

City of San José Deferred Compensation Plans Service and Activity Log

Workplace Activity	Current Quarter	YTD
Brown Bags Seminars	Total Sessions: 6 Total Attendees: 107	Total Sessions: 6 Total Attendees: 107
Individual Counseling Sessions <i>Ex. Phone, Office house, One-on-Ones</i>	Total Sessions: 744	Total Sessions: 2,241
Departmental Group Meetings	Total Sessions: 12 Total Attendees: 125	Total Sessions: 32 Total Attendees: 531
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	18	100
EZ/Paper Enrollment	90	436
Total New Enrollments Sum of online, EZ and paper	108	536
Closed Accounts	-108	-458
Total Accounts	8,157	8,157
457(b) Plan Participant Engagement	Reporting Period – Q3 2021	
Internet	Unique: 2,820 Total: 42,446	
Mobile App	Unique: 1,210 Total: 23,072	
Voice Response Unit (VRU)	Unique: 153 Total: 718	
Customer Service	Unique: 509 Total: 797	
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 • Plan specific information, e.g., how much can I save, loans and available withdrawal options 		

Plan Health – All Accounts		Current Quarter	
Average Deferral Rate (%)	13%		
Average Deferral Amount (\$)	\$347		
Participants on track @ 70% replacement ¹	29%		
Average Income Replacement for the Plan	55%		
Average Income Replacement by Age:	20s	59%	
	30s	64%	
	40s	59%	
	50s	61%	
	60s	56%	
	65+	63%	
Single fund investors		Current Quarter	
<i>Participants not invested in Lifecycle or Target Date</i>			
Number of Participants	1,162		
Average Age	48		
Stable Value Portfolio		Current Quarter	
Crediting Rate	1.86%		
Participant Communications			
Personalized Financial Wellness Messaging (Automated Email Messaging)		Current Quarter	YTD
Save More	Delivered: 185 Opened: 130 (70%) Action Rate: 18 (14%)	Delivered: 1,221 Opened: 582 (48%) Action Rate: 63 (11%)	
Beneficiary	Delivered: 96 Opened: 70 (73%) Action Rate: 1 (1%)	Delivered: 206 Opened: 126 (61%) Action Rate: 6 (5%)	
Diversification	Delivered: 157 Opened: 88 (56%) Action Rate: 2 (2%)	Delivered: 636 Opened: 352 (55%) Action Rate: 9 (3%)	
Stopped Savers	Delivered: 15 Opened: 7 (47%) Action Rate: 2 (29%)	Delivered: 26 Opened: 16 (62%) Action Rate: 3 (19%)	
Strategic Marketing and Communications		Touch Points/Audience	Measure of Success
3Q21 Participant Newsletter		Included as part of 3Q21 participant statements	n/a (Plan awareness)

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