

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: 950	Total Sessions: 1,762
Departmental Group Meetings**	Total Sessions: 5 Total Attendees: 61	Total Sessions: 166 Total Attendees: 726
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	49	235
EZ/Paper Enrollment	1	37
Total New Enrollments Sum of online, EZ and paper	50	272
Closed Accounts	-55	-340
Total Accounts	8,092	8,092
457(b) Plan Participant Engagement	Reporting Period – Q2 2020	
Internet	Unique: 2,758 Total: 42,959	
Mobile App	Unique: 1,012 Total: 21,035	
Voice Response Unit (VRU)	Unique: 226 Total: 950	
Customer Service	Unique: 622 Total: 1,046	
Trends: General themes for the quarter included		
<ul style="list-style-type: none"> Diversification Plan specific information, e.g., how much can I save, loans, withdrawal options, COVID-19 questions throughout the quarter 		

Plan Health – All Accounts		Current Quarter	
Average Deferral Rate (%)	11.2%		
Average Deferral Amount (\$)	\$282.21		
Participants on track @ 70% replacement ¹	27%		
Average Income Replacement for the Plan	54%		
Average Income Replacement by Age:	20s	66%	
	30s	63%	
	40s	61%	
	50s	59%	
Single fund investors		Current Quarter	
<i>Participants not invested in Lifecycle or Target Date</i>			
Number of Participants	1,221		
Average Age	48		
Stable Value Portfolio		Current Quarter	
Crediting Rate	2.29%		
Participant Communications			
Personalized Financial Wellness Messaging (Automated Email Messaging)	Current Quarter	YTD	
Save More	Delivered: 19 Opened: 8 (42%) Action Rate: 1 (13%)	Delivered: 232 Opened: 101 (44%) Action Rate: 6 (6%)	
Beneficiary	Delivered: 79 Opened: 46 (58%) Action Rate: 4 (9%)	Delivered: 91 Opened: 49 (54%) Action Rate: 5 (10%)	
Diversification	Delivered: 1,016 Opened: 480 (47%) Action Rate: 108 (23%)	Delivered: 1,071 Opened: 509 (48%) Action Rate: 114 (22%)	
Stopped Savers	Delivered: 16 Opened: 7 (44%) Action Rate: 1 (14%)	Delivered: 35 Opened: 15 (43%) Action Rate: 1 (7%)	
Strategic Marketing and Communications		Touch Points/Audience	Measure of Success
Beneficiary Maintenance Q4 2019	Emailed: 3,139 Mailed: 4,777	52% open rate	
Nearing Retirement Q1 2020	Emailed: 877 Mailed: 1,154	Opened: 383 (43.7%)	

¹ Based on salary data of those participants who provide information within the MyOrangeMoney experience

*Includes phone calls with assigned plan representatives

**Includes Employee Orientations