Q3 2023 REPORT

The University of California

Retirement Savings Program Operations and Education

Vendor Relations Management

3Q2023 Vendor Relations Management Highlights

Overall

- 355,114 unique participants in RSP with 51.5% of total eligible making voluntary contributions
- 62% of career employees (49% of age 40+) on track to replace 80% of pay from UC sources
- Roth 403(b) and 457(b) options added in August 2023

Operations and Administration

- Fidelity met all vendor performance standards.
- Over 35,0000 calls to member services center in quarter
- 65% of active participants visited netbenefits.com in past 12 months with 42% accessing on mobile device.

Communications & Education

- Delivered second webinar of new Confident Retiree webinar series: Cybersecurity Essentials
- Roth announcements and webinars
- Implemented communications campaign and election site for third annual QLAC purchase window
- Developing newly designed myUCretirement.com portal site

Executive Summary

Q3 2023

UNIVERSITY OF CALIFORNIA Retirement Savings Program

Plan Statistics and Transactions

$32.6B

Total Plan Assets

355,114

Unique Participants

Participation and Savings

51.5%

Percent of Active Participants Contributing

10.9%

Average savings amount for participants with % deferral

$1,914

Average savings amount for participants with $ deferral

Engagement and Guidance

156.7K

Portal Users

25,930

Workshop and guidance interactions

238.7K

NetBenefits Users

Retirement Readiness

62.4%

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

49.1%

Age 40+ achieving 80% income replacement

*Assumes UC employment until age 65

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Plan Summary

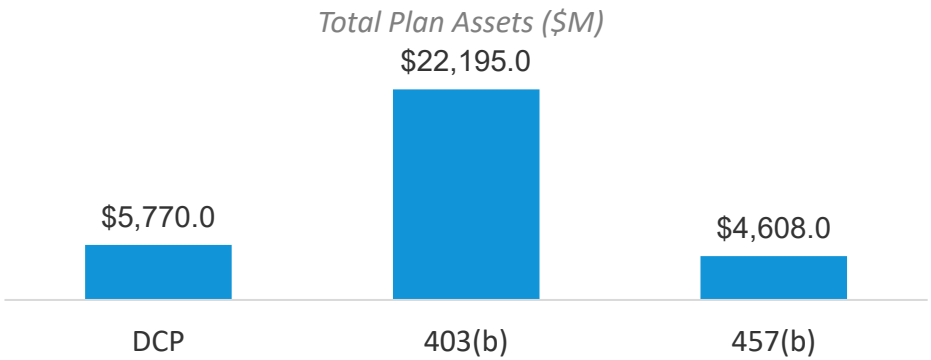
Plan asset & participant trend

UNIVERSITY OF CALIFORNIA Retirement Savings Program

$32,573M

Total Plan Assets ($M) As of Q3 2023

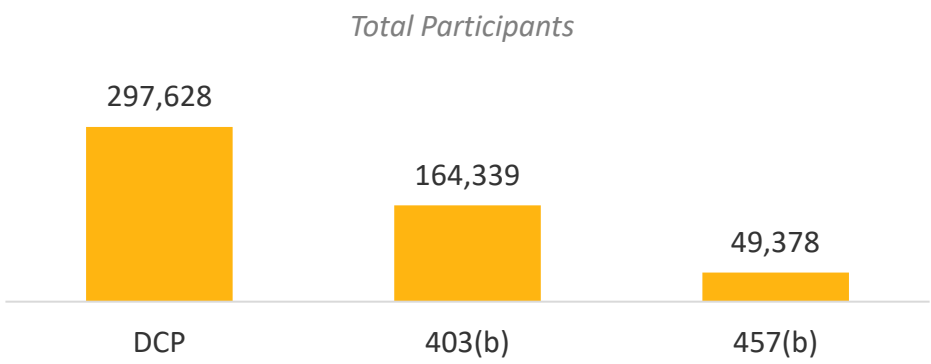
	Active	Terminated / Inactive
Total Assets* $M	**$17,882M**	**$12,804M**
Average Assets $K	**$108.7K**	**$95.8K**



355,114

Unique Participants As of Q3 2023

	Active	Terminated / Inactive
Unique Participants	**164,474**	**133,682**
Average Age	**44**	**52**



*Excludes Forfeiture and Alternate Payee Accounts
Fidelity record kept data as of 09/30/2023
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Active Career Participants Contributing

As of Q3 2023

UNIVERSITY OF CALIFORNIA Retirement Savings Program

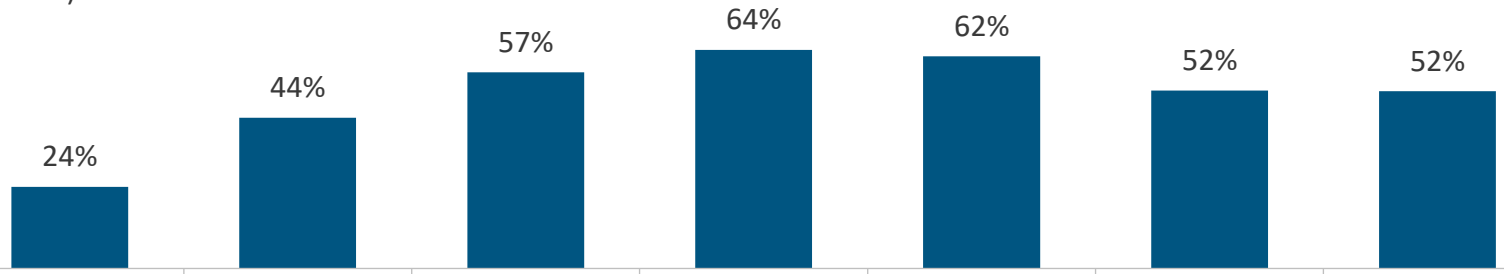
51.5%

of active career participants are contributing

Plan	Current	Prior Year
DCP	7.2%	7.2%
403(b)	47.7%	51.6%
457(b)	16.9%	17.8%

Active Career Participants Contributing

By Employee Age (Years)



	20-29	30-39	40-49	50-59	60-69	70+	Total
Contrbuting	4,202	20,191	25,882	22,214	10,476	1,509	84,474
Actives	17,760	46,125	45,416	34,966	16,995	2,918	164,180
% Rate	24%	44%	57%	64%	62%	52%	52%

Fidelity record kept data as of 09/30/2023 for active career participants with a current deferral or with a contribution in the prior 12 months.
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Employee Participation

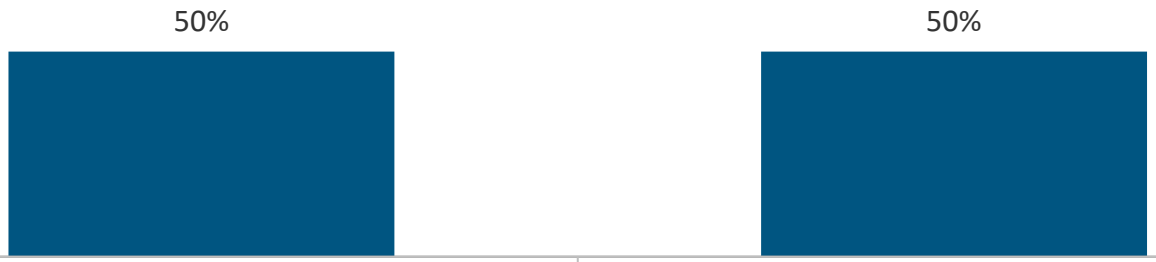
New Enrollments

UNIVERSITY OF CALIFORNIA Retirement Savings Program

9,468

employees have enrolled in the prior twelve months via the below channels

Enrollment Channel Utilized



	Easy Enrollment	Online Enrollment
Enrollees	4,700	4,768
Avg Election($)	3,476	4,301
Avg Election %	7.7%	7.5%
Rate	50%	50%

Fidelity enrollment activity from 10/01/2022 to 09/30/2023 for active participants with a balance as of 09/30/2023.
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Retirement Savings Rates - % Deferrals

Q3 2023 by Age Group

UNIVERSITY OF CALIFORNIA Retirement Savings Program

10.9%

Average deferral rate for participants in the 403(b), 457(b), DC Plans*

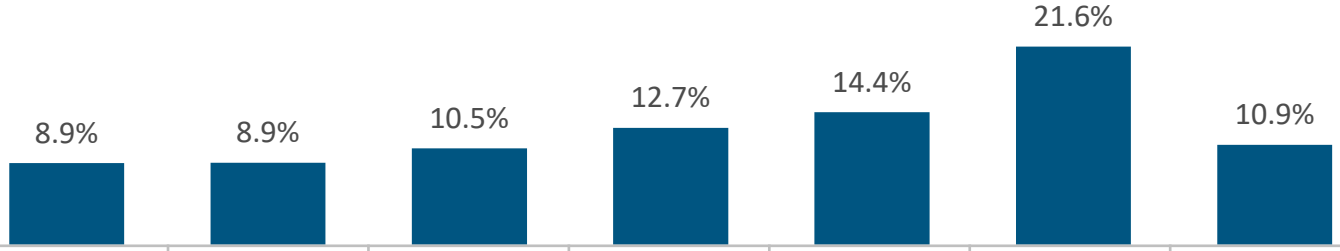
10.8%

Prior Quarter

Plan	Current	Prior
403(b)	9.1%	9.1%
457(b)	9.6%	9.7%

Average Deferral Rate

By Age Group



Age Group	20-29	30-39	40-49	50-59	60-69	70+	Total
Parts w/ Def Pct	2,777	12,176	13,130	9,202	3,657	329	41,271
% Achieving 10%	35.5%	34%	42.2%	51.6%	57.8%	68.1%	43%

*Excludes mandatory Safe Harbor contributions
Fidelity record kept data as of 09/30/2023 for active career participants with a current deferral %
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Retirement Savings Rates - $ Deferrals

Q2 2023 by Age Group

UNIVERSITY OF CALIFORNIA Retirement Savings Program

$1,914

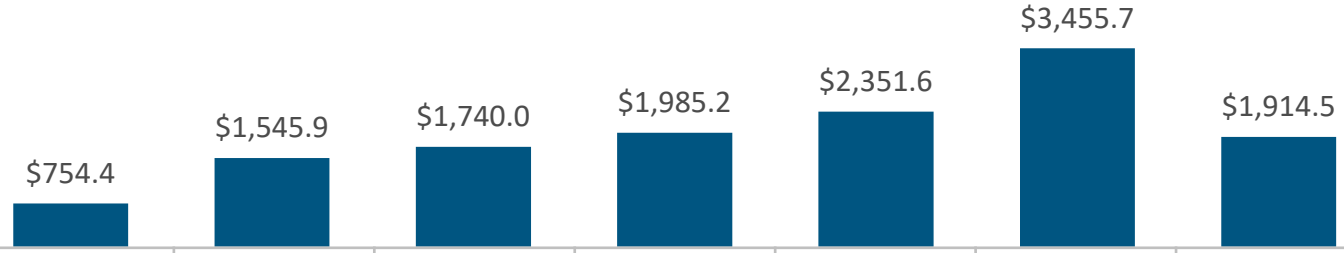
Average deferral amount for participants in the 403(b), 457(b), DC Plans*

$1,858

Prior Quarter

Average Deferral Rate

By Age Group



Age Group	20-29	30-39	40-49	50-59	60-69	70+	Total
Parts w/ Def $	864	6,441	11,697	12,350	6,403	1,131	38,886
% Achieving $500	30.2%	47.5%	54.9%	60.5%	67.7%	84.4%	57.8%

*Excludes mandatory Safe Harbor contributions
Fidelity record kept data as of 09/30/2023 for active career participants with a current deferral $
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Voluntary Contribution Rate

Actual Contributions Prior 12 Months by Salary Band

UNIVERSITY OF CALIFORNIA Retirement Savings Program

10.7%

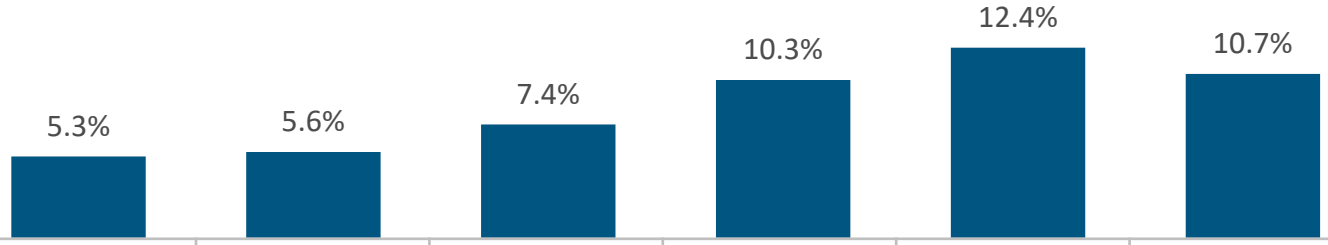
Average deferral rate for participants in the 403(b), 457(b), DC Plans*

11.4%

Prior Quarter

Average Deferral Rate

By Salary Band



Salary Band	<$50k	$50-$69k	$70-$99k	$100-$149k	$150k+	Total
Eligible Parts	6,595	27,797	32,259	33,718	37,545	137,914
Participant %	30.0%	41.0%	51.6%	60.0%	74.7%	56.8%
Avg $ Amount	$2,411	$3,421	$6,164	$12,929	$25,777	$14,443

*Excludes mandatory Safe Harbor contributions and includes only participants with salary information provided by Fidelity Workplace Consulting
Fidelity record kept data as of 09/30/2023 for active career participants with voluntary contributions prior 12 months
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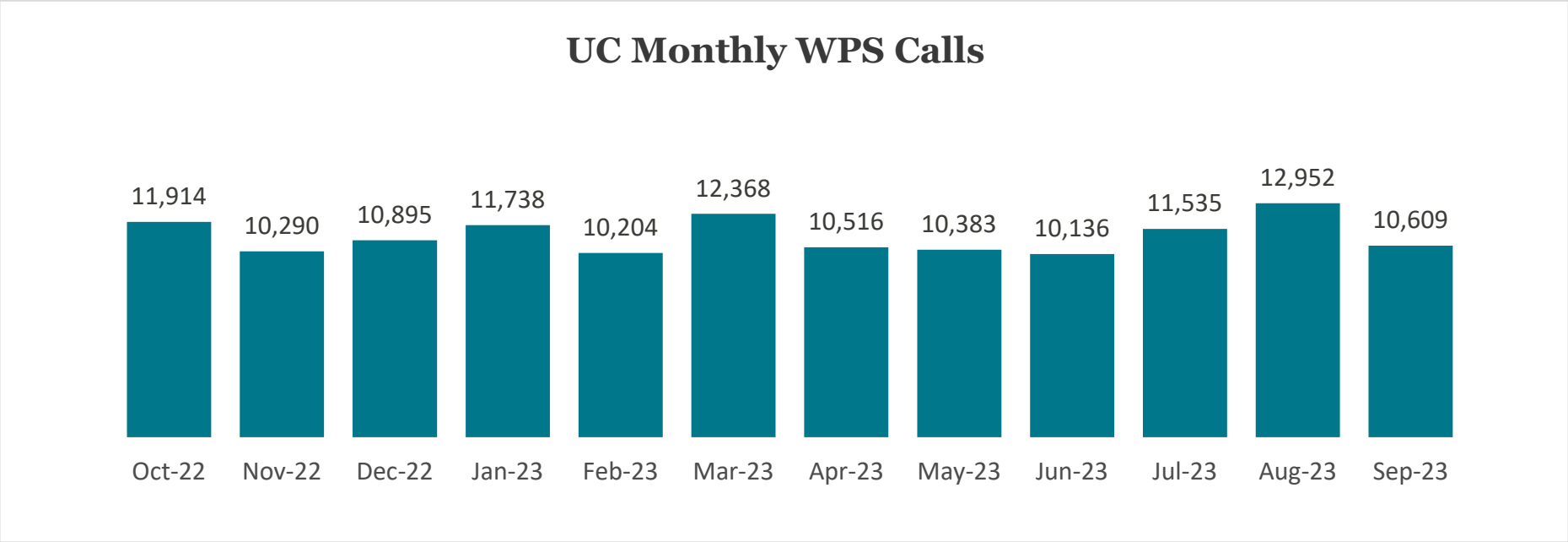
Workplace Participant Services Call Volumes

October 2022 – September 2023

UNIVERSITY OF CALIFORNIA Retirement Savings Program



Q3 '23 Call Types	% of Total
Withdrawal - Pre-Approved	13%
Withdrawal - Inquiry	13%
Other	12%
TEM Planning and Advice	11%
TEM Associate- Service	6%

Fidelity record kept data as of 06/30/2023
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Financial Education Experience

Interactions during Q3 2023

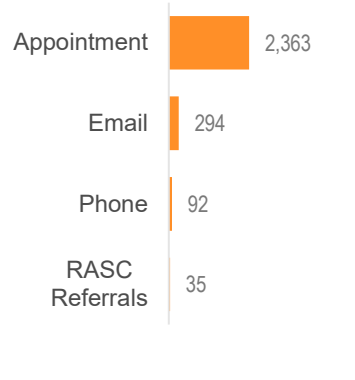
UNIVERSITY OF CALIFORNIA Retirement Savings Program

25,930

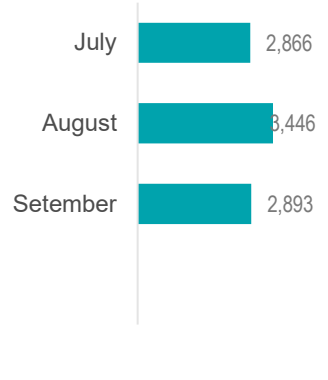
workshop and counseling interactions

- 79,053 YTD interactions
- 3Q 2023 decreased 11% vs. 3Q 2022

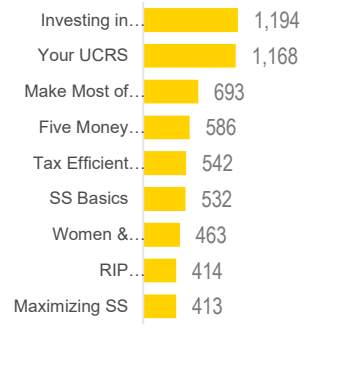
2,784
WFC 1:1s



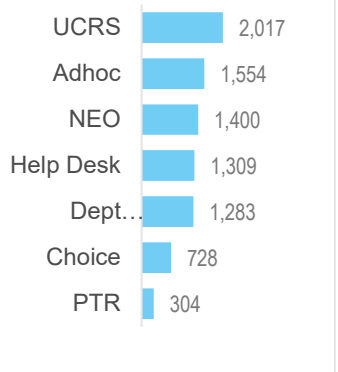
9,205
Phone Planner 1:1s



6,005
27 Webinars



7,936
Group Events



Group Events tracked via manual collection of attendee information
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Retirement Benefits Portal Experience

myUCretirement.com Q3 2023 Summary

UNIVERSITY OF CALIFORNIA Retirement Savings Program

myUCretirement.com Experience

YTD Views

156.7K

Site Analytics

156.7K	239.6K	470.6K
Users	Sessions	Page Views
2.0	1:50	91.1
Avg Pages	Avg Time	New Users %

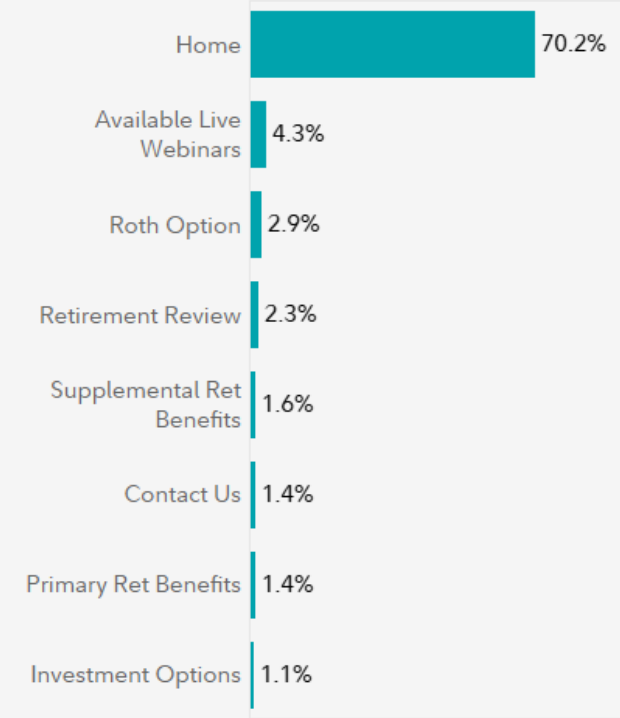
Usage by Device

83.0%	16.6%	0.4%
Desktop	Mobile Phone	Tablet

Acquisition

78.3%	11.6%	10.2%
Direct	Organic Search	Referral

Top Visited Pages



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Plan Transaction Website Experience

Netbenefits.com Summary Prior 12 Months

UNIVERSITY OF CALIFORNIA Retirement Savings Program

Netbenefits.com Summary

% of all Active Participants visited NetBenefits in prior 12 months

65%

Site Analytics

238.7K	1.7M	10.3M
Visitors	Sessions	Page Views
6.22	4:06	5.8%
Avg. Pages	Avg. Time	New Users %
47	55	12
Avg. Age	% Female	Avg. Length of Service

Usage by Device

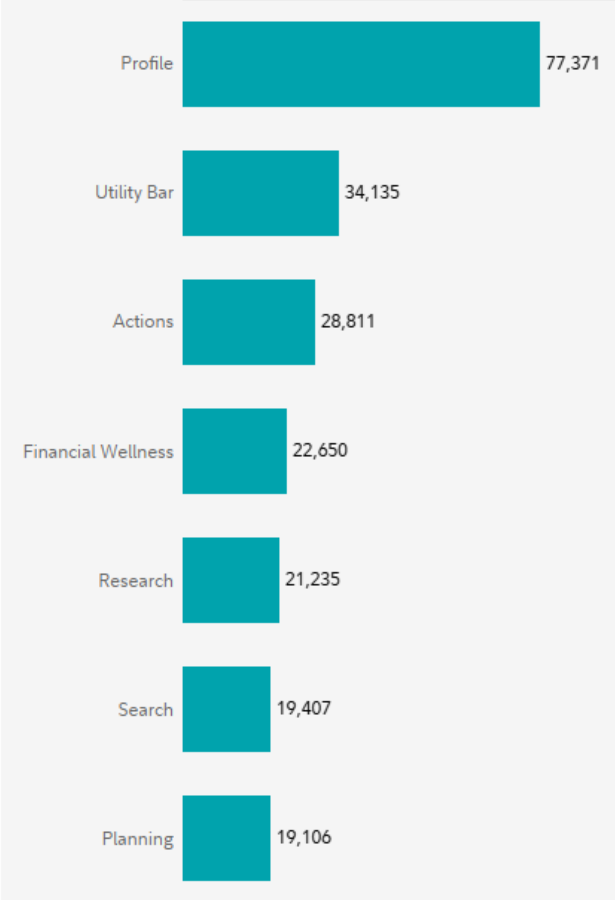
57%	42%	1%
Desktop	Mobile	Tablet

Transactions Completed

31,428

Unique visitors online, who completed at least one online transaction

Top Visited Sections



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Performance Standards

Q3 2023

UNIVERSITY OF CALIFORNIA Retirement Savings Program

Metric	Standard	Measure..	Result
Abandonment Rate	No more than 3% of calls abandoned – excludes calls abandoned in the first 20 seconds. Measured at the client level.	0.37	✓
Avg Speed to Answer	Customer Service Associates (CSAs) will answer calls within a 30 second average after the call is transferred to a CSA from ..	9.88	✓
Case Management	95% of work items resolved within 5 business days.	99.72	✓
	99% of work items resolved in 10 business days (excludes QDROs, death benefits, check copies).	100.00	✓
Communication & Education	95%	100.00	✓
Contribution and Loan Timeliness	Same business day as receipt of payroll data.	100.00	✓
Customer Satisfaction	85% in the top two boxes (4/5).	87.77	✓
Microsite - Access / Availability	99.5% Availability with Fidelity to provide notice of planned/regular outages and maintenance windows.	100.00	✓
Microsite - Accuracy of Output	100%	100.00	✓
Microsite - Data Accuracy	100%	100.00	✓
Microsite - Ongoing Maint Accuracy of ..	Corrections made within 2 business days	100.00	✓
NetBenefits 2.0 Availability	Available 99.5% of the time	100.00	✓
New Hire Kit Timeliness	90% rec w/n 2 weeks of enrollment materials for Choice	100.00	✓
	90% rec w/n 2 weeks of Enrollment Materials for Non-Choice	100.00	✓
One and Done Rate	90% of customer calls resolved within first interaction	98.76	✓
Plan Sponsor Satisfaction Avg	Annual	100.00	✓
PSW Availability	Available 99.5%	100.00	✓
Quarterly VRM Report	Provided within 45 calendar days after the end of each quarter for 1Q – 3Q. 4Q provided within 60 days.	100.00	✓
Quarterly/Annual Plan Reporting	100% within 10 days	100.00	✓
RSP Rep Activity	Annually	100.00	✓
Sponsor documents in NetBenefits New..	Available within 72 hours	100.00	✓
Statement Delivery - Hardcopy	100% of statements mailed by the 20th (calendar) day after end of reporting period.	100.00	✓
Statement Delivery - Online	99% availability	100.00	✓
Transaction Processing Accuracy	99.5% of all Participant transactions will be processed without reported errors.	100.00	✓
VRS Availability	Available 99.5% of the time	100.00	✓

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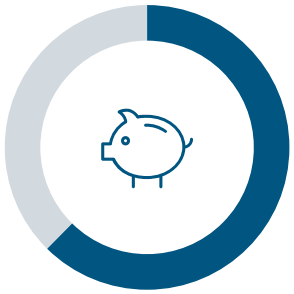
Retirement Readiness Score

Q3 2023 by Age Group

UNIVERSITY OF CALIFORNIA Retirement Savings Program

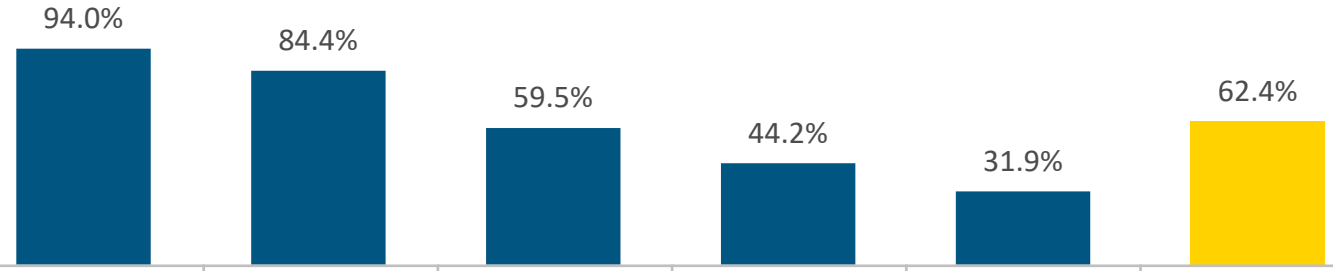


62.4%

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

Percent Achieving 80% by RR by Age

By Age Group



Age Group	20-29	30-39	40-49	50-59	60+	Total
Participants	10,909	34,647	38,267	31,060	14,194	129,077

*Assumes employment at UC until age 65

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Retirement Readiness Score

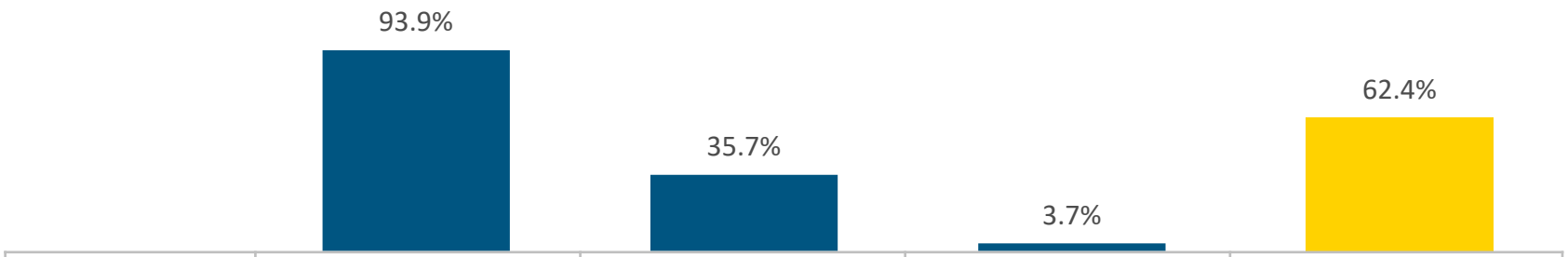
Q3 2023 Comparison by years of service

UNIVERSITY OF CALIFORNIA Retirement Savings Program

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% by RR by age at Hire*

By age at Hire



Age Group	Early-Career	Mid-Career	Late-Career	Total
Participants	65,836	51,194	12,047	129,077

*Assumes employment at UC until age 65 and age at time of hire – early career hires: less than 35, mid career hire 35-49, late career hire 50+

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Important Information

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Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

Fidelity does not provide legal or tax advice. The information herein is general in nature and should not be considered legal or tax advice. Consult an attorney or tax professional regarding your specific situation.

For "Asset Allocation" purposes, age-appropriate equity allocation is defined as the participant's current age and equity holdings in a retirement portfolio compared with an example table containing age-based equity holding percentages based on an equity glide path. The Fidelity Equity Glide Path is an example we use for this measure and is a range of equity allocations that may be generally appropriate for many investors saving for retirement and planning to retire around ages 65 to 67. It is designed to become more conservative as participants approach retirement and beyond. The glide path begins with 90% equity holdings within a retirement portfolio at age 25 continuing down to 19% equity holdings 10-19 years after retirement. Equities are defined as domestic equity, international equity, company stock, and the equity portion of blended investment options. The indicator for asset allocation is determined by being within 10% (+ or -) of the Fidelity Equity Glide Path. We assume self-directed account balances (if any) are allocated 75% to equities, regardless of participant age and so the Asset Allocation Indicator has limited applicability for those affected participants. For purposes of this metric, participants enrolled in a managed account or invested greater than or equal to 80% of their account balance in a single target date fund are considered to have age-appropriate equity allocation and meet the asset allocation criteria for OnPlan.

Asset allocation does not ensure a profit or guarantee against loss.

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