

# City of San José Deferred Compensation Plans Service and Activity Log

Workplace Activity	Current Quarter	YTD
Brown Bags Seminars	Total Sessions: 9 Total Attendees: 127	Total Sessions: 9 Total Attendees: 127
Individual Counseling Sessions* <i>Ex. Phone, Office house, One-on-Ones</i>	Total Sessions: 812	Total Sessions: 812
Departmental Group Meetings**	Total Sessions: 161 Total Attendees: 865	Total Sessions: 161 Total Attendees: 865
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	186	186
EZ/Paper Enrollment	36	36
<b>Total New Enrollments Sum of online, EZ and paper</b>	<b>222</b>	<b>222</b>
Closed Accounts	-285	-285
<b>Total Accounts</b>	<b>8,097</b>	<b>8,097</b>
457(b) Plan Participant Engagement	Reporting Period – Q1 2020	
Internet	Unique: 3,275 Total: 42,839	
Mobile App	Unique: 1,012 Total: 20,223	
Voice Response Unit (VRU)	Unique: 332 Total: 1,029	
Customer Service	Unique: 690 Total: 1,165	
Trends: General themes for the quarter included		
<ul style="list-style-type: none"> <li>• Drivers/causes for the robust equity markets</li> <li>• Diversification</li> <li>• Plan specific information, e.g., how much can I save, loans, withdrawal options, COVID-19 questions towards the end of the quarter</li> </ul>		

<b>Plan Health – All Accounts</b>		<b>Current Quarter</b>	
Average Deferral Rate (%)	11.1%		
Average Deferral Amount (\$)	\$349.59		
Participants on track @ 70% replacement <sup>1</sup>	27%		
Average Income Replacement for the Plan	54%		
Average Income Replacement by Age:	20s	66%	
	30s	63%	
	40s	61%	
	50s	59%	
<b>Single fund investors</b>		<b>Current Quarter</b>	
<i>Participants not invested in Lifecycle or Target Date</i>			
Number of Participants	1,213		
Average Age	48		
<b>Stable Value Portfolio</b>		<b>Current Quarter</b>	
Crediting Rate	2.48%		
<b>Participant Communications</b>			
<b>Personalized Financial Wellness Messaging (Automated Email Messaging)</b>	<b>Current Quarter</b>	<b>YTD</b>	
Save More	Delivered: 213 Opened: 92 (43%) Action Rate: 5 (5%)	Delivered: 213 Opened: 92 (43%) Action Rate: 5 (5%)	
Beneficiary	Delivered: 17 Opened: 5 (29%) Action Rate: 1 (20%)	Delivered: 17 Opened: 5 (29%) Action Rate: 1 (20%)	
Diversification	Delivered: 55 Opened: 28 (51%) Action Rate: 6 (21%)	Delivered: 55 Opened: 28 (51%) Action Rate: 6 (21%)	
Stopped Savers	Delivered: 19 Opened: 8 (42%) Action Rate: 0	Delivered: 19 Opened: 8 (42%) Action Rate: 0	
<b>Strategic Marketing and Communications</b>	<b>Touch Points/Audience</b>	<b>Measure of Success</b>	
Beneficiary Maintenance Q4 2019	Emailed: 3,139 Mailed: 4,777	52% open rate	
January 2020 Fund Change	Mailed to 8,314	N/A	
Nearing Retirement Q1 2020	Emailed: 877 Mailed: 1,154	Opened: 383 (43.7%)	
AUV to NAV Transition Q3 2020	Mail date for both: 05/15/20 457 mailed to 7,931 ppts 401(a) mailed to 113 ppts	N/A	

<sup>1</sup>Based on salary data of those participants who provide information within the MyOrangeMoney experience  
Includes phone calls with assigned plan representatives  
Includes Employee Orientations