

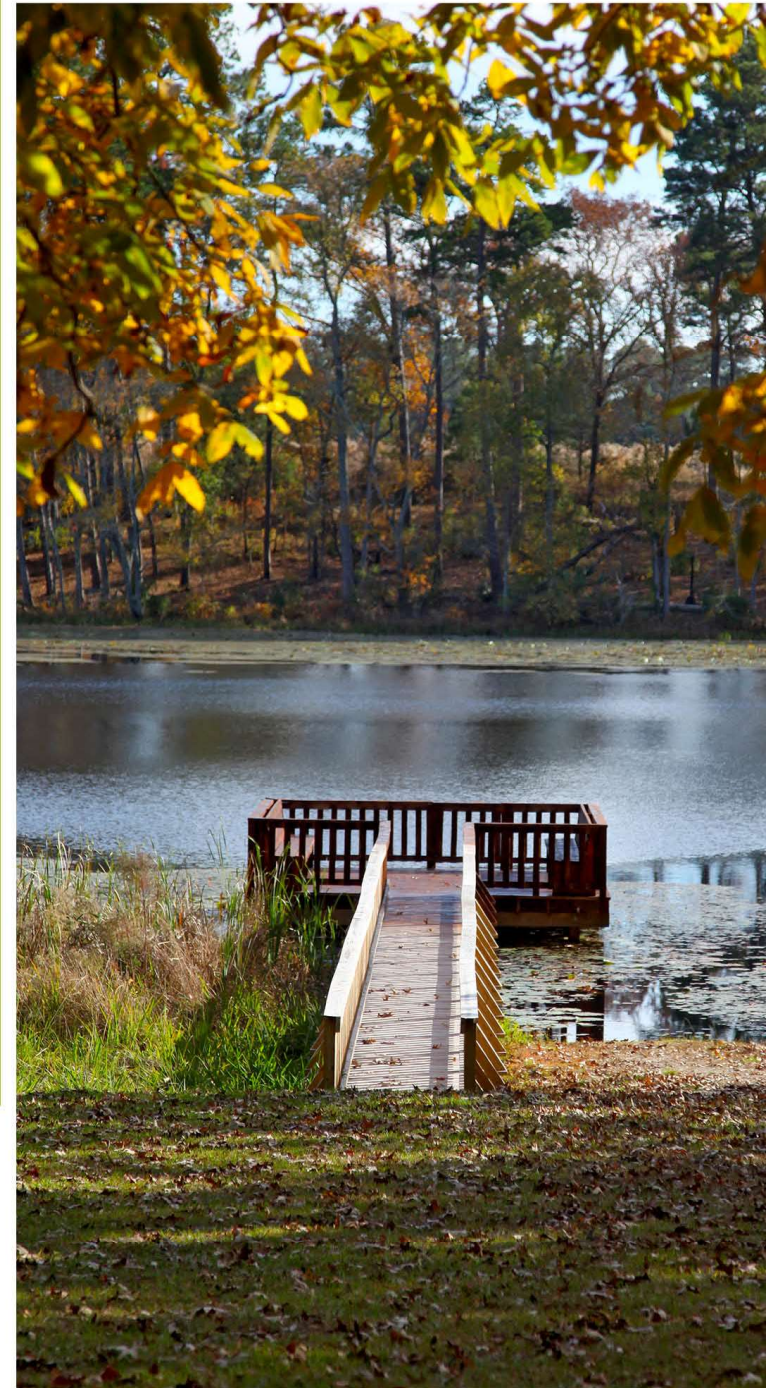
# Quarterly review

## Quarter ended September 30, 2023

Retirement Policy Committee  
PEBA Board of Directors

December 6, 2023

Administered by:



# Topics

- Plan statistics
- Retirement Plan Advisor activity
- Outreach to participants and employers
- Website and Call Center statistics

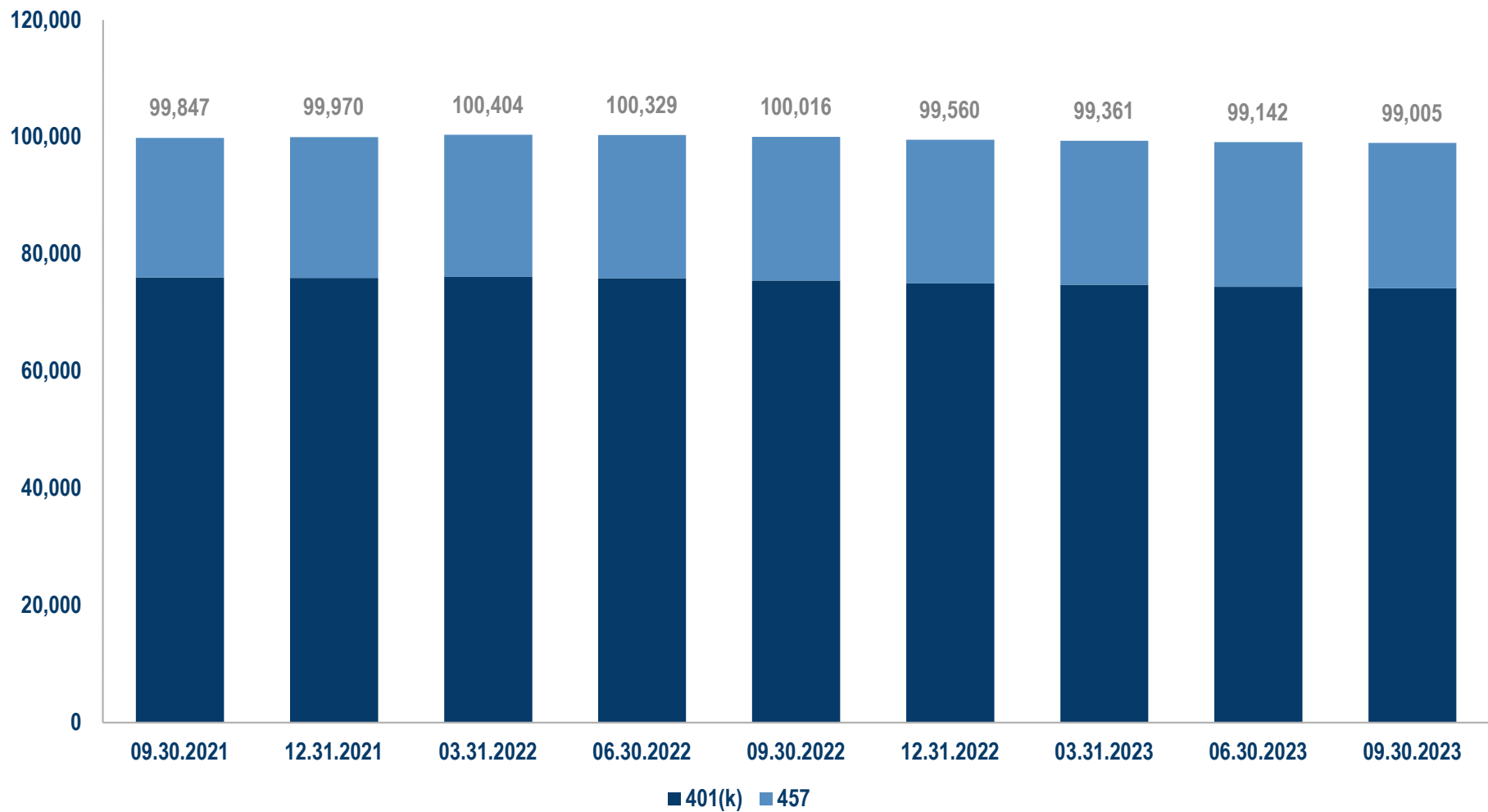
# Plan statistics





# Participant accounts

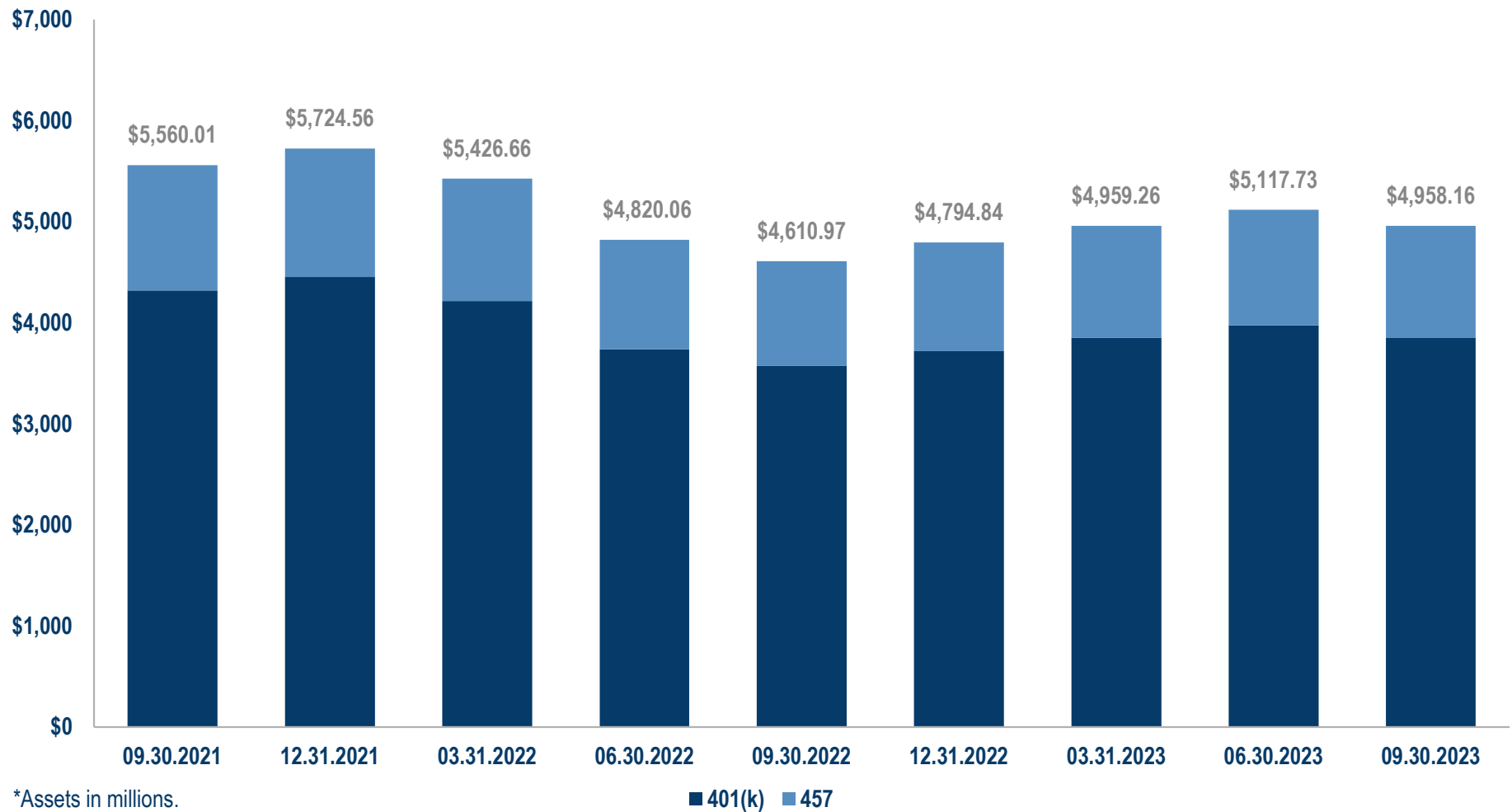
	401(k)	457	Total
Quarter ended 9.30.2023	74,226	24,779	99,005



\*Participants who had an account at any point during quarter.

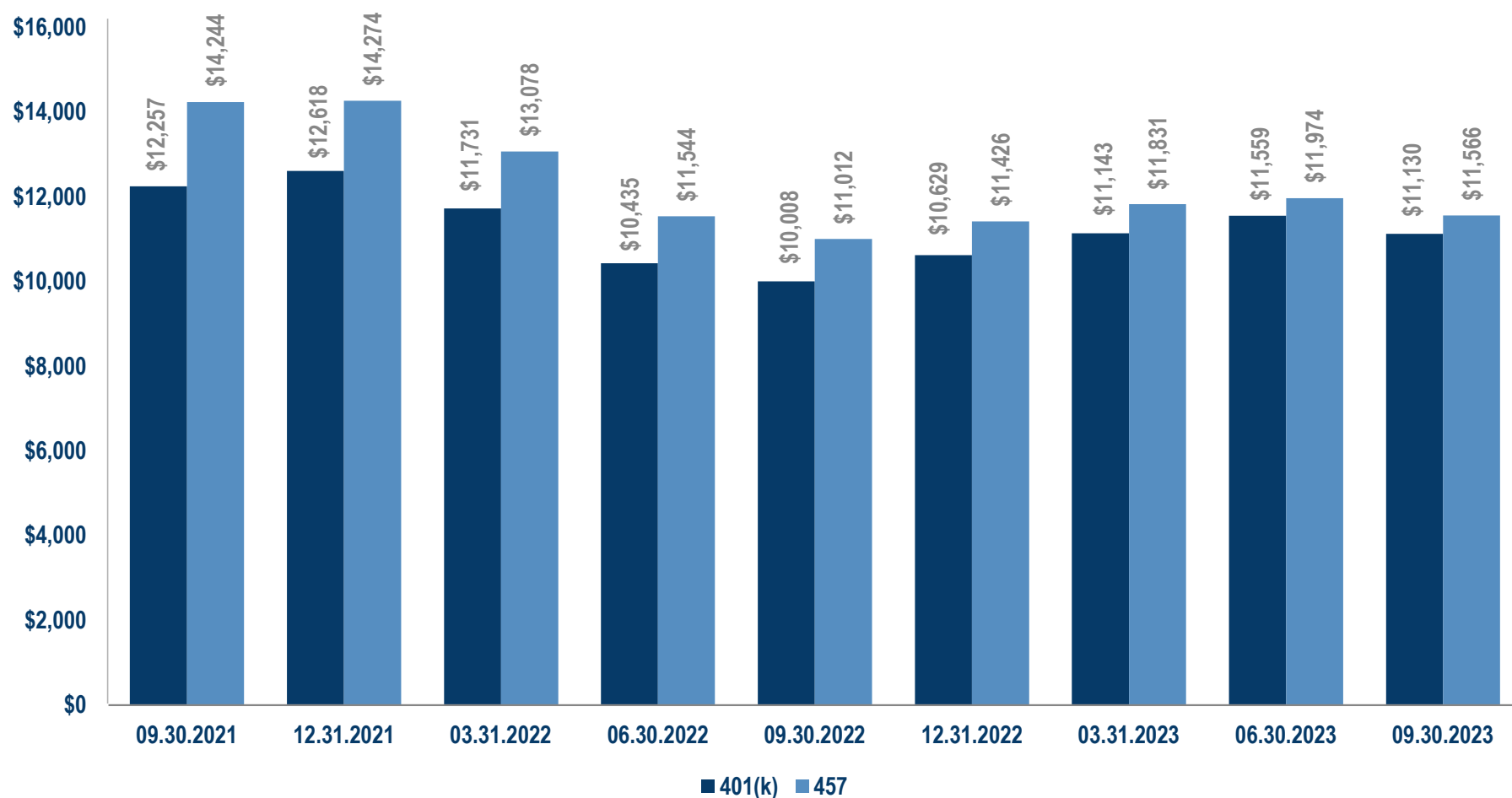
# Assets

	401(k)	457	Total
Quarter ended 9.30.2023	\$ 3,851,075,520	\$1,107,085,252	\$4,958,160,773



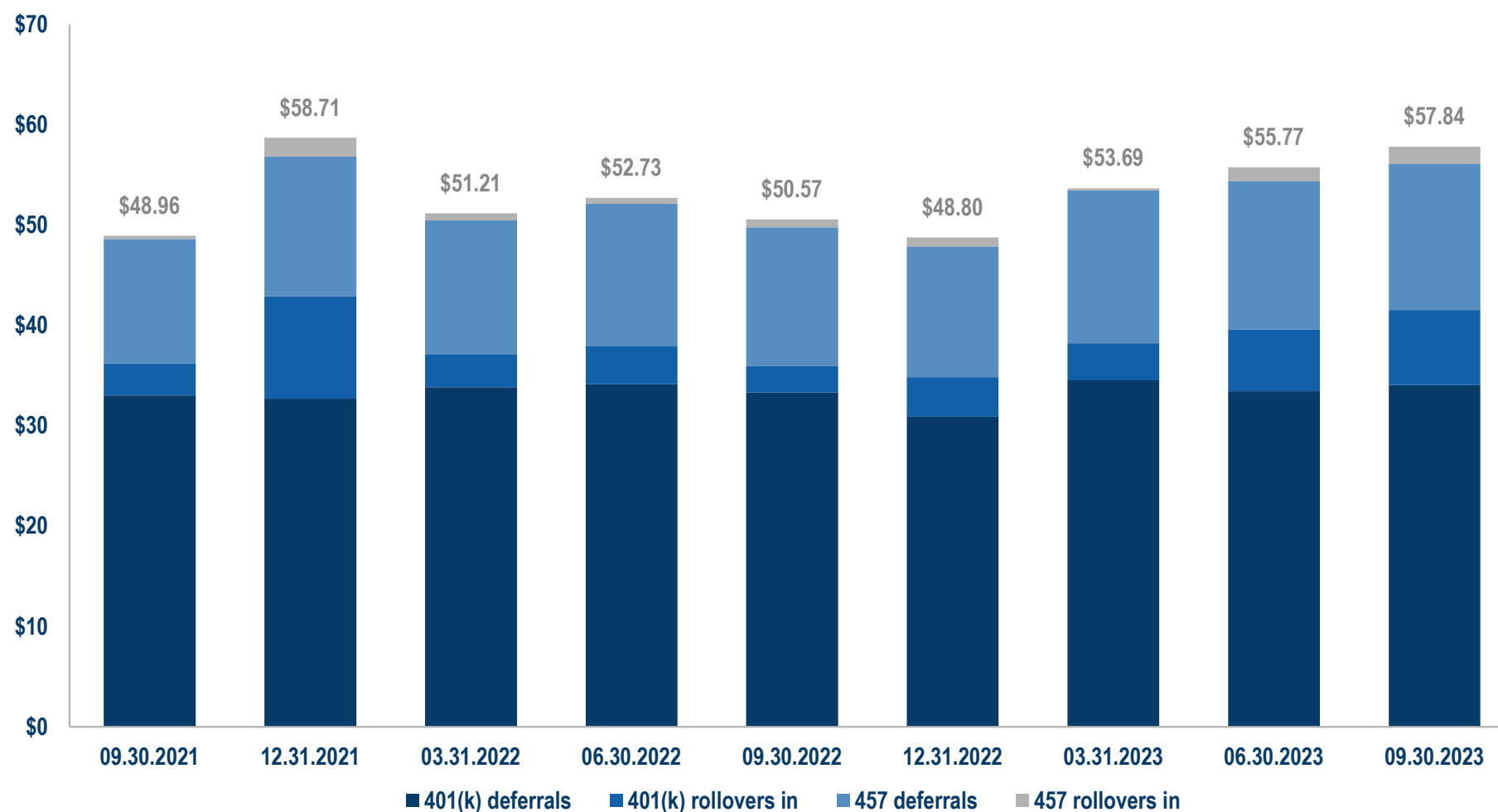
# Median participant account balance

	401(k)	457
Quarter ended 9.30.2023	\$11,130	\$11,566



# Contributions

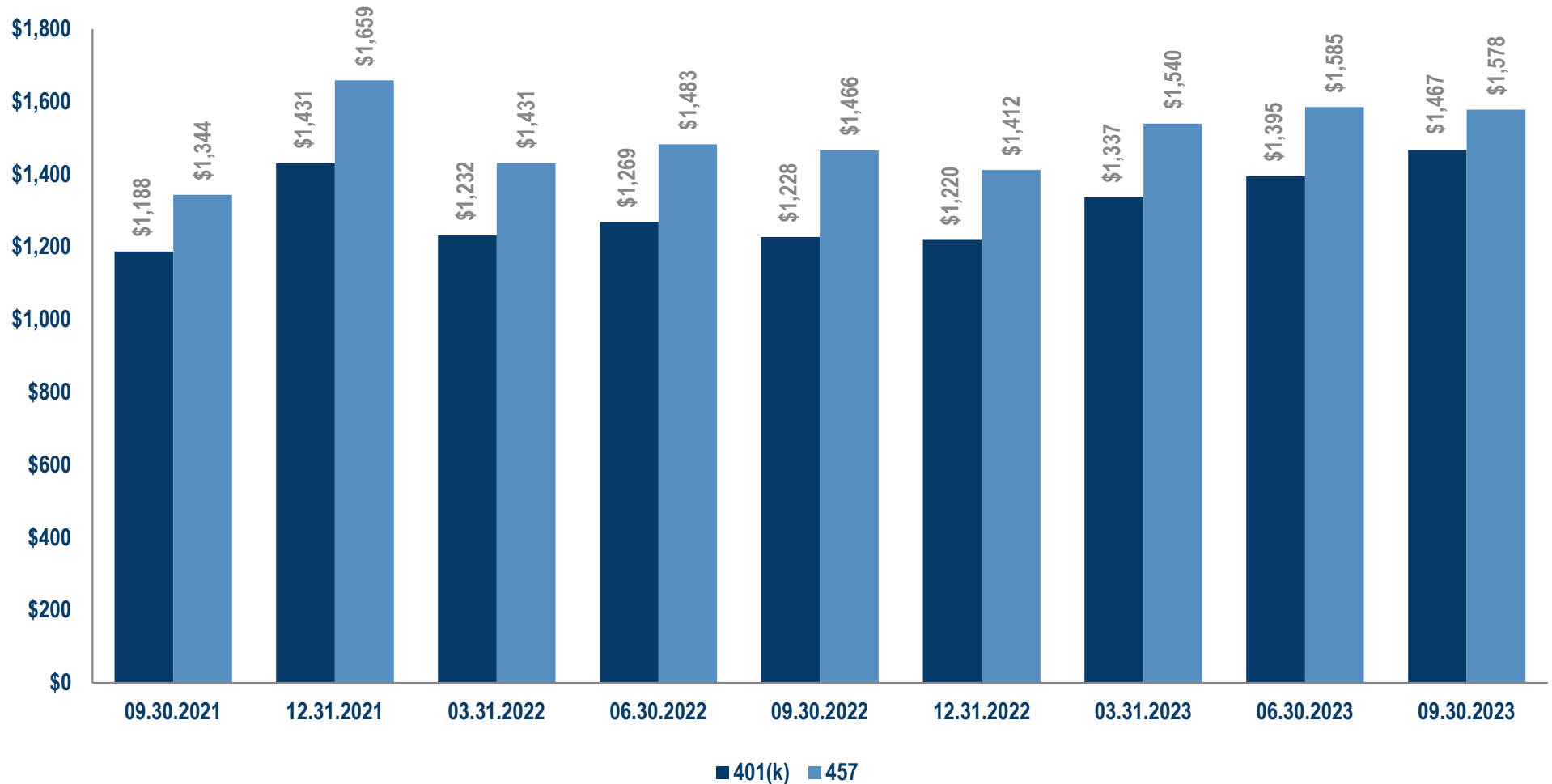
	401(k) deferrals	401(k) rollovers in	457 deferrals	457 rollovers in
Quarter ended 9.30.2023	\$34,072,648	\$7,492,696	\$14,537,722	\$1,737,960



\*Contributions in millions.

# Average quarterly participant contribution

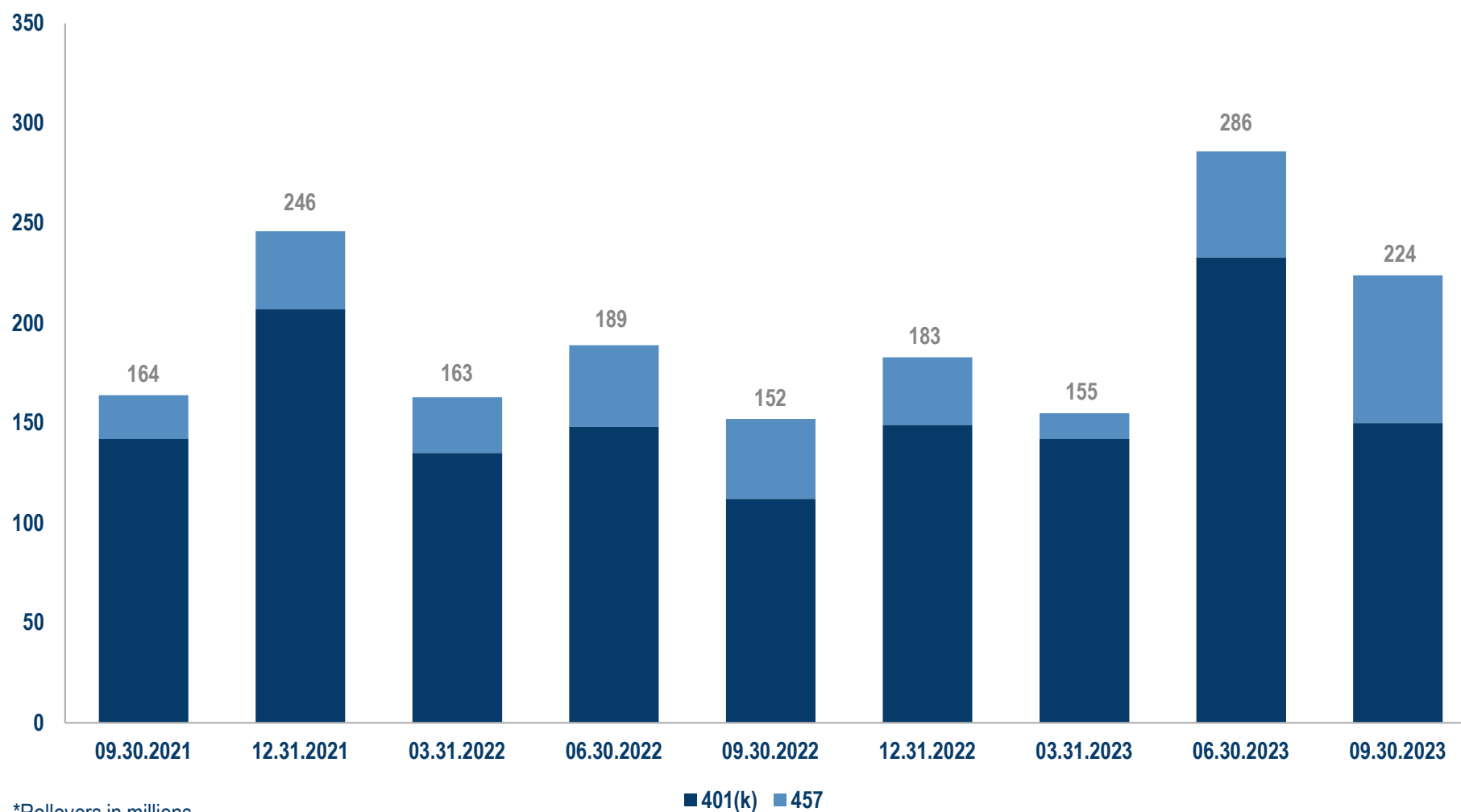
	401(k)	457
Quarter ended 9.30.2023	\$1,467	\$1,578





# Number of incoming rollovers

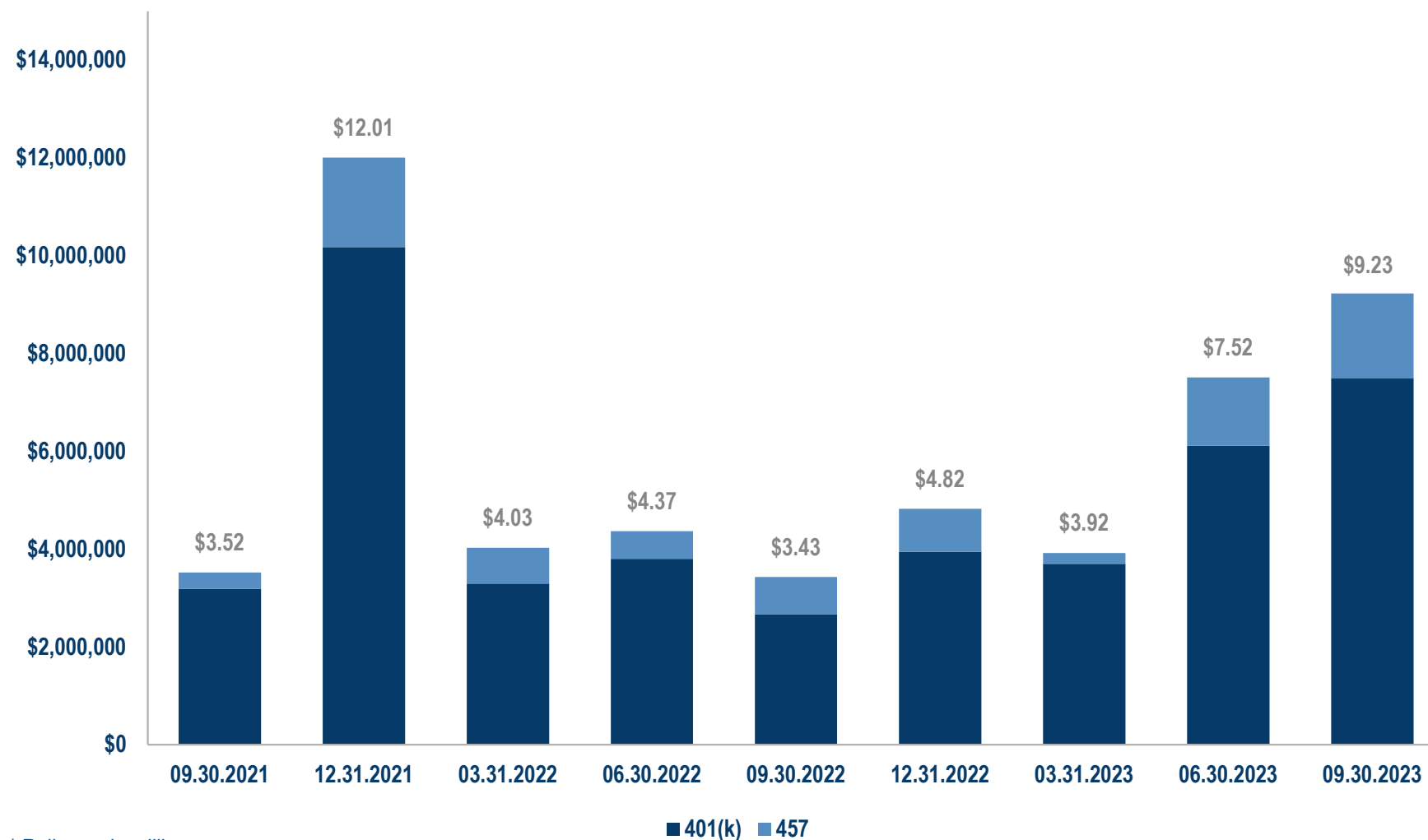
	401(k) rollovers in	457 rollovers in	Total
Quarter ended 9.30.2023	150	74	224



\*Rollovers in millions.

# Incoming rollovers

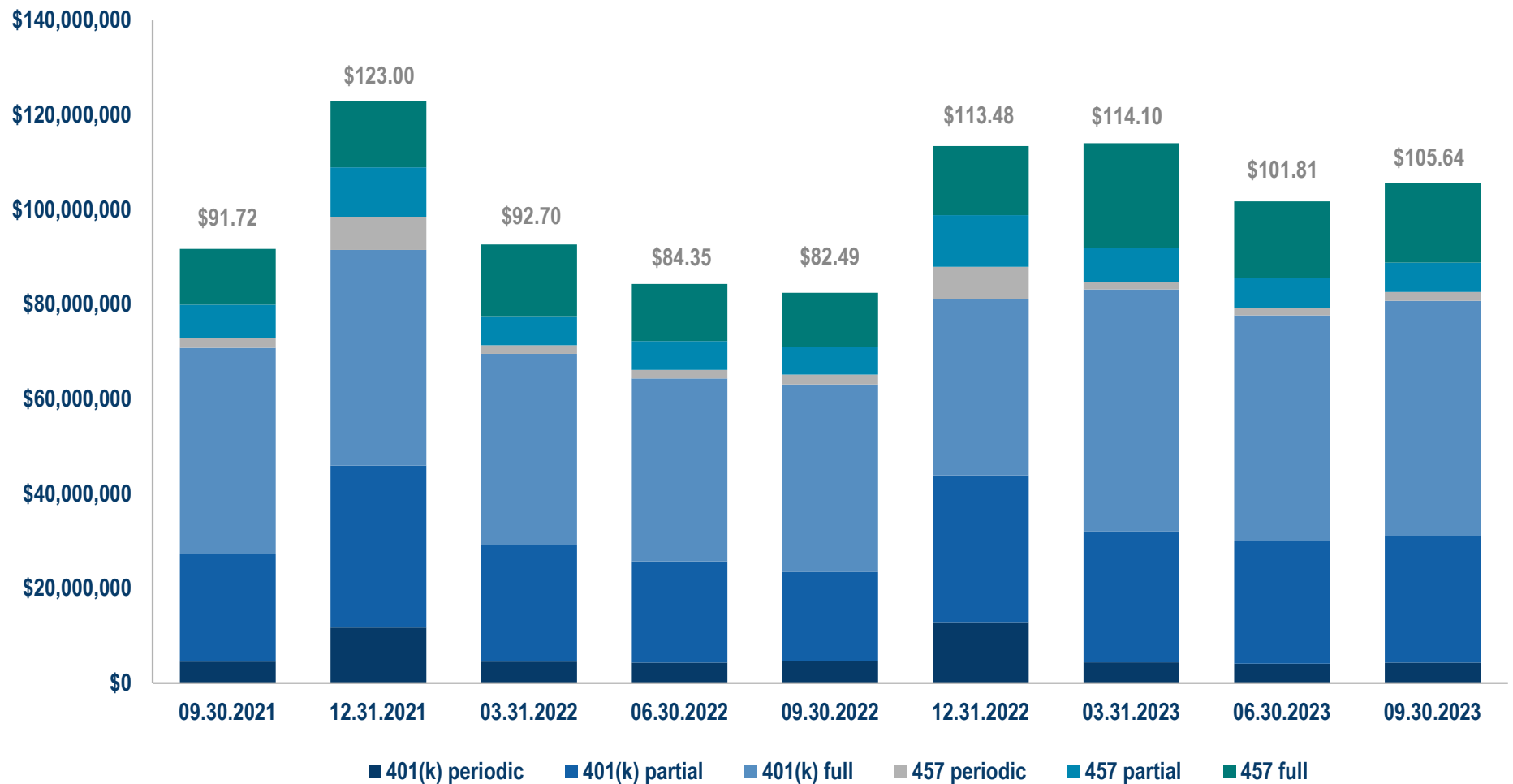
	401(k) rollovers in	457 rollovers in	Total
Quarter ended 9.30.2023	\$7,492,696	\$1,737,960	\$9,230,656



\* Rollovers in millions.

# Distributions

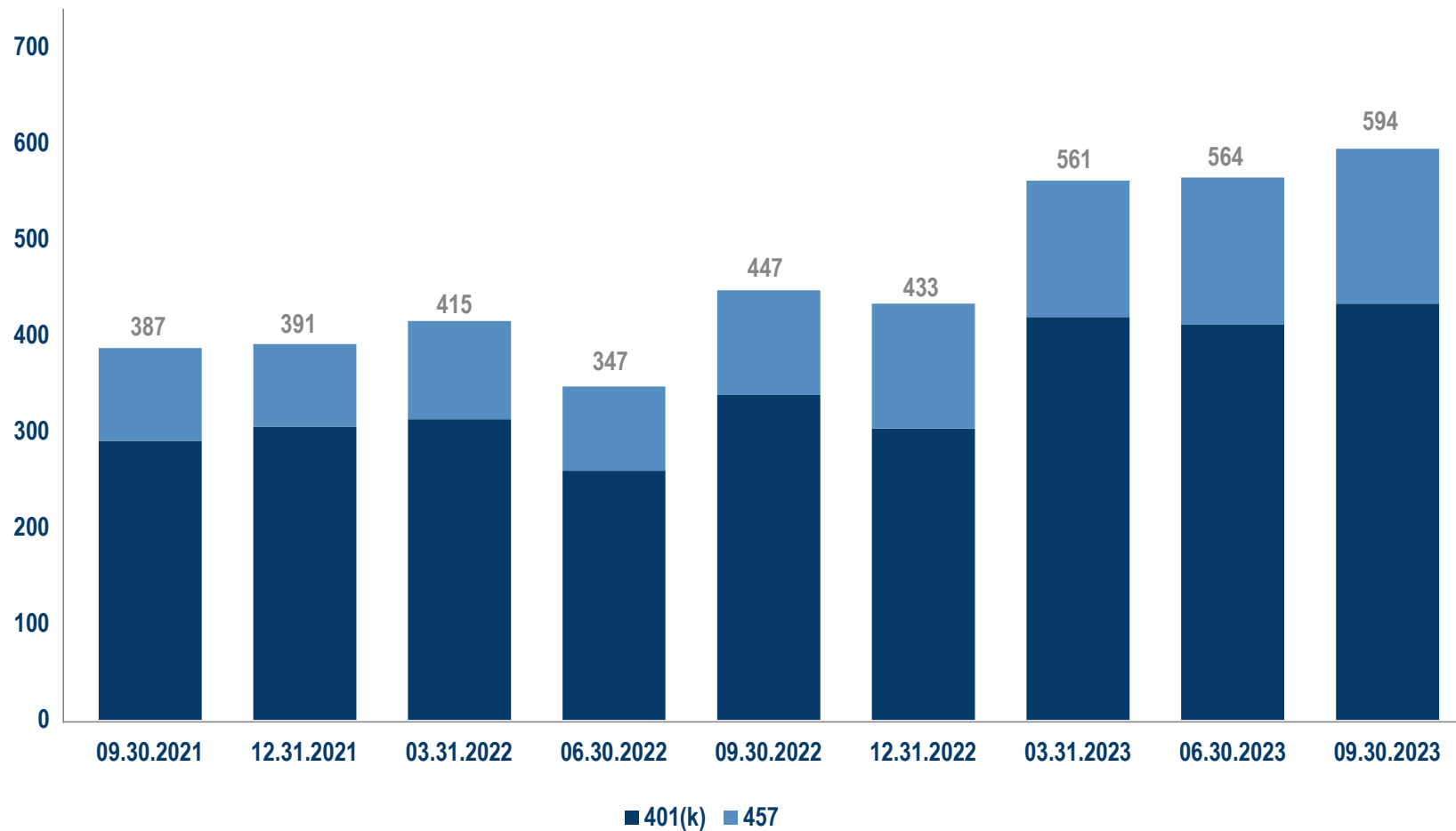
	401(k) periodic	401(k) partial	401(k) full	457 periodic	457 partial	457 full
Quarter ended 9.30.2023	\$4,309,523	\$26,655,723	\$49,813,216	\$1,889,640	\$6,198,358	\$16,775,641



\*Distributions in millions. Includes outgoing rollovers.

# Number of outgoing rollovers

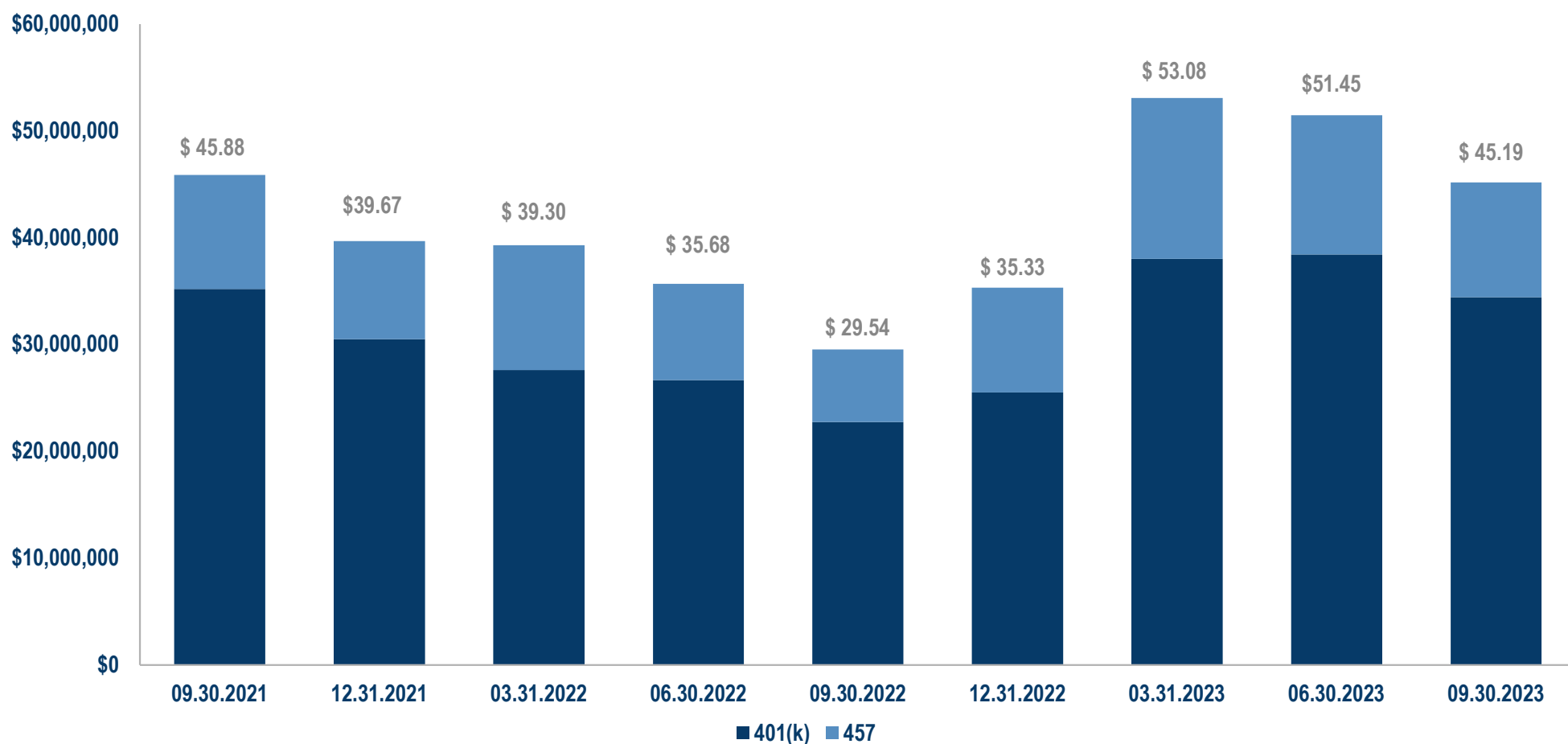
	401(k) rollovers out	457 rollovers out	Total
Quarter ended 9.30.2023	433	161	594



\*Began reporting by plan 03.31.20

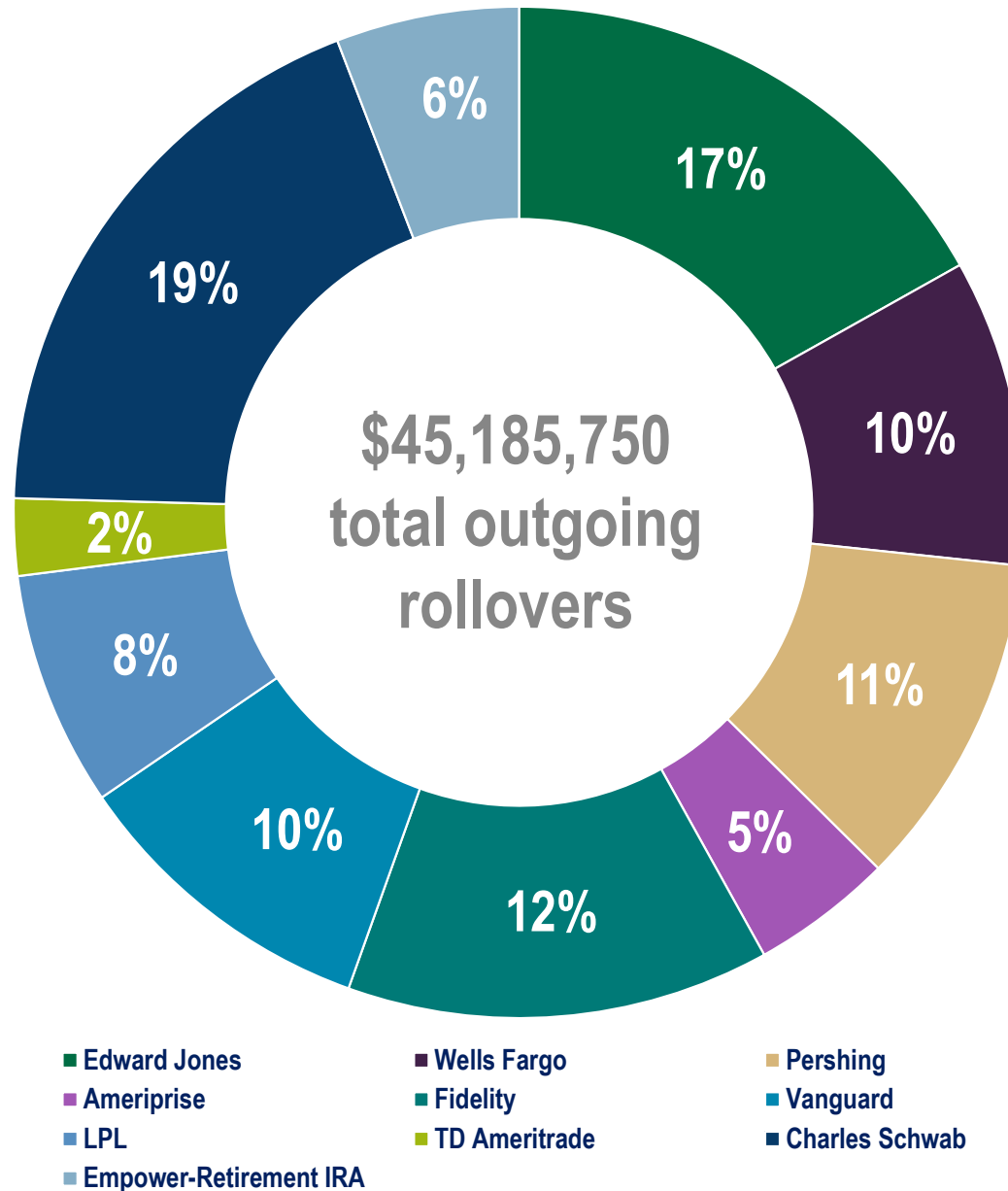
# Outgoing rollovers

	401(k) rollovers out	457 rollovers out	Total
Quarter ended 9.30.2023	\$34,444,834	\$10,740,916	\$45,185,750



\*Rollovers in millions.

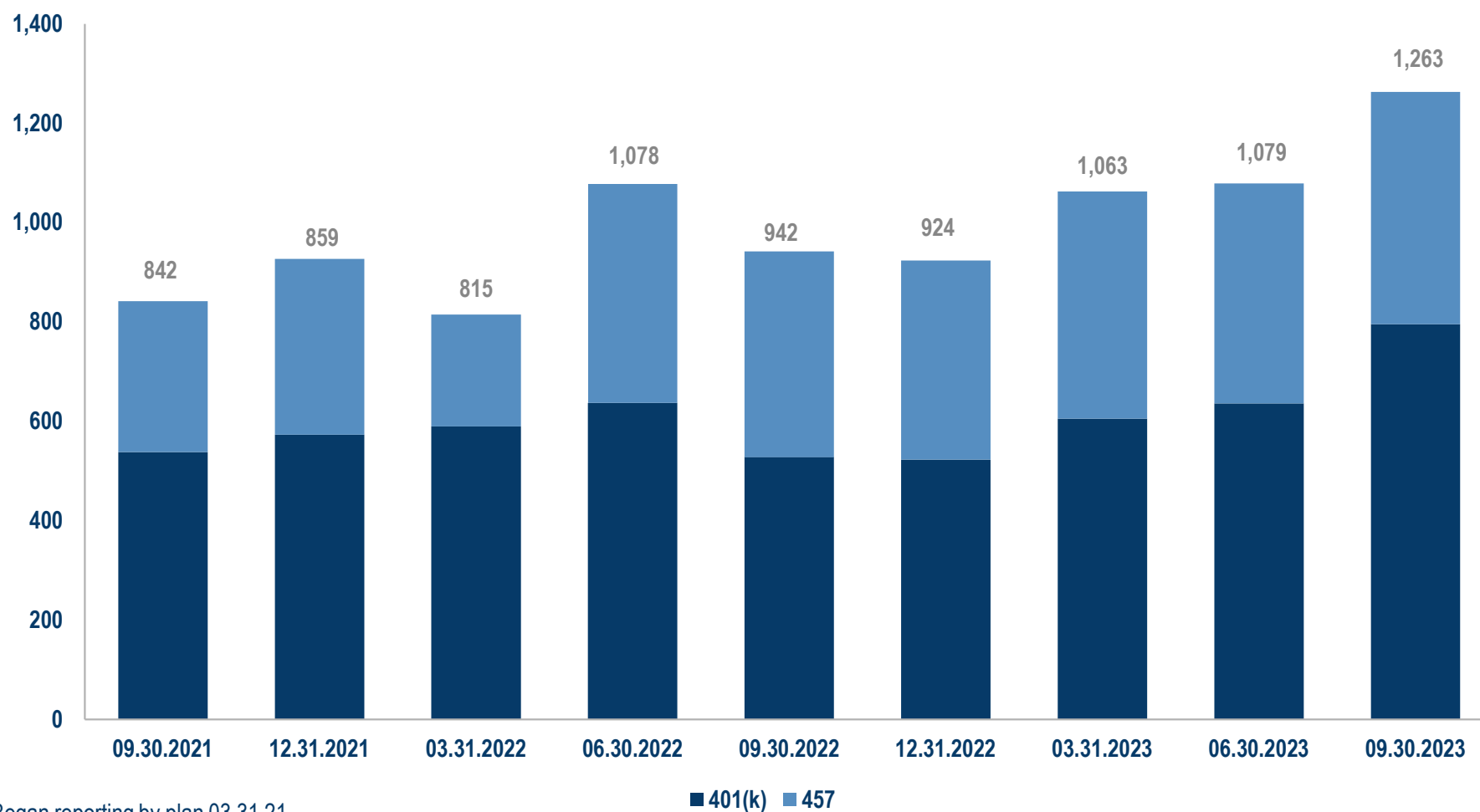
# Outgoing rollovers by vendor: Quarter ended 9.30.2023





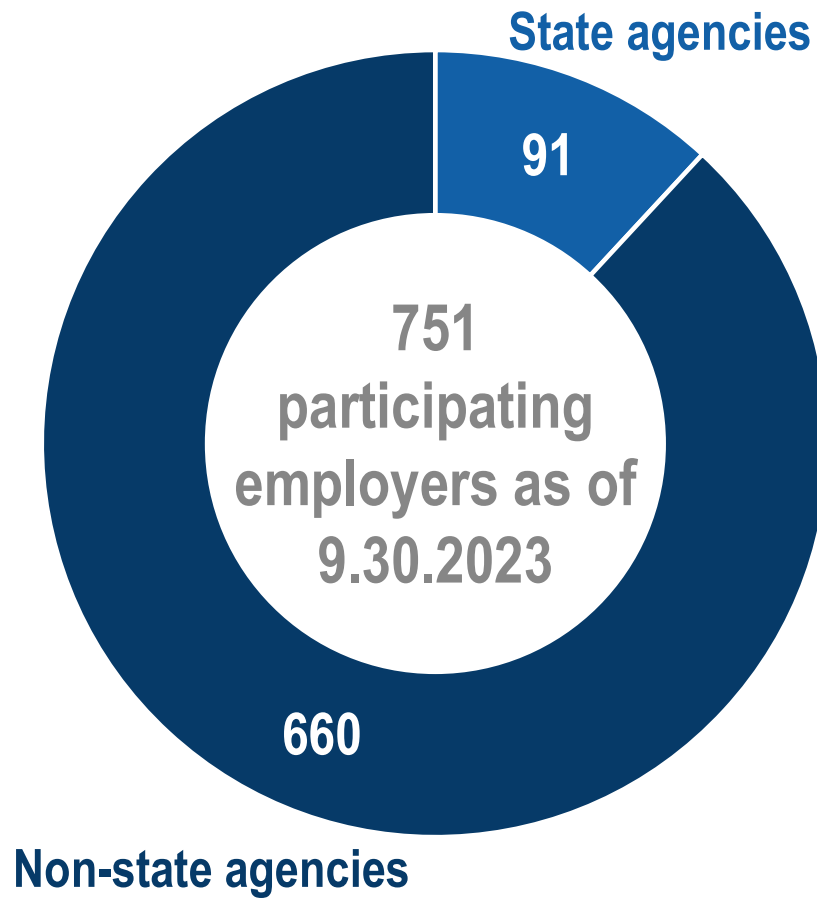
# New enrollments

	401(k) enrollments	457 enrollments	Total
Quarter ended 9.30.2023	796	467	1,263



\*Began reporting by plan 03.31.21

# Participating employers



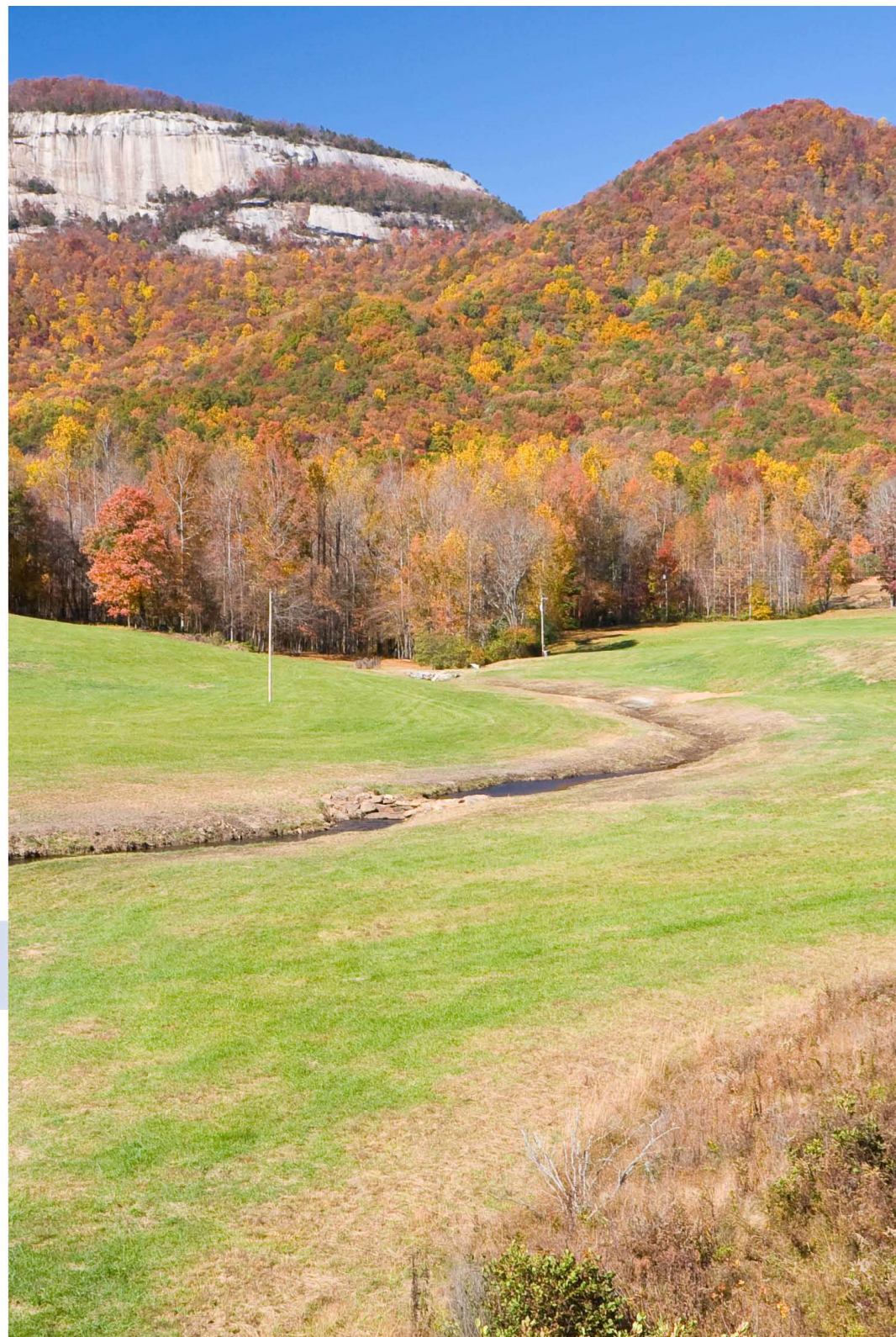
## **New participating employers**

- Holly Springs Fire District

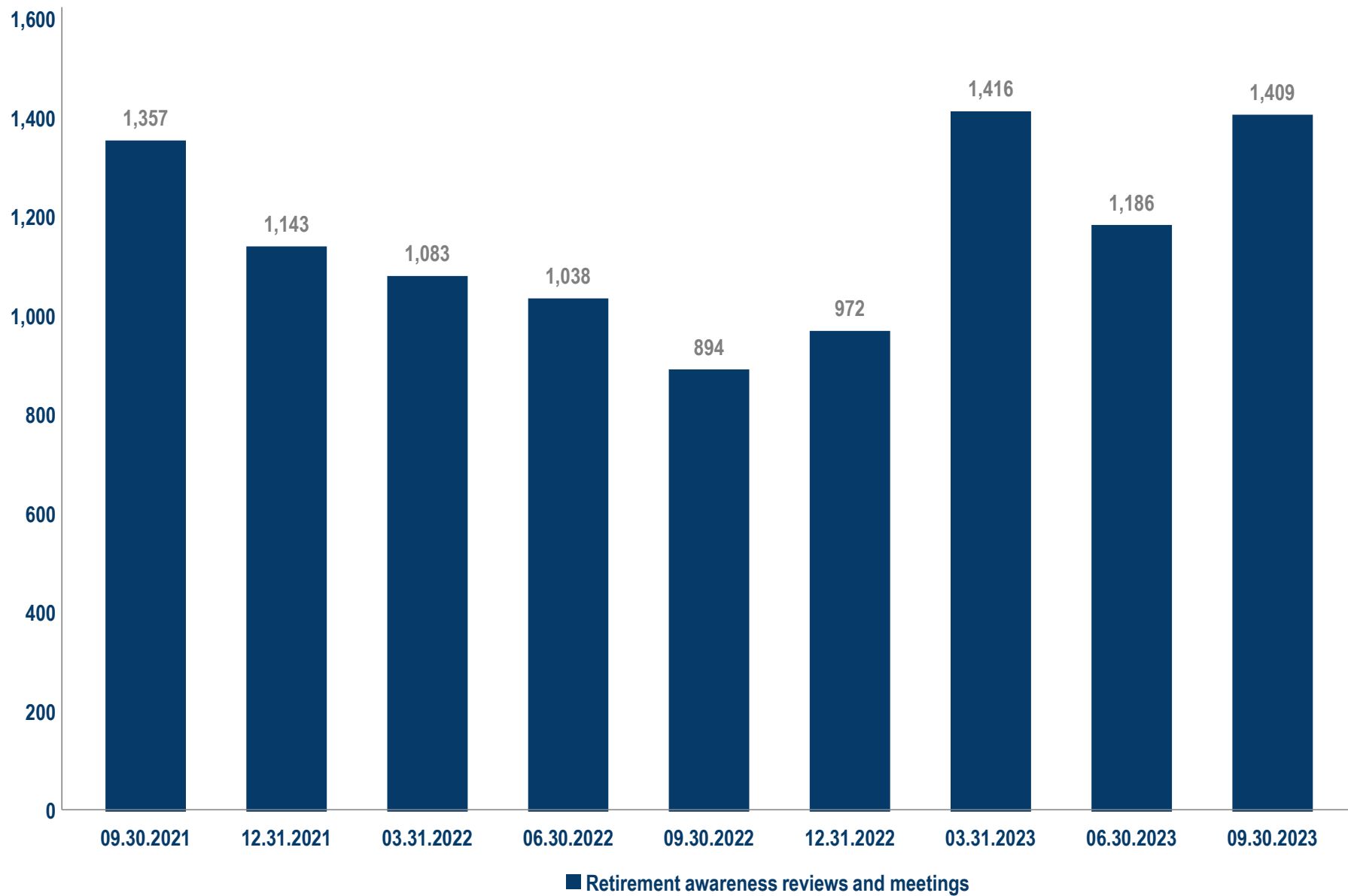
## **Merged participating employers**

- Dorchester Library to  
Dorchester County

# Retirement Plan Advisor activity



# Retirement Plan Advisor activity: Quarter ended 9.30.2023



# Retirement Plan Advisor surveys

## How many years do you have until retirement?

Less than 10 years	52%
10-20 years	15%
20+ years	15%
Already retired	18%

## Did you take action during your meeting with your RPA?

Yes	61%
No	39%

## How would you rate your RPA's ability to adequately answer your questions and share relevant knowledge with you?

Excellent	75%
Highly effective	17%
Effective	5%
Somewhat effective	1%
Not effective	2%

## On a scale of 1-10, how likely are you to refer a colleague to your RPA?

8-10	92%
5-7	6%
1-4	2%

\*232 responses between 07.01.2023 and 9.30.2023.



# Outreach to participants and employers





# My Total Retirement™ 90-day Free Look campaign

Date: September - November

Audience:

- Participants with a balance not enrolled in My Total Retirement

Focus:

- Try out the service free for 90 days

Results:

- 9/6 email 57% opened, 1% clicked
- 10/2 email 53% opened, 1% clicked
- 11/1 email 52% opened, 1% clicked

• Campaign results

- To be reported in December when campaign period is completed



Emails



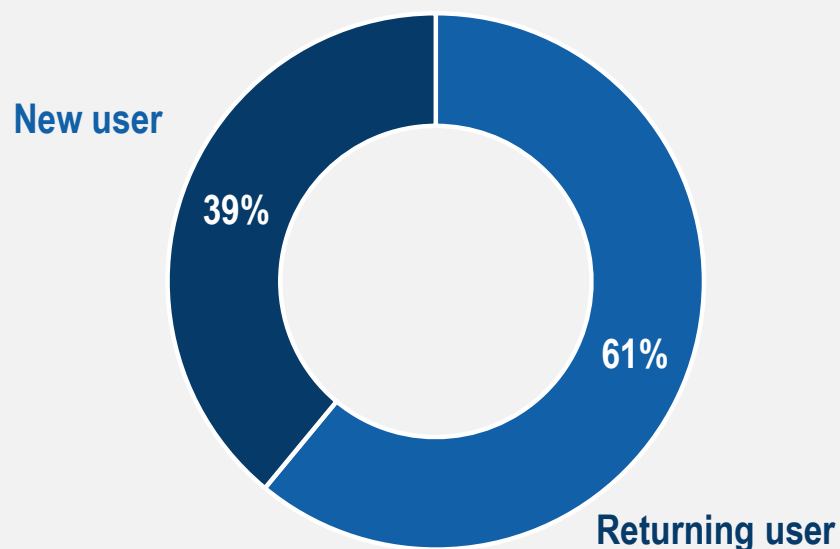
Mailer

# Website and Call Center statistics

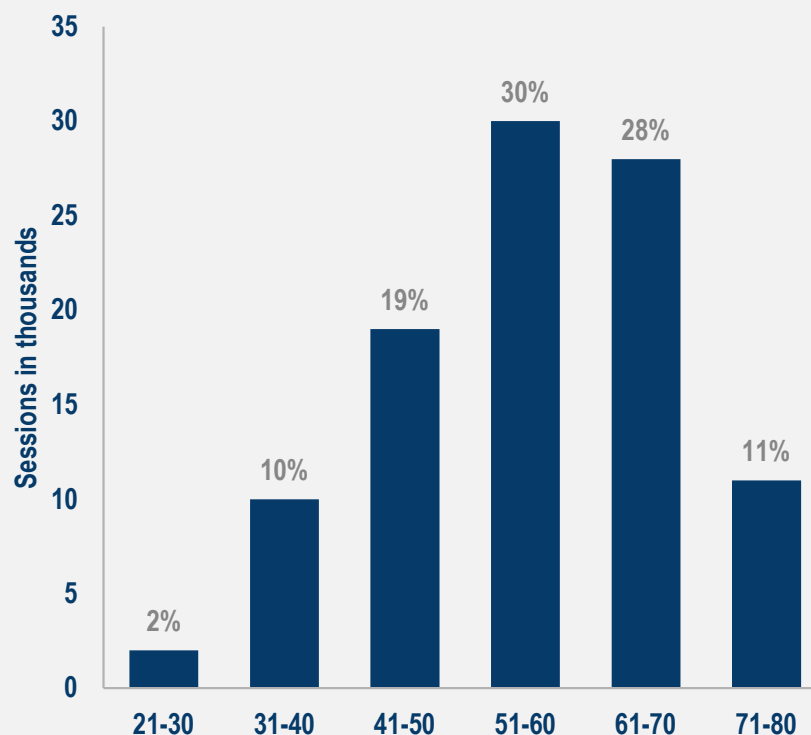


# Website statistics: quarter ended 9.30.2023

## User type by sessions



## Age bracket by sessions



## Overall performance

Unique users	32,901	Total participants	18,843
Sessions	68,311	Avg. session duration	07:33
Page views	595,355	Sessions per user	2.08
Pages per session	8.72	Bounce rate	1.84%

## Change from 2Q2023

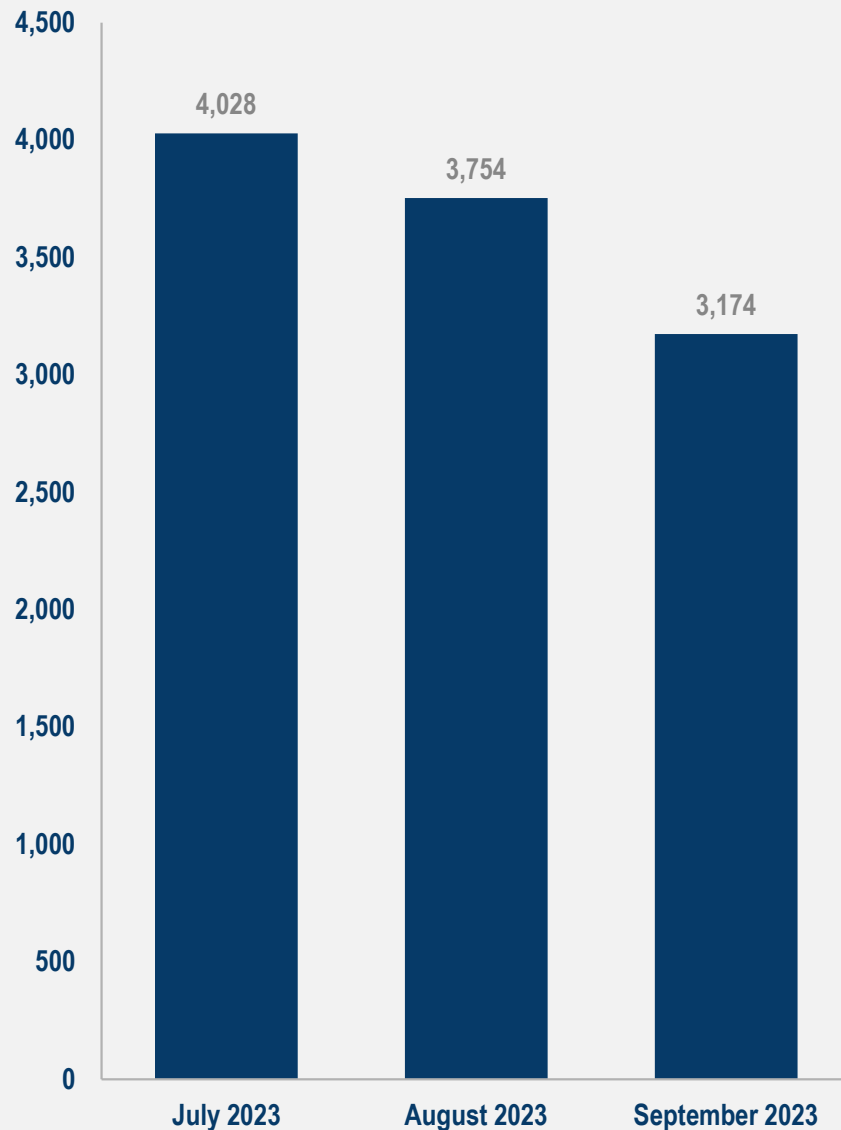
- *Unique users*: Increase of 15%
- *Sessions*: Increase of 10%
- *Pages per session*: Increase of 4%
- *Bounce rate*: Decrease of 15%

# Website statistics: quarter ended 9.30.2023

Top 3 pre-login pages	Top 3 post-login pages
<ul style="list-style-type: none"><li>• Program resources: 268 views</li><li>• FAQ/Support center: 168 views</li><li>• Employers: 146 views</li></ul>	<ul style="list-style-type: none"><li>• Account details: 39,454 views</li><li>• Investments: 32,235 views</li><li>• Account overview: 24,436 views</li></ul>
Gender by session	Devices per session
<ul style="list-style-type: none"><li>• Male: 54%</li><li>• Female: 46%</li></ul>	<ul style="list-style-type: none"><li>• Desktop: 98%</li><li>• Mobile: 2%</li><li>• Tablet: 0%</li><li>• App users: 11,090<ul style="list-style-type: none"><li>• iOS: 8,326 users</li><li>• Android: 2,764 users</li></ul></li></ul>

# Call Center statistics: Quarter ended 9.30.2023

Contacts by month



Contacts by plan

401(k) plan	8,989
457 plan	1,967
<b>Total</b>	<b>10,956</b>

Top 10 contact reasons

Sep serv eligibility/Request	1,299
Account Balance	570
Death Status	375
Sep Serv Status	367
Hardship Eligibility/Request	361
Trouble Logging In-Existing User	359
Misdirected	331
Inservice Eligibility/Request	322
Contribution Change	311
Loan Eligibility/Request	272

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