

City of San José Deferred Compensation Plans Service and Activity Log

Workplace Activity	Current Quarter	YTD
Brown Bags Seminars	Total Sessions: 4 Total Attendees: 55	Total Sessions: 4 Total Attendees: 55
Individual Counseling Sessions <i>Ex. Phone, Office house, One-on-Ones</i>	Total Sessions: 563	Total Sessions: 563
Departmental Group Meetings	Total Sessions: 13 Total Attendees: 379	Total Sessions: 13 Total Attendees: 379
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	63	63
EZ/Paper Enrollment	42	42
Total New Enrollments Sum of online, EZ and paper	105	105
Closed Accounts	-77	-77
Total Accounts	8,250	8,250
457(b) Plan Participant Engagement	Reporting Period – Q1 2022	
Internet	Unique: 3,171 Total: 42,466	
Mobile App	Unique: 1,243 Total: 18,093	
Voice Response Unit (VRU)	Unique: 2353 Total: 940	
Customer Service	Unique: 506 Total: 799	
Trends:		
General themes for the quarter included the following:		
<ul style="list-style-type: none"> • Diversification • Beneficiary maintenance • Plan specific information, e.g., how much can I save, loans and available withdrawal options 		

Plan Health – All Accounts	Current Quarter	
Average Deferral Rate (%)	12%	
Average Deferral Amount (\$)	\$347	
Participants on track @ 70% replacement ¹	31%	
Average Income Replacement for the Plan	57%	
Average Income Replacement by Age:	20s	61%
	30s	65%
	40s	60%
	50s	63%
	60s	59%
	65+	70%
Single fund investors	Current Quarter	
<i>Participants not invested in Lifecycle or Target Date</i>		
Number of Participants	1,175	
Average Age	48	
Stable Value Portfolio	Current Quarter	
Crediting Rate	1.89%	
Participant Communications		
Personalized Financial Wellness Messaging (Automated Email Messaging)	Current Quarter	YTD
Save More	Delivered: 764 Opened: 537 (70%) Action Rate: 44 (8%)	Delivered: 764 Opened: 537 (70%) Action Rate: 44 (8%)
Beneficiary	Delivered: 158 Opened: 114 (72%) Action Rate: 4 (4%)	Delivered: 158 Opened: 114 (72%) Action Rate: 4 (4%)
Diversification	Delivered: 444 Opened: 314 (71%) Action Rate: 4 (1%)	Delivered: 444 Opened: 314 (71%) Action Rate: 4 (1%)
Stopped Savers	Delivered: 46 Opened: 32 (70%) Action Rate: 2 (4%)	Delivered: 46 Opened: 32 (70%) Action Rate: 2 (4%)
Birthday (New automated email wishing a participant happy birthday on birthday, encouraging them to log into account)	Delivered: 824 Opened: 503 (61%) Action Rate: 54 (11%)	Delivered: 824 Opened: 503 (61%) Action Rate: 54 (11%)
Strategic Marketing and Communications	Touch Points/Audience	Measure of Success
1Q22 Participant Newsletter	Included in 1Q22 participant statements	Awareness and education