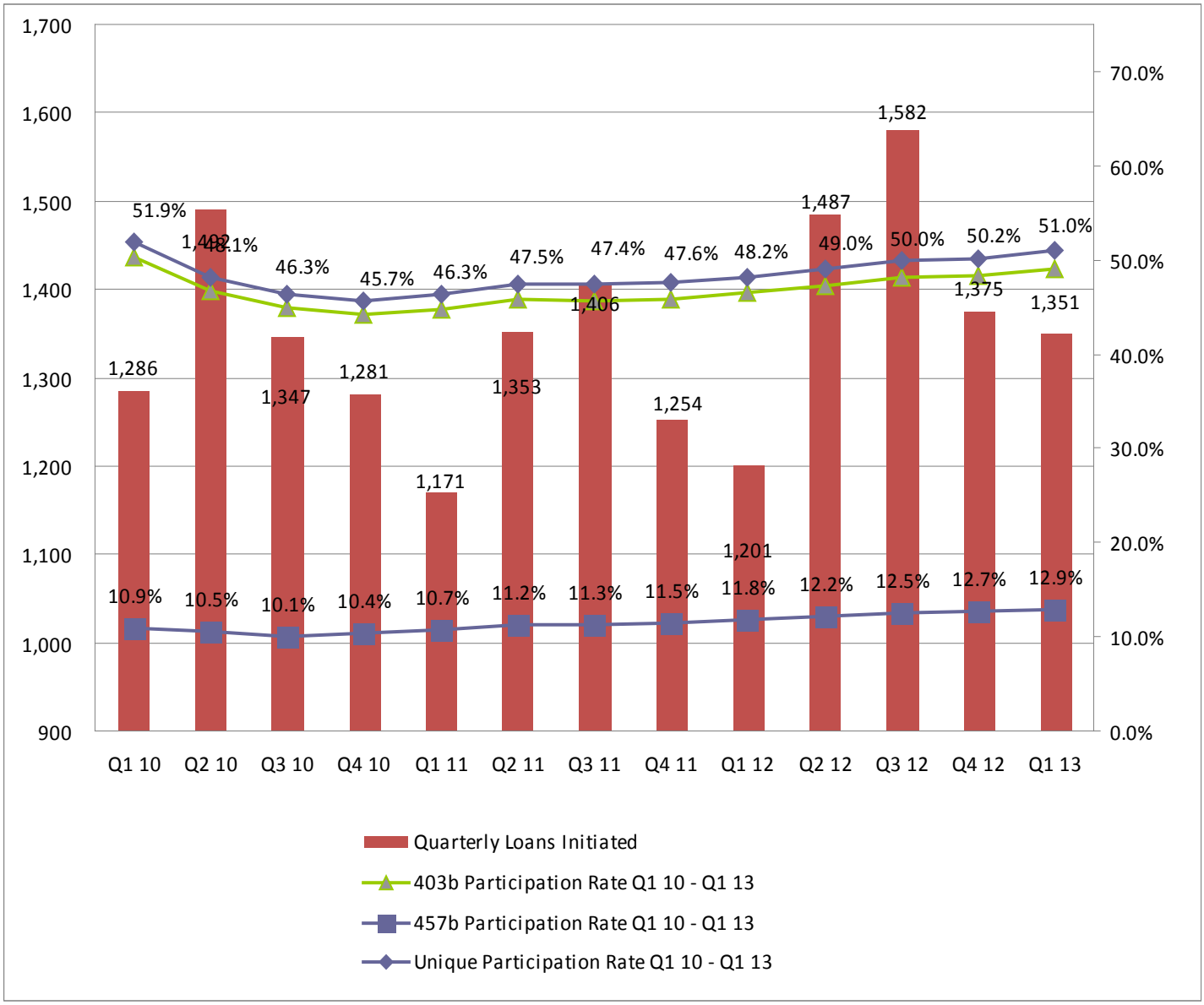
Retirement Savings Program
Key Statistics

		UC RSP 3/31/2013	% Change vs 12/31/2012	% Change vs 3/31/2012
Total Assets UC Funds		$12.87B	4%	7%
Total Assets Fidelity Funds		$4.42B	2%	5%
Total Assets Other		$521M	22%	37%
Total Plan Assets		$17.81B	4%	7%
Net Cash Flow		(70.1M)	*--	*--
Career Participants				
**Plan Participation Rate	403b	49.1%	1%	6%
	457b	12.9%	2%	9%
**Average Deferral Rate	403b	10.4% / $800	(2%) / 0%	(2%) / 4%
	457b	9.9% / $1,266	(6%) / (3%)	(4%) / 2%
**Median Partcipant Balance	403b	$31,152	2%	4%
	457b	$23,828	4%	3%
**Average Partcipant Balance	403b	$88,638	4%	7%
	457b	$56,364	5%	11%

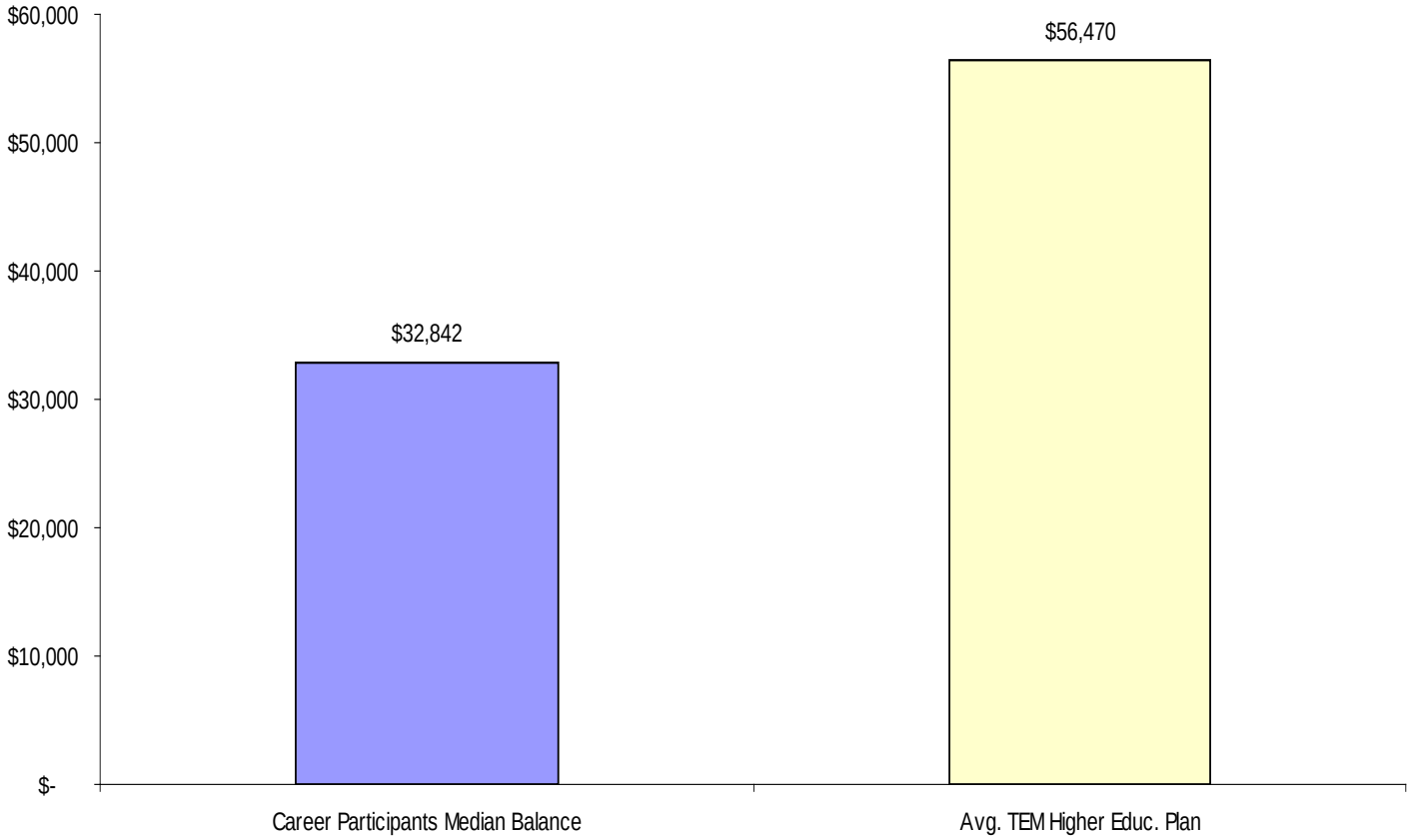
***Net Cash Flow for Quarter Ending 3/31/13 was (70.1M) in which case % Change becomes irrelevant.**

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

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

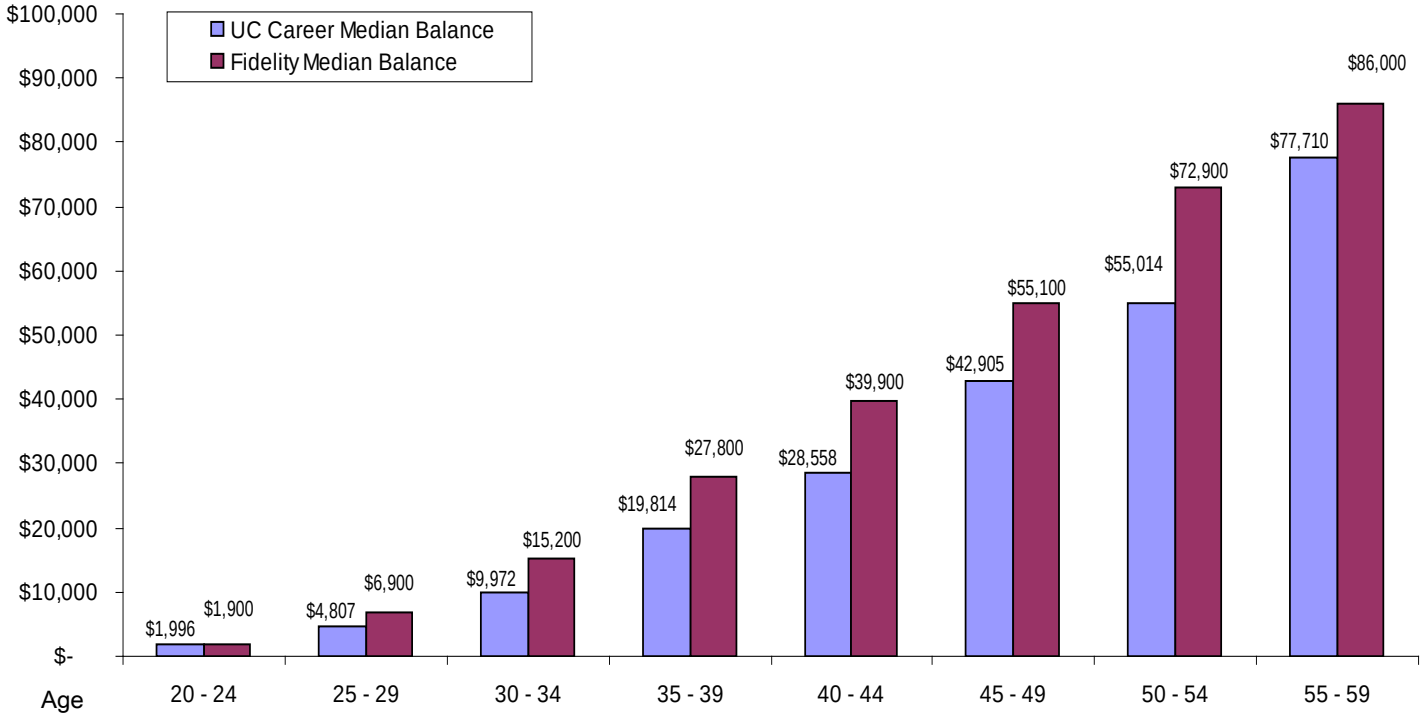


Retirement Savings Program
UC Median Balance vs.
Average Tax Exempt Market Participant Balance



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 (Total balance of 403b and 457b plans)

Retirement Savings Program
Retirement Readiness Scores

Systemwide Retirement Readiness Scores

Age	20 - 24	25 - 29	30 - 34	35 - 39	40 - 45	46 - 49	50 - 54	55 - 59	60 - 64	65+	System
RR Score of 80%	97.6%	94.9%	81.5%	63.1%	55.4%	50.6%	48.4%	45.3%	36.6%	50.4%	59.6%

***Retirement Readiness Score of 80%**

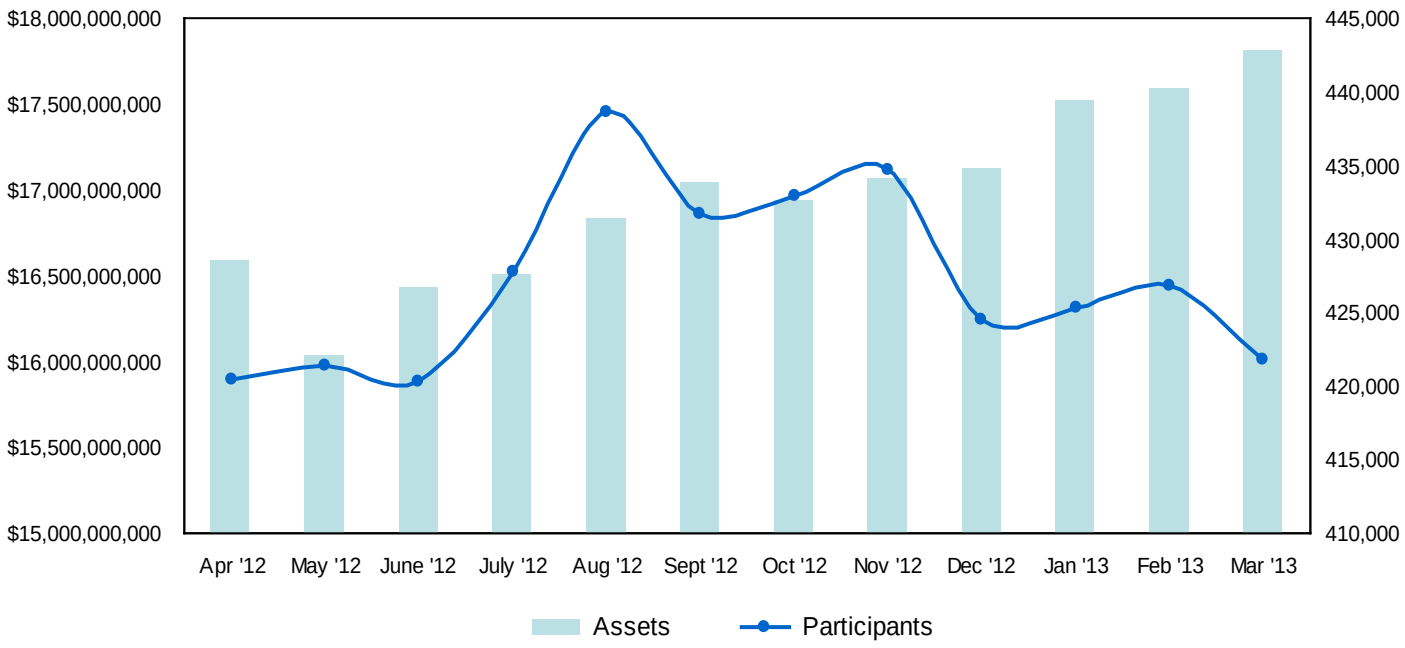
Campus	20 - 24	25 - 29	30 - 34	35 - 39	40 - 45	46 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	97.4%	95.8%	79.7%	55.4%	38.5%	31.3%	28.0%	23.4%	18.3%	21.5%	57.0%
$47,001 - $93,000	93.4%	93.6%	83.1%	62.5%	57.5%	54.9%	53.5%	49.6%	37.1%	40.9%	59.4%
$93,001 - $140,000	100.0%	84.6%	81.9%	71.3%	70.1%	66.9%	63.0%	58.7%	51.1%	66.2%	64.9%
> $140,000		100.0%	87.5%	70.3%	66.3%	64.6%	65.9%	59.2%	56.9%	74.2%	65.3%
All Wages	97.2%	95.2%	81.6%	61.8%	55.3%	51.7%	50.2%	46.9%	39.7%	55.4%	59.9%

Medical Center	20 - 24	25 - 29	30 - 34	35 - 39	40 - 45	46 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	98.2%	95.1%	74.3%	50.2%	36.5%	28.5%	23.8%	21.6%	13.9%	11.5%	52.6%
$47,001 - $93,000	98.1%	93.7%	81.9%	64.7%	54.2%	44.7%	42.5%	36.8%	24.9%	22.4%	58.5%
$93,001 - $140,000	100.0%	94.8%	87.8%	75.5%	65.8%	61.5%	54.6%	51.5%	35.5%	35.6%	63.7%
> $140,000		94.0%	90.1%	79.8%	75.1%	69.1%	67.1%	61.8%	51.1%	64.7%	67.5%
All Wages	98.2%	94.4%	81.2%	64.8%	54.8%	47.8%	44.3%	41.8%	29.9%	33.0%	58.9%

Other	20 - 24	25 - 29	30 - 34	35 - 39	40 - 45	46 - 49	50 - 54	55 - 59	60 - 64	65+	All Ages
< $47,000	100.0%	93.0%	82.1%	65.2%	40.6%	42.1%	27.8%	17.4%	26.1%	70.0%	59.7%
$47,001 - $93,000	92.9%	98.1%	85.3%	62.5%	59.0%	50.3%	50.8%	43.8%	32.7%	31.6%	58.2%
$93,001 - $140,000		100.0%	87.9%	68.1%	67.2%	70.3%	64.2%	50.8%	35.2%	46.2%	63.3%
> $140,000		100.0%	100.0%	82.4%	73.0%	62.9%	68.5%	60.8%	54.5%	64.0%	65.2%
All Wages	97.4%	97.0%	86.1%	66.3%	63.6%	60.0%	58.5%	49.5%	39.2%	48.1%	61.2%

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

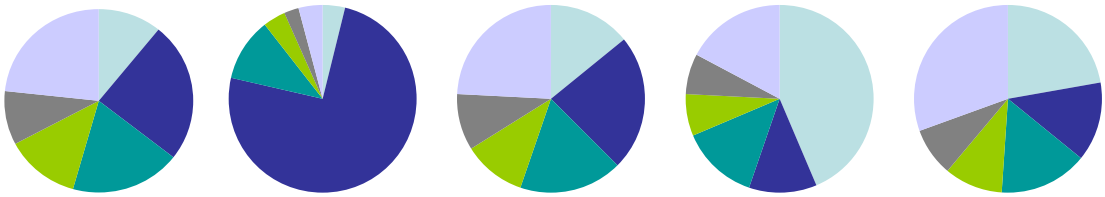
Retirement Savings Program
Plan Assets Under Management at Fidelity



As of 03/31/2013	403b	DCP	457b	Total
Total Participants	124,478	270,712	26,583	421,773
Active Participants	77,234	169,259	20,283	266,776
Inactive Participants	47,244	101,453	6,300	154,997
Total Plan Assets	$12,519,718,165	$3,871,230,467	$1,422,912,521	$17,813,861,153

Retirement Savings Program
Single-Investment Option Holders

Information as of 03/31/2013



How many participants hold:	403b	DCP	457b	Industry peers	Same-size peers
1 Fund (Lifecycle Fund)	10.9%	3.9%	14.1%	43.5%	22.1%
1 Fund (Non-Lifecycle Fund)	24.7%	74.7%	23.5%	11.7%	13.7%
2 Funds	18.8%	10.7%	17.7%	13.3%	15.4%
3 Funds	12.8%	4.1%	11.0%	7.3%	9.9%
4 Funds	9.5%	2.3%	9.6%	7.0%	8.2%
5 or more Funds	23.4%	4.3%	24.2%	17.2%	30.7%
Average # of Funds Held	3.5 funds	1.6 funds	3.5 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	14,610	183,738	2,023	200,371
UC EQUITY FUND	Domestic Equity	6,028	6,829	896	13,753
UC BALANCED GROWTH	Balanced/Hybrid	3,302	2,112	887	6,301
UC ICC FUND	Managed Income or Stable Value	1,095	1,054	354	2,503
UC BOND FUND	Bond	826	798	290	1,914
Plus 182 other funds	-	4,760	7,661	1,754	14,175
Lifecycle Funds	-	13,543	10,547	3,743	27,833
BrokerageLink	-	109	97	50	256
Total		44,273	212,836	9,997	267,106

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

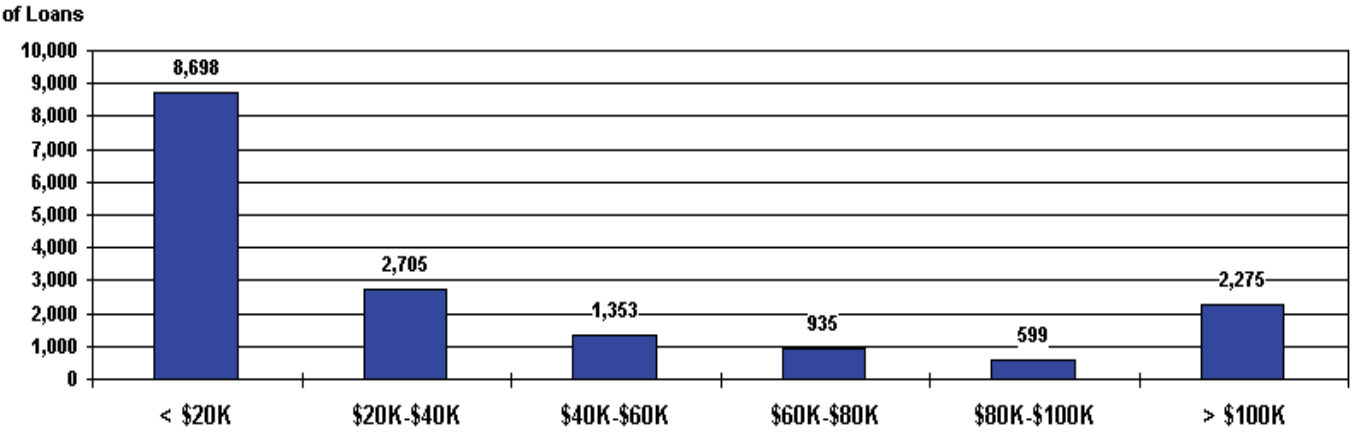
Cash Inflow	Quarter ending: 03/2013	Quarter ending: 12/2012
Contributions		
403b:	$140,103,522	$111,123,559
457b:	$ 50,545,623	$ 36,240,470
DCP:	$ 21,878,016	$ 22,020,883
Rollover/Transfer In:	$ 44,833,412	$ 44,343,035
Total	$257,360,573	$213,727,946
Loan Repayments	$ 15,338,215	$ 12,922,178
Interest on Loans	$ 1,774,482	$ 1,503,679
Balance Forward	$ 4,132	$ 5,607
Total Cash Inflow	$274,477,402	$228,159,409

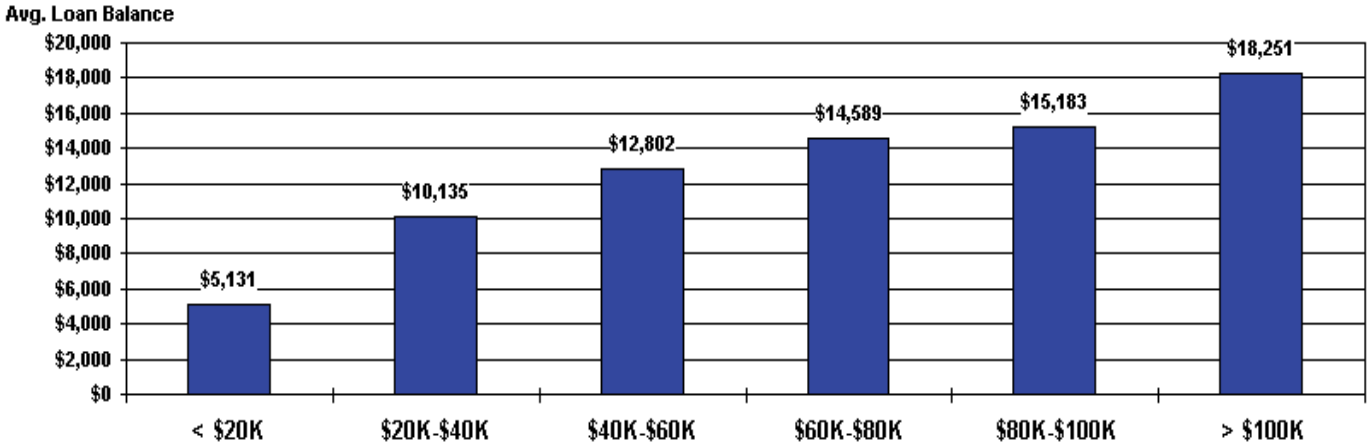
Cash Outflow	Quarter ending: 03/2013	Quarter ending: 12/2012
Loan Withdrawals	($ 17,055,433)	($ 16,362,330)
Withdrawals		
Full Payout:	($205,339,938)	($158,052,253)
Age 59.5:	($ 52,787,574)	($ 31,620,856)
Partial Distribution:	($ 40,056,504)	($ 35,183,534)
MRD:	($ 15,716,568)	($ 64,578,206)
Partial After Tax/Rollover Payout :	($ 3,753,768)	($ 3,321,810)
Systematic Withdrawal Payments :	($ 3,725,901)	($ 4,080,576)
De Minimis Distribution:	($ 2,784,823)	($ 2,924,014)
Hardship-Sponsor Directed:	($ 1,594,047)	($ 886,368)
Transfer of Assets:	($ 1,048,031)	($ 636,370)
Age 70.5 In-Service Distribution:	($ 383,455)	($ 157,856)
Unforeseen Emergency:	($ 141,106)	($ 56,205)
Total	($327,331,715)	($301,498,048)
Transaction-based Fees	($ 220,422)	($ 173,052)
Total Cash Outflow	($344,607,570)	($318,033,430)
Net Cash Flow	($ 70,130,168)	($ 89,874,021)

Retirement Savings Program
Loans by Participant Account Balance

Loans by Participant Account Balance

as of 3/31/2013





Total Participants in balance category:	46,325 Participants	18,030 Participants	10,807 Participants	7,598 Participants	5,705 Participants	36,013 Participants

	Total Loans	Original Amount	Outstanding Loans	Outstanding Balance	Loans Defaulted	Default Amount
3 Month Change	-24	$693,103	-21	$704,692	133	$1,903,180

Retirement Savings Program Account Access Comparison and Participant Access Volumes

Account Access Comparison

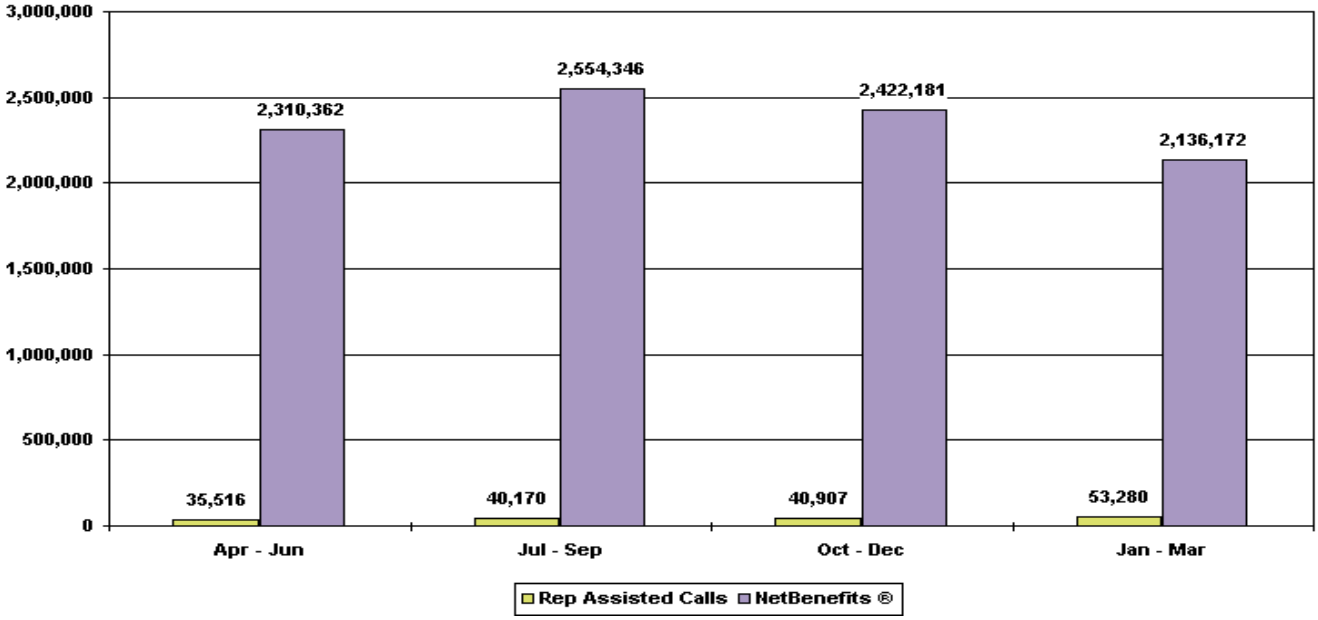
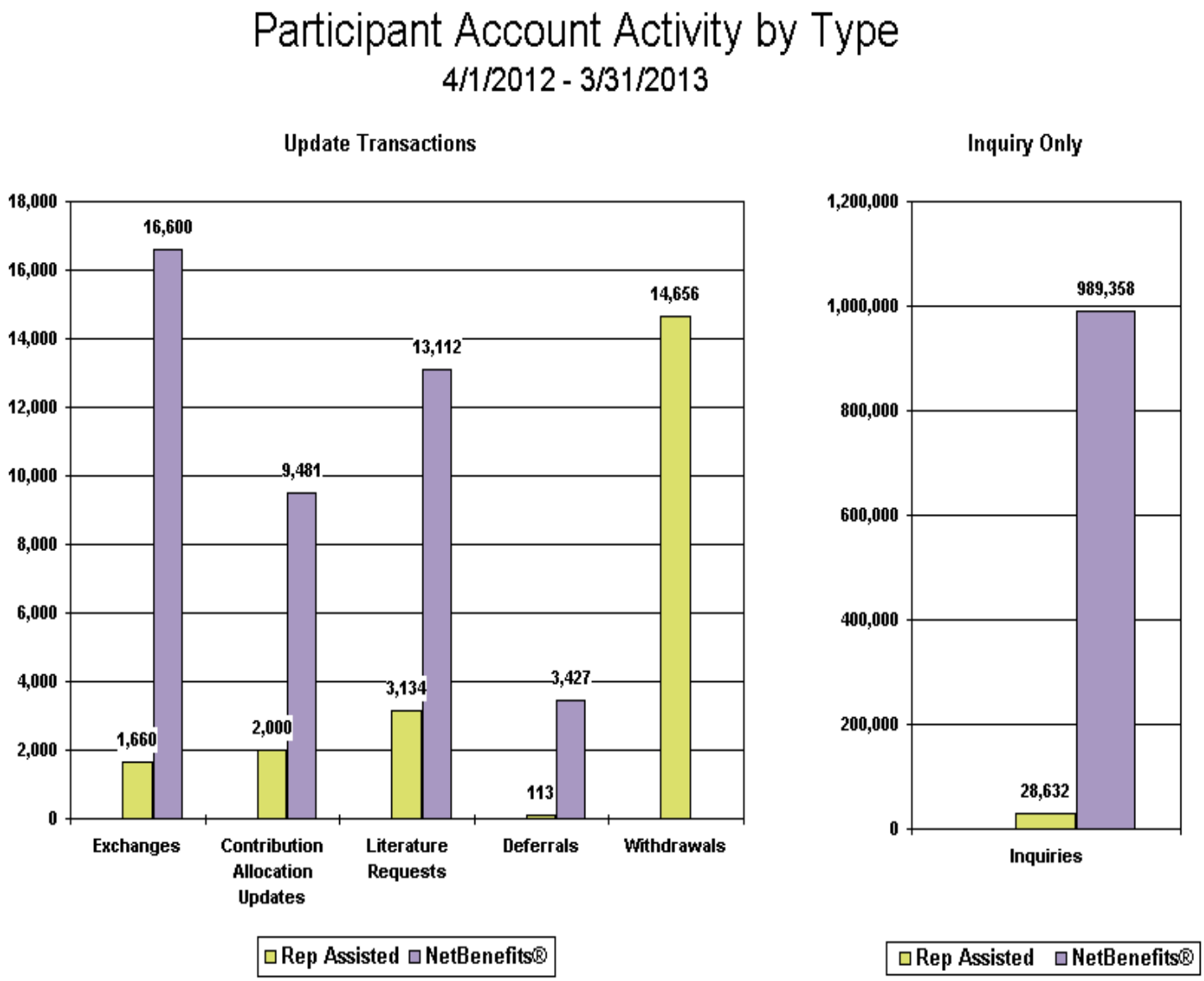
4/1/2012 - 3/31/2013

UNIVERSITY OF CALIFORNIA

AVG. TEM HIGHER EDUC. PLAN

Participant Access Volumes

4/1/2012 - 3/31/2013



Retirement Savings Program
Participant Account Activity by Type