

City of San José Deferred Compensation Plans Service and Activity Log

Workplace Activity	Current Quarter	YTD
Brown Bags Seminars	Total Sessions: 0 Total Attendees: 0	Total Sessions: 9 Total Attendees: 127
Individual Counseling Sessions* <i>Ex. Phone, Office house, One-on-Ones</i>	Total Sessions: 803	Total Sessions: 2,565
Departmental Group Meetings**	Total Sessions: 17 Total Attendees: 131	Total Sessions: 200 Total Attendees: 933
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	26	284
EZ/Paper Enrollment	62	99
Total New Enrollments Sum of online, EZ and paper	88	383
Closed Accounts	-57	-454
Total Accounts	8,113	8,113
457(b) Plan Participant Engagement	Reporting Period – Q4 2020	
Internet	Unique: 2,766 Total: 47,933	
Mobile App	Unique: 1,100 Total: 25,517	
Voice Response Unit (VRU)	Unique: 209 Total: 796	
Customer Service	Unique: 586 Total: 962	
Trends:		
General themes for the quarter included the following:		
<ul style="list-style-type: none"> • Diversification • Investment option changes related to the 457 and VEBA plans • Assistance with VEBA account log-in process • 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 (%)	12%		
Average Deferral Amount (\$)	\$359		
Participants on track @ 70% replacement ¹	29%		
Average Income Replacement for the Plan	55%		
Average Income Replacement by Age:	20s	59%	
	30s	63%	
	40s	58%	
	50s	59%	
Single fund investors		Current Quarter	
<i>Participants not invested in Lifecycle or Target Date</i>			
Number of Participants	1,261		
Average Age	48		
Stable Value Portfolio		Current Quarter	
Crediting Rate	2.16%		
Participant Communications			
Personalized Financial Wellness Messaging (Automated Email Messaging)	Current Quarter	YTD	
Save More	Delivered: 748 Opened: 365 (49%) Action Rate: 33 (9%)	Delivered: 979 Opened: 483 (49%) Action Rate: 41 (8%)	
Beneficiary	Delivered: 249 Opened: 122 (49%) Action Rate: 9 (7%)	Delivered: 370 Opened: 198 (54%) Action Rate: 17 (9%)	
Diversification	Delivered: 219 Opened: 113 (52%) Action Rate: 3 (3%)	Delivered: 1,324 Opened: 671 (51%) Action Rate: 117 (17%)	
Stopped Savers	Delivered: 12 Opened: 5 (42%) Action Rate: 1 (20%)	Delivered: 56 Opened: 27 (48%) Action Rate: 2 (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