

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: 6 Total Attendees: 81
Individual Counseling Sessions <i>Ex. Phone, Office house, One-on-Ones</i>	Total Sessions: 740	Total Sessions: 3,711
Departmental Group Meetings	Total Sessions: 17 Total Attendees: 420	Total Sessions: 78 Total Attendees: 1,450
457(b) Plan Enrollment Results	Current Quarter	YTD
Online Enrollment	41	277
EZ/Paper Enrollment	114	443
Total New Enrollments Sum of online, EZ and paper	155	720
Closed Accounts	-61	-382
Total Accounts	8,386	8,386
457(b) Plan Participant Engagement	Reporting Period – Q4 2022	
Internet	Unique: 2,537 Total: 40,902	
Mobile App	Unique: 1,102 Total: 11,137	
Voice Response Unit (VRU)*	Unique: 0 Total: 0	
Customer Service*	Unique: 0 Total: 0	
<p><i>*Numbers provided for Mobile App and the Voice Response Unit are not feeding to Voya's plan review document. This is a known error and is being reviewed.</i></p> <p>Trends:</p> <p>General themes for the quarter included the following:</p> <ul style="list-style-type: none"> • Diversification • Market activity • 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	32%	
Average Income Replacement for the Plan	58%	
Average Income Replacement by Age:	20s	6%
	30s	66%
	40s	60%
	50s	63%
	60s	63%
	65+	74%
Single fund investors <i>Participants not invested in Lifecycle or Target Date</i>	Current Quarter	
Number of Participants	1,182	
Average Age	48	
Stable Value Portfolio	Current Quarter	
Crediting Rate	2.46%	
Participant Communications		
Personalized Financial Wellness Messaging (Automated Email Messaging)	Current Quarter	YTD
Save More	Delivered: 1,319 Opened: 941 (71%) Action Rate: 37 (4%)	Delivered: 2,226 Opened: 1,657 (74%) Action Rate: 121 (7%)
Beneficiary	Delivered: 51 Opened: 32 (63%) Action Rate: N/A	Delivered: 238 Opened: 168 (71%) Action Rate: 7 (4%)
Diversification	Delivered: 385 Opened: 282 (73%) Action Rate: N/A	Delivered: 816 Opened: 586 (72%) Action Rate: 4 (1%)
Stopped Savers	Delivered: 52 Opened: 32 (62%) Action Rate: 1 (3%)	Delivered: 106 Opened: 72 (68%) Action Rate: 3 (4%)
Birthday	Delivered: 220 Opened: 154 (70%) Action Rate: 27 (18%)	Delivered: 1,568 Opened: 1,067 (68%) Action Rate: 160 (15%)
Strategic Marketing and Communications	Touch Points/Audience	Measure of Success
N/A for Q4 2022		