

PRESENTED BY: SUZANNE ROGERS, SVP, MANAGING DIRECTOR, PRACTICE LEAD

MARCH 7, 2025

# THE COUNTY OF SACRAMENTO DEFERRED COMPENSATION PLANS ADVISORY COMMITTEE MEETING

Q4 2024



# Plans in Review

Trend over the years



# Combined Plans - Assets & participants

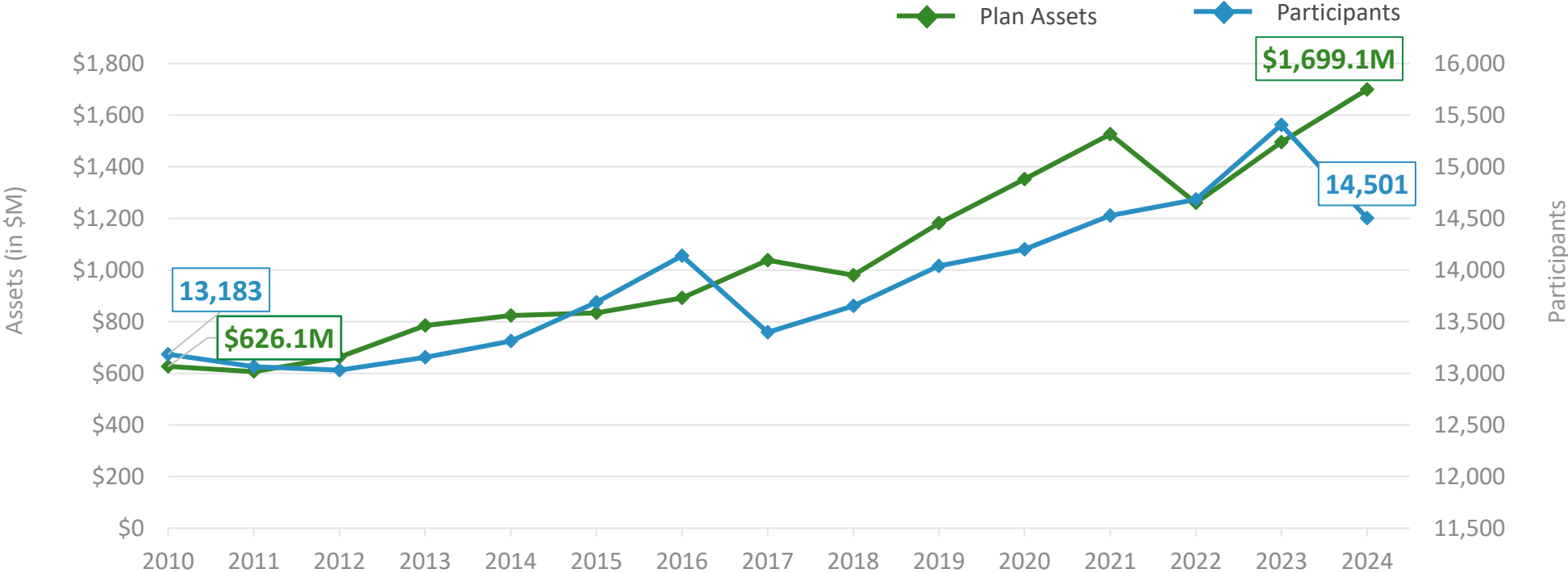
2010 – 2024 Annual Trend

**Total plan assets**  
**\$1,699.1M**

Active	Inactive
<b>\$970.4M</b>	<b>\$728.7M</b>

**Total participants**  
**14,501**

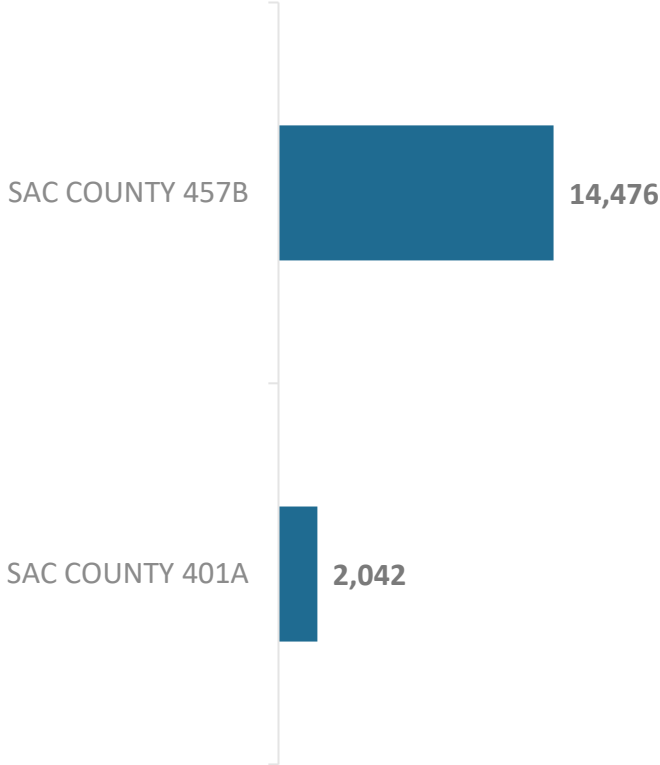
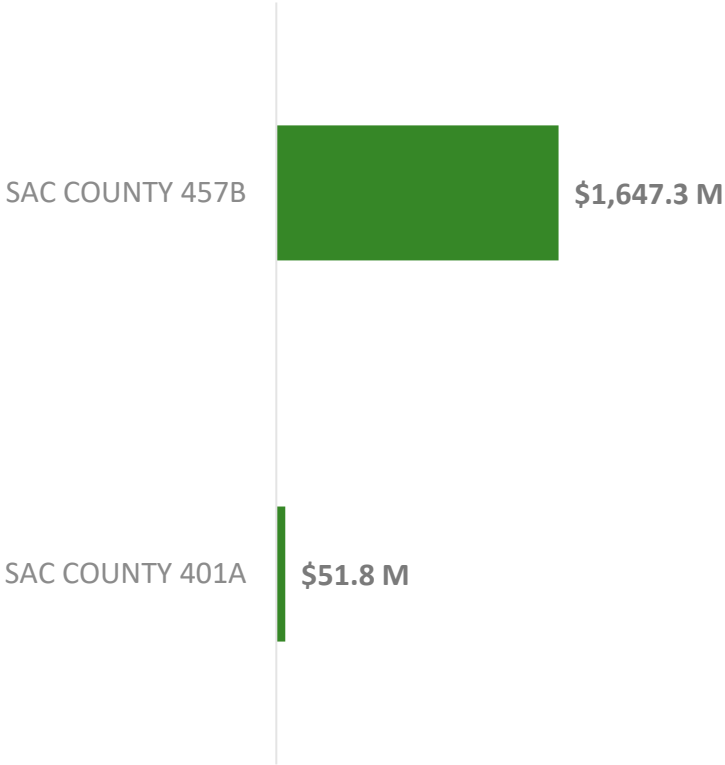
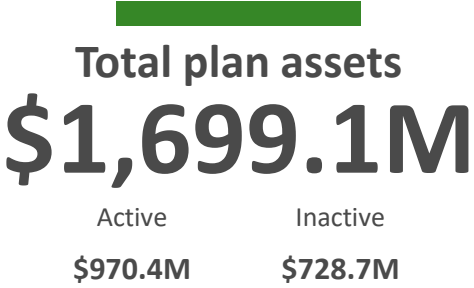
Active	Inactive
<b>10,177</b>	<b>4,324</b>



Plan assets include qualified and non-qualified plans. Excludes Forfeiture and Alternate Payee Accounts.  
 Fidelity record kept data as of 12/31/2024  
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# Assets & participants

Plan level view



Plan assets include qualified and non-qualified plans. Excludes Forfeiture and Alternate Payee Accounts.  
Fidelity record kept data as of 12/31/2024  
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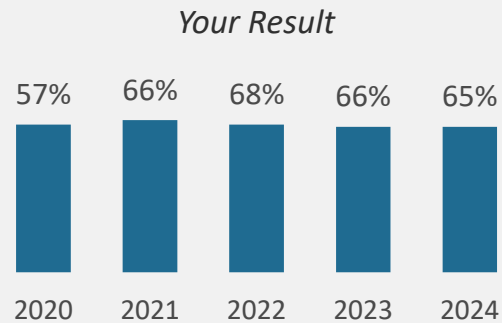
# County of Sacramento – 457(b) Plan #90168

## Retirement Plan Summary

### Employee Participation<sup>1</sup>

Target: 95%

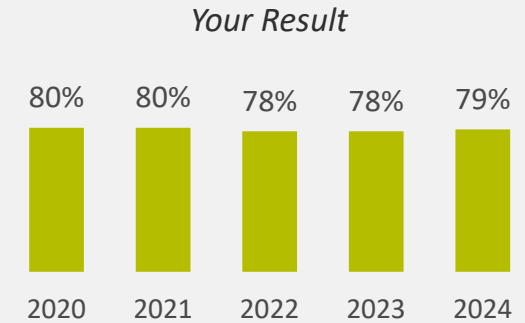
Auto Enroll is enabled with a default rate of 1%



### Age-Appropriate Asset Allocation<sup>2</sup>

Target: 85% | Peers: 71%

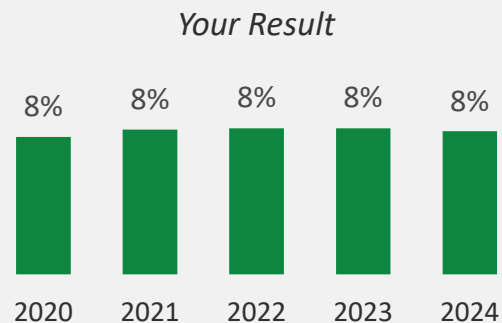
Deploy a modern investment lineup to achieve asset allocation levels.



### Total Savings Rates<sup>2</sup>

Target: 15% | Peers: 15%

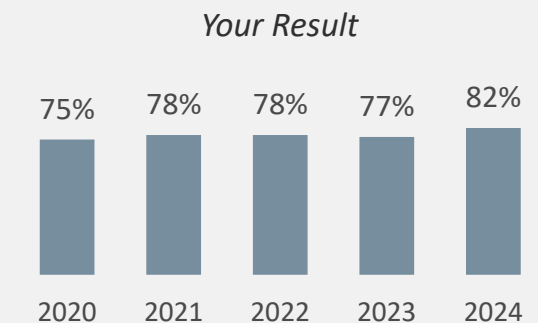
Auto AIP is enabled with a cap of 5%



### Employee Engagement<sup>2</sup>

Target: 80% | Peers: 75%

Drive employee engagement through a comprehensive learning agenda.



1. Fidelity record kept data as of 12/31/2024 for active participants with or without balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

2. Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

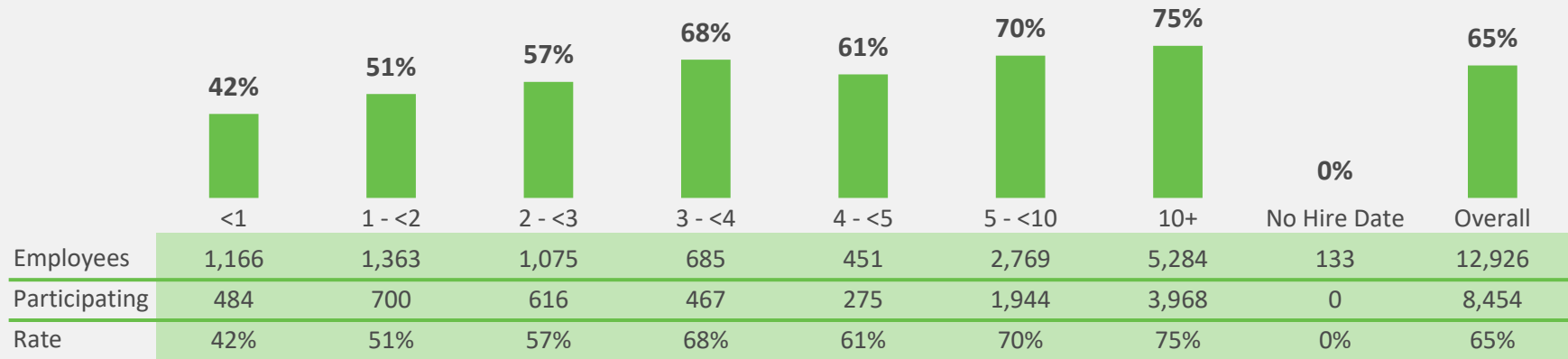
Peer comparison represents industry peers. See appendix for more details.

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# Percent of Active/Eligible Participants Contributing - Plan #90168

As of Q4 2024

Participation Rate By Employee Tenure (Years)



## Participation Rate



65%

71% Peer average

96% Top performers

of eligible employees participate in your retirement plan

Fidelity record kept data as of 12/31/2024 for active participants with or without balance. Excludes terminated participants. Also excludes forfeiture and alternate payee accounts.

1. Enrollments between 01/01/2024 and 12/31/2024

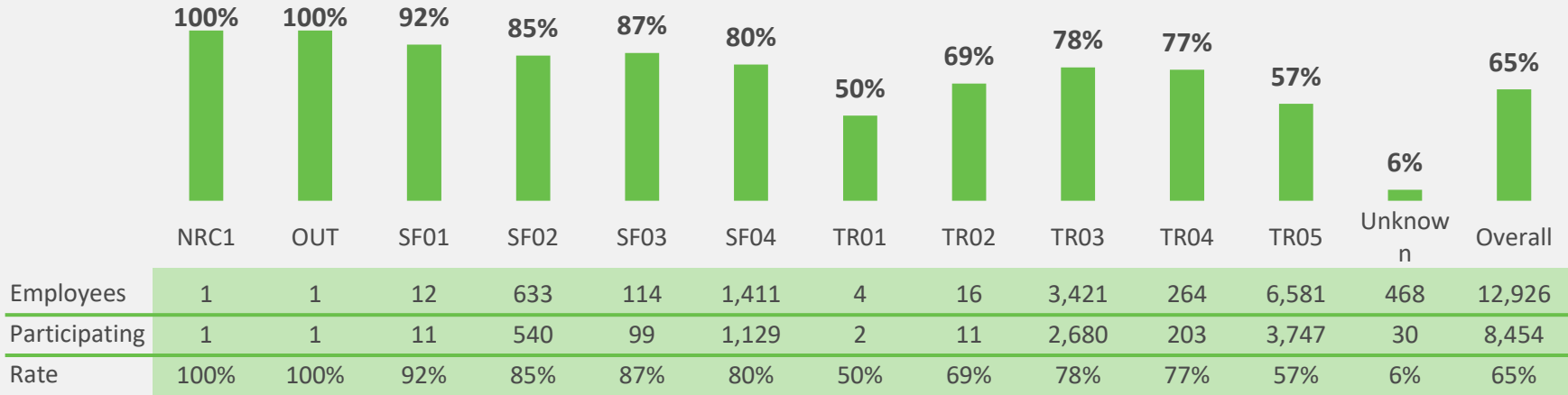
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# Percent of Active/Eligible Participants Contributing - Plan #90168

As of Q4 2024

Participation Rate By Tiers



## Participation Rate



65%

71% Peer average

96% Top performers

of eligible employees participate in your retirement plan

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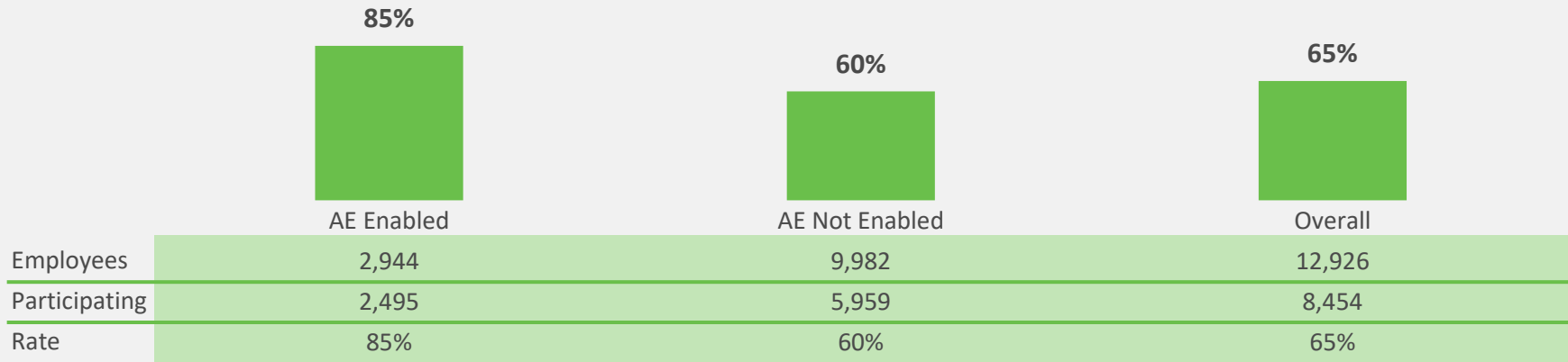
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# Percent of Active/Eligible Participants Contributing 457(b) Plan #90168

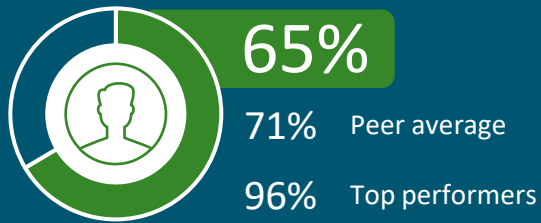
As of Q4 2024

**AE Enabled: Considered '3','20','21','28','50','80' Division Codes**

Participation Rate By AE Status



## Participation Rate



of eligible employees participate in your retirement plan

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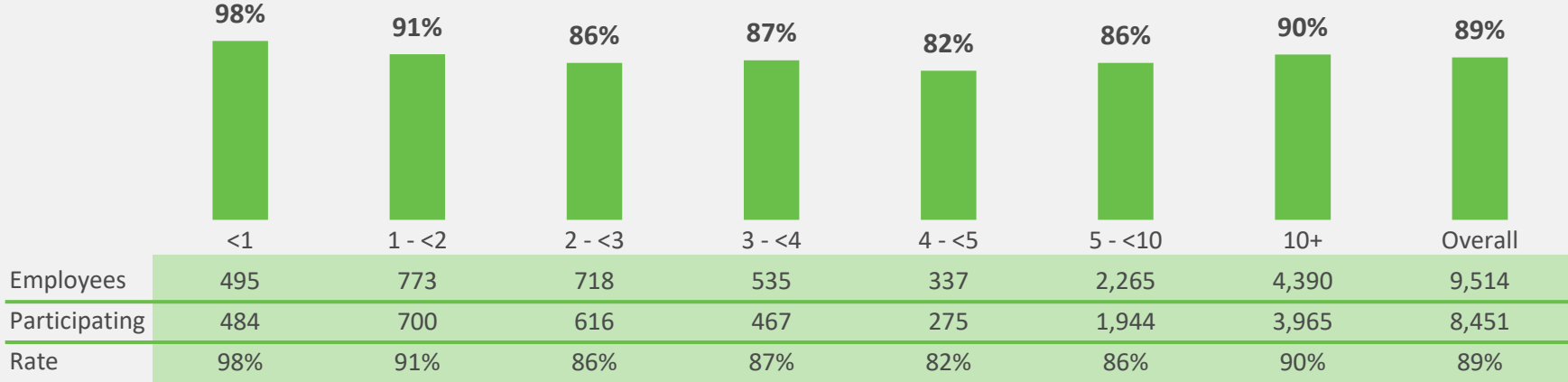
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# Percent of Active Participants with a balance Contributing 457(b) Plan #90168

As of Q4 2024

Participation Rate By Employee Tenure (Years)



## Participation Rate



89%

87% Peer average

99% Top performers

of eligible employees participate in your retirement plan

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated participants. Also excludes forfeiture and alternate payee accounts.

1. Enrollments between 01/01/2024 and 12/31/2024

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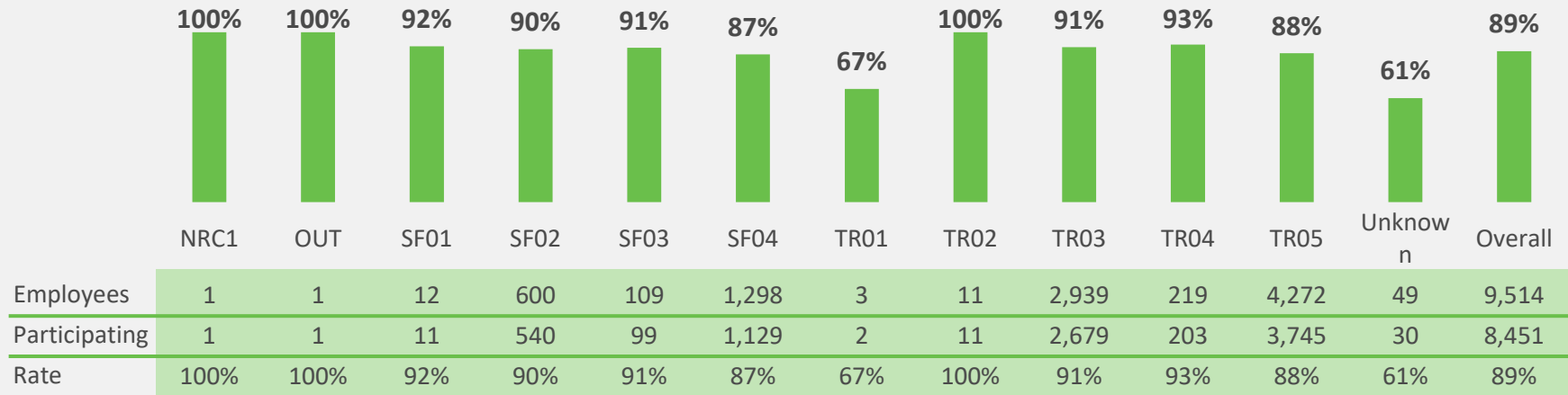
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# Percent of Active Participants with a Balance Contributing – 457(b) Plan #90168

As of Q4 2024

Excluded Source 7 (PST) Employees

Participation Rate By Tiers



## Participation Rate



89%

87% Peer average

99% Top performers

of eligible employees participate in your retirement plan

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated participants. Also excludes forfeiture and alternate payee accounts.

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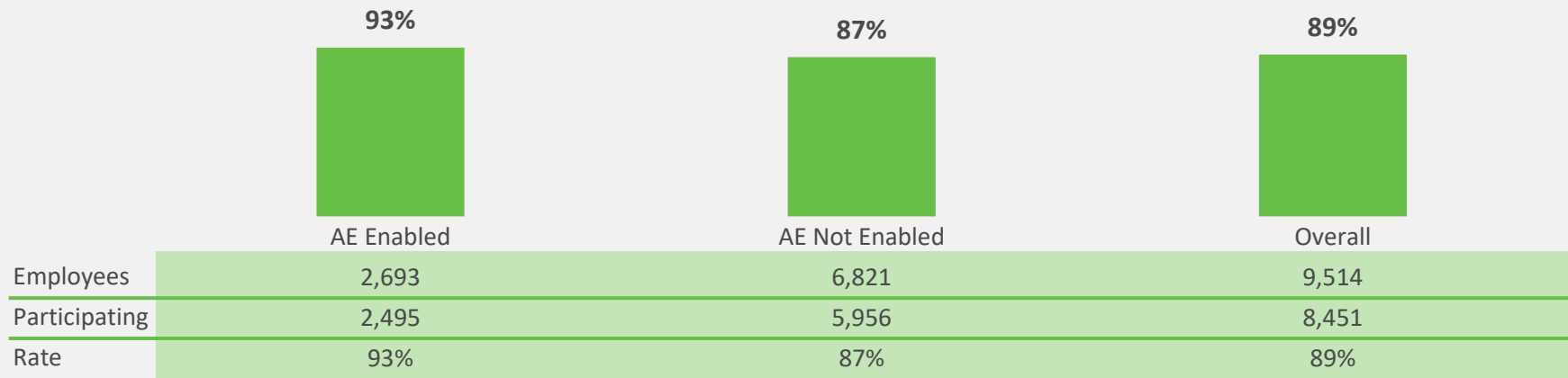
# Percent of Active Participants with a Balance Contributing – 457(b) Plan #90168

As of Q4 2024

Excluded Source 7 (PST) Employees

AE Enabled: Considered '3','20','21','28','50','80' Division Codes

## Participation Rate By Tiers



## Participation Rate



89%

87% Peer average

99% Top performers

of eligible employees participate in  
your retirement plan

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# Saving for retirement - Plan #90168

## Total employee savings rates

Total Savings Rate (Average Employee Deferral & Employer Contribution) by Generation cohort

● Employee Deferral

	Gen Z	Millennials	Gen X	Boomers	Overall
<b>15% Total Savings Goal</b>	-----				
	5.6%	6.9%	8.7%	10.4%	8.0%
	5.6%	6.9%	8.7%	10.4%	8.0%
Participants	530	3,903	4,163	918	9,514
% Achieving 15%	6.8%	11.9%	19.3%	25.7%	16.2%

### Total Savings Rate



8.0%

15.6% Peer average

25.1% Top performers

average Total Savings Rate for active participants with a balance

### Plan Features

	Your Plan Adoption	Peer Adoption
✓	Auto Annual Increase	15%
✓	Roth Deferrals	88%
✗	After-Tax Deferrals	9%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

Peer comparison represents industry peers. See appendix for more details.

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# Saving for retirement

**AE Enabled: Considered '3','20','21','28','50','80' Division Codes**

## Total employee savings rates

Total Savings Rate (Average Employee Deferral & Employer Contribution)

● Employee Deferral

	AE Enabled	AE Not Enabled	Overall
<i>15% Total Savings Goal</i>	8.5%	7.8%	8.0%
Participants	2,693	6,821	9,514
% Achieving 15%	18.5%	15.3%	16.2%

### Total Savings Rate



**8.0%**

15.6% Peer average

25.1% Top performers

average Total Savings Rate (EE & ER)  
for active participants with a balance

### Plan Features

	Your Plan Adoption	Peer Adoption
✓	Auto Annual Increase	15%
✓	Roth Deferrals	88%
✗	After-Tax Deferrals	9%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

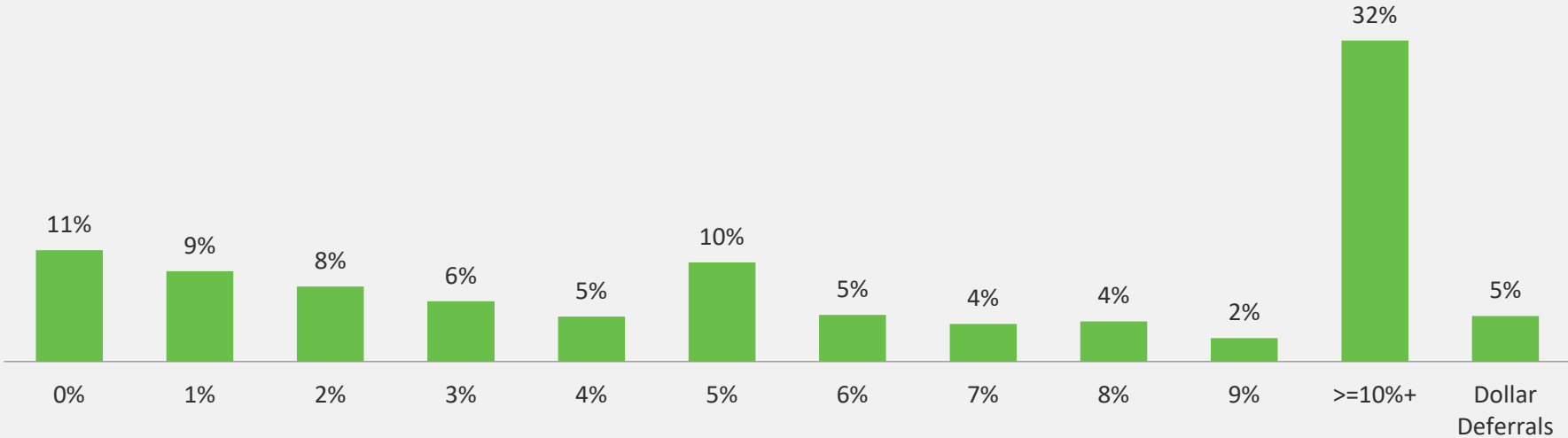
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# Employee Elective Deferral Rate – 457(b) Plan #90168

Implement a plan design that encourages a 15% total savings rate (employee and employer)

Percentage Distribution of Participants by Elective Deferral



52%

of active employees defer **6% or more** of their compensation to the retirement plan

Auto Enroll (AE) Type & Default Rate	<b>NEW HIRE @ 1%</b>
Auto Annual Increase Program (AIP) Cap Rate	<b>5%</b>

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# Asset Allocation – 457(b) Plan #90168

## Percent of Participants by Age-Appropriate Equity Allocation

### Percent of Participants by Age-Appropriate Equity Allocation by Generation cohort

**Aggressive**

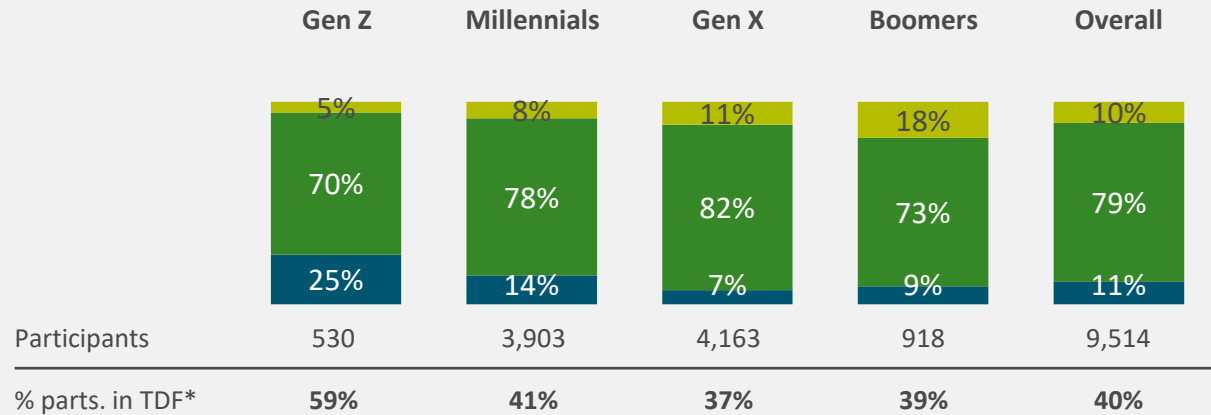
Greater than 10% over age-appropriate equity allocation

**In Band**

Age-Appropriate equity allocation, or at least 80% invested in a single target date fund, or enrolled in a managed account

**Conservative**

More than 10% below age-appropriate equity allocation



### Age-appropriate Allocation



**79%**

73% Peer average

87% Top performers

of participants with an Age-Appropriate Equity Allocation

### Plan Features

	Plan Adoption	Peer Adoption
✓ TDF Default Investment		94%
✓ Self Directed Brokerage		67%
✓ Managed Account		64%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

For asset allocation purposes the participant's current age and equity holdings are compared to a table containing an age-based equity holding percentages based on the equity glide path. See appendix for more information.

\*Measure of the percentage of active participants who have invested at least 80% of their balance in a single Target Date Fund.

Peer comparison represents industry peers. See appendix for more details.

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# Asset Allocation – 457(b) Plan #90168

## Percent of Participants by Age-Appropriate Equity Allocation

### Percent of Participants by Age-Appropriate Equity Allocation by Generation cohort

**Aggressive**

Greater than 10% over age-appropriate equity allocation

**In Band**

Age-Appropriate equity allocation, or at least 80% invested in a single target date fund, or enrolled in a managed account

**Conservative**

More than 10% below age-appropriate equity allocation

	AE Enabled	AE not Enabled	Overall
Participants	2,693	6,821	9,514
% parts. in TDF*	40%	40%	40%

### Age-appropriate Allocation



79%

73% Peer average

87% Top performers

of participants with an Age-Appropriate Equity Allocation

### Plan Features

	Plan Adoption	Peer Adoption
✓ TDF Default Investment		94%
✓ Self Directed Brokerage		67%
✓ Managed Account		64%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

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# Loan & Withdrawal Activity – 457(b) Plan #90168



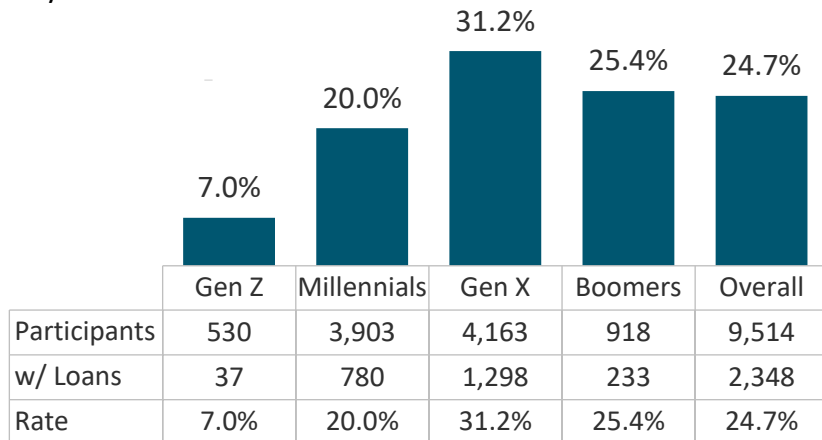
25%

of active participants have at least one loan outstanding

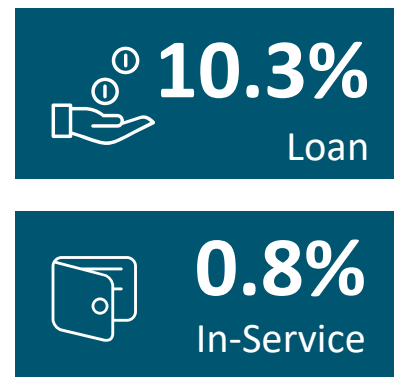
18.3%  
PEER AVERAGE

	Your Plan Adoption	Peer Adoption
<input type="checkbox"/> Limits to 2 or fewer Loans Outstanding		76%
<input checked="" type="checkbox"/> ACH Loan Repayments		82%
<input checked="" type="checkbox"/> eCertified Hardships		48%

## Loan Utilization By Generation Cohort



## Percent of Participants with Withdrawal Previous Twelve Months



**Peer Group Average**  
Previous Twelve Months

In-Service	1.6%
Hardship	1.8%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.  
 Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.  
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 706485.25.0. For plan sponsor and investment professional use only.

# Loan & Withdrawal Activity – 457(b) Plan #90168



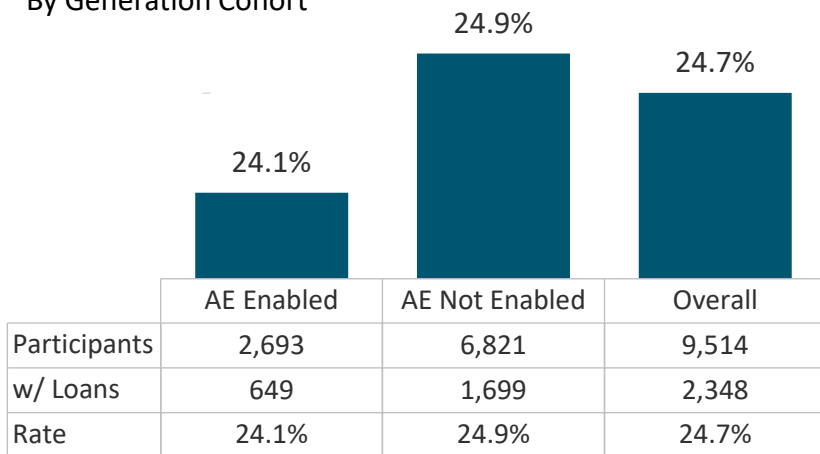
## 25%

of active participants have at least one loan outstanding

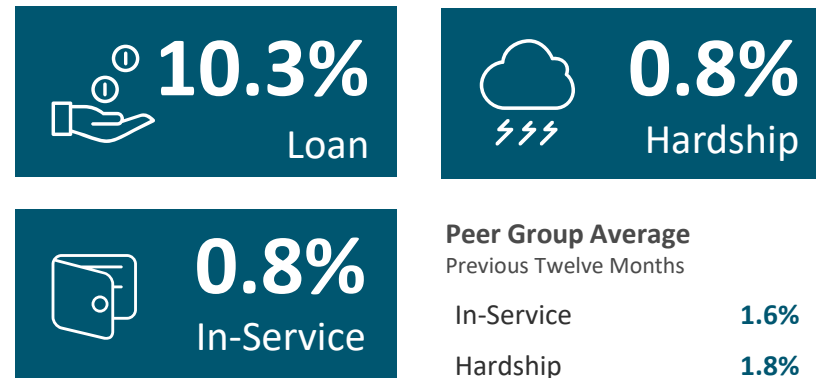
18.3%  
*PEER AVERAGE*

	Your Plan Adoption	Peer Adoption
<input type="checkbox"/> Limits to 2 or fewer Loans Outstanding		76%
<input checked="" type="checkbox"/> ACH Loan Repayments		82%
<input checked="" type="checkbox"/> eCertified Hardships		48%

### Loan Utilization By Generation Cohort



### Percent of Participants with Withdrawal Previous Twelve Months



**Peer Group Average**  
Previous Twelve Months

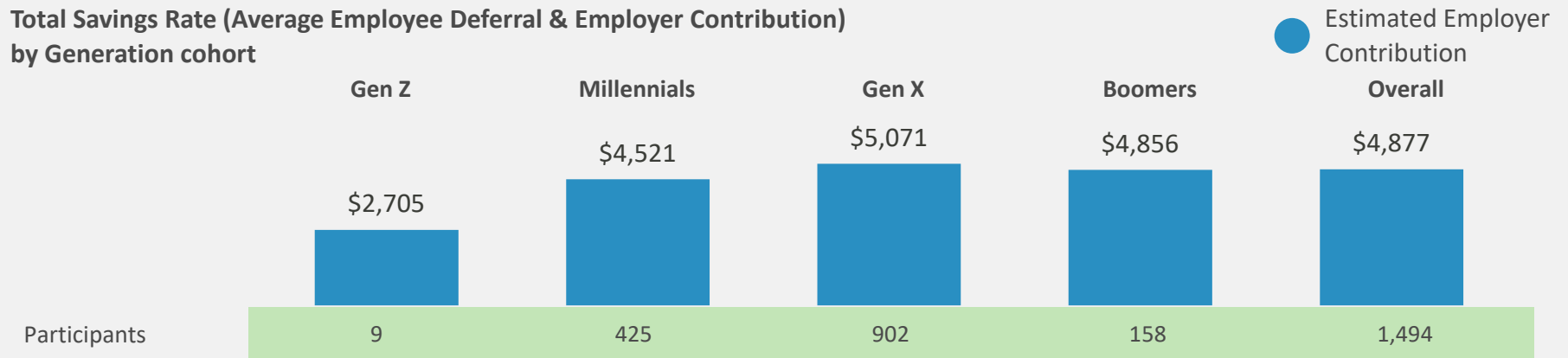
In-Service	1.6%
Hardship	1.8%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.  
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# Saving for retirement - Plan #71635

## Total employee & employer savings rates

Total Savings Rate (Average Employee Deferral & Employer Contribution) by Generation cohort



### Total Savings Rate



**\$4,877**

\$11,271 Peer average

\$15,720 Top performers

average Total Savings (EE & ER) for active participants with a balance

- ✓ Auto Annual Increas 15%
- ✓ Roth Deferrals 88%
- ✗ After-Tax Deferrals 9%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

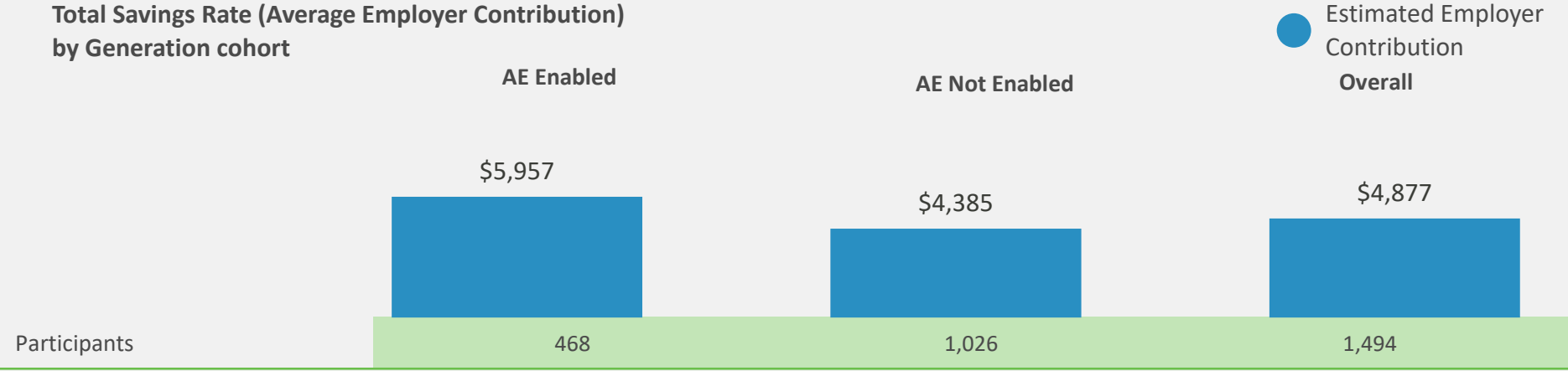
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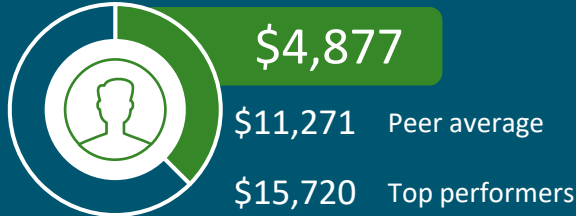
# Saving for retirement – 401(a) Plan #71635

## Total savings rates

**AE Enabled: Considered '3','20','21','28','50','80' Division Codes**



**Total Savings Rate**



average Total Savings (EE & ER) for active participants with a balance

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.  
 Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.  
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# Asset Allocation – 401(a) Plan #71635

## Percent of Participants by Age-Appropriate Equity Allocation

### Percent of Participants by Age-Appropriate Equity Allocation by Generation cohort

**Aggressive**

Greater than 10% over age-appropriate equity allocation

**In Band**

Age-Appropriate equity allocation, or at least 80% invested in a single target date fund, or enrolled in a managed account

**Conservative**

More than 10% below age-appropriate equity allocation

	Gen Z	Millennials	Gen X	Boomers	Overall
Participants	9	425	902	158	1,494
% parts. in TDF*	100%	85%	76%	70%	78%

### Age-appropriate Allocation



87%

73% Peer average

87% Top performers

of participants with an Age-Appropriate Equity Allocation

### Plan Features

	Plan Adoption	Peer Adoption
✓ TDF Default Investment		94%
✓ Self Directed Brokerage		67%
✓ Managed Account		64%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

For asset allocation purposes the participant's current age and equity holdings are compared to a table containing an age-based equity holding percentages based on the equity glide path. See appendix for more information.

\*Measure of the percentage of active participants who have invested at least 80% of their balance in a single Target Date Fund.

Peer comparison represents industry peers. See appendix for more details.

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# Asset Allocation – 401(a) Plan #71635

## Percent of Participants by Age-Appropriate Equity Allocation

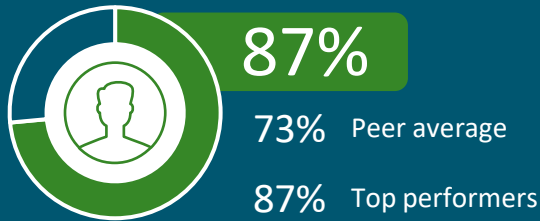
**AE Enabled: Considered '3','20','21','28','50','80' Division Codes**

### Percent of Participants by Age-Appropriate Equity Allocation by Generation cohort

- Aggressive**  
Greater than 10% over age-appropriate equity allocation
- In Band**  
Age-Appropriate equity allocation, or at least 80% invested in a single target date fund, or enrolled in a managed account
- Conservative**  
More than 10% below age-appropriate equity allocation

	AE Enabled	AE not Enabled	Overall
Participants	468	1,026	1,494
% parts. in TDF*	80%	77%	78%

### Age-appropriate Allocation



of participants with an Age-Appropriate Equity Allocation

### Plan Features

	Plan Adoption	Peer Adoption
✓ TDF Default Investment		94%
✓ Self Directed Brokerage		67%
✓ Managed Account		64%

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts. Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965. For asset allocation purposes the participant's current age and equity holdings are compared to a table containing an age-based equity holding percentages based on the equity glide path. See appendix for more information.  
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# Loan & Withdrawal Activity – 401(a) Plan #71635

Implement a plan design and features to simplify the loan process



# 1%

of active participants have at least one loan outstanding

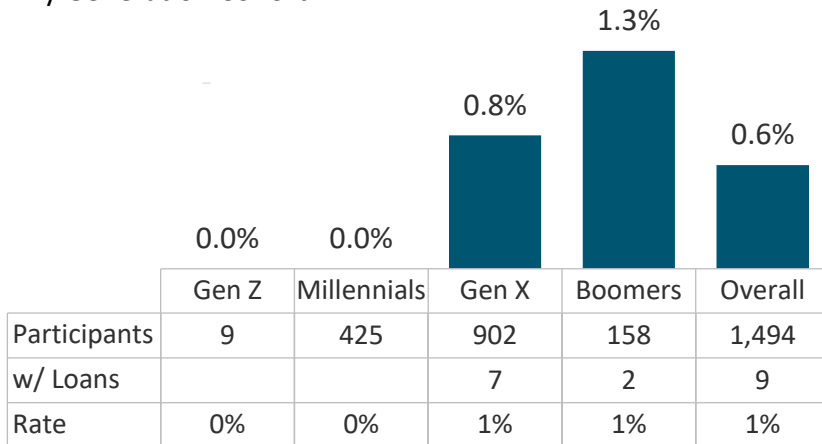
# 18.3%

PEER AVERAGE

	Your Plan Adoption	Peer Adoption
<input type="checkbox"/>	Limits to 2 or fewer Loans Outstanding	76%
<input checked="" type="checkbox"/>	ACH Loan Repayments	82%
<input checked="" type="checkbox"/>	eCertified Hardships	48%

## Loan Utilization

By Generation Cohort



## Percent of Participants with Withdrawal

Previous Twelve Months



Peer Group Average  
Previous Twelve Months

In-Service	<b>1.6%</b>
Hardship	<b>1.8%</b>

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

Peer comparison represents industry peers. See appendix for more details.

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# Loan & Withdrawal Activity - Plan #71635

Implement a plan design and features to simplify the loan process

**AE Enabled: Considered '3','20','21','28','50','80' Division Codes**



**1%**

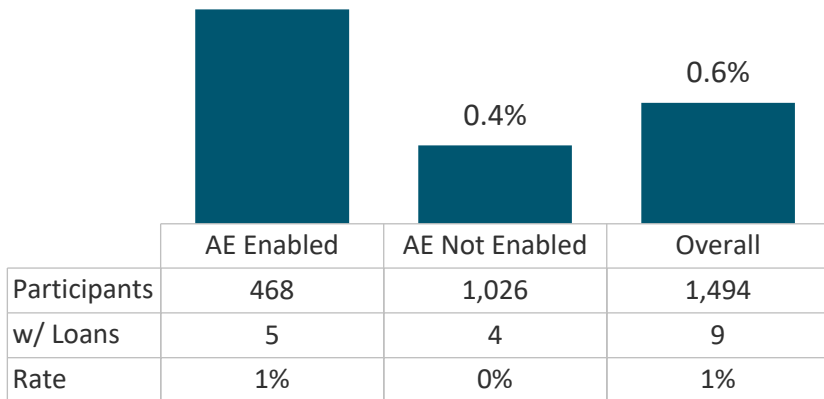
of active participants have at least one loan outstanding

**18.3%**  
*PEER AVERAGE*

	Your Plan Adoption	Peer Adoption
<input type="checkbox"/> Limits to 2 or fewer Loans Outstanding		76%
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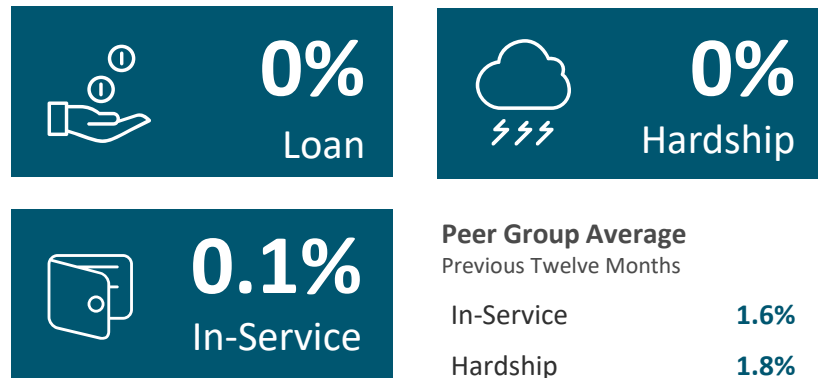
## Loan Utilization

By Generation Cohort  
1.1%



## Percent of Participants with Withdrawal

Previous Twelve Months



**Peer Group Average**  
Previous Twelve Months

In-Service	<b>1.6%</b>
Hardship	<b>1.8%</b>

Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Generational Birth Years: Gen Z: Born after 1996, Millennial 1996-1981, Gen X 1980-1965, Boomers prior to 1965.

Peer comparison represents industry peers. See appendix for more details.

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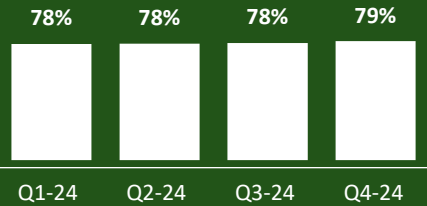
# Participant Engagement Analysis



# Engagement Summary

## County of Sacramento

### ENGAGEMENT TREND



80% Peer average

92% Top performers

### HOW ARE YOUR EMPLOYEES ENGAGING

	Online	1:1	Group Events	Online Tool	Service Calls	Financial Wellness Check-up*
Your Results	78%	8%	9%	13%	8%	6% (607 responses in last 3 years)
Peer Average	78%	9%	9%	14%	9%	

### ENGAGEMENT SOLUTIONS

#### Digital Enablement

Fully Digital Ready 85%

Beneficiary Coverage 61%

#### Programs to consider enabling:

Goal Booster



### KEY OBSERVATIONS

- Engagement results appear healthy and comparable to peers across channels
- 718 participants enrolled in prior 12 months (41% of participants enrolled through Easy Enroll Channel)
- 43% of continuous active participants made no change to deferrals (avg. remained 8%).
- 13% of continuous active participants increased deferral election (+5% from an avg. of 8% to 13%)
- 3% of continuous active participants increased deferral value from 0% (+8% from an avg. of 0% to 8%)
- 8% of continuous active participants decreased their deferrals(-6% from an avg. of 12% to 6%)
- 41% of active participants viewed Netbenefits Articles or clicked Netbenefits Engagers or reviewed investments in Netbenefits
- 1,076 active participants specified or managed their beneficiaries in the prior twelve months

Fidelity record kept data as of 12/31/2024 based on Active participants with balance.

\*Financial Wellness Check-up results based on responses from 01/22 to 12/24.

Engagement activity from 01/24 to 12/24.

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# Participant Engagement 457(b) Plan

## NetBenefits® and Phone Contactors



Engaged

# 82%

of active participants have contacted Fidelity by Phone or logged into NetBenefits®

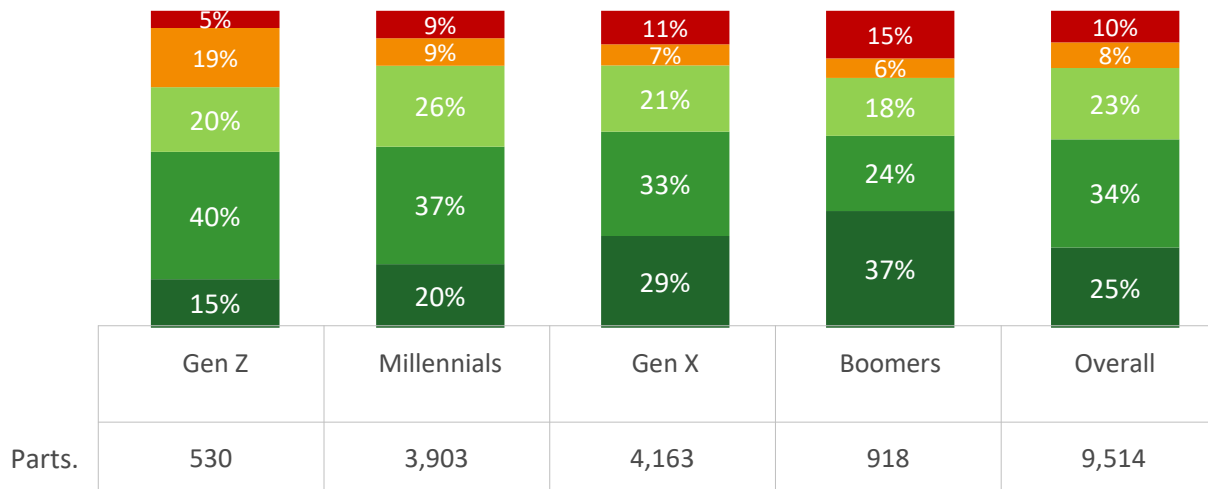
80%

PEER  
AVERAGE

92%

TOP  
PERFORMERS

### Participant Engagement by Generation



- **Deeply Unengaged:**  
No contact in the prior two years.
- **Unengaged:**  
No contact in the prior 12 months.
- **Basic Engaged:**  
NetBenefits® login or customer service contact by employees for information on, or to complete a transaction in, their retirement plan.
- **Education Engaged:**  
NetBenefits® learn hub, life event and other general resource use by employees for educational purposes.
- **Highly Engaged:**  
Financial planning activities by employees on NetBenefits® or with a Fidelity Financial Consultant

Rates for interactions from 01/01/2024 to 12/31/2024 for active participants with a balance as of 12/31/2024. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Peer comparison represents industry peers. See appendix for more details.

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# Participant Engagement – 401(a) Plan #71635

NetBenefits® and Phone Contactors



Engaged

## 89%

of active participants have contacted Fidelity by Phone or logged into NetBenefits®

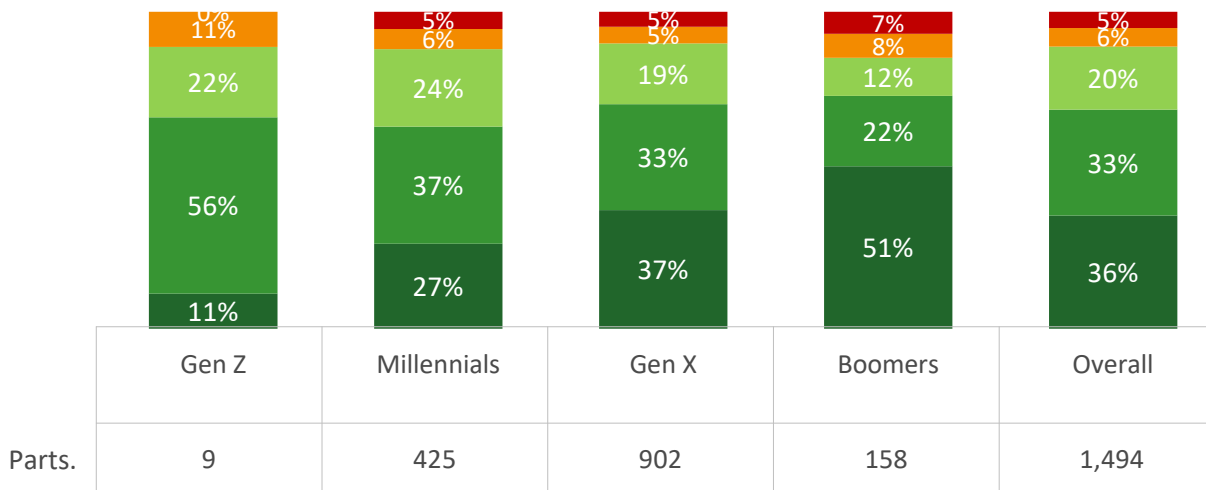
80%

PEER  
AVERAGE

92%

TOP  
PERFORMERS

## Participant Engagement by Generation



- **Deeply Unengaged:**  
No contact in the prior two years.
- **Unengaged:**  
No contact in the prior 12 months.
- **Basic Engaged:**  
NetBenefits® login or customer service contact by employees for information on, or to complete a transaction in, their retirement plan.
- **Education Engaged:**  
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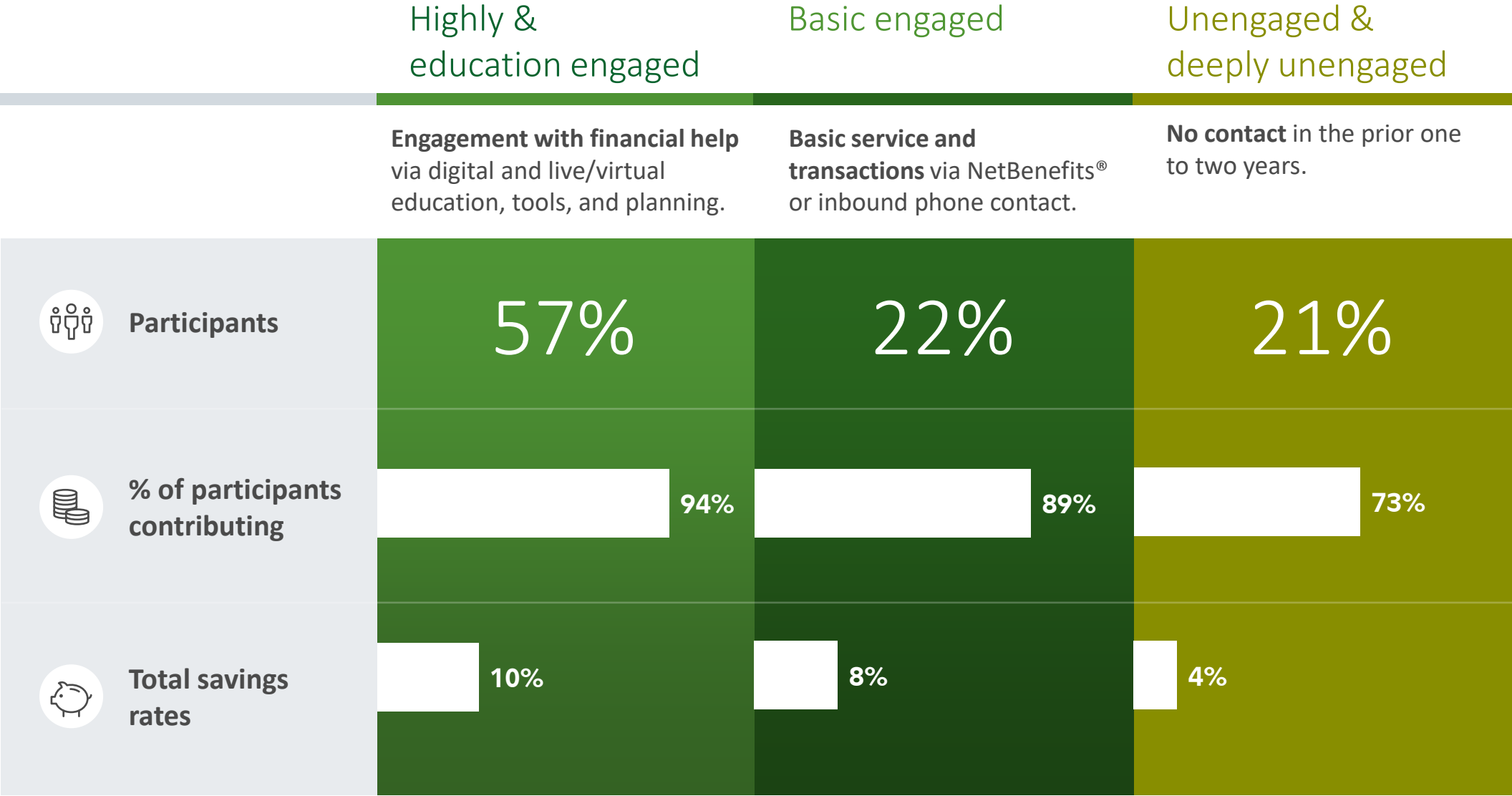
Rates for interactions from 01/01/2024 to 12/31/2024 for active participants with a balance as of 12/31/2024. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

Peer comparison represents industry peers. See appendix for more details.

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# Engagement helps to drive better outcomes

Higher Engagement leads to better participation and savings rates among employees



For active participants with a balance as of 12/31/2024 Excludes terminated participants. Percentage of participants contributing is based on any contribution in 12-month period. Deeply Unengaged: No Fidelity contact in prior two years. Unengaged: No Fidelity contact in the prior year. Basic Engaged: NetBenefits login or inbound phone call to Fidelity in the prior year. Education Engaged: NetBenefits library article or video view, portfolio analysis or research use, bricklet click or PP&A dashboard visit in the prior year. Highly Engaged: Completion of a retirement planning, advice tool, on-site one-on-one or group interaction, financial wellness assessment completion, PP&A enrollment or PP update, Goal Booster enrollment, or Fidelity Retail Branch visit in the prior year.

# Unengaged & Deeply Unengaged

Employees that have not engaged with Fidelity in at least 12 months

**21%** of your employees have not engaged in their retirement benefit with Fidelity in at least 12 months.

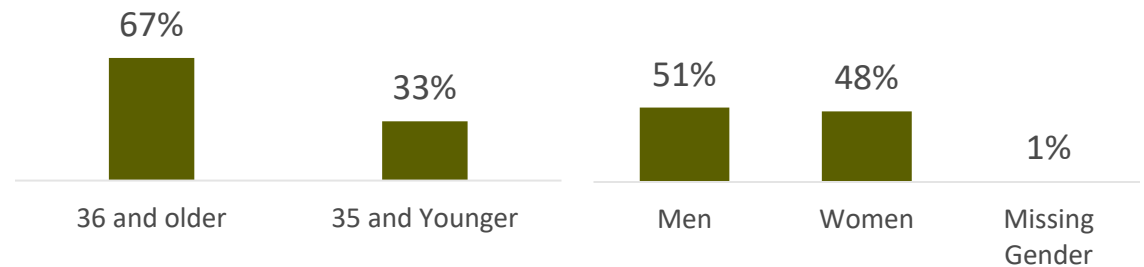
Peer average: 20%

Profile for unengaged employees:

Average age	43
Average tenure	10
% women	48%
% unregistered on NetBenefits	33%
% w/ e-mail on file	99%
% w/ mobile phone on file	60%

**33%** of employees unengaged in the retirement benefit are 35 and younger

Unengaged Profile  
(% of employees not engaged)



## Considerations

1. Promote **NetBenefits® app** at onboarding and in employee communications channels throughout the year
2. Ensure Fidelity has **digital contact information** to reach participants
3. Ensure you're signed up to receive **FidBits\*** – financial wellness news in bite-sized tips that break through the clutter

For active participants with a balance as of 12/31/2024. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts. Peer comparison represents industry peers. See appendix for more details.

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# Basic Engaged

Employees engaged with Fidelity to view account information and complete transactions

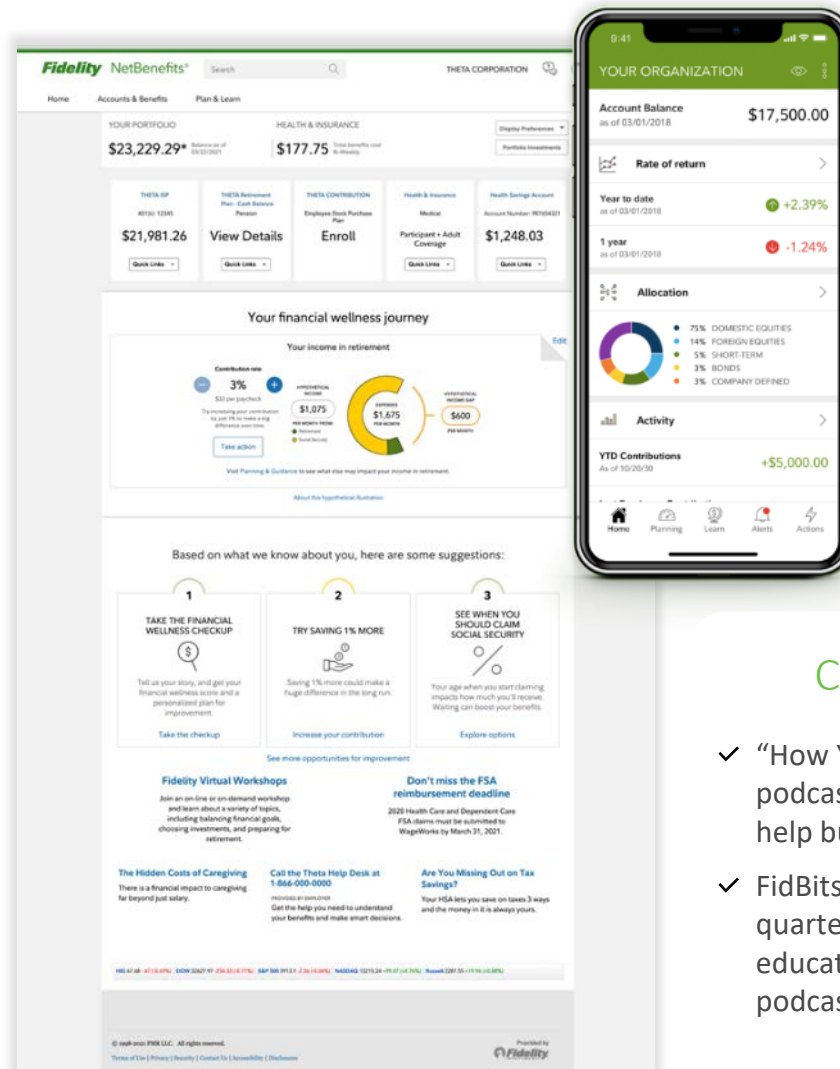
**22%** of your employees have engaged with Fidelity to check balances, view account information and complete transactions.

Peer average: 28%

NetBenefits® Visits	89.8K
% of Visits on mobile app	21%
% of Visits on mobile browser	29%

**17%** of your employees contacted Fidelity for service on their account.

Service calls handled:  
1.7K



## Considerations

- ✓ “How You Money” video & podcast series and webinars to help build financial literacy
- ✓ FidBits Newsletter – Twice each quarter, employees will receive educational resources such as podcasts, webcasts, and articles

For active participants with a balance as of 12/31/2024. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts. Peer comparison represents industry peers. See appendix for more details.

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# Education Engaged

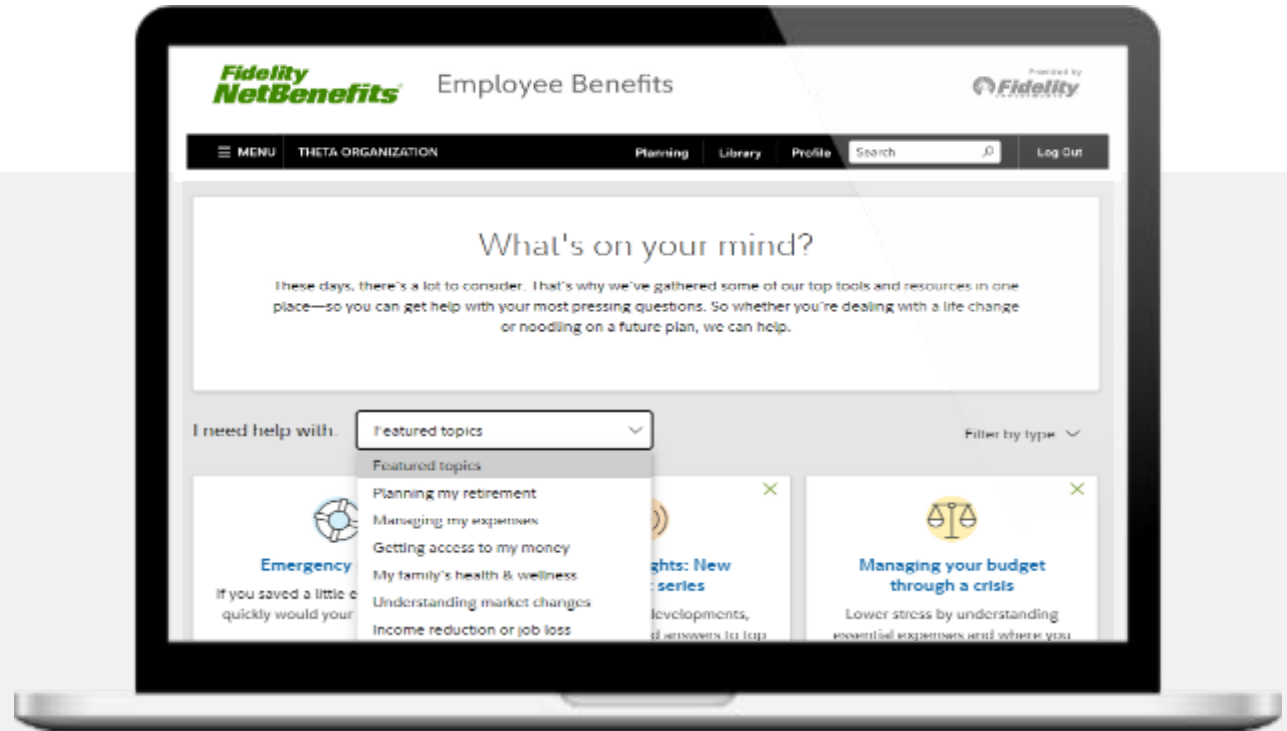
Employees utilizing NetBenefits® resources for educational purposes

**33%** of your employees have also utilized NetBenefits® resources for educational purposes.

Peer average: 28%

Top activities for your employees:

General educational content	42%
Investment research	32%
Journey Space Interactions	16%
Small Tools Usage	4%
PP&A dashboard visit	3%
Financial wellness topic page	2%
Learn hub	1%



**They know what they need.**  
Find and easily access relevant resources:

Learn hub

**They want help figuring out their suggested next step.**  
And keep a pulse on their financial wellness:

Financial wellness checkup

**Life happens.**

They can get help navigating moments that matter:

Life event planning topics



# Highly Engaged

Employees engaged with Fidelity in retirement planning and investing activities

**24%** of your employees engaged with Fidelity in retirement planning and investing activities.

Peer average: 25%

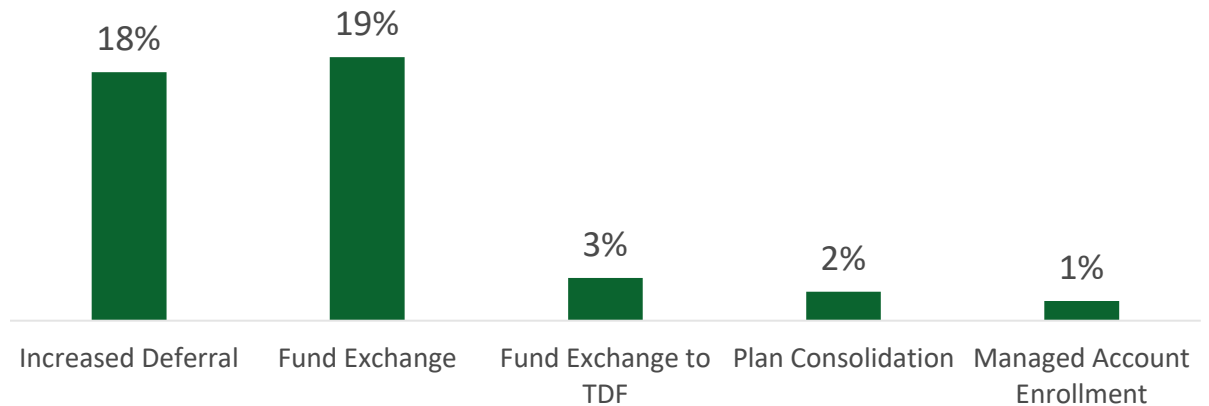
Top activities for your employees:

Planning and Guidance Center	46%
Online Tools	32%
Ask Fidelity	17%
Phone Channel	14%
IPQ Update	12%
WPA Phone Guidance	8%
1:1 Appointments	7%

**34%** of employees engaged in financial wellness, retirement planning and investing activities took action

Peer average: 27%

Actions Taken



# Digital & cyber readiness

Digitizing your employees'  
experience



# Digital Enablement and Engagement

## Digital Contact Information (DCI) Enablement



85%

82% Peer average

are fully digital ready and meet all 4 criteria<sup>1,#</sup>

Allow electronic delivery 86%

Have an email on file 100%

Have a mobile phone on file 91%

NetBenefits<sup>®</sup> login 93%

Peer Adoption

83%

96%

90%

92%

## Digital Engagement<sup>2</sup>



ONLINE VISITS

12.4K

Active + Inactive  
Participants Interacted  
online with Fidelity



VISIT DURATION

02:54

Average time spent per  
visit online



DEVICE TYPE

40%

Desktop

57%

Mobile

3%

Tablet



TRANSACTIONS

3,226

Unique visitors online, who  
completed at least one online  
transaction

<sup>1</sup> Fidelity record kept data as of 12/31/2024 for active participants with a balance. Excludes terminated and zero balance participants. Also excludes forfeiture and alternate payee accounts.

<sup>2</sup> Fidelity record kept data as of 12/31/2024 for participants with a balance. Excludes zero balance participants. Also excludes forfeiture and alternate payee accounts.






Peer comparison represents industry peers. See appendix for more details.

<sup>#</sup> "Participants that are fully digital ready" represents employees who have an email on file, have registered accounts on NetBenefits, have a mobile phone number on file and have given permission for electronic delivery.

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# Are your employees engaged in securing their accounts?

Protecting employees' retirement savings is one of the most important plan sponsor duties

	ACTIVITY	STATS	WHY IT MATTERS
Register	 Completed new user registration on NetBenefits®	<b>All</b> 92% <b>Actives Only</b> 93%	Account registration is the critical first step employees can take to secure their accounts and reduce the risk of someone registering on their behalf.
	 Logged into NetBenefits® within the last 90 days	<b>All</b> 48% <b>Actives Only</b> 49%	Employees who regularly engage with their account online have a better chance of spotting potential unauthorized activity.
Optimize security	 Able to complete two-factor authentication	<b>All</b> 88% <b>Actives Only</b> 90%	Two-factor authentication is required to complete sensitive transactions online, such as updating bank information.
	 Enrolled in MyVoice <sup>SM</sup> phone authentication 40% acceptance rate for active EEs	<b>All</b> 42% <b>Actives Only</b> 39%	Voice biometrics helps prevent a fraudster from impersonating employees while speaking with a phone associate.
	 Eligible to receive real-time security alerts 91% receive SMS alerts 100% of active EEs have employer-provided email	<b>All</b> 98% <b>Actives Only</b> 100%	When employees have contact information on file, they're notified of suspicious activity as soon as it happens.

"All" includes all employees (active + inactive) with a balance in their plan.

As of 12/31/2024  
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## TAKE ACTION

Tap into our [cybersecurity toolkit](#) to help your employees protect their accounts.



# Appendix

Additional material, definitions, Disclosures

# Benchmarking Definitions

**Plan Participation Rate:** The percentage of actively employed, point-in-time eligible employees who made employee pretax or post-tax contributions over the prior 12 months; This is based on NDT data and may be from previous plan year's non-discrimination test.

**% of Participants Contributing (Voluntary Plan Contribution Rate):** The percentage of active participants who made employee pretax or post-tax contributions over the prior 12 months in the voluntary plans.

**Total Average Savings Rate (EE + ER):** The overall average savings rate (Employee deferral % + Employer contribution %) for all active participants. All Active participants have been considered for the calculation of Total Average savings rate, including participants with a 0% employee deferral rate. Employer contribution % is calculated based on Employer Contribution dollars over a rolling 12-month period; therefore there might be differences from Employer contribution in Plan Design.

**Automated Plan Design—AE Default Deferral Rate:** The deferral (savings) rate that auto-enrolled participants begin saving at once enrolled in the retirement plan.

**Automated Plan Design—AIP Utilization Rate:** The percentage of active participants who are enrolled in the Annual Increase Program (AIP) in plans that offer AIP.

**Participant Asset Allocation:** The percentage of participants whose DC plan assets are allocated within +/- 10% percentage points of the Fidelity Equity Glide Path, with a maximum of 90% equity exposure.

**Participant Interactions:** The percentage of participants contacting a Fidelity phone representative or Fidelity NetBenefits® over the last 12 months.

**Retirement Planning & Advice Utilization:** The percentage of Participants who used planning or advice tools during the 12 months ending 12/31/2024. Retirement planning & advice utilization includes both representative-led and self-directed interactions and is based on participants who reached the analysis or complete phase.

**Investment Advice Tool Interaction:** Participants who completed a representative-led Investment Advice Tool interaction in the prior 12 months ending 12/31/2024.

**Loans & Withdrawals:** The percentage of participants who took a loan or withdrawal during the 12 months ending 12/31/2024.

**Unique Highly Engaged Participants:** Count of distinct active participants with balance who are highly engaged. Participants who complete any of the following activity in last 12 months ending 12/31/2024 are deemed as Highly Engaged: Completion of a retirement planning, advice tool, on-site one-on-one or group interaction, FW assessment completion or Journey Space interactions, PP&A enrollment or PP update, or Fidelity Retail Branch visit in the prior year.

**Peer Average:** Peer average is the average value of a given metric across all clients belonging to the same peer group.

**Top Performer:** Top performer for a given metric is average of top quartile values from the same peer group

# Important Information

## **FOR PLAN SPONSOR USE ONLY**

Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

Fidelity does not provide legal or tax advice. The information herein is general in nature and should not be considered legal or tax advice. Consult an attorney or tax professional regarding your specific situation.

For "Asset Allocation" purposes, age-appropriate equity allocation is defined as the participant's current age and equity holdings in a retirement portfolio compared with an example table containing age-based equity holding percentages based on an equity glide path. The Fidelity Equity Glide Path is an example we use for this measure and is a range of equity allocations that may be generally appropriate for many investors saving for retirement and planning to retire around ages 65 to 67. It is designed to become more conservative as participants approach retirement and beyond. The glide path begins with 90% equity holdings within a retirement portfolio at age 25 continuing down to 19% equity holdings 10-19 years after retirement. Equities are defined as domestic equity, international equity, company stock, and the equity portion of blended investment options. The indicator for asset allocation is determined by being within 10% (+ or -) of the Fidelity Equity Glide Path. We assume self-directed account balances (if any) are allocated 75% to equities, regardless of participant age and so the Asset Allocation Indicator has limited applicability for those affected participants. For purposes of this metric, participants enrolled in a managed account or invested greater than or equal to 80% of their account balance in a single target date fund are considered to have age-appropriate equity allocation and meet the asset allocation criteria for OnPlan.

### **Asset allocation does not ensure a profit or guarantee against loss.**

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