



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



City of Los Angeles

Deferred Compensation Plan

Third Quarter 2019 Review



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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Metrics



Participant Outcomes: Participation

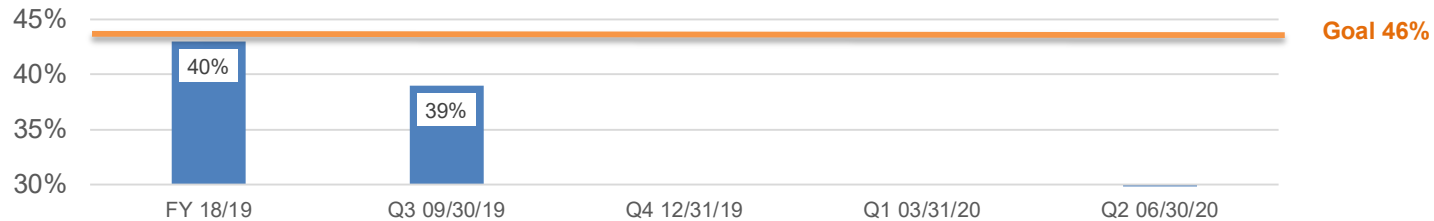
As of September 30, 2019

CITY OF LOS ANGELES

For the 2019-20 fiscal year, the Board adopted two targeted goals to increase participation among populations that have lower participation rates.

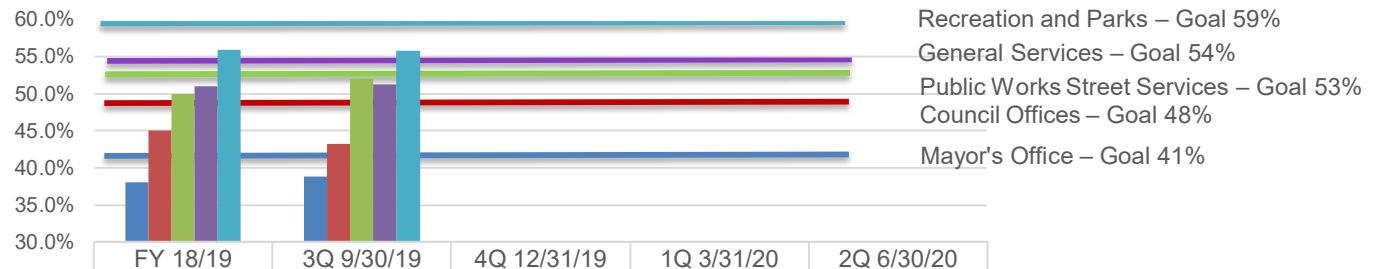
Goal: Increase participation of employees with less than one year of service by 3%, from 43% to 46%.

This population currently has a participation rate of 43%, significantly below the total population average of 73%.



Goal: Increase participation of the following five departments by 3%:

The five City departments with the lowest participation rate (among departments with greater than 50 full-time employees).



	FY 18/19	3Q 9/30/19	4Q 12/31/19	1Q 3/31/20	2Q 6/30/20
■ Mayor's Office - 38% to 41%	38%	39%			
■ Council Offices - 45% to 48%	45%	43%			
■ Public Works Street Services - 50% to 53%	50%	52%			
■ General Services - 51% to 54%	51%	51%			
■ Recreation and Parks - 56% to 59%	56%	57%			

Participant Outcomes: Contributions

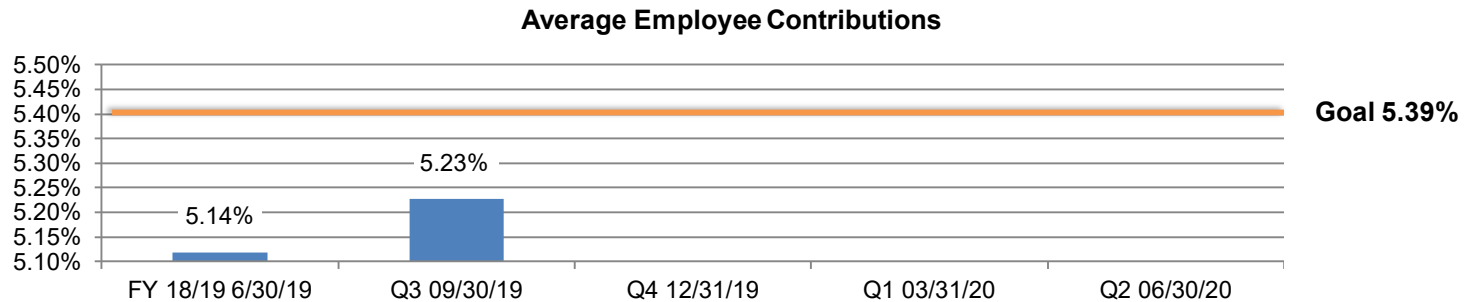
As of September 30, 2019

CITY OF LOS ANGELES

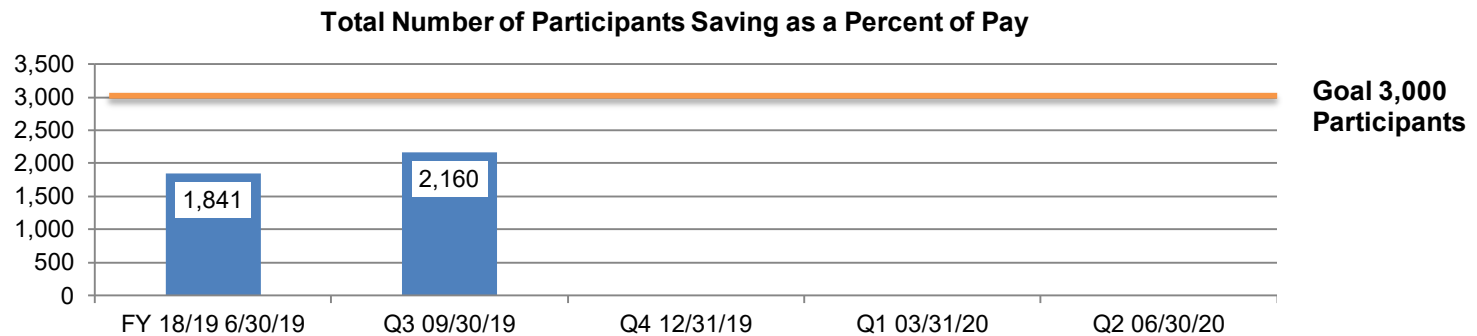
For the 2019-20 fiscal year, the Board adopted two goals of increasing participant contributions as a percent-of-pay.

Goal: Increase average employee contributions from the current 5.14% to 5.39%.

Calculated to include all full-time employees eligible for the DCP (versus the FY 2018-19 goal, which included only employees who were already enrolled in the DCP).



Goal: Increase the number of participants saving as a percent-of-pay from 1,841 to 3,000.



Participant Outcomes: Distributions

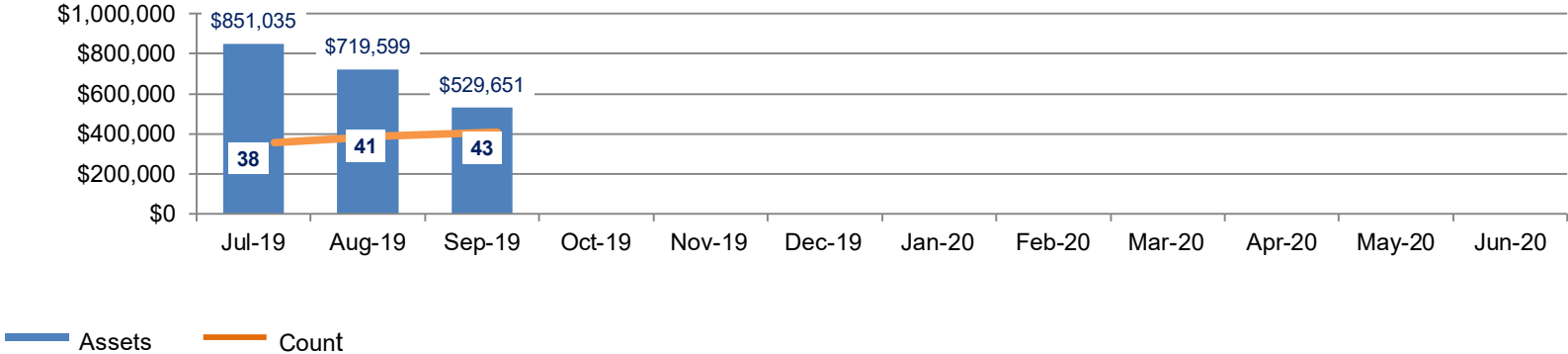
As of September 30, 2019

CITY OF LOS ANGELES

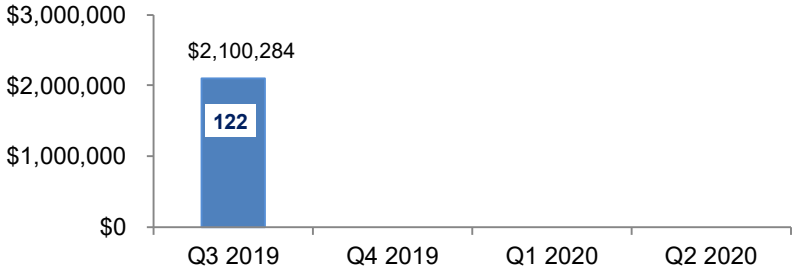
Goal: Maintaining the number of retirees who close their accounts to no more than 2.5% of the retiree population

For FY 2019-20 the Board adopted a goal of maintaining the number of retirees who close their accounts to no more than 2.5% of the retiree population (excluding closures of QDRO and beneficiary accounts).

Q3 2019 Account Closures (Full Distributions) by Month



Historical Full Distributions



Quarter	Assets	Count	Percent of Retirees
FY 18/19 6/30/19	\$12,558,835	431	3.5%
Q3 09/30/19	\$2,100,284	122	.09%
Q4 12/31/19			
Q1 3/31/20			
Q2 6/30/20			
Total FY 19/20	\$2,100,284	122	.09%

This data excludes outgoing rollovers of beneficiary and QDRO.

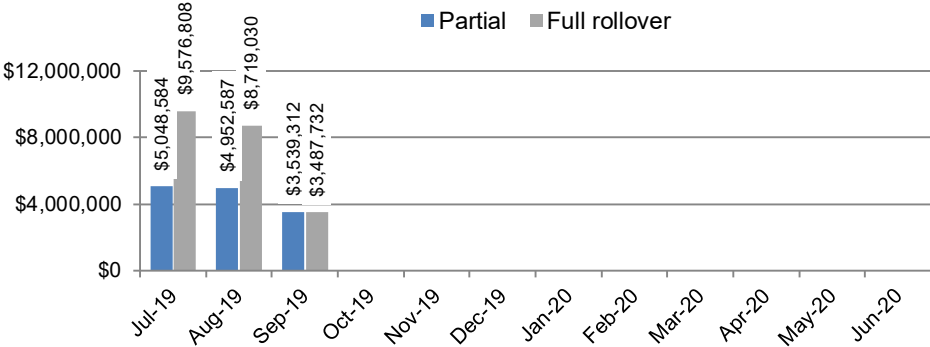
Participant Outcomes: Asset Retention

As of September 30, 2019
 CITY OF LOS ANGELES

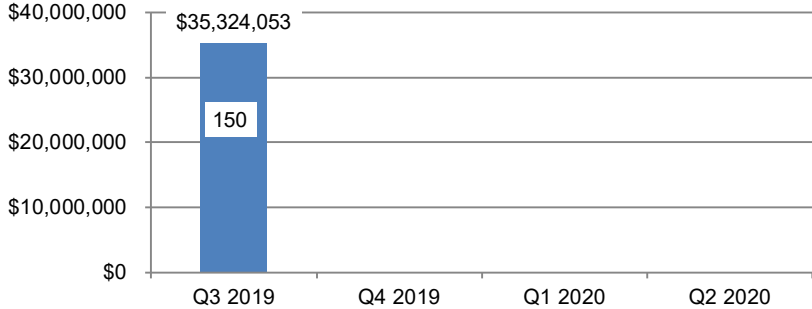
Goal: Maintaining the number of retirees who roll funds out of their account to no more than 4.5% of the retiree population

For FY 2019-20 the Board adopted a goal of maintaining the number of retirees who roll funds out of their account to no more than 4.5% of the retiree population (excluding closures of QDRO and beneficiary accounts).

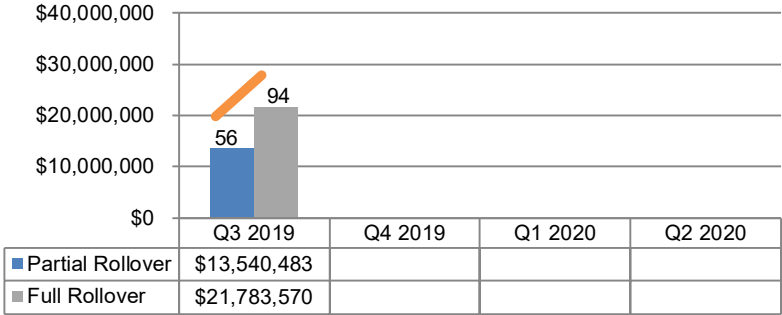
Outgoing Rollovers by Type and Month



Total Outgoing Rollovers by Quarter



Outgoing Rollovers by Type and Quarter



Quarter	Assets Rolled	Count	Percent of Retirees
FY 18/19 6/30/19	\$118,246,420	478	3.9%
Q3 9/30/19	\$35,324,053	150	1.0%
Q4 12/31/19			
Q1 3/31/20			
Q2 6/30/20			
Total FY 19/20	\$35,324,053	150	1.0%

This data excludes outgoing rollovers of beneficiary and QDRO accounts and rollovers to City pension systems.

Executive Summary

As of September 30, 2019

CITY OF LOS ANGELES

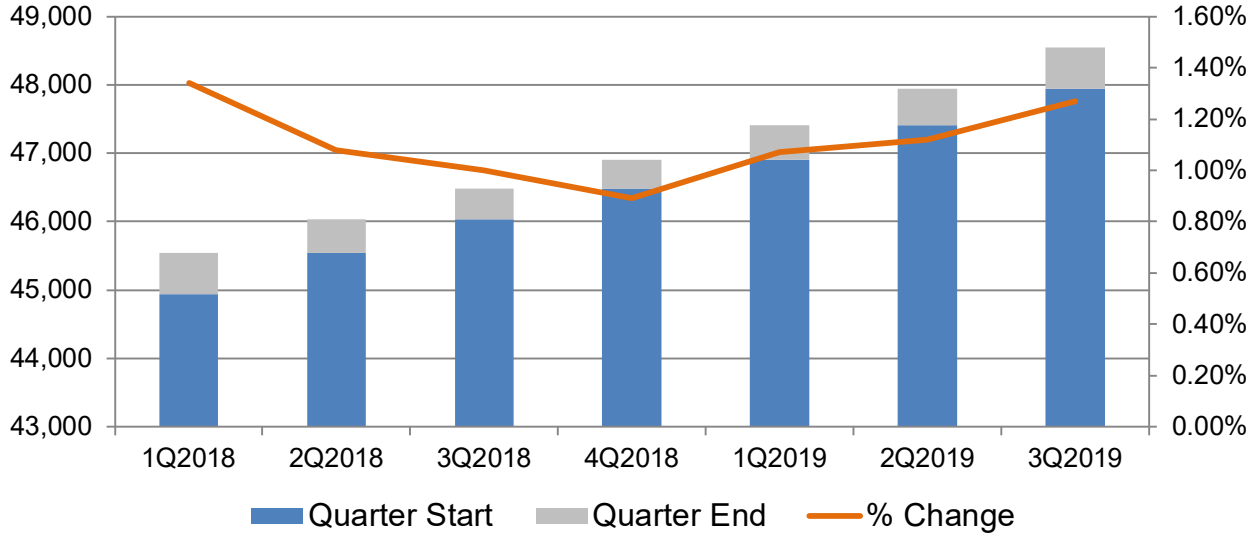
Plan Participants	Total	% Change from Prior Period
As of September 30, 2018	46,488	1.00%
As of December 31, 2018	46,904	0.89%
As of March 31, 2019	47,407	1.07%
As of June 30, 2019	47,939	1.12%
As of September 30, 2019	48,548	1.27%

Asset Growth	Total	% Change from Prior Period
As of September 30, 2018	\$6,623,087,594	4.05%
As of December 31, 2018	\$6,037,310,346	-8.84%
As of March 31, 2019	\$6,571,683,343	8.85%
As of June 30, 2019	\$6,816,433,863	3.72%
As of September 30, 2019	\$6,890,990,925	1.09%

Executive Summary- Plan Participants

As of September 30, 2019

CITY OF LOS ANGELES

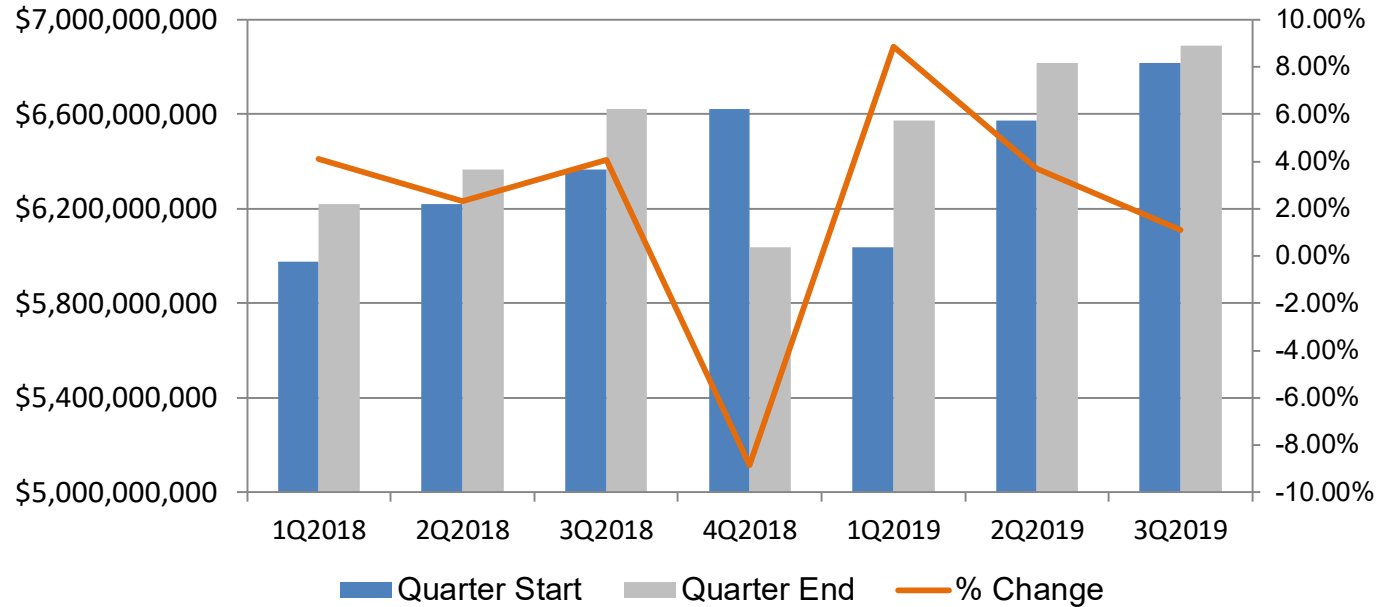


	Total	% Change from Prior Period
As of March 31,2018	45,537	1.34%
As of June 30, 2018	46,028	1.08%
As of September 30, 2018	46,488	1.00%
As of December 31, 2018	46,904	0.89%
As of March 31, 2019	47,407	1.07%
As of June 30, 2019	47,939	1.12%
As of September 30, 2019	48,548	1.27%

Executive Summary- Asset Growth

As of September 30, 2019

CITY OF LOS ANGELES



	Total	% Change from Prior Period
As of March 31, 2018	\$6,220,471,067	4.09%
As of June 30, 2018	\$6,365,267,927	2.33%
As of September 30, 2018	\$6,623,087,594	4.05%
As of December 31, 2018	\$6,037,310,346	-8.84%
As of March 31, 2019	\$6,571,683,343	8.85%
As of June 30, 2019	\$6,816,433,863	3.72%
As of September 30, 2019	\$6,890,990,925	1.09%

Cash Flow Summary

July 1, 2019 to September 30, 2019

CITY OF LOS ANGELES

Cash In

Pre-tax Contributions	63,439,231.2
Roth Contributions	10,432,678.60
Rollover Contributions	32,418,579.90
Loan Repayments	25,754,200.34
Other	9,573,005.33

Total Cash In \$141,617,695.44

Cash Out

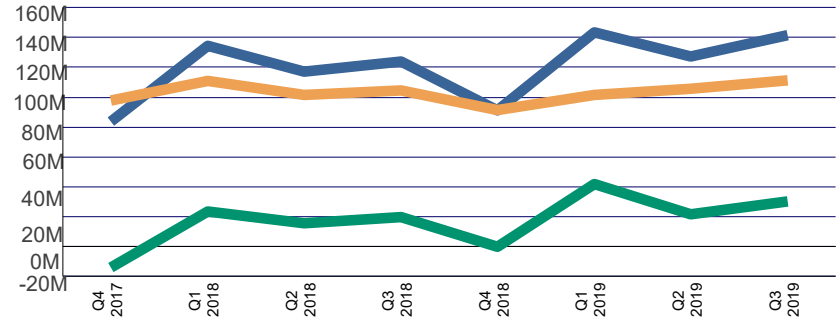
Distributions	36,955,837.69
Rollovers	40,192,002.11
Loans Issued	23,631,735.95
Fees	967,081.70
Other	9,573,005.33

Total Cash Out (\$111,319,662.78)

Net Cash Flow \$30,121,321.39

"Other" activity represents all inter-participant transfer activity, which includes decedent/beneficiary activity, QDRO splits and Alternate participant transfers.

"Withdrawals" activity represents withdrawals, installments and termination payments.



	Cash In	Cash Out	Net Cash
Q4 2017	\$83,535,238.37	\$98,015,473.19	-\$14,480,234.82
Q1 2018	\$134,320,334.48	\$110,891,129.42	\$23,429,205.06
Q2 2018	\$117,114,214.12	\$101,517,515.75	\$15,596,698.37
Q3 2018	\$123,939,111.98	\$104,456,615.25	\$19,482,496.73
Q4 2018	\$91,024,054.12	\$91,262,133.16	-\$238,079.04
Q1 2019	\$143,401,494.75	\$101,591,174.73	\$41,810,320.02
Q2 2019	\$127,453,418.40	\$105,811,196.02	\$21,642,222.38
Q3 2019	\$141,617,695.44	\$111,319,662.78	\$30,121,321.39
	\$962,405,561.66	\$825,864,900.30	\$137,363,950.09

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CITY OF *Los Angeles*
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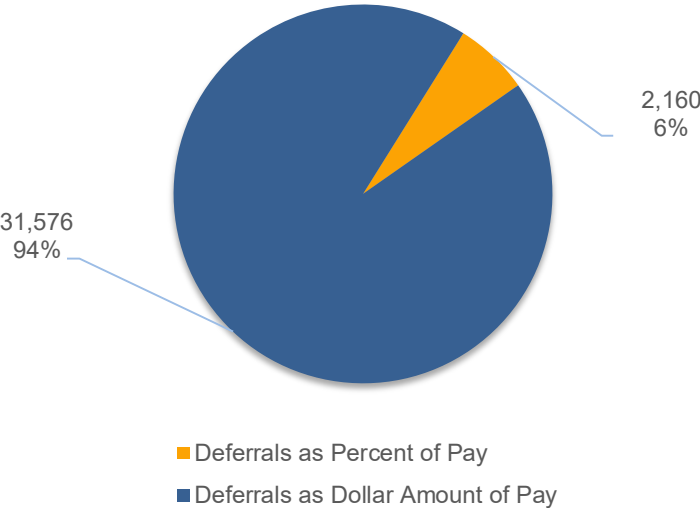
Participant Contributions Analysis



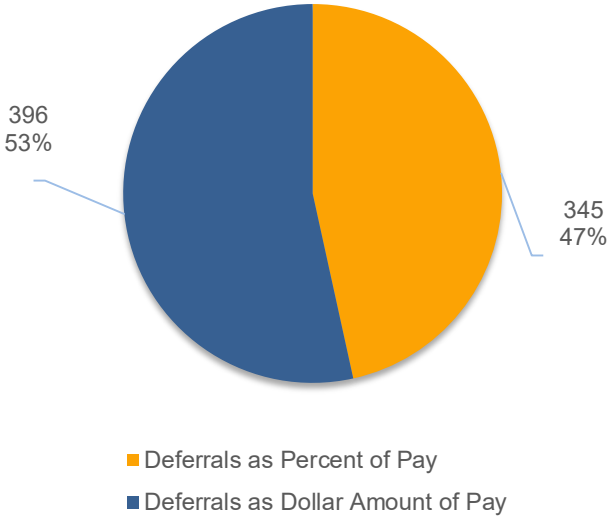
Percent of Pay Contribution Trending

As of September 30, 2019
CITY OF LOS ANGELES

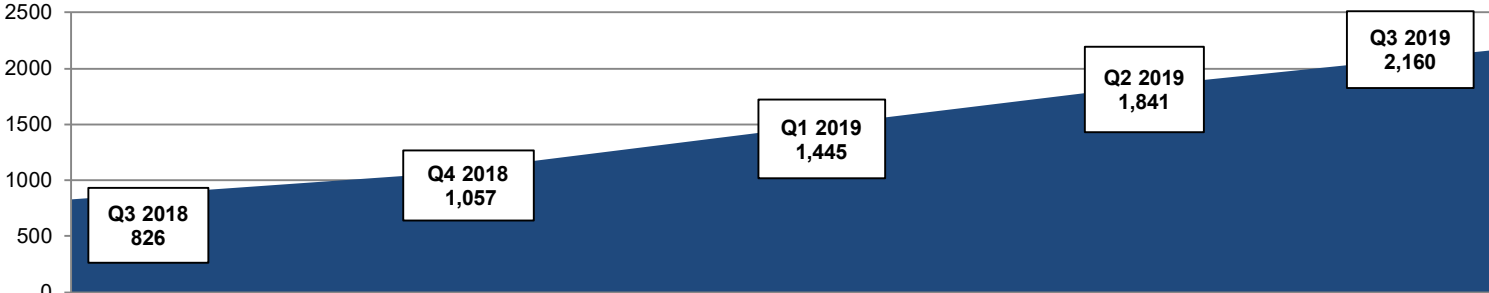
Fixed Dollar Amount versus Percent of Pay - All Participants



Fixed Dollar Amount versus Percent of Pay - New Enrollees



1,334 participants decided to save as a percent of pay contribution between September 2018 and September 2019

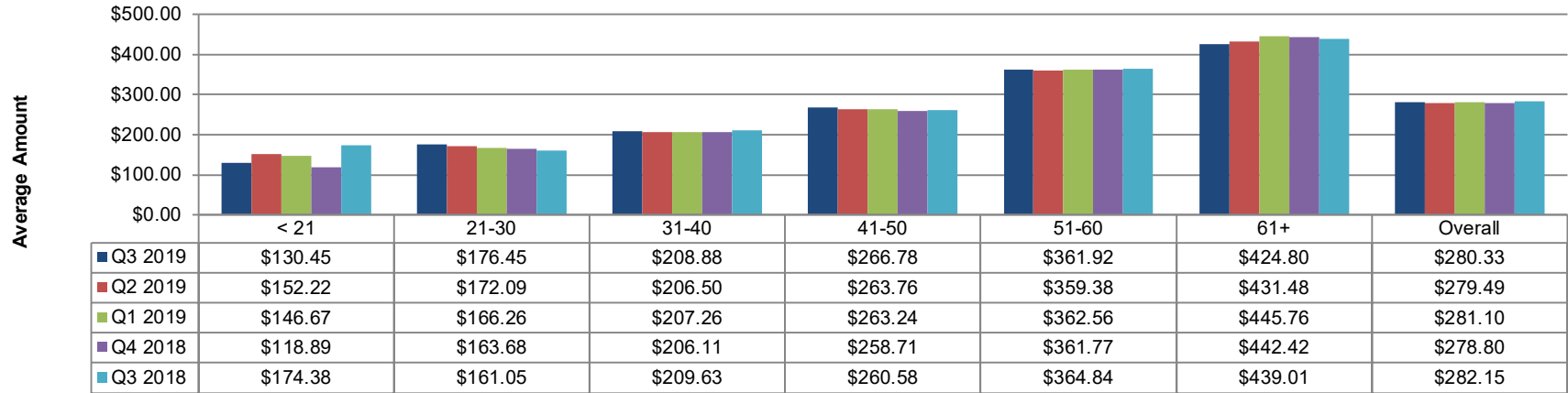


Fixed Dollar Contributions

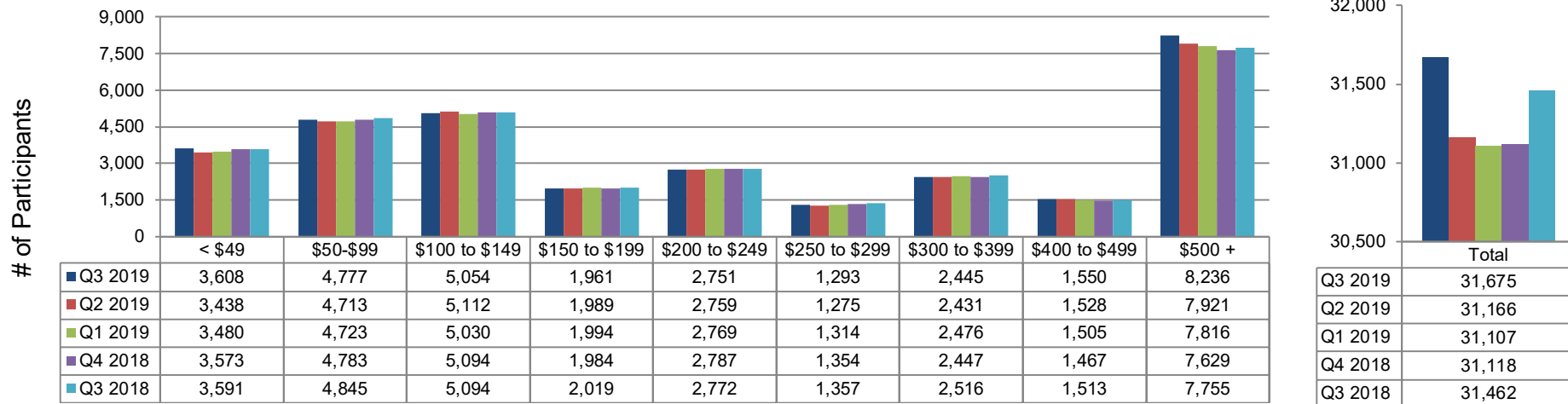
As of September 30, 2019

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Average Contribution \$ by Age Group and Quarter



Fixed Dollar Contribution Summary

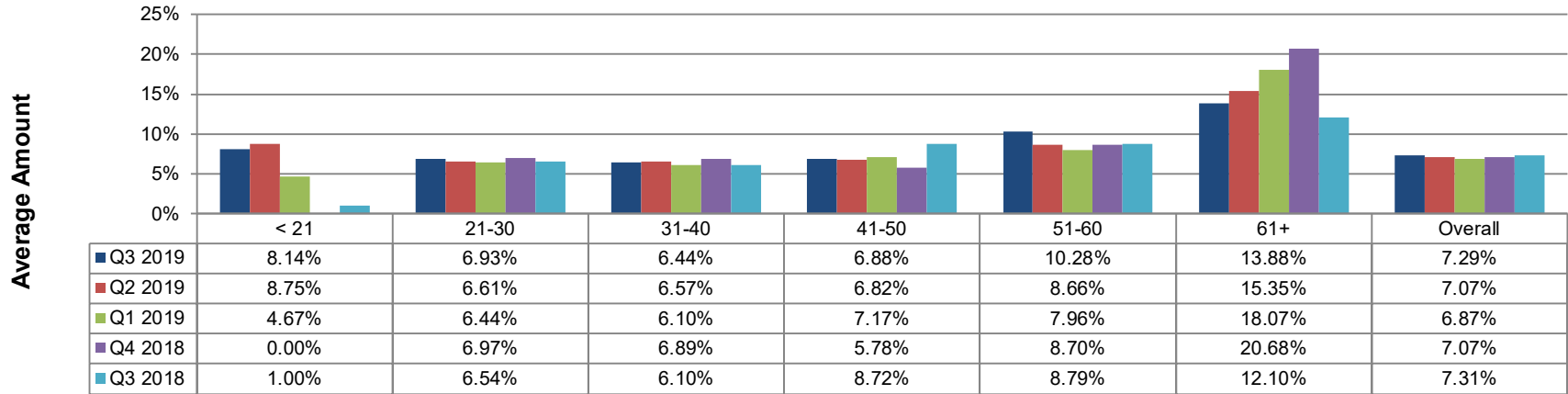


Percent of Pay Contribution

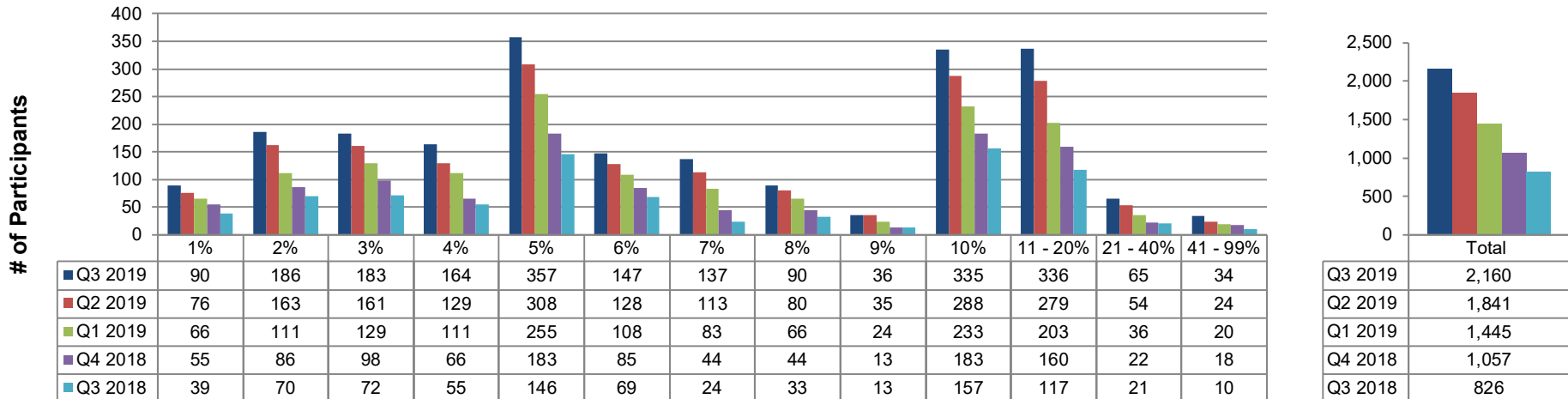
As of September 30, 2019

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Average Percent of Pay Contribution by Age Group



Percent of Pay Contributions Summary





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



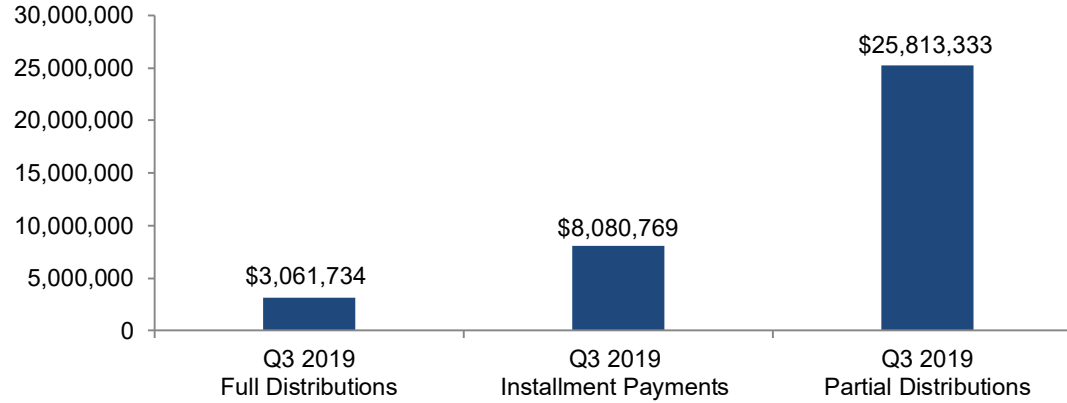
Participant Distributions Analysis



Distributions

As of September 30, 2019

CITY OF LOS ANGELES



Distributions by Quarter

	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Full Distribution						
• Number of Distributions	196	1,322	1,204	1,623	263	163
• Total Distributions	\$24,192,499	\$58,685,230	\$42,179,928	\$58,151,444	\$27,505,440	\$3,061,734
Installment Payments						
• Number of Payments	4,580	4,557	4,047	5,558	3,512	4384
• Total Distributions	\$11,522,104	\$11,180,693	\$12,095,331	\$15,015,370	\$6,327,602	\$8,080,769
Partial Distribution						
• Number of Distributions	1,601	389	1,830	439	1,713	1622
• Total Distributions	\$35,124,065	\$3,557,663	\$7,410,354	\$3,045,239	\$38,351,723	\$25,813,333

Rollover Activity

As of September 30, 2019

CITY OF LOS ANGELES

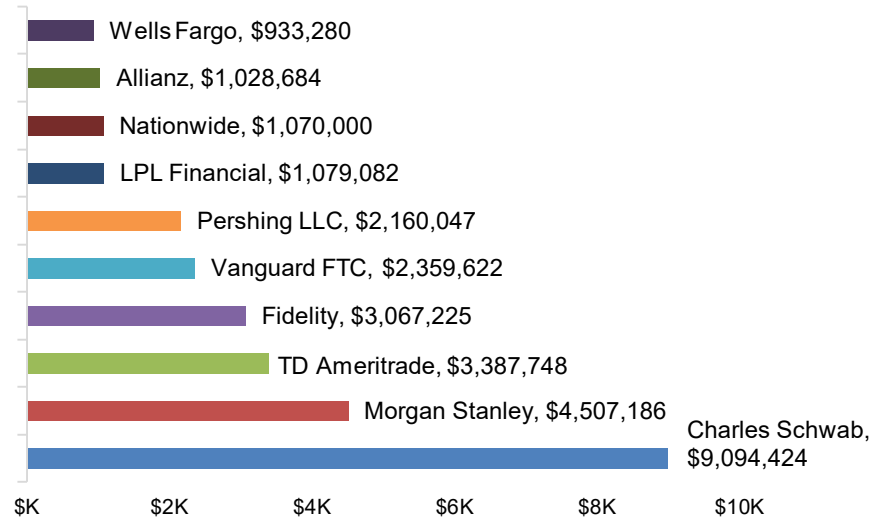
Top 10 Rollover Providers by Quarter

(Including QDRO and Beneficiary Distribution Rollovers)

	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1	Charles Schwab	Charles Schwab	Vanguard FTC	Charles Schwab
2	TD Ameritrade	Morgan Stanley	Pershing	Morgan Stanley
3	Merrill Lynch	LPL Financial	Charles Schwab	TD Ameritrade
4	LAFPP	Merrill Lynch	TD Ameritrade	Fidelity
5	Morgan Stanley	Fidelity	JP Morgan	Vanguard FTC
6	Nationwide	NFS	Ameriprise	Pershing LLC
7	Vanguard FTC	Pershing	LPL Financial	LPL Financial
8	Edward Jones	JP Morgan	Fidelity	Nationwide
9	Jackson National	Wells Fargo	Wells Fargo	Allianz
10	RBC	Firefighters First CU	Stifel	Wells Fargo

Q3 2019 - Top 10 Rollover Providers by Dollar Amount

(Including QDRO and Beneficiary Distribution Rollovers)



Partial and Lump Sum Rollovers by Quarter

(Based on Account Type and Payee)

		Partial Rollover								Full Rollover				QTR Total	Amt
		Other		LAFPP		LACERS		WPERP		Other		LACERS			
		#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt		
Q3 2018	Active	2	\$54,457	196	\$693,444	21	\$306,481	7	\$48,064	-	-	-	-	444	\$42,921,325
	Term	80	\$13,769,944	-	-	4	\$361,989	-	-	109	\$25,728,983	2	\$113,113		
	QDRO	2	\$21,118	-	-	-	-	-	-	7	\$576,724	-	-		
	Bene	5	\$255,251	-	-	-	-	-	-	9	\$991,755	-	-		
Q4 2018	Active	1	\$1,200	120	\$1,026,003	26	\$226,371	9	\$87,632	-	-	-	-	311	\$27,285,697
	Term	49	\$7,338,918	-	-	1	\$225,000	-	-	90	\$15,733,102	-	-		
	QDRO	-	-	-	-	-	-	-	-	6	\$989,214	-	-		
	Bene	1	\$150,000	-	-	-	-	-	-	8	\$1,508,257	-	-		
Q1 2019	Active	2	\$125,381	104	\$364,715	26	\$174,455	2	\$83,024	-	-	-	-	260	\$24,871,778
	Term	61	\$10,156,241	-	-	4	\$198,629	-	-	49	\$12,637,350	-	-		
	QDRO	-	-	-	-	-	-	-	-	2	\$121,113	-	-		
	Bene	3	\$463,392	-	-	-	-	-	-	7	\$547,478	-	-		
Q2 2019	Active	2	\$250,000	77	\$564,913	29	\$215,299	16	\$168,950	-	-	1	\$230,275	292	\$36,683,326
	Term	58	\$11,971,521	-	-	4	\$209,000	-	-	87	\$21,733,508	-	-		
	QDRO	-	-	-	-	-	-	-	-	5	\$220,624	-	-		
	Bene	-	-	-	-	-	-	-	-	13	\$1,119,236	-	-		
Q3 2019	Active	1	\$35,323	148	\$486,031	41	\$316,688	11	\$241,874	-	-	-	-	372	\$40,192,002
	Term	56	\$13,540,483	-	-	6	\$963,000	-	-	94	\$21,783,570	2	\$362,984		
	QDRO	-	-	-	-	-	-	-	-	4	\$492,113	-	-		
	Bene	3	\$657,227	-	-	-	-	-	-	6	\$1,312,709	-	-		

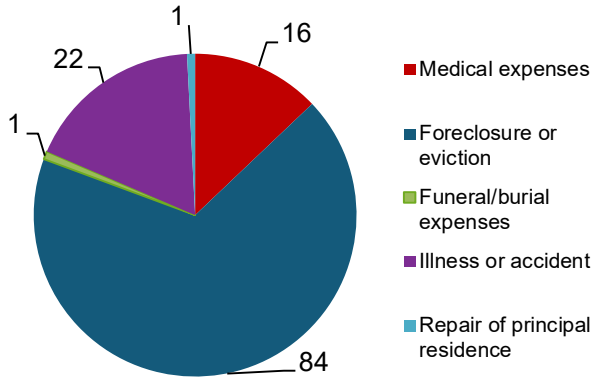
Unforeseeable Emergency Withdrawal Summary

As of September 30, 2019

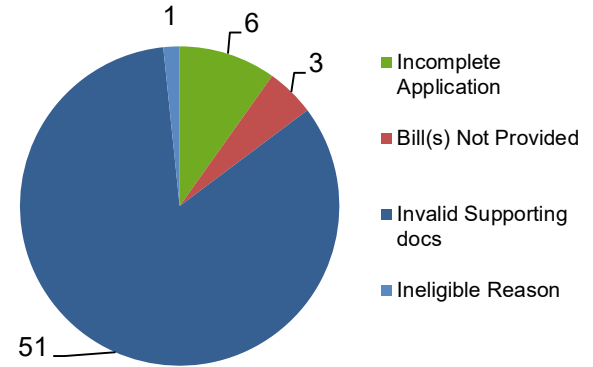
CITY OF LOS ANGELES

Total Participants Requests	185
Approved	124
Denied	61

Withdrawal Reasons



Rejection Reasons



Total Participants Requests	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total Received	112	192	150	183	185
Approved	85	121	84	117	124
Denied	27	71	66	66	61
Withdrawal Reasons					
Medical expenses	5	12	8	11	16
Repair of principal residence	1	4	0	0	1
Mortgage foreclosure or eviction	34	88	60	82	84
Funeral/burial expenses	1	1	1	1	1
Illness or accident	8	16	15	23	22
Rejection Reasons					
No Application	1	4	2	0	0
Incomplete Application	5	6	3	3	6
Bill(s) Not Provided	1	18	6	7	3
Invalid Supporting docs	6	43	54	53	51
No Supporting docs	14	0	0	0	0
Ineligible Reason	1	0	1	3	1



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Asset Analysis

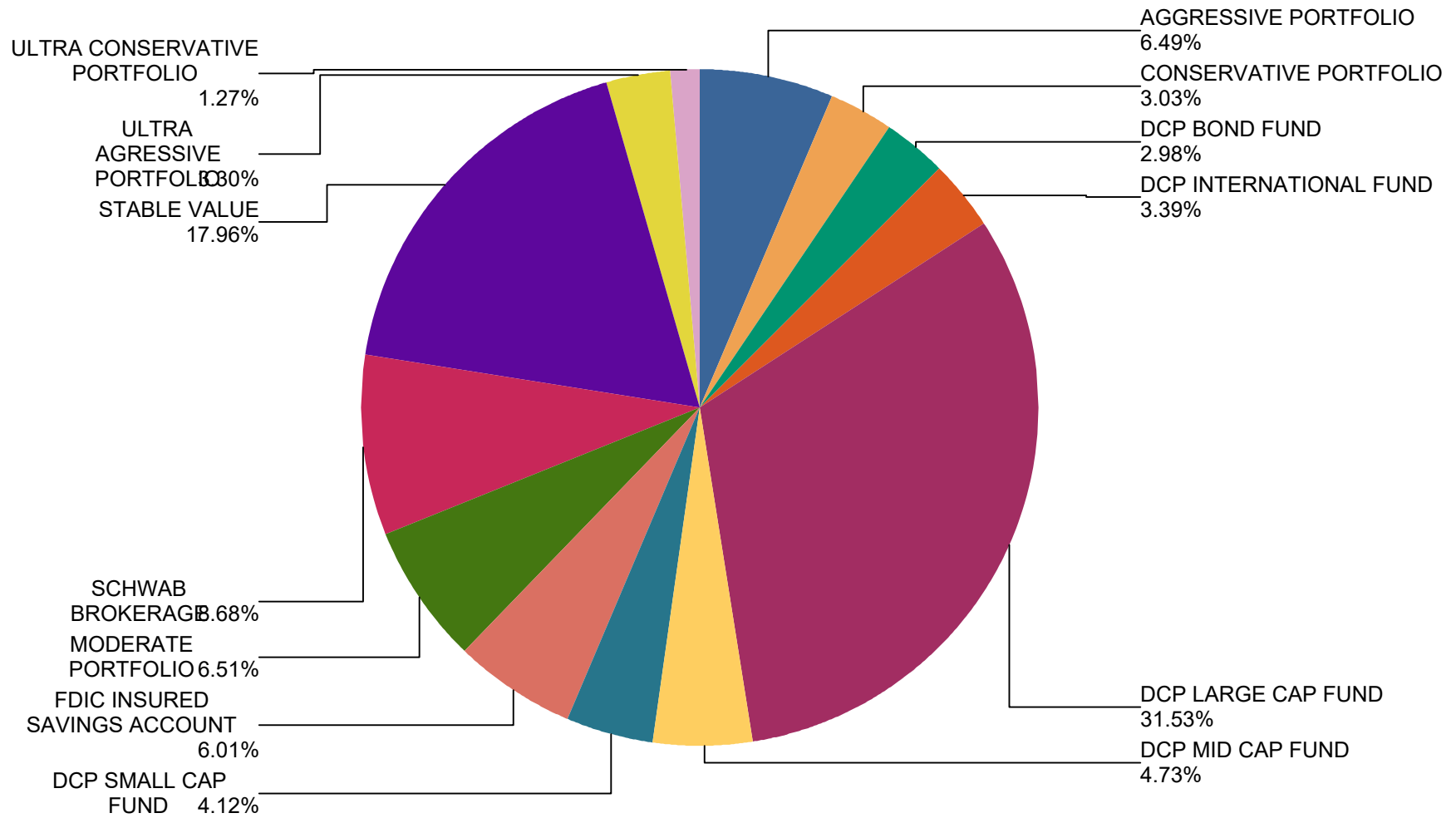


Balances by Investment

As of September 30, 2019

CITY OF LOS ANGELES

Percentage of Plan Assets



Balances by Investment

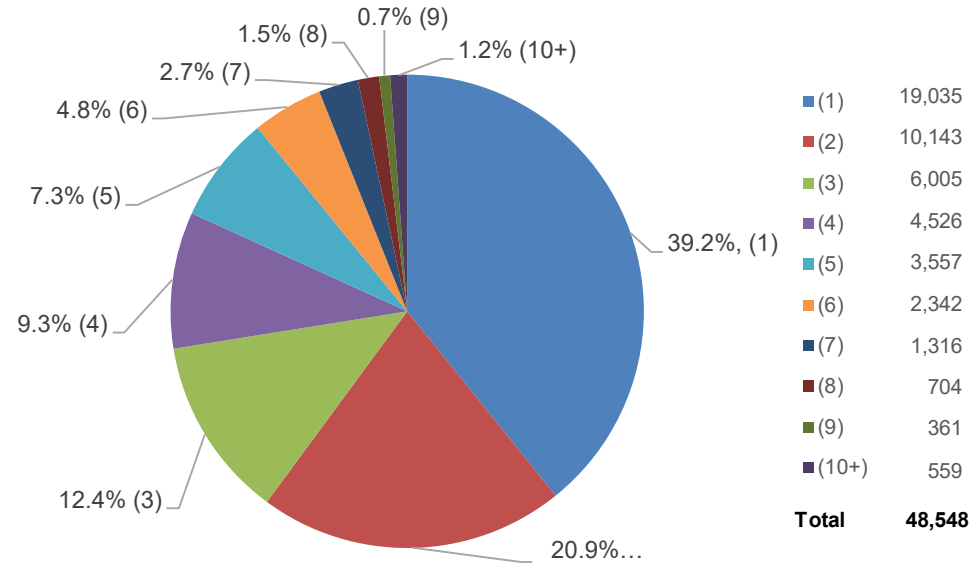
As of September 30, 2019

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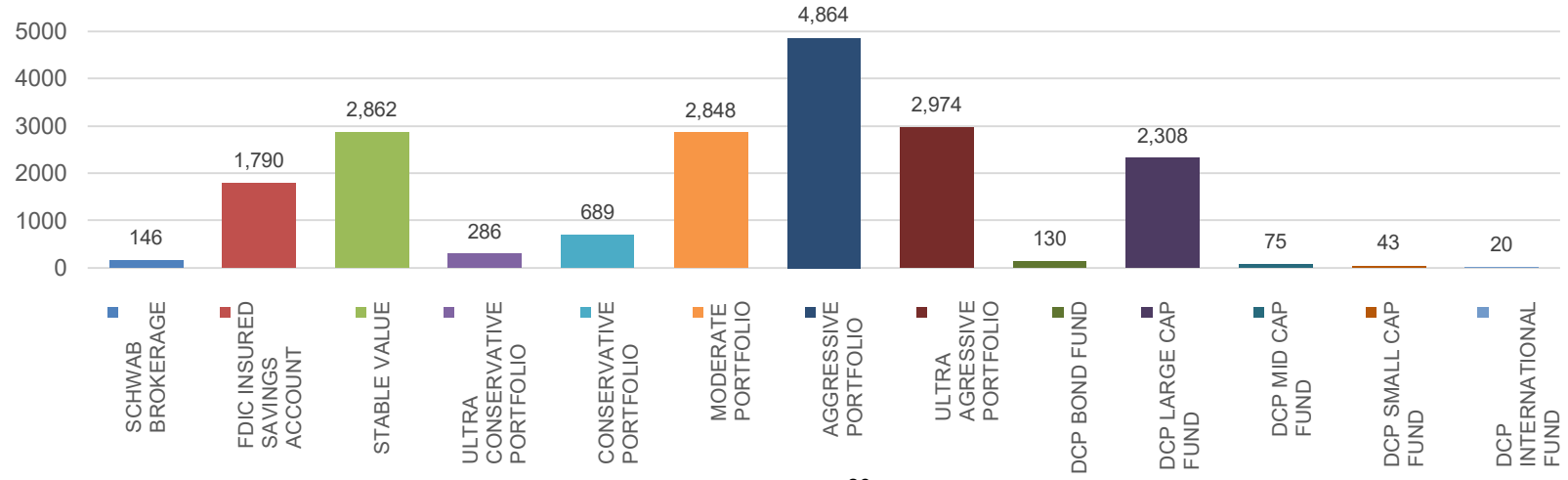
Investment	Investment Balance	Number of Participants	Average Participant	Percentage of Plan Assets
SCHWAB BROKERAGE	\$580,986,774.80	3,871	\$150,087.00	8.7%
FDIC INSURED SAVINGS ACCOUNT	\$402,032,369.37	13,239	\$30,367.28	6.0%
STABLE VALUE	\$1,201,664,170.50	13,807	\$87,032.97	18.0%
ULTRA CONSERVATIVE PORTFOLIO	\$85,278,851.90	2,279	\$37,419.42	1.3%
CONSERVATIVE PORTFOLIO	\$202,963,554.56	4,877	\$41,616.48	3.0%
MODERATE PORTFOLIO	\$435,544,991.48	11,667	\$37,331.36	6.5%
AGGRESSIVE PORTFOLIO	\$434,374,001.11	14,167	\$30,660.97	6.5%
ULTRA AGGRESSIVE PORTFOLIO	\$220,620,576.71	9,494	\$23,237.90	3.3%
DCP BOND FUND	\$199,069,724.49	7,471	\$26,645.66	3.0%
DCP LARGE CAP FUND	\$2,109,631,337.26	21,766	\$96,923.24	31.5%
DCP MID CAP FUND	\$316,374,954.13	8,759	\$36,119.99	4.7%
DCP SMALL CAP FUND	\$275,595,855.22	10,172	\$27,093.58	4.1%
DCP INTERNATIONAL FUND	\$226,534,447.96	9,965	\$22,733.01	3.4%
Total Investment Balance:	\$6,690,671,609.49			
Total Loan Fund:	\$173,669,061.45			

Participants with a Balance by Number of Investments

As of September 30, 2019
CITY OF LOS ANGELES



Participants with a Balance in a Single Investment



Transfer Activity by Investment

As of September 30, 2019

CITY OF LOS ANGELES



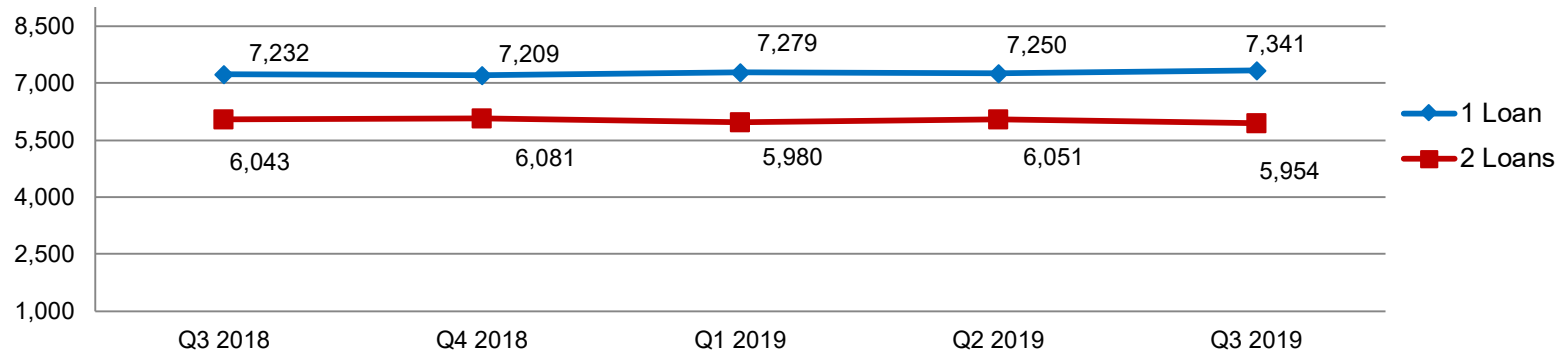
Investment Name	Transfers In	Transfers Out	Net
Schwab Brokerage	\$27,562,445	-\$9,509,752	\$18,052,693
FDIC Insured Savings Account	\$48,135,477	-\$32,461,653	\$15,673,824
Stable Value	\$55,522,753	-\$44,987,515	\$10,535,238
Ultra Conservative Portfolio	\$14,838,198	-\$7,547,655	\$7,290,544
Conservative Portfolio	\$17,173,592	-\$10,832,184	\$6,341,408
Moderate Portfolio	\$13,897,558	-\$15,708,588	-\$1,811,030
Aggressive Portfolio	\$10,496,301	-\$20,756,633	-\$10,260,332
Ultra Aggressive Portfolio	\$10,227,512	-\$14,858,843	-\$4,631,332
DCP Bond Fund	\$28,973,074	-\$20,528,308	\$8,444,766
DCP Large Cap Fund	\$48,609,317	-\$75,205,863	-\$26,596,546
DCP Mid Cap Fund	\$19,653,386	-\$25,743,290	-\$6,089,903
DCP Small Cap Fund	\$14,680,405	-\$25,800,689	-\$11,120,284
DCP International Fund	\$4,707,071	-\$10,528,425	-\$5,821,353

Loan Trending

As of September 30, 2019

CITY OF LOS ANGELES

1 Loan versus 2 Loans

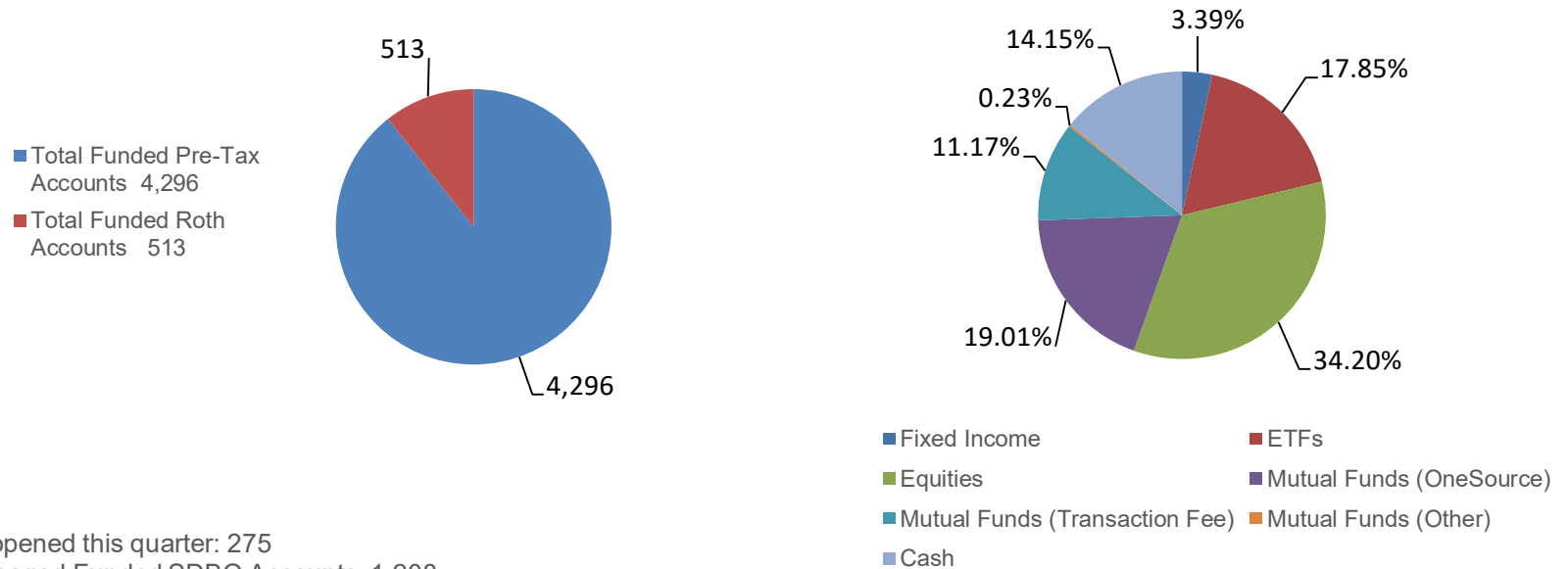


	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total Participants with Loans:	13,275	13,290	13,259	13,301	13,295
Total Number of Outstanding Loans:	19,318	19,371	19,239	19,352	19,249
Number of General Loans:	17,436	17,506	17,410	17,556	17,482
Number of Residential Loans	1,885	1,868	1,832	1,799	1,770
Total Outstanding Loan Balance	\$196,454,202	\$191,251,375	\$188,655,840	\$192,084,243	\$191,852,956
General Loan Balance:	\$156,824,370	\$157,905,055	\$155,813,319	\$159,719,552	\$159,819,680
Residential Loan Balance:	\$33,650,304	\$33,346,320	\$32,842,522	\$32,364,691.05	\$32,033,276
Average Loan Balance per Borrower	\$14,885	\$14,990	\$14,796	\$14,441	\$14,430
Number of Re-amortized:	185	187	144	209	129
Number of Loan Defaults:	171	108	113	126	182
New Loans Initiated:	1,511	1,524	1,417	1,767	1,692
New Loans Active Participants:	1,449	1,447	1,354	1,673	1,628
New Loans Retirees:	62	77	63	94	64

SDBA Summary

As of September 30, 2019

CITY OF LOS ANGELES



PCRA accounts opened this quarter: 275
 Total Advisor Managed Funded SDBO Accounts: 1,208

Historical SDBA Data

Plan Profile Information	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total Funded Pre-Tax Accounts:	3,717	3,813	3,922	4,094	4,296
Total Funded Roth Accounts	373	396	417	455	513
PCRA accounts opened during quarter	136	114	153	194	275
Total Advisor Managed Funded	752	820	882	1,019	1,208
Market Value Allocation - All Assets	Q3 2018	Q4 2018Q	Q1 2019	Q2 2019	Q3 2019
Fixed Income	1.04%	1.57%	2.14%	2.91%	3.39%
ETFs	15.53%	16.61%	16.87%	17.09%	17.85%
Equities	37.63%	34.60%	36.07%	35.67%	34.20%
Mutual Funds (OneSource)	21.04%	21.00%	20.43%	20.03%	19.01%
Mutual Funds (Transaction Fee)	10.85%	10.99%	11.09%	10.83%	11.17%
Mutual Funds (Other)	0.30%	0.29%	0.26%	0.24%	0.23%
Cash	13.61%	14.94%	13.14%	13.24%	14.15%

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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Services



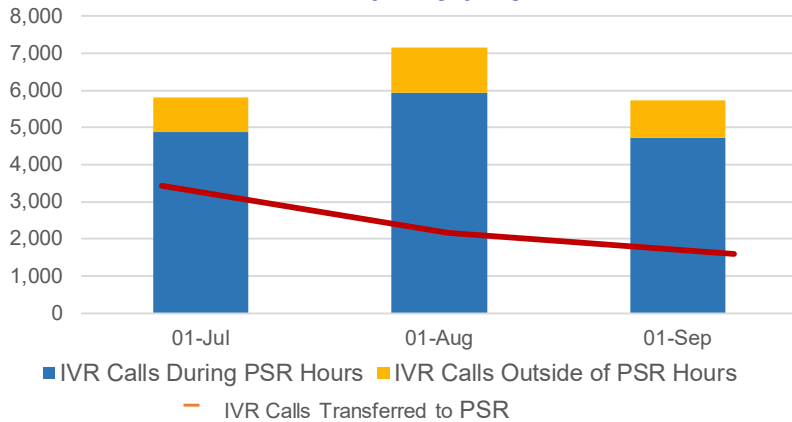
Service Center Stats

As of September 30, 2019

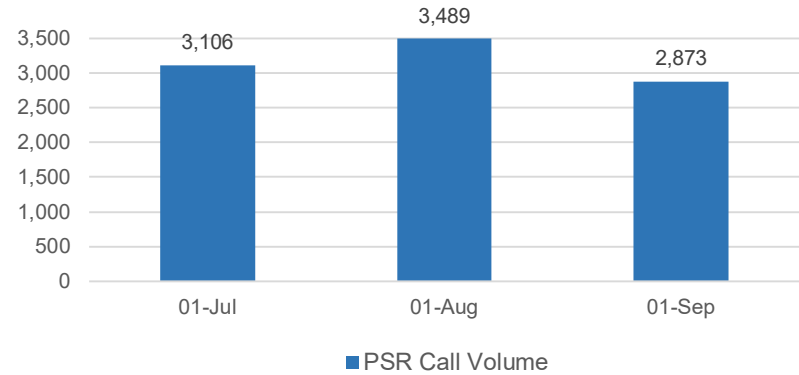
CITY OF LOS ANGELES

Month	Calls Entered	Calls Accepted	Average Speed Answered	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Rate
Jul-18	3,999	3,976	0:09	7:59	97.80%	91.70%	805	20.25%
Aug-18	3,602	3,579	0:10	8:06	97.80%	92.80%	741	20.70%
Sep-18	2,815	2,788	0:15	8:05	98.00%	92.80%	562	20.16%
Oct-18	3,598	3,570	0:17	8:15	97.10%	91.40%	777	21.76%
Nov-18	3,251	3,210	0:22	8:35	96.40%	91.60%	750	23.36%
Dec-18	3,378	3,328	0:26	8:19	98.30%	93.20%	688	20.67%
Jan-19	3,778	3,732	0:24	8:48	97.80%	94.00%	790	21.17%
Feb-19	3,279	3,227	0:26	8:27	97.60%	93.20%	699	21.66%
Mar-19	3,302	3,282	0:10	8:33	97.70%	92.00%	806	24.56%
Apr-19	3,547	3,525	0:10	8:31	98.00%	92.30%	895	25.39%
May-19	3,482	3,470	0:05	8:01	98.50%	95.00%	905	26.08%
Jun-19	2,809	2,756	0:22	7:56	98.70%	95.60%	711	25.80%
Jul-19	3,558	3,509	0:20	8:24	98.30%	95.30%	849	24.19%
Aug-19	3,173	3,130	0:27	8:09	98.30%	92.70%	781	24.95%
Sep-19	3,043	2,940	0:53	7:56	98.10%	92.50%	615	20.92%

IVR Call Volume



PSR Call Volume



	Total IVR Calls	IVR Calls During PSR Hours	IVR Calls Outside of PSR Hours	IVR Calls Transferred to PSR
Jul-19	6,705	5,940	1,215	3,536
Aug-19	5,814	4,870	944	3,148
Sep-19	5,719	4,710	1,009	2,972

	PSR Call Volume	Average Speed of Answer	Average Call Length
Jul-19	3,489	19	6.65
Aug-19	3,106	27	6.65
Sep-19	2,873	51	6.35

Digital Engagement Report

Retirement Calculator

Q3 2019

Retirement Calculator Engagement

19% of participants took action after using the Retirement Calculator


- 217 participants are saving an average of 1.1% more per pay period (from 6.0% to 7.1%)
- 1,027 participants are saving an average of \$72 more per pay period (from \$266 to \$338)
- 352 participants changed fund allocation
- 47 participants rolled money into the Plan

Activity	Number of Participants
Logged in with access to the Retirement Calculator	21,128
Engaged and interacted with the Retirement Calculator	7,371 (49%)
Took Action after using the Retirement Calculator	1,398 (19%)

- Retirement Calculator Hide this section

Let's talk about **your retirement savings** ▾

\$7,792 Estimated Monthly Income **\$9,201** Estimated Monthly Goal **\$1,409** A Difference Of



[View Details](#)

[+ Privacy / How This Works?](#) [About Me](#)

The amount of my pay I can save now ?

Employee Before Tax (\$5 per pay period)

Roth Contribution (\$5 per pay period)

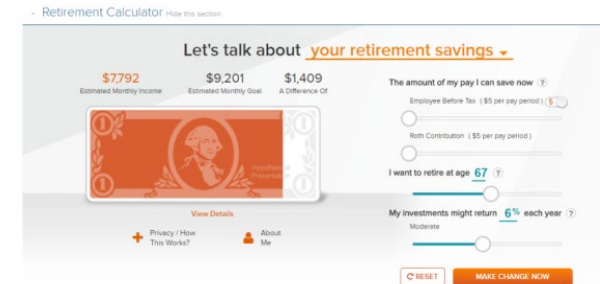
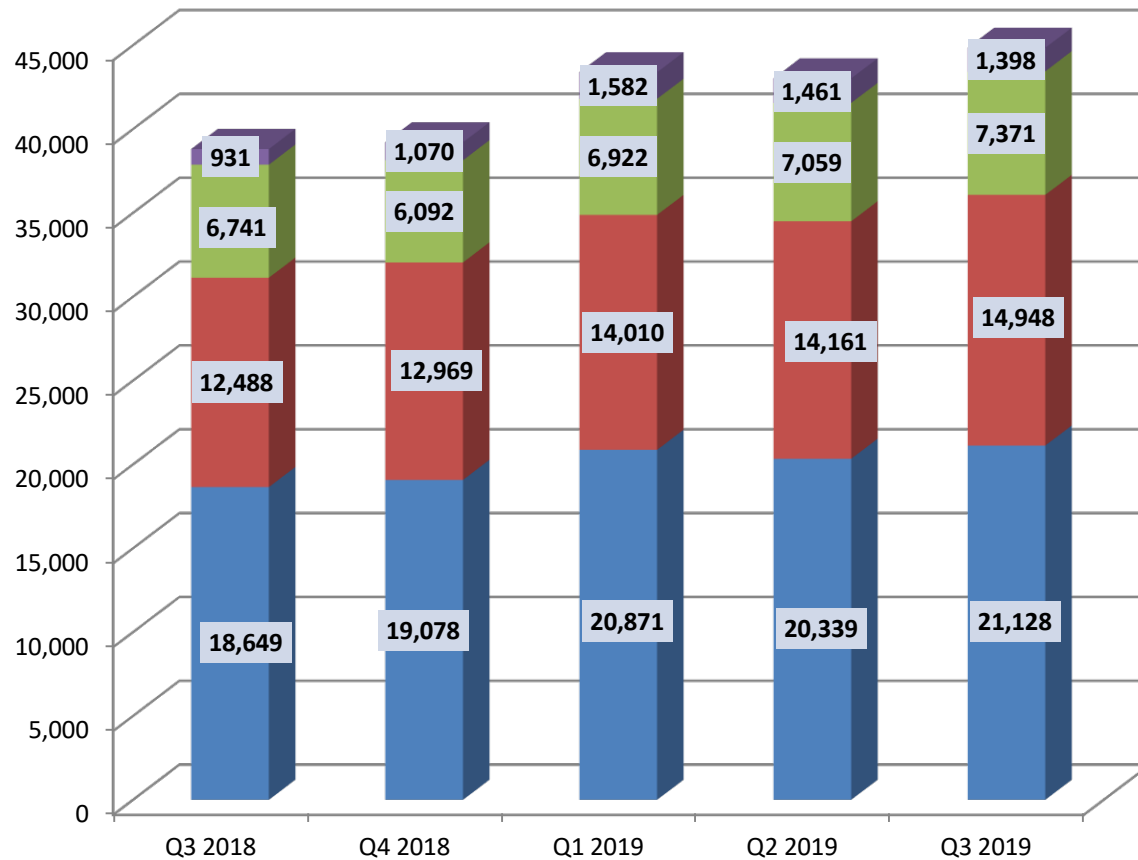
I want to retire at age **67** ?

My investments might return **6%** each year ?

Moderate

Digital Engagement Report

Retirement Calculator



- Took action after using Retirement Calculator
- Engaged and interacted with Retirement Calculator
- Viewed Retirement Calculator
- Logged in with access to Retirement Calculator

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Viewed Retirement Calculator	67%	68%	67%	70%	71%
Engaged and interacted with Retirement Calculator	54%	47%	49%	50%	49%
Took action after using Retirement Calculator	14%	18%	23%	21%	19%

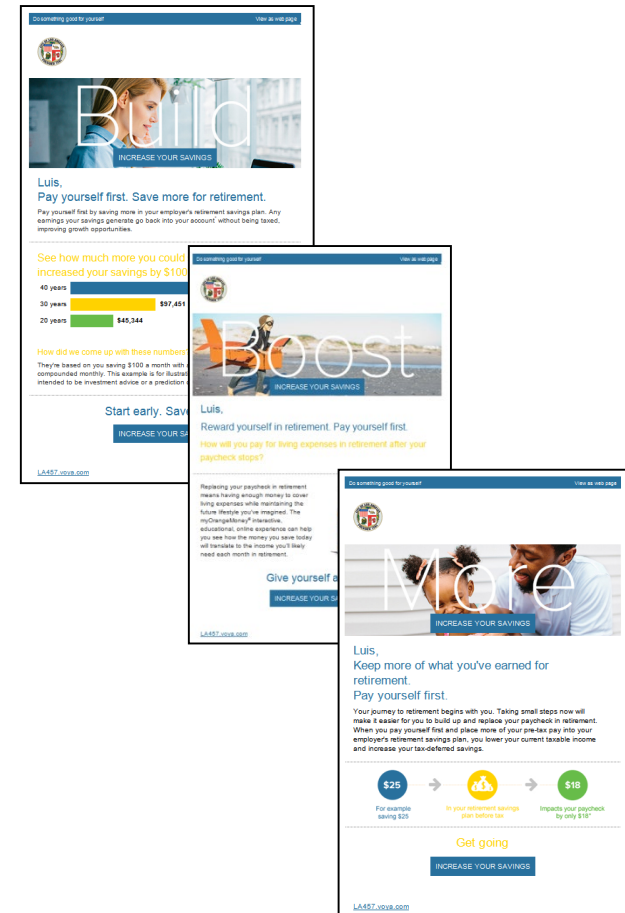
Save More Journey Results

Q3 2019

9% of participants targeted took action after receiving the Save More Journey:

- 13 participants are saving an average of 4.9% more per pay period (from 4.7% to 9.6%)
- 21 participants are saving an average of \$81 more per period (from \$296 to \$377)

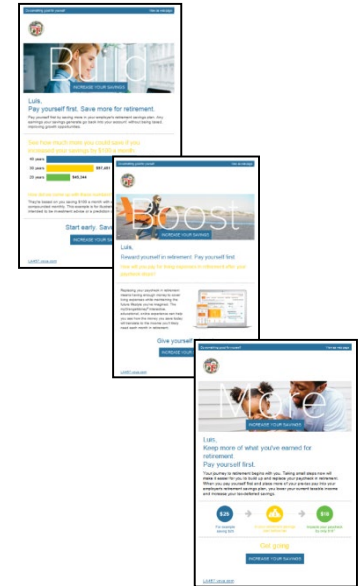
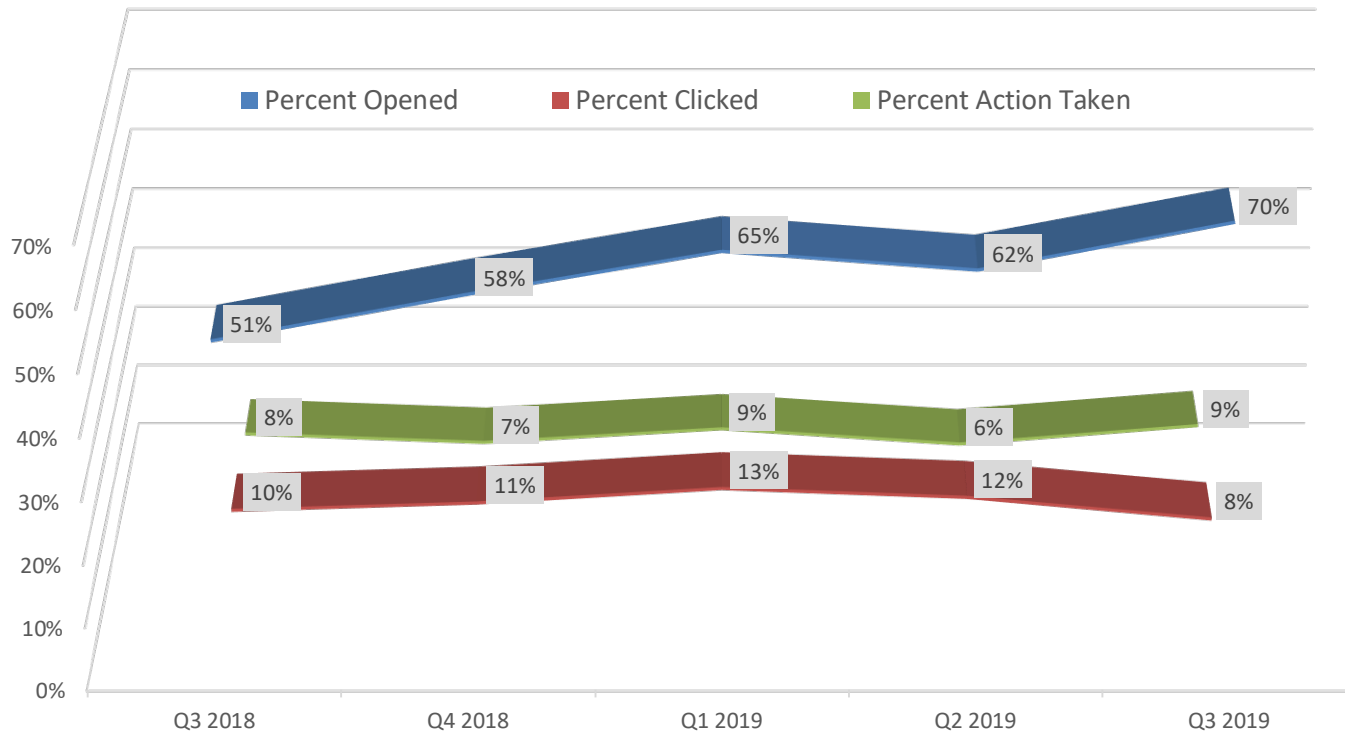
Unique Participant Activity	As of September 30, 2019
Participants reached (Delivered)	486
Participants interested (Opens)	343 (71%)
Participants engaged (Email clicks)	28 (8%)
Participants took action after opening	32 (9%)



Taking an action refers to making a contribution change. Data is as of 9/30/2019

Save More Journey Results

Q3 2018 – Q3 2019



	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Percent Opened	51%	58%	65%	62%	70%
Percent Clicked	10%	11%	13%	12%	8%
Percent Action Taken	8%	7%	9%	6%	9%
Participants reached (Delivered)	3,448	1,839	775	557	486

Taking an action refers to making a contribution change. Data is as of 09/30/2019

Restart Savings Journey Results

Q3 2019

9% of participants targeted resumed contributions after opening a Restart Savings email

- 2 participants are saving an average of 5.5% more per pay period (from 0% to 5.5%)
- 7 participants are saving an average of \$290 more per pay period (from \$0 to \$290)

Unique Participant Activity	As of September 30, 2019
Participants reached (Delivered)	193
Participants interested (Opens)	98 (51%)
Participants engaged (Email clicks)	14 (14%)
Participants took action after opening	9 (9%)

Taking an action refers to making a contribution change. Data is as of 9/30/2019

The screenshot shows an email campaign header with a blue bar containing the text "Don't miss the opportunity to get your retirement savings back on track" and a "View in browser" link. Below the header is the VOA logo and the main heading "Help get your retirement savings back on track." A prominent blue button labeled "RESTART YOUR SAVINGS" is centered. The body of the email includes a question: "Do you need help understanding how your savings now translates into income during retirement?" followed by a paragraph about the "myOrangeMoney" interactive experience. A link is provided: "Log in to your retirement account today to get your retirement account back on track and restart your savings." At the bottom, there is a phone icon and the text "Have questions? Call us at 1-844-523-2457." The footer contains links for "Voya.com | Privacy Policy | Terms of Use | Unsubscribe", copyright information "© 2019 Voya Services Company. All rights reserved. CN0918-45001-10200", and the VOA FINANCIAL logo.

Financial Wellness Journey Results

Q3 2019

223 (4%) Participants targeted completed the Financial Wellness Assessment after opening a Quarterly Education email:

Unique Participant Activity	As of September 30, 2019
Participants reached (Delivered)	14,533
Participants interested (Opens)	6,059 (42%)
Participants engaged (Email clicks)	864 (14%)
Participants Took Action After Opening	223 (4%)

Data is as of 9/30/2019

Your financial wellness journey View as web page

Spending less than you make is critical to financial health.

We know that life happens and sometimes we have to spend more than we make. But establishing good spending and saving habits can help you achieve your goals. Log in to the Financial Wellness experience to learn more.

And while you're there, update your assessment so we can continue to deliver helpful resources.

[EXPLORE MORE](#)

Short on time? Watch this quick video on establishing healthy spending and saving habits.

[WATCH NOW](#)

[Your Plan](#) | [Privacy Policy](#) | [Terms of Use](#) | [Unsubscribe](#)
 305214, 8 P © 2019 Voya Services Company. All rights reserved. CN79663_1229

VOYA FINANCIAL Your Financial Wellness Plan

Insurance can help you protect what matters to you.

- Protection
- Spending & Saving
- Emergency fund
- Retirement
- Debt
- Other Goals

Health and disability coverages are critical during your working years. Determine if closing coverage gaps in these areas to protect against the unexpected is the right thing for you. [SCORE DETAILS](#)

Protect Your Earnings

[LEARN MORE](#)

Prepare for Healthcare in Retirement

Keep yourself healthy, wealthy, and wise.

[LEARN MORE](#)

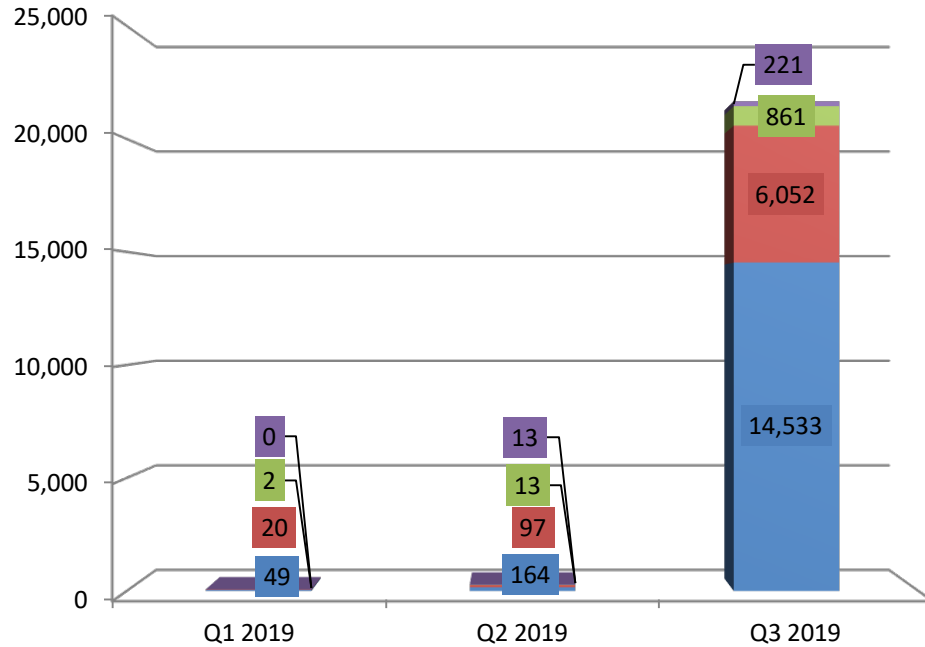
Consider Life Insurance

Learn about protecting your loved ones.

[LEARN MORE](#)

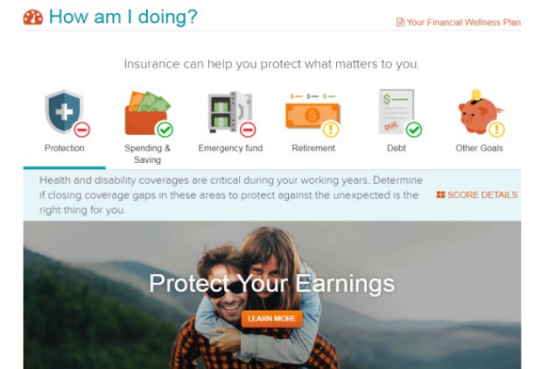
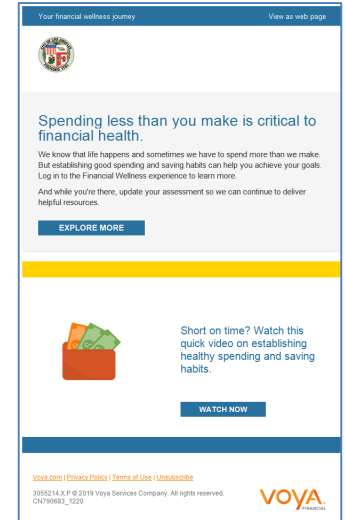
Financial Wellness Journey Results

Q1 – Q3 2019



- Participants Took Action After Opening
- Unique Participants Clicked
- Unique Participants Opened
- Unique Participants Delivered

	Q1 2019	Q2 2019	Q3 2019
Unique Participants Delivered	49	164	14,533
Unique Participants Opened	20	97	6,052
Unique Participants Clicked	2	13	862
Participants Took Action After Opening	0	13	221
Percent Opened	41%	59%	42%
Percent Clicked	10%	13%	14%
Percent Action Taken	0%	100%	26%



Beneficiary Journey Results

Q3 2019


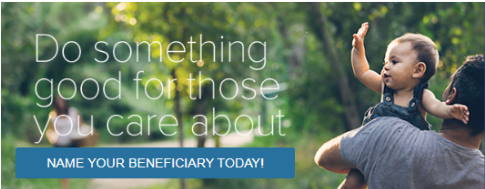
17 (6%) of participants targeted took action after opening

Unique Participant Activity	As of September 30, 2019
Participants reached (Delivered)	596
Participants interested (Opens)	301 (51%)
Unique Participants Clicked	54 (18%)
Participants Took Action After Opening	17 (6%)

	Q1 2019	Q2 2019	Q3 2019
Percent Opened	50%	50%	51%
Percent Clicked	0%	33%	18%
Percent Action Taken	0%	100%	6%

Data is as of 9/30/2019

Name your beneficiary for your retirement account. [View as web page](#)

Do something good for those you care about
NAME YOUR BENEFICIARY TODAY!

Name your beneficiaries for your retirement account today.

Designating beneficiaries for your retirement savings plan account helps make sure that, in the event of your death, your wishes are being followed. It can help ensure the savings you've worked so hard to accumulate are passed along to the right people.

It's easy to get started

- Log in to your account
- Select the Savings Plan you want to update
- Click **Personal information** then select **Add/Edit Beneficiary**
- If you have multiple savings Plans, you will need to repeat the process for each one

[NAME YOUR BENEFICIARY TODAY!](#)

Have questions? Call us at [1-844-523-2457](tel:1-844-523-2457).

Digital Engagement Report

Loans

Q3 2019

763 participants used loan guidance

- 288 (38%) used loan guidance and didn't take a loan
- 475 (62%) participants used loan guidance and went on to take a loan

566 skipped guidance and clicked on "request a loan"

- 109 (19%) participants skipped guidance and didn't take a loan
- 457 (81%) participants skipped guidance and went on to take a loan

On the road to retirement, taking out a loan can cause a few bumps along the way.



Forget the bumps, I need a loan!

[Request a Loan](#)

	Q1 2019	Q2 2019	Q3 2019
used loan guidance and didn't take a loan	43%	38%	38%
used loan guidance and went on to take a loan	57%	62%	62%
skipped guidance and didn't take a loan	23%	20%	19%
skipped guidance and went on to take a loan	77%	80%	81%

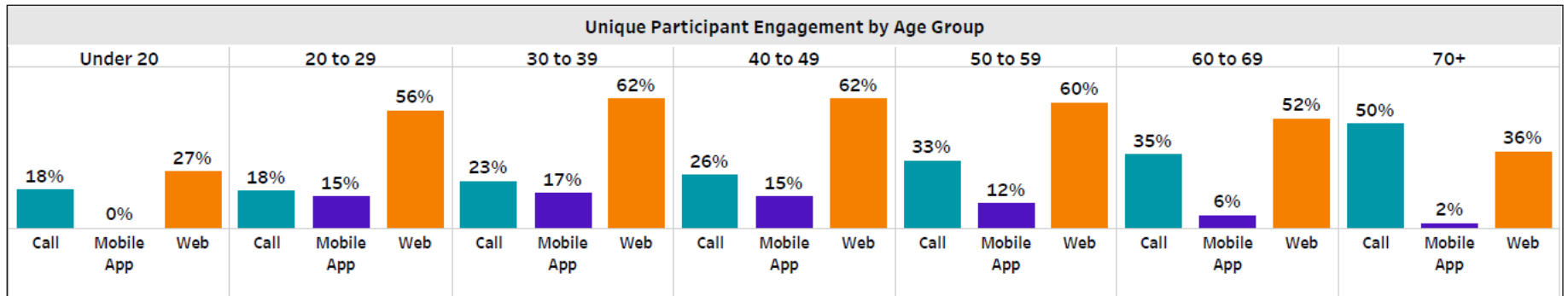
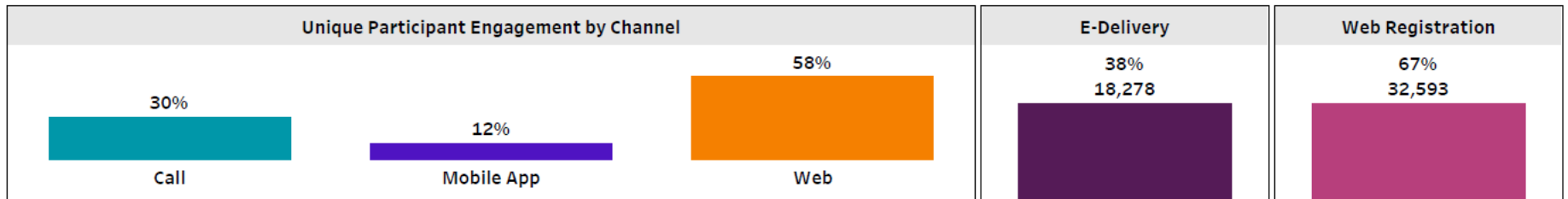
Digital Engagement Report

Retirement Metrics that Matter

As of September 30, 2019

Engagement

68% of plan participants have engaged (used web, mobile, or called*) over the last 12 months



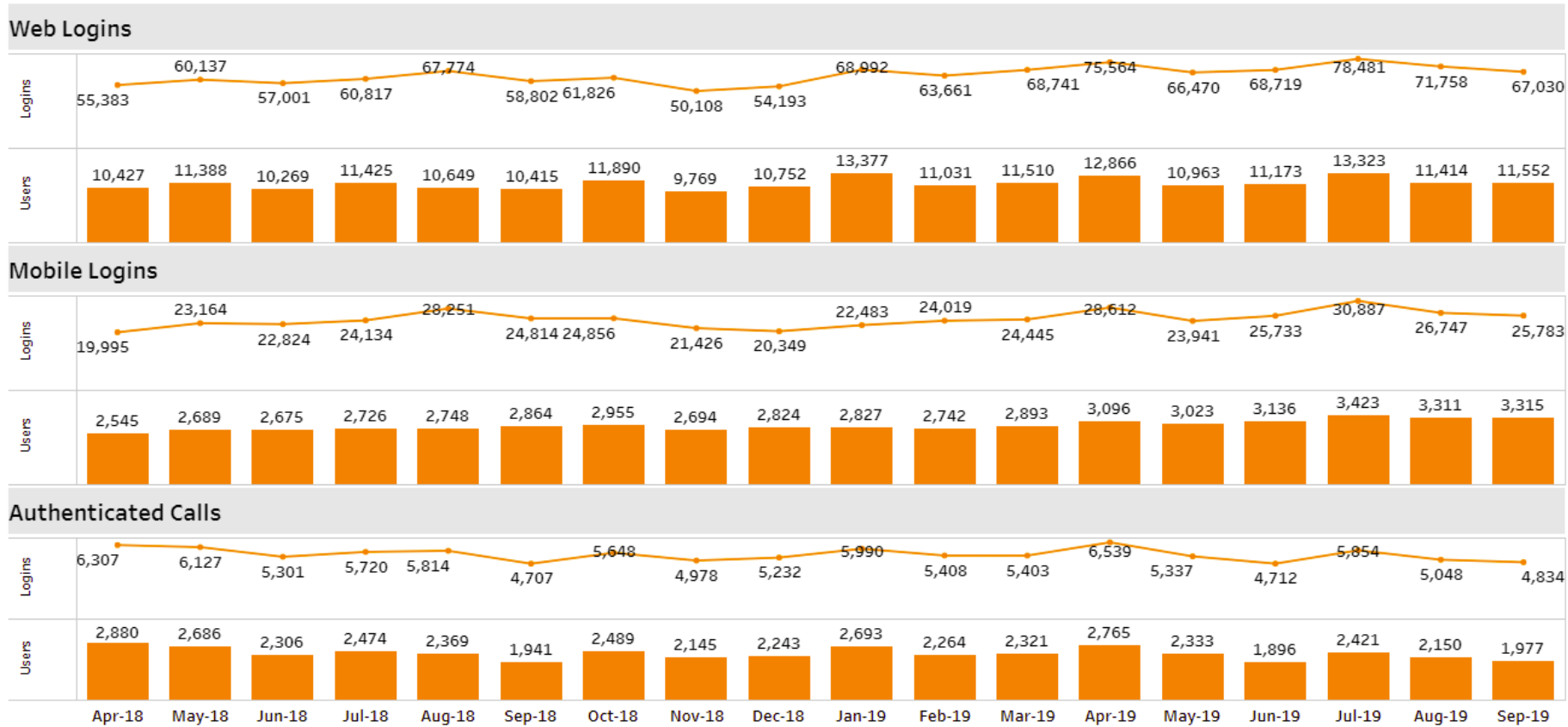
*Call data includes CSA and VRU calls. Call data is reflective of those participants who enter their SSN into phone system to authenticate. Callers who did not enter their SSN or whom no longer have a balance as of report refresh are not included in the 12-month look back analysis.

Digital Engagement Report

Retirement Metrics that Matter

As of September 30, 2019

Engagement



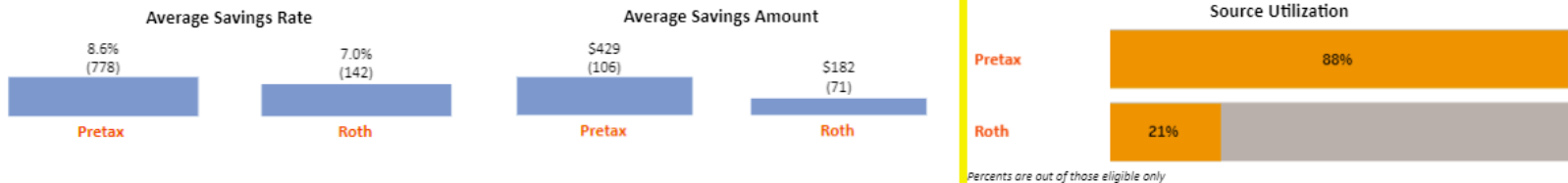
Digital Engagement Report

Enrollment

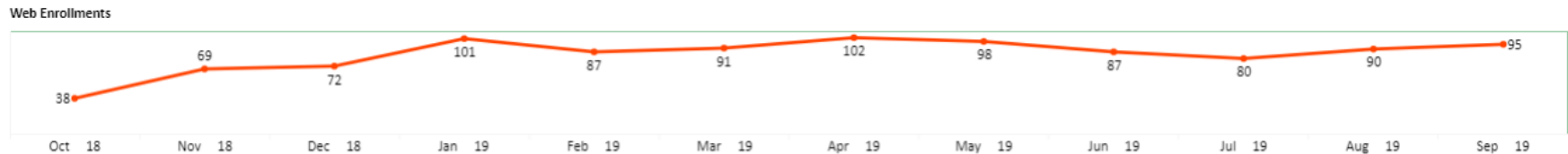
As of September 30, 2019



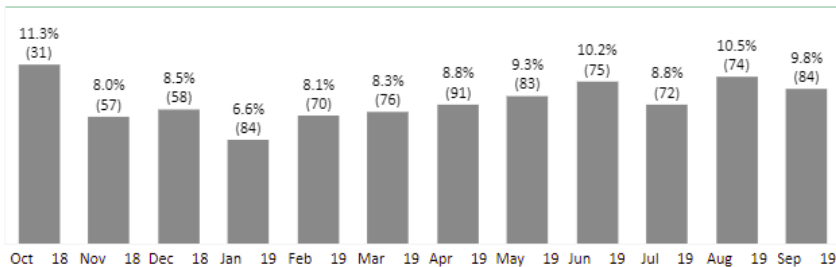
Savings Election by Source



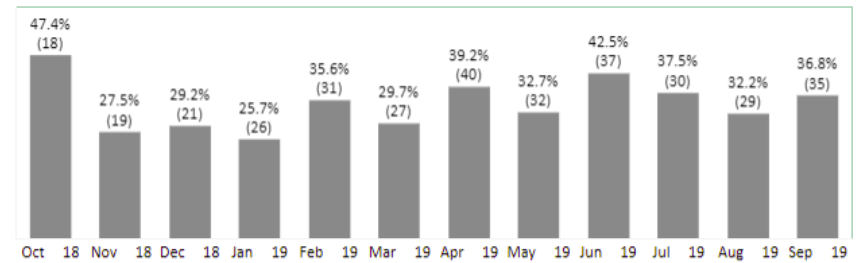
Trending



Savings Rate



Rate Escalate





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Local Service Center



Local Retirement Counselors

July 1, 2019 to September 30, 2019



Vincent Alvarez, Leslie Yoshioka,
La Tanya Harris,
Carol Say, Steve Harman

Highlights from 3Q 2019

Partnerships: LACERS Financial Wellness Fair & SEIU 721 Car Show

- Attended events with LACERS & SEUI 721

LIVEwell Wellness Fairs

- Conducted 8 meetings at various City locations in partnership with the City's LIVEwell program.

Public Works – Street Services

- Conducted Presentations at 8 Street Services locations. In addition, we conducted meetings at Contract Administration, Engineering, and Sanitation for a total of 12 visits to Public Works.

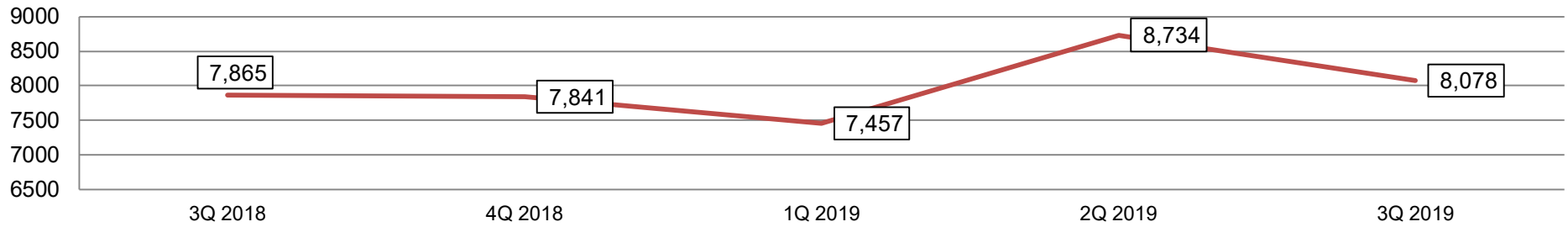
Activity by Quarter

	3Q 2018	4Q 2018	1Q 2019	2Q 2019	3Q 2019
Total Site Visits	97	92	109	155	130
Enrollments	216	224	294	446	248
Meeting Attendees	2,754	2,866	2,483	3,957	3,332
Call Totals	4,066	3,632	3,332	3,139	3,167
Counter Service	948	1,038	1,152	997	996
Emails	-	213	381	486	453
Total Participant Interaction	7,865	7,841	7,457	8,734	8,078

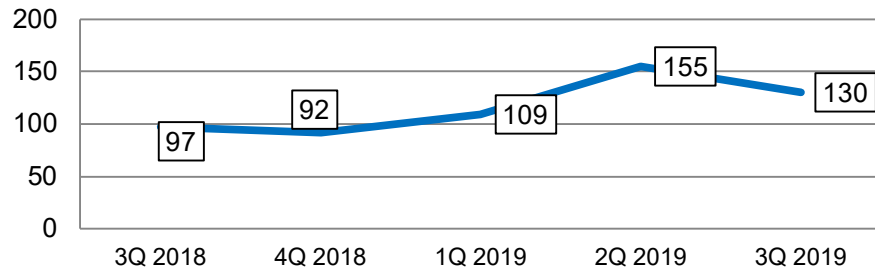
Local Retirement Counselors

As of September 30, 2019

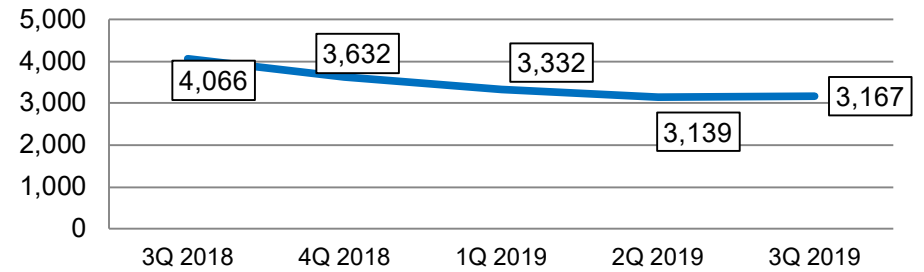
Total Participant Interaction



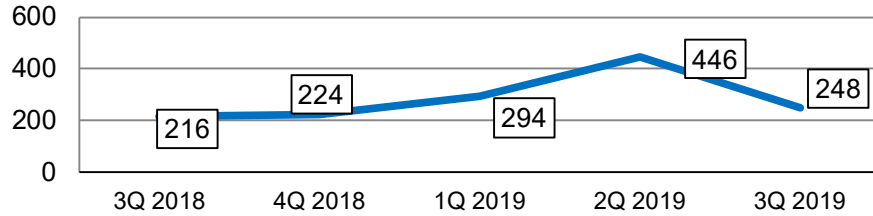
Total Site Visits



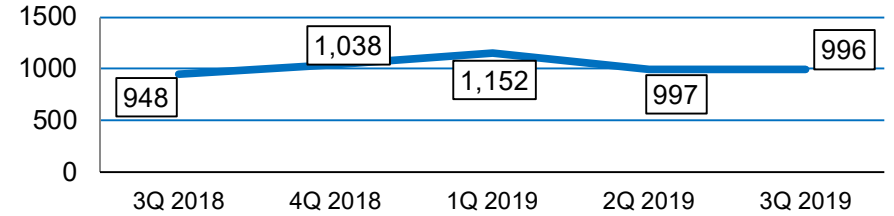
Total Calls



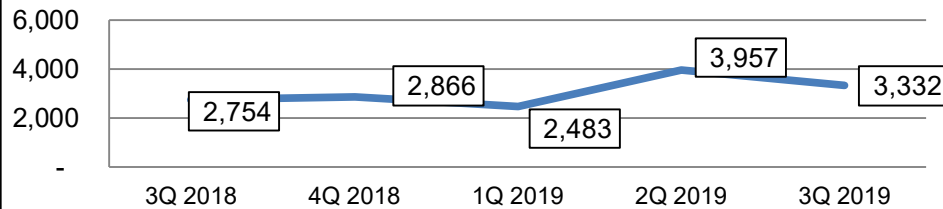
Enrollments



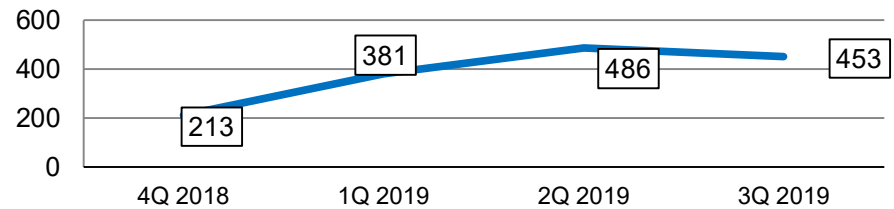
Counter Service



Meeting Attendees



Emails



Local Retirement Counselors

As of September 30, 2019

Site Visits by Quarter

Location	3Q 2018	4Q 2018	1Q 2019	2Q 2019	3Q 2019
Animal Services	-	-	-	7	-
Board of Public Works	-	-	-	1	-
Building & Safety	1	-	-	-	-
City Hall	2	-	-	-	-
Council	1	2	1	-	-
Cultural Affairs	-	-	-	1	-
DWP	21	19	18	26	19
Economic Workforce & Development Department	-	-	2	-	2
Elected Staff	-	-	-	1	-
Farmer's Market	-	-	-	-	-
Fig Plaza	-	-	5	-	-
Financial Wellness Seminar (Deferred Comp & LACERS)	-	-	-	-	1
General Services	-	-	4	-	5
Housing	-	-	2	-	-
ITA	-	-	-	1	-
LACERS	11	14	11	14	12
LAFD (Civilian)	1	-	-	5	-
LAFD (Sworn)	-	2	1	2	-
LAFPP	4	7	4	7	4
LAPD (Civilian)	4	3	1	3	3
LAPD (Sworn)	2	6	3	9	6
LAPPL	6	5	6	3	7
LAWA LAX	15	13	14	9	14
LAWA Van Nuys	1	-	-	1	1
LA Zoo & Botanical Gardens	1	-	2	-	-
Library	1	2	7	30	12
LiveWell Wellness Fair (City Hall)	-	-	-	1	8
Marvin Braude Building	3	3	3	3	3
Department of Neighborhood Empowerment	-	-	-	-	1
Office of Finance	-	3	-	-	-
Personnel	-	-	5	-	5
Port of Los Angeles Harbor	3	4	3	4	3
Public Works Building	1	-	-	2	-
Public Works- Contracts Administration	2	1	1	-	1
Public Works- Engineering	-	1	-	1	2
Public Works- Sanitation	4	-	5	15	-
Public Works- Street Lighting	-	-	-	-	1
Public Works- Street Services	-	-	5	2	8
Public Works- Urban Forestry	-	1	-	-	-
Rec & Park	12	2	1	4	2
SEUI 721	-	-	1	1	1
Transportation	1	4	4	2	1
Total On-site Visits	97	92	109	155	123



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Thank You



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Appendix

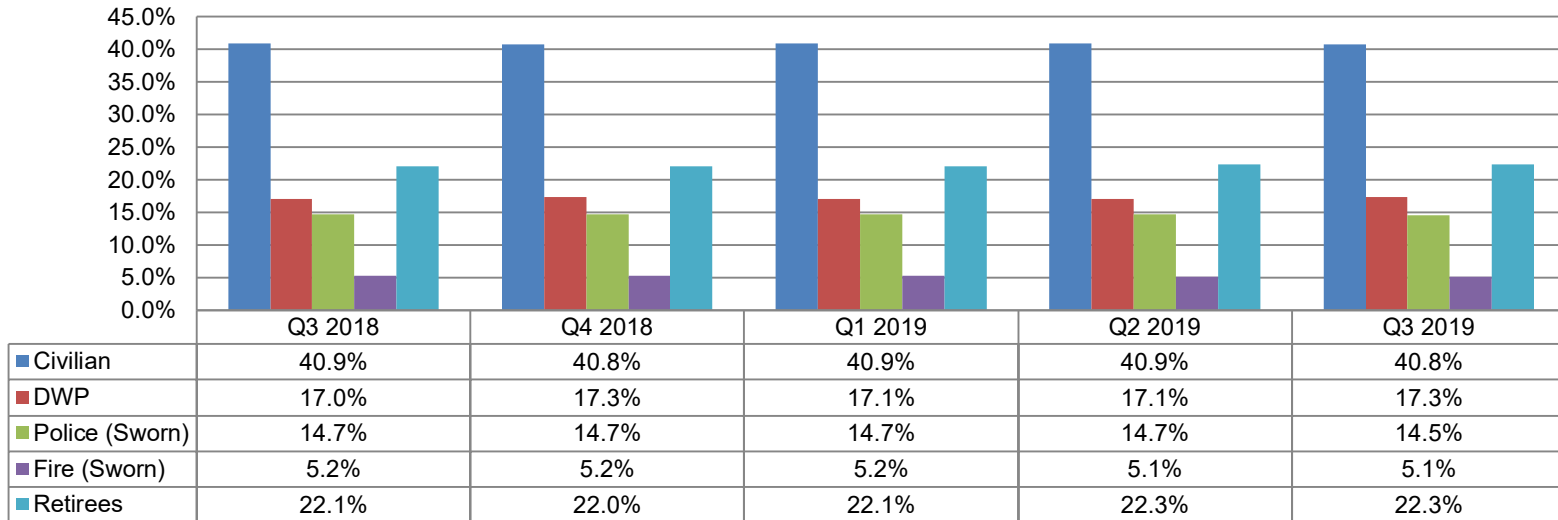


Population Composition and Participation Rate by Age

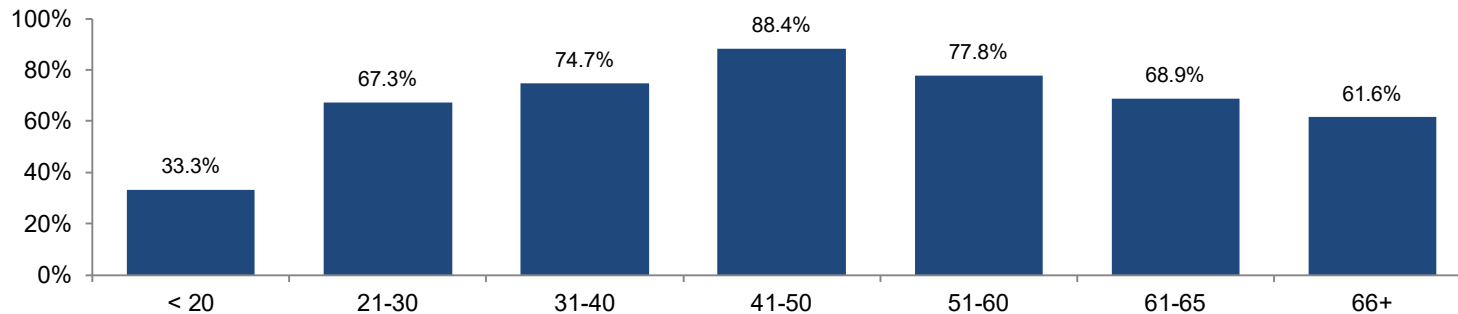
As of September 30, 2019

CITY OF LOS ANGELES

Population Composition



Participation Rate – Age (Full-Time Employees)

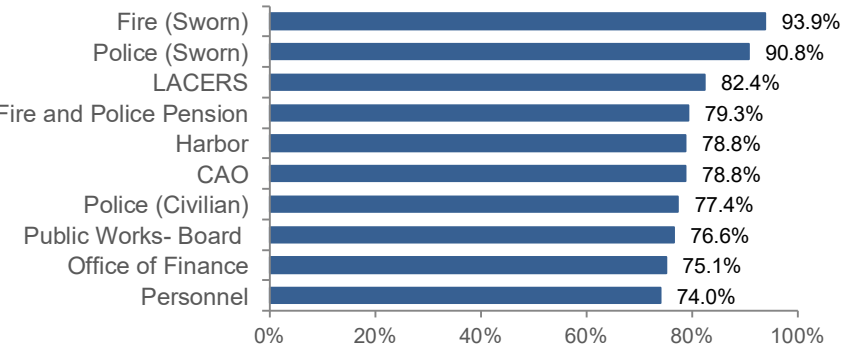


Participation Rate - Department Top 10 and Bottom 10 (Full-Time Employees with greater than 50 eligible participants)

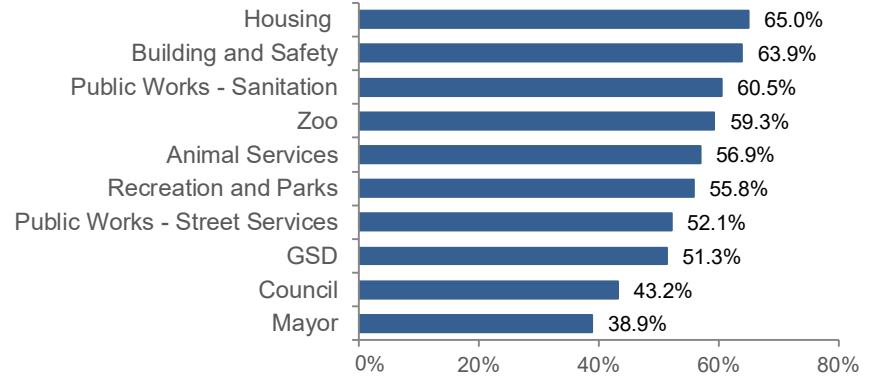
As of September 30, 2019

CITY OF LOS ANGELES

Top 10 Departments by Total Participation

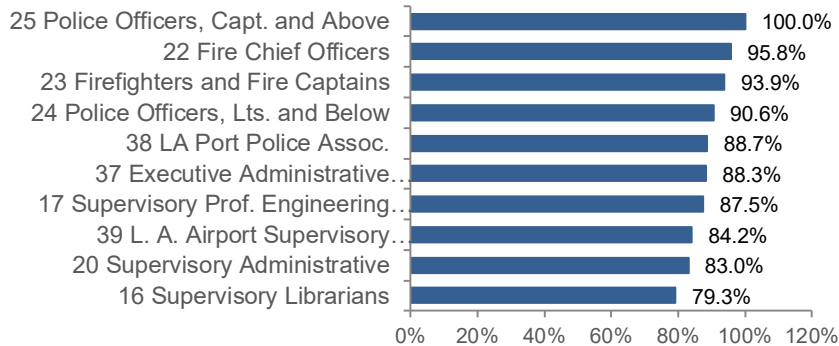


Bottom 10 Departments by Total Participation

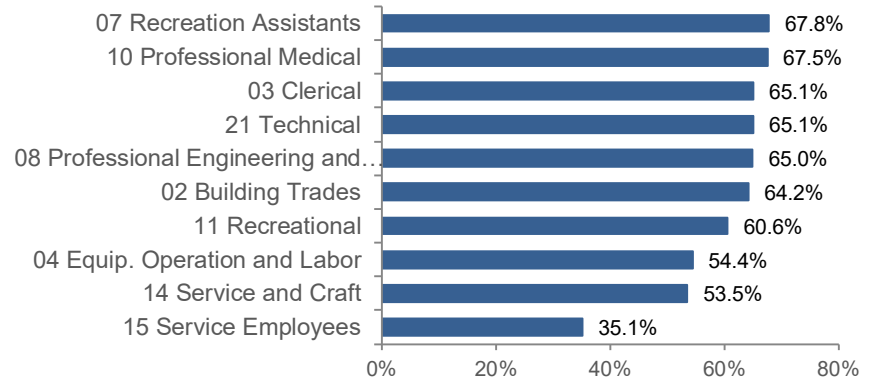


Participation Rate - MOU Top 10 and Bottom 10 (Full-Time Employees with greater than 50 eligible participants)

Top 10 MOU by Total Participation



Bottom 10 MOU by Total Participation



Participation Rate - Department (Full-Time Employees)

As of September 30, 2019

CITY OF LOS ANGELES

Department	Active	Eligible but not Participating	Total	Participation Rate
Office of Public Accountability	4	0	4	100.00%
Fire (Sworn)	3,166	204	3,370	93.95%
Police (Sworn)	9,049	913	9,962	90.84%
LACERS	126	27	153	82.35%
Fire and Police Pensions	96	25	121	79.34%
Harbor	726	195	921	78.83%
CAO	93	25	118	78.81%
Convention Center and Tourism	7	2	9	77.78%
Police (Civilian)	2,318	676	2,994	77.42%
Public Works - Board	95	29	124	76.61%
Office of Finance	232	77	309	75.08%
Personnel	415	146	561	73.98%
Transportation	1,040	384	1,424	73.03%
Aging	27	10	37	72.97%
Public Works - Engineering	618	234	852	72.54%
Controller	110	42	152	72.37%
ITA	301	116	417	72.18%
City Clerk	81	32	113	71.68%
City Attorney	697	278	975	71.49%
Fire (Civilian)	271	112	383	70.76%
Water and Power	7,369	3,205	10,574	69.69%
Public Works - Contract Administration	229	101	330	69.39%
Planning	258	115	373	69.17%
Public Works - Street Lighting	214	103	317	67.51%
Employee Relations	2	1	3	66.67%
El Pueblo	6	3	9	66.67%
Library	556	280	836	66.51%
Airports	2,290	1,186	3,476	65.88%
Economic and Workforce Development	83	43	126	65.87%
Ethics	17	9	26	65.38%
Housing	408	220	628	64.97%
Building and Safety	597	338	935	63.85%
Public Works - Sanitation	1,756	1,147	2,903	60.49%
Zoo	134	92	226	59.29%
Neighborhood Empowerment	17	12	29	58.62%
Emergency Management	17	12	29	58.62%
Animal Services	186	141	327	56.88%
Recreation and Parks	813	645	1,458	55.76%
Public Works - Street Services	608	559	1,167	52.10%
GSD	729	692	1,421	51.30%
Cultural Affairs	32	31	63	50.79%
Council	163	214	377	43.24%
Mayor	86	135	221	38.91%
Disability	8	14	22	36.36%
Cannabis Regulation	8	19	27	29.63%

Participation Rate - MOU (Full-Time Employees)

As of September 30, 2019

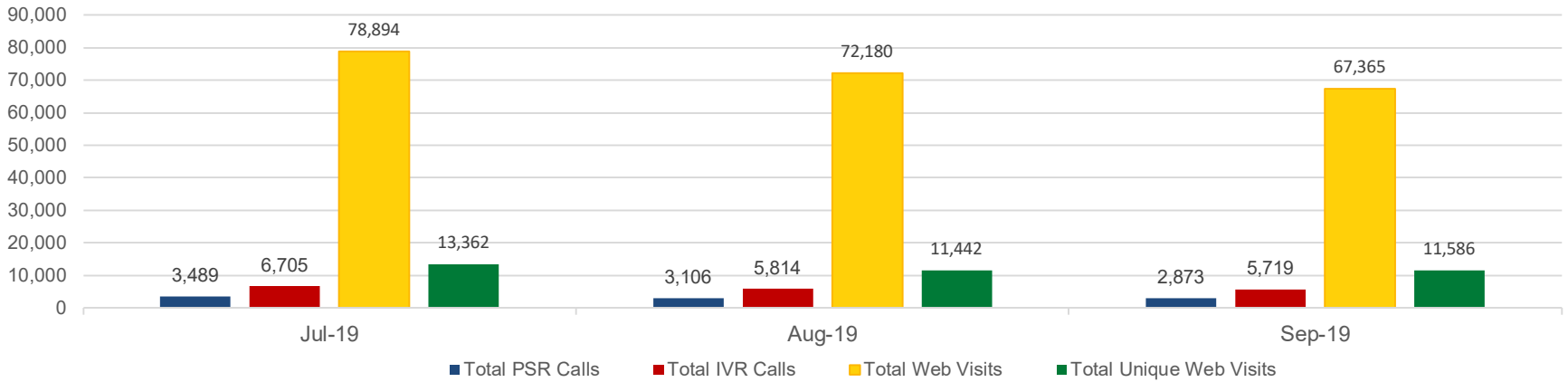
CITY OF LOS ANGELES

MOU	Active	Not Participating	Total	Participation Rate
25 Police Officers, Capt. and Above	109	0	109	100.00%
22 Fire Chief Officers	91	4	95	95.79%
63 Personnel Director	18	1	19	94.74%
23 Firefighters and Fire Captains	3,074	200	3,274	93.89%
61 Senior Administrative and Administrative Analysts	39	3	42	92.86%
26 Port Pilots	13	1	14	92.86%
24 Police Officers, Lts. and Below	8,931	923	9,854	90.63%
38 L. A. Port Police Assoc.	102	13	115	88.70%
37 Executive Administrative Assistants	98	13	111	88.29%
27 L. A. Port Police Command Officers	14	2	16	87.50%
17 Supervisory Prof. Engineering and Scientific	472	68	540	87.41%
39 L. A. Airport Supervisory Peace Officers	69	13	82	84.15%
40 Airport Police Command Officers	5	1	6	83.33%
20 Supervisory Administrative	1,140	233	1,373	83.03%
16 Supervisory Librarians	84	22	106	79.25%
36 Management Employees	600	176	776	77.32%
28 L. A. General Services Police Officers	17	5	22	77.27%
19 Supervisory Technical	242	72	314	77.07%
32 Management Attorneys	13	4	17	76.47%
30 L. A. Airport Peace Officers	332	108	440	75.45%
29 Deputy City Attorneys	369	122	491	75.15%
64 Not Represented	2,387	822	3,209	74.38%
06 Librarians	521	188	709	73.48%
12 Supervisory Blue Collar	615	244	859	71.59%
01 Administrative	1,643	662	2,305	71.28%
13 Supervisory Building Trades	103	42	145	71.03%
09 Plant Equip. Operation and Repair	259	112	371	69.81%
05 Inspectors	597	278	875	68.23%
18 Safety - Security	1,008	472	1,480	68.11%
07 Recreation Assistants	934	443	1,377	67.83%
10 Professional Medical	52	25	77	67.53%
03 Clerical	3,386	1,689	5,075	66.72%
31 Confidential Attorneys	23	12	35	65.71%
21 Technical	758	407	1,165	65.06%
08 Professional Engineering and Scientific	3,876	2,090	5,966	64.97%
02 Building Trades	1,085	604	1,689	64.24%
11 Recreational	206	134	340	60.59%
04 Equip. Operation and Labor	1,975	1,653	3,628	54.44%
14 Service and Craft	492	427	919	53.54%
15 Service Employees	305	563	868	35.14%
34 Crossing Guards	0	1	1	

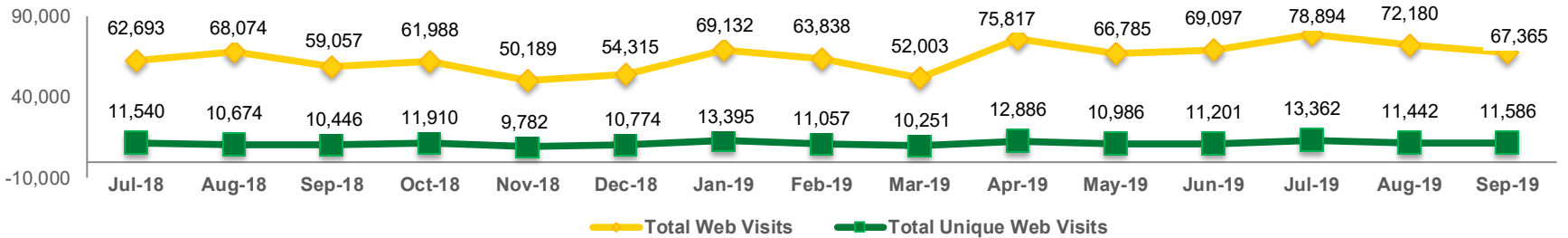
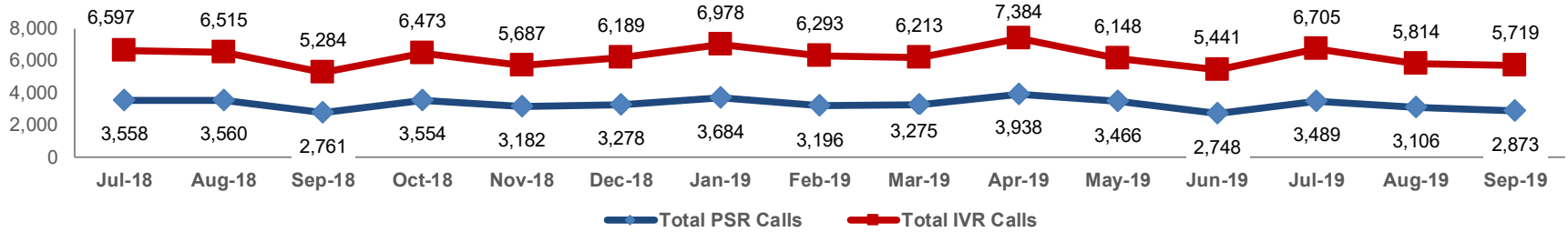
Participant Contact Summary

As of September 30, 2019

CITY OF LOS ANGELES



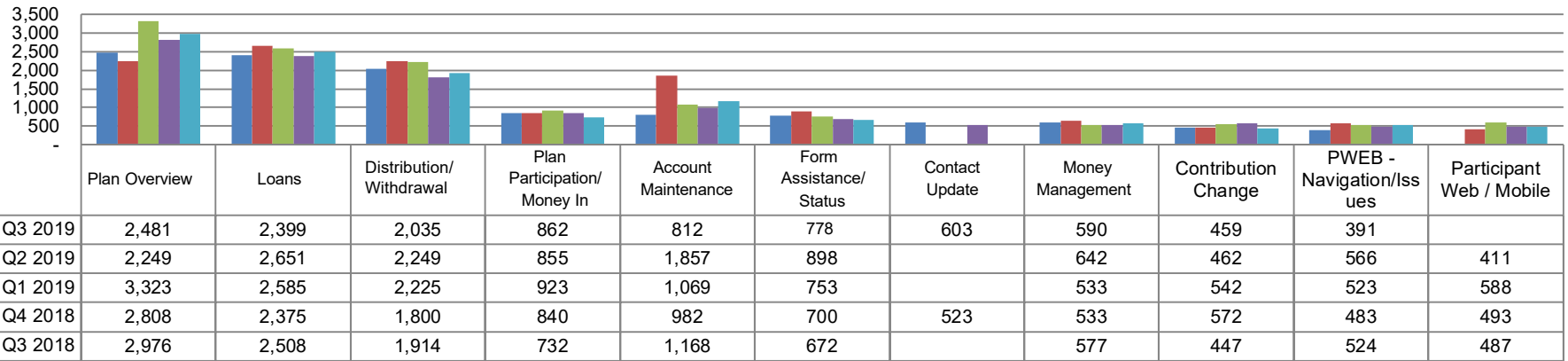
Participant Contact Trending



Participant Service Representative Activity: Top Ten Call Reasons and Trending

July 1, 2019 to September 30, 2019

CITY OF LOS ANGELES



NOTE: Blanks indicate Call Type was not in the top 10 Call Reason for the period

Paperless Transactions by Channel: IVR/PSR/WEB/MOB Combined

Paperless Transaction Description	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Address Change	221	241	236	213	260	253	311
Banking Information	988	919	811	688	782	760	803
Beneficiary Election	1,142	825	782	650	790	731	717
Contribution Rate Change	6,377	4,544	4,969	5,032	5,697	5,163	5,794
Contribution Rate Escalator	94	60	55	29	31	25	33
Enrollments	727	438	484	245	313	320	295
Form Request	426	348		306	292	352	265
Fund to Fund Transfer	3,748	2,510	2,618	2,984	2,422	2,510	2,627
In-service Withdrawal	1,158	986	1,074	1,053	1,360	1,500	1,402
Investment Election Change	2,462	1,775	2,079	1,942	1,838	1,753	1,889
Investment Reallocation	1,697	1,009	1,142	1,409	1,121	1,025	1,315
Rebalance Election	75	51	60	53	64	37	41
Loan Repayment ACH Election	63	65	45	37	42	82	50
New Loans Issued	1,218	1,518	1,355	1,360	1,273	1,567	1,591
Online Loan Payoff via ACH	2,181	1,908	1,718	1,494	1,519	1,603	1,443
Termination Distribution	244	161	175	136	181	194	192

Plan Enhancements and Customization

As of September 30, 2019
CITY OF LOS ANGELES

Plan Enhancements and Customization 2017 - 2019		
#	Topic	Detail
1.	My Orange Money	<ul style="list-style-type: none"> Voya customized the MyOM tool specifically for the City of LA
2.	Web - Future Date Deferral Change	<ul style="list-style-type: none"> Voya did custom web development to provide the option for City of LA participants to make a contribution deferral rate change to start at a specific payroll in the future. Current state for Voya web was all deferral rate changes are effective as soon as administratively possible.
3.	Web - One Time Deferral Change	<ul style="list-style-type: none"> Allows participants to elect a specific payroll date for a one-time deferral change
4.	Sponsor Web custom information	<ul style="list-style-type: none"> To assist the City of LA staff Voya coded 10 additional custom data fields to be available on the Sponsor Web system
5.	Payments to Defaulted Loans	<ul style="list-style-type: none"> City collects payments for defaulted loans via payroll deduction and sends to Voya included with other payroll deduction loan payments This is not industry standard and required code change at Voya to accommodate Voya also accommodated the "offset" process to allow participants to opt out of the above process
6.	Fund Specific Distributions	<ul style="list-style-type: none"> Voya standard process is to pay distributions and withdrawals pro rata across the available funds in a person's account Voya coded to accommodate two custom options to allow <ul style="list-style-type: none"> Stable Value fund balance first followed by pro rata from other investments Other investments pro rata first followed by the Stable Value fund balance
7.	Confirmation Statement Customization	<ul style="list-style-type: none"> Voya developed a customized Loan Payment Coupon and a fully customized Termination Notification confirm
8.	Sworn and Active address updates	<ul style="list-style-type: none"> Address information for this population is not provided through payroll. Voya did special setup in the system to allow just this group or employees change their address at Voya even if they are still actively employed. Voya standard process is to allow only terminated participants to change their address.
9.	Customization of Voya standard forms	<ul style="list-style-type: none"> Voya worked with the City of LA to customize a number of our standard forms to sync up the participant experience with the City's vision.
10.	Web – Loan Payment label change	<ul style="list-style-type: none"> City requested "Loan Payment" label on the web site be changes to "Loan Status and Payment". Voya accommodated this code change
11.	Personal checks for loan payments	<ul style="list-style-type: none"> It is an exception to Voya standard practice to accept personal checks and Voya has made this exception
12.	Accelerated Loan Payments	<ul style="list-style-type: none"> Voya developed a process to allow patricians to make accelerated loan payments or payments to principle only that is not a loan payoff. These are not standard transaction allowed for loan payments at Voya
13.	Custom Fee programs	<ul style="list-style-type: none"> Programming was done at Voya to accommodate these two custom fees: <ul style="list-style-type: none"> Quarterly Administrative fee with LA calculation Quarterly Loan Maintenance fee for outstanding loans.
14.	Beneficiary Designation Update	<ul style="list-style-type: none"> Spousal consent updated to include domestic partner Allocation percentages updated to allow fractional percentages
15.	Delivery Language on Participant Website	<ul style="list-style-type: none"> Custom verbiage added for clarity of delivery timeframe
16.	Accrued Leave Form Storage	<ul style="list-style-type: none"> Accrued Leave forms received in batches, indexed by participant id and stored in Task Manager Archive. 2011-current
17.	Customized message on statement notification email	<ul style="list-style-type: none"> Custom messaging

Continued on the following page

Plan Enhancements and Customization cont.

As of September 30, 2019
CITY OF LOS ANGELES

Plan Enhancements and Customization 2017 - 2019		
#	Topic	Detail
18.	Facebook message of Pweb	<ul style="list-style-type: none"> Custom messaging on participant website with Facebook link
19.	Installment Change Date	<ul style="list-style-type: none"> Installment sweep dates were changed from last business day of month to first business day to prevent duplicate RMD payments during December sweep and to accommodate State Street Banking processing change Trade Date, taxability will be one business day after Trade Date (T+1).
20.	JAX Site Visit	<ul style="list-style-type: none"> Jacksonville site overview for City of LA local representatives, culture training for CSA's
21.	October 18 Site Visit	<ul style="list-style-type: none"> Client visit to Braintree Corporate Office and Windsor Call Center
22.	Special Election Distributions	<ul style="list-style-type: none"> Custom process for Special Election distributions to pay insurance premiums
23.	Internal OMNI Program Enhancements	<p>"Money-Out VBA programs were updated to accommodate :</p> <ul style="list-style-type: none"> Automatic coding of Service Purchase Trustee and Address Liquidation order- Stable Value First, Stable Value Last or Pro-rata Loan Issue coding updated to auto-populate repayment frequency based off participant status
24.	Diversity Pweb Journey	<ul style="list-style-type: none"> New personalized feature on participant website
25.	Loan Default Warnings	<ul style="list-style-type: none"> All loan default warnings and compliance notices are mailed as well as posted to Participant Correspondence on website
26.	QDRO	<ul style="list-style-type: none"> Custom QDRO calculation for accounts that include marital assets
27.	Separate Investment elections for Roth and Non-Roth	<ul style="list-style-type: none"> Investment Investments update to allow participants to choose separate elections for Roth and Non-Roth
28.	Transfer to SDBA by source Roth or Non-Roth	<ul style="list-style-type: none"> Fund transfer between core account and SDBA updated to allow participant to choose by source Roth or Non-Roth
29.	Rollover Contribution Directly to SDBA	<ul style="list-style-type: none"> Update to allow participants to elect to allocate rollover contributions directly to SDBA
30.	Rollover Distributions by Wire	<ul style="list-style-type: none"> Allow rollover distributions to be sent via fed wire to the receiving institution.
31.	Pay Admin Demographic Updates	<ul style="list-style-type: none"> To assist the City of LA staff Pay Admin was provided to allow staff to update participant status in real-time
32.	In-Kind SDBA Distributions	<ul style="list-style-type: none"> Allows participant to process In-Kind distributions directly from their SDBA Schwab account
33.	Resource Management	<ul style="list-style-type: none"> This program allows City and Voya to send inquiries or request research to one another on a secure database. The program also stores each inquiry allowing both City and Voya to retrieve the historical cases.
34.	LAPPL Auto Enrollment	<ul style="list-style-type: none"> Customized Auto Enrollment was rolled out for LAPPL
35.	Participant Service Center Survey	<ul style="list-style-type: none"> At the end of each call the CSA will ask the participant if they were satisfied with the outcome of the call. Report is provided to the City bi-weekly. A local Retirement Counselor will reach out to any dissatisfied participants
36.	Quarterly Exit Survey	<ul style="list-style-type: none"> Participants are presented an opportunity to complete survey when exiting the participant website. Results are rolled up quarterly
37.	Participant Website Enrollment Deployment	<ul style="list-style-type: none"> Allows participants the ability to enrolled directly online eliminated the need to complete a paper form. Paper form is still available for participants who do not wish to enroll online.



CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

As of 9/30/2019

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Plan Profile Information

Plan Type	457B
Total PCRA Assets	\$583,395,268
Total Funded PCRA Accounts	4,296
Total Roth Assets	\$13,434,407
Total Funded Roth Accounts	513
Total Advisor Managed PCRA Assets	\$210,111,337
Total Advisor Managed Funded PCRA Accounts	1,208
PCRA Accounts Opened This Quarter	275
PCRA Assets In and Out This Quarter*	\$23,475,695
Average PCRA Account Balance	\$135,800

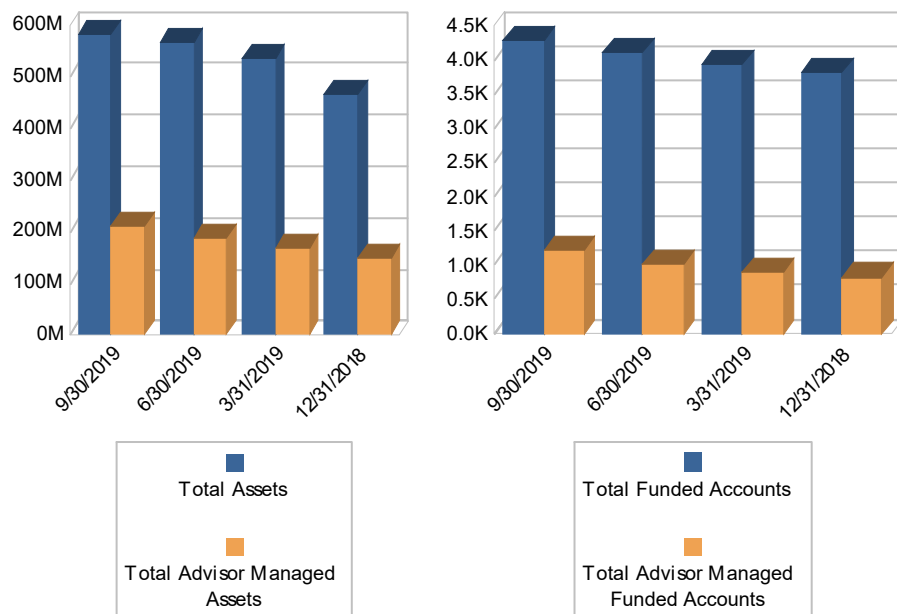
PCRA Participant Profile Information

Average Participant Age	51
Percent Male Participants	84%
Percent Female Participants	16%

Total Assets by Category

Cash Investments	\$82,548,574
Equities	\$199,576,514
ETFs	\$104,148,226
Fixed Income	\$19,787,110
Mutual Funds	\$177,455,410
Other	-\$120,565

Assets and Accounts (Trailing 4 Quarters)



Average Positions Per Account

Cash Investments	1.0
Equities	5.5
ETFs	2.3
Fixed Income	0.2
Mutual Funds	2.0
Other	0.0
Total	10.9

Average Trades Per Account

Equities	4.6
ETFs	2.5
Fixed Income	0.1
Mutual Funds	3.6
Other	0.1
Total	10.9

* Assets In and Out includes contributions and distributions.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Top 10 Mutual Fund Holdings**

Name	Category	Symbol	OS*	\$MF Assets	%MF Assets
T ROWE PRICE COMM AND TECH FUND I	Specialized Funds	TTMIX	N	\$5,706,348	3.37%
BLACKROCK HEALTH SCIENCE OPPTY CL INSTL	Specialized Funds	SHSSX	N	\$4,865,544	2.87%
PROFUNDS ULTRA NASDAQ 100 INV CL	Specialized Funds	UOPIX	Y	\$3,511,688	2.07%
PIMCO INCM INST CL	Taxable Bond Funds	PIMIX	N	\$3,074,707	1.81%
DFA US CORE EQTY 2 PORT INSTL	Large Capitalization Stock Funds	DFQTX	N	\$2,984,023	1.76%
DAVIS FINANCIAL Y	Specialized Funds	DVFX	N	\$2,948,277	1.74%
RISKPRO DYNAMIC 15 TO 25 FD CL R	Hybrid Funds	PFDPX	Y	\$2,768,467	1.63%
RISKPRO PFG EQUITY 30 PLUS FD CL R	Large Capitalization Stock Funds	PFDEX	Y	\$2,663,889	1.57%
SCHWAB S&P 500 INDEX FD	Large Capitalization Stock Funds	SWPPX	Y	\$2,504,172	1.48%
DFA GLBL ALLOC 60/40 PORT INST	Hybrid Funds	DGSIX	N	\$2,443,051	1.44%

Top 10 Fund Families

Name	\$MF Assets	%MF Assets
DFA	\$19,918,737	11.76%
JANUS	\$9,862,860	5.82%
SCHWAB	\$7,658,082	4.52%
BLACKROCK	\$6,780,279	4.00%
VANGUARD	\$6,082,465	3.59%
PIMCO FUNDS	\$5,535,321	3.27%
T ROWE PRICE	\$5,527,116	3.26%
PROFUNDS	\$4,946,568	2.92%
OPPENHEIMER	\$4,408,599	2.60%
FIDELITY	\$3,691,569	2.18%

**Top 10 Mutual Funds does not include Money Market Funds.

*OS = OneSource, no-load, no transaction fee.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Top 10 Equity Holdings

Name	Category	Symbol	\$EQ Assets	%EQ Assets
APPLE INC	Information Technology	AAPL	\$23,540,289	11.80%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$12,102,765	6.06%
FACEBOOK INC CLASS A	Communication Services	FB	\$6,126,664	3.07%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$5,540,569	2.78%
BANK OF AMERICA CORP	Financials	BAC	\$4,413,244	2.21%
MICROSOFT CORP	Information Technology	MSFT	\$4,134,741	2.07%
ALIBABA GROUP HOLDING FSPONSORED ADR	Consumer Discretionary	BABA	\$4,131,250	2.07%
A T & T INC	Communication Services	T	\$3,927,406	1.97%
BERKSHIRE HATHAWAY CLASS B	Other	BRKB	\$3,896,007	1.95%
TESLA INC	Consumer Discretionary	TSLA	\$2,715,568	1.36%

Top 10 ETF Holdings

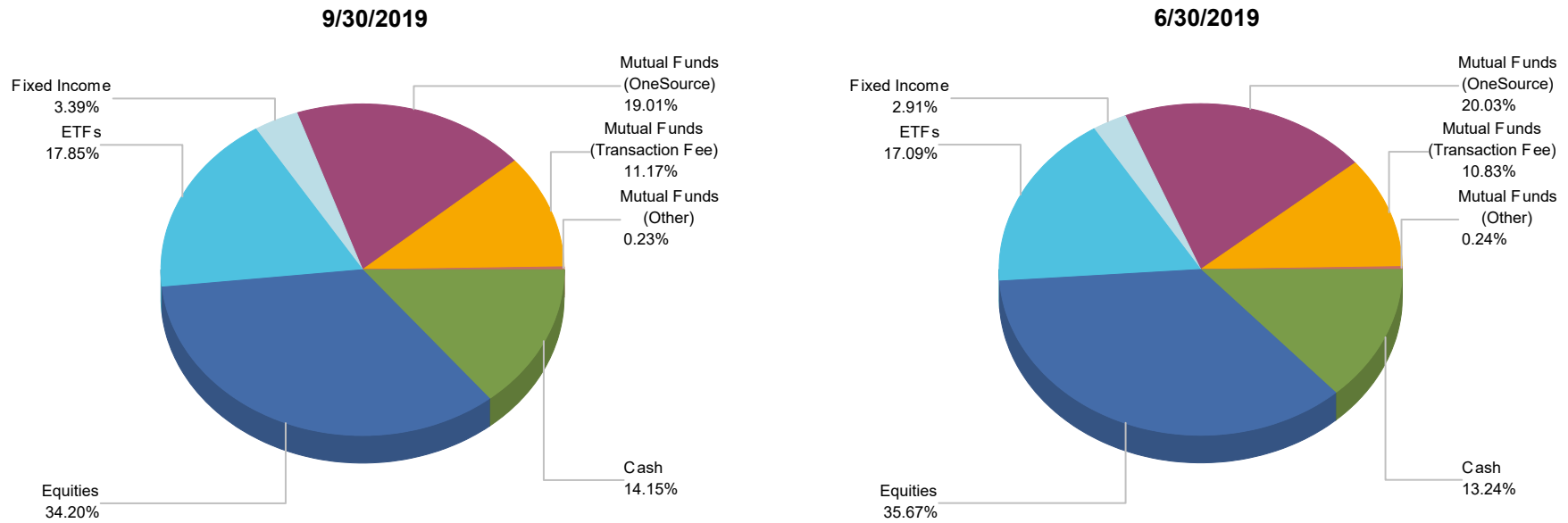
Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
SCHWAB US BROAD MARKET ETF	US Equity	SCHB	Y	\$6,233,009	5.98%
ISHARES SHORT TERM CORPORAT BD ETF	US FI	IGSB	Y	\$4,845,596	4.65%
SCHWAB US SMALL CAP ETF	US Equity	SCHA	Y	\$4,062,815	3.90%
CHARLES SCHWAB US MC ETF	US Equity	SCHM	Y	\$3,562,856	3.42%
SCHWAB INTERNATIONAL EQUITY ETF	International Equity	SCHF	Y	\$2,879,374	2.76%
ISHARES CORE S&P 500 ETF	US Equity	IVV	N	\$2,491,290	2.39%
ISHARES INTERMEDT TERM CORP BOND ETF	US FI	IGIB	Y	\$2,333,520	2.24%
WISDOMTREE US QLT DIV GRW ETF	US Equity	DGRW	Y	\$2,276,233	2.19%
WISDOMTREE INTL QLTY DIVGWTH ETF	International Equity	IQDG	Y	\$2,232,089	2.14%
TECHNOLOGY SELECT SECTORS PDR ETF	Sector	XLK	N	\$2,221,598	2.13%

*OS = OneSource, no transaction fee.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

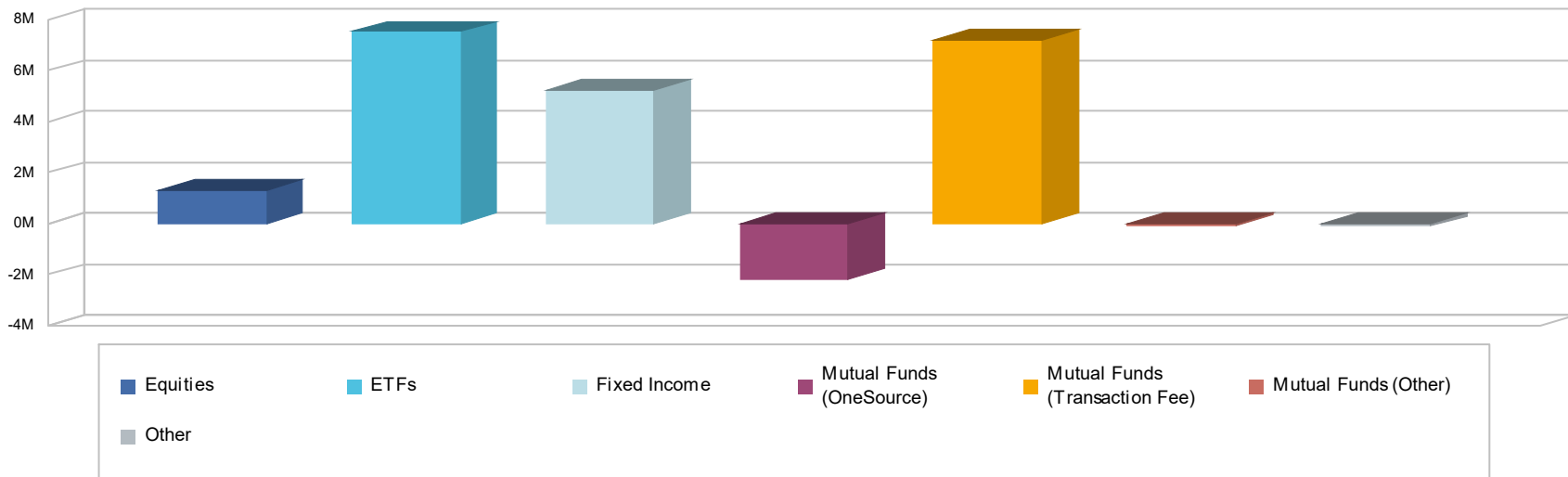
CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Market Value Allocation - All Assets (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

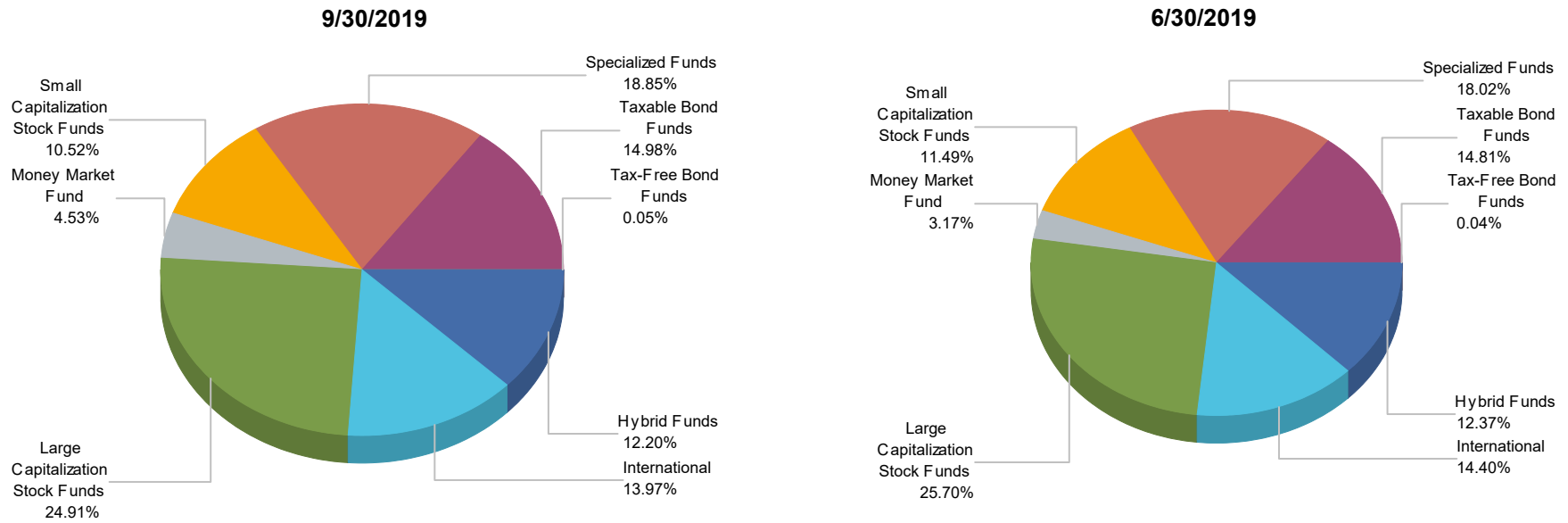
Net Flow - All Non-Cash Assets (3-Month Period Ending 9/30/2019)



Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

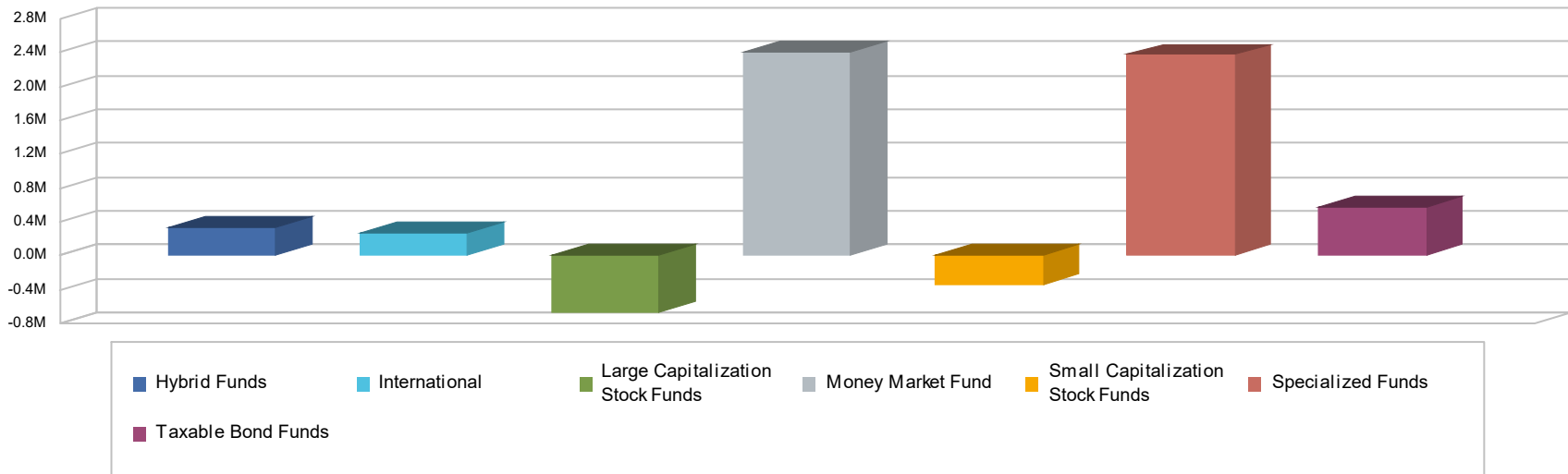
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Market Value Allocation - Mutual Funds (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

Net Flow by Sector - Mutual Funds (3-Month Period Ending 9/30/2019)

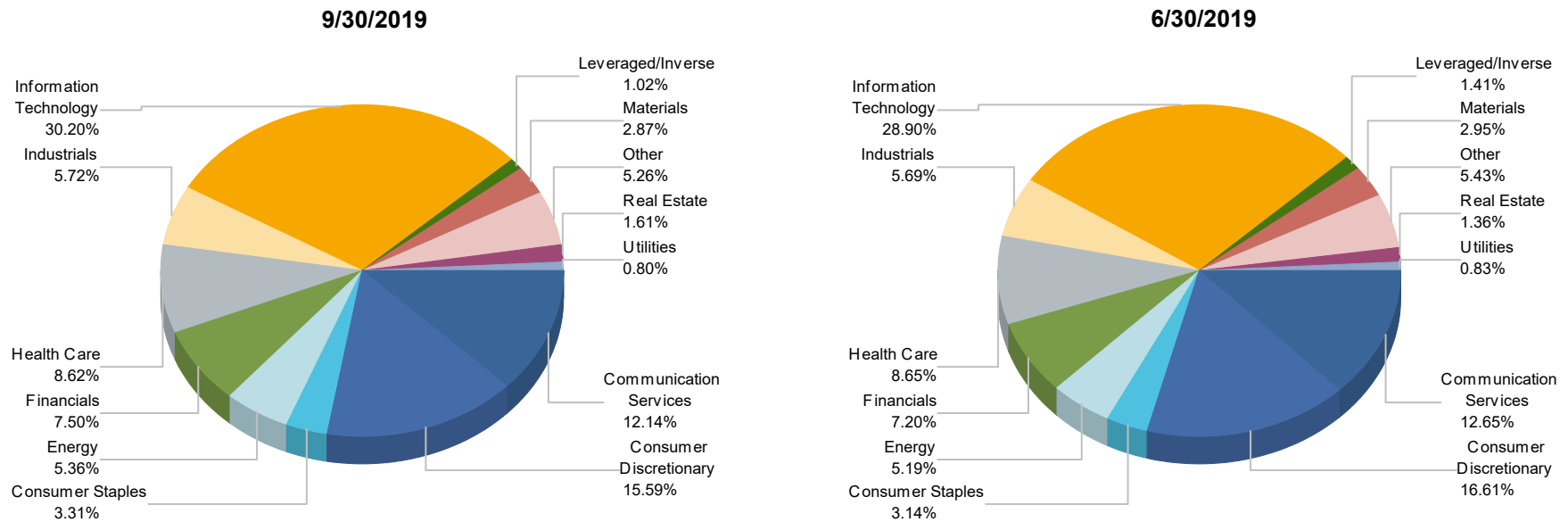


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

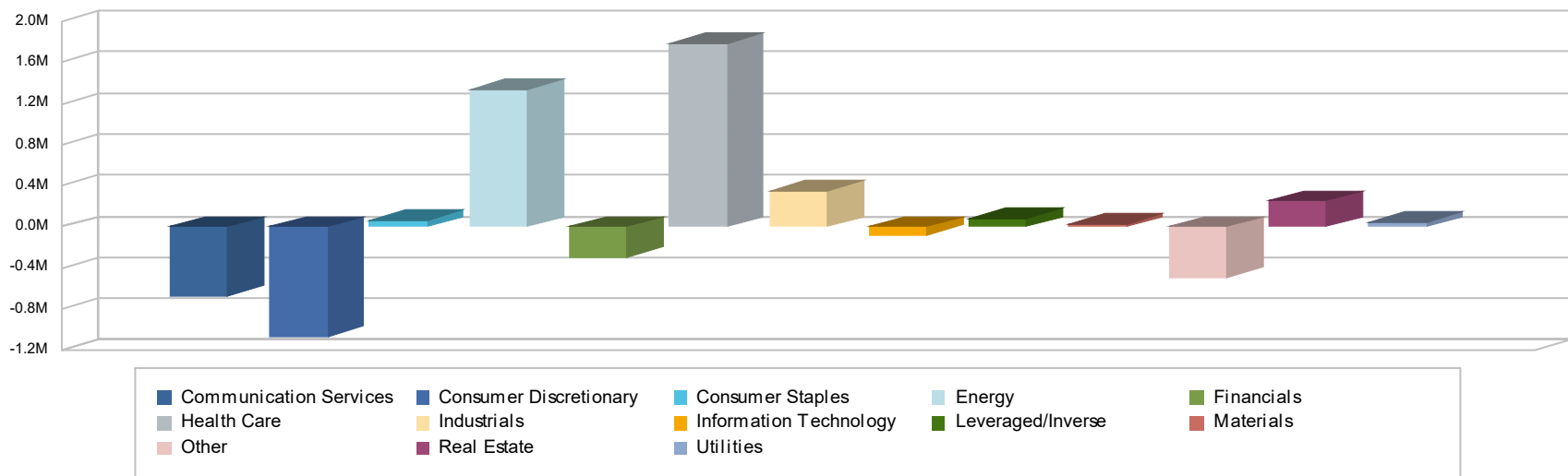
CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Market Value Allocation - Equities (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

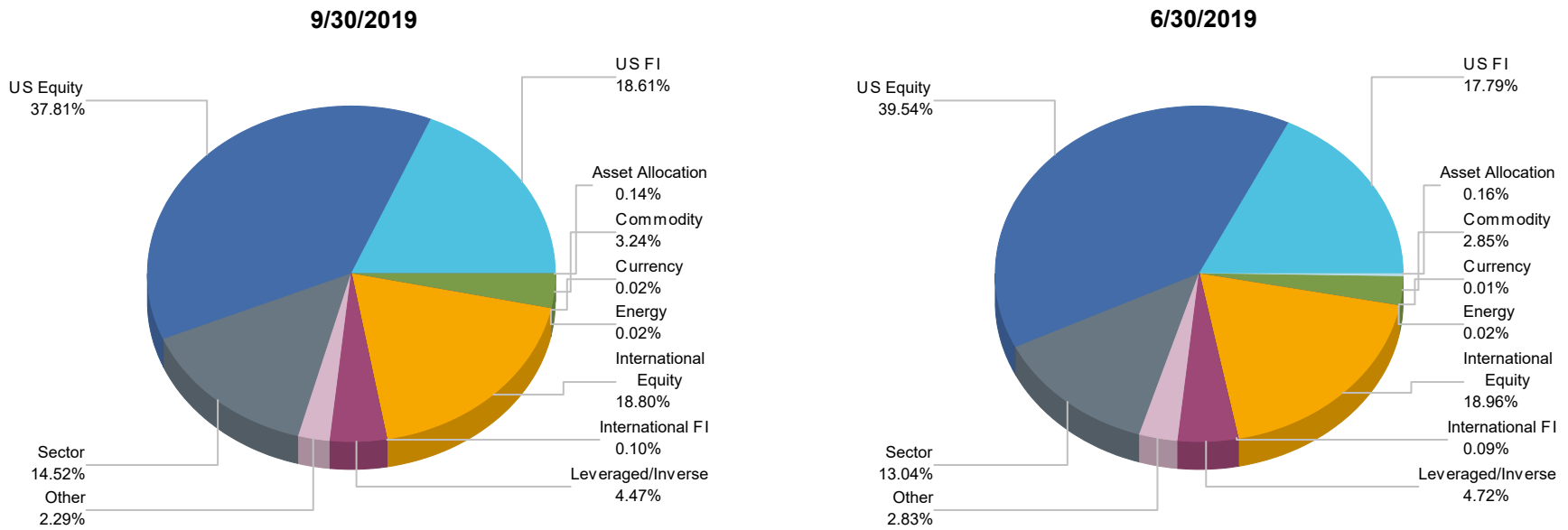
Net Flow by Sector - Equities (3-Month Period Ending 9/30/2019)



Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

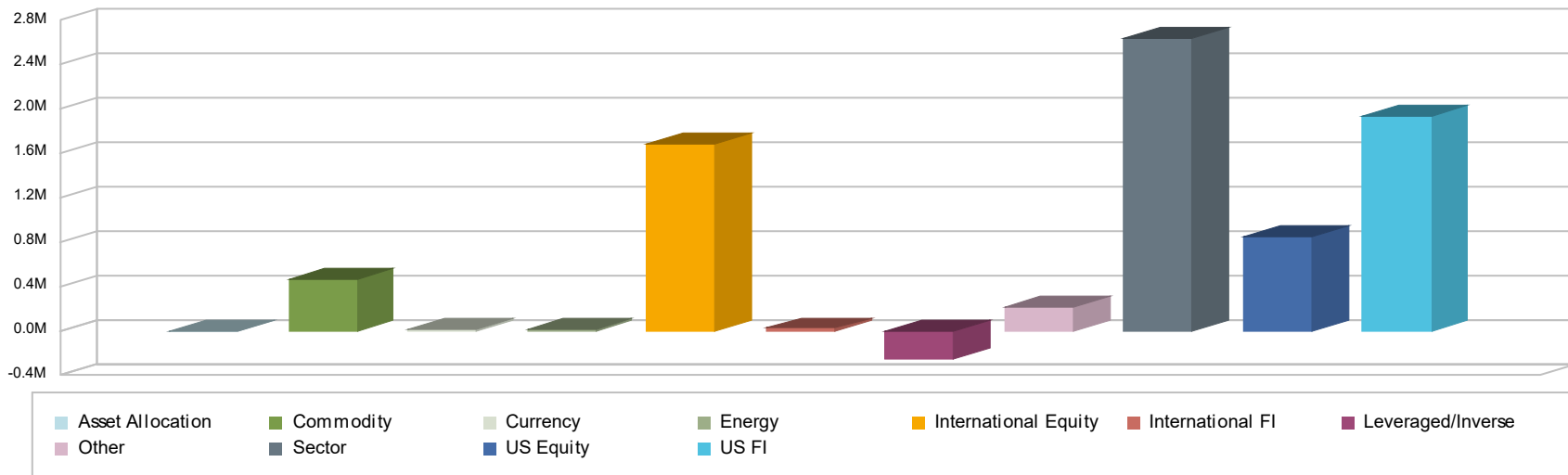
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Market Value Allocation - ETF (Quarter over Quarter)



The above charts illustrate the percent of PCRA participant assets in each noted asset class as percentage of total PCRA assets. Percentages are calculated as of quarter-end. Money Market Funds are classified under Mutual Funds.

Net Flow by Sector - ETF (3-Month Period Ending 9/30/2019)

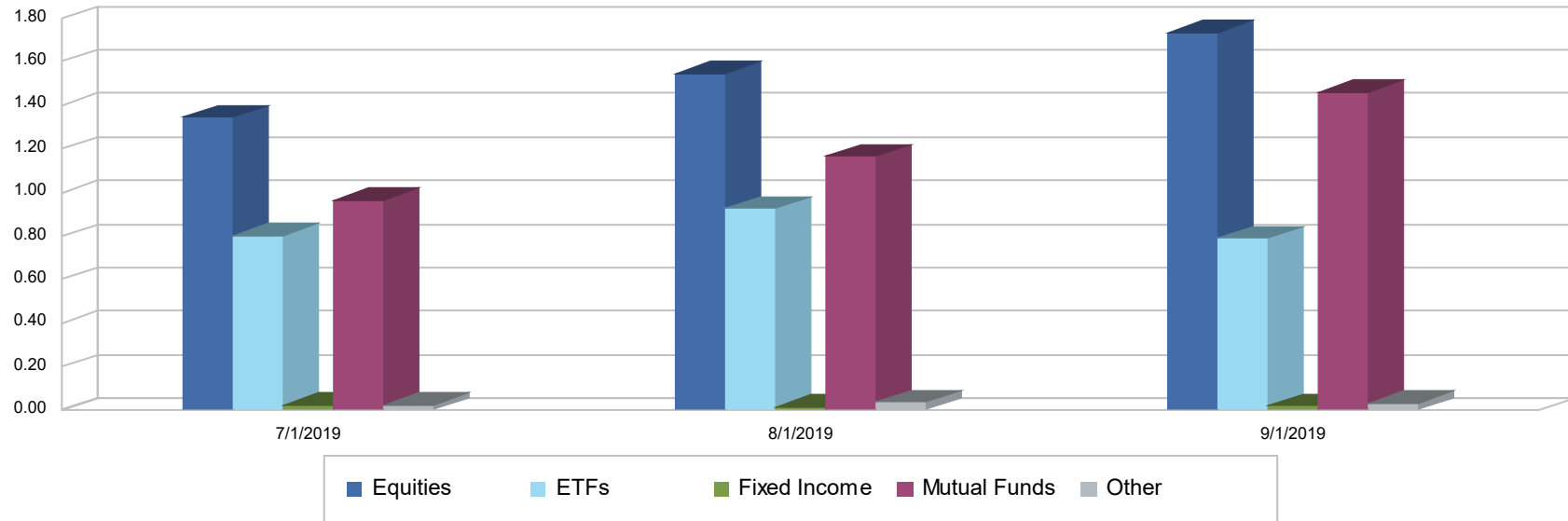


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

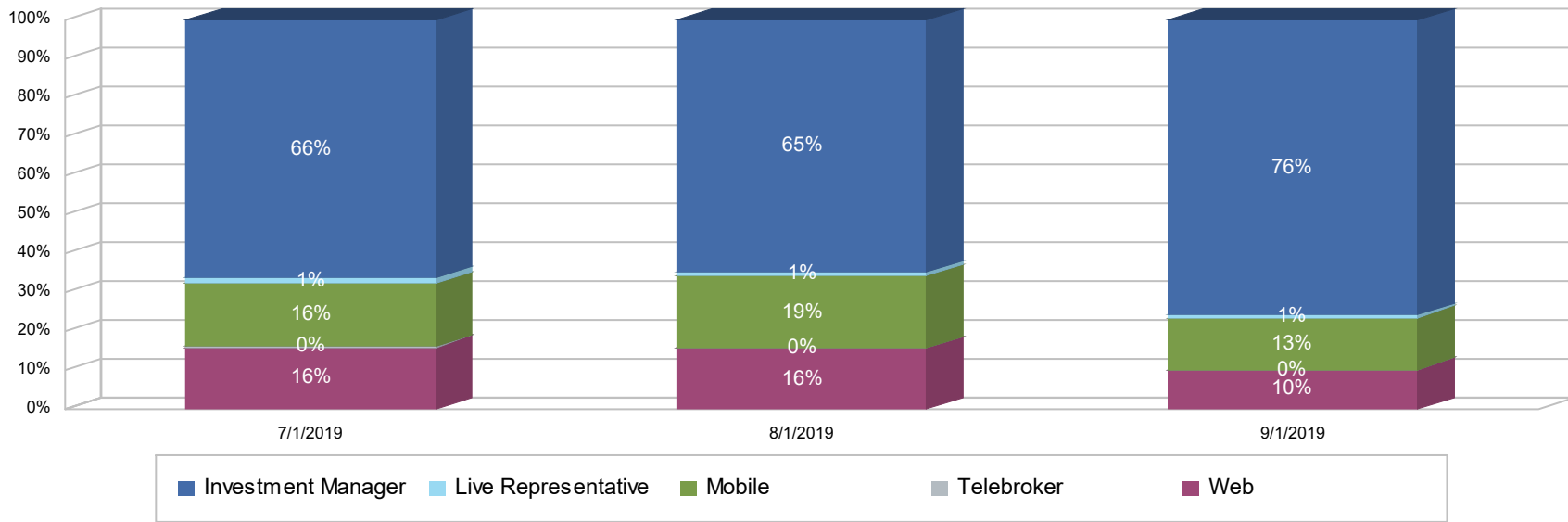
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Average Monthly Trades Per Account (3-Month Period Ending 9/30/2019)



Trading Channel Mix (Month over Month)



The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 9/30/2019

Important Disclosures

Schwab Personal Choice Retirement Account (PCRA) is offered through Charles Schwab & Co., Inc. (Member SIPC), the registered broker/dealer, which also provides other brokerage and custody services to its customers.

For participants who utilize the Personal Choice Retirement Account (PCRA), the following fees and conditions may apply: Schwab's short-term redemption fee of \$49.95 will be charged on redemption of funds purchased through Schwab's Mutual Fund OneSource® service (and certain other funds with no transaction fee) and held for 90 days or less. Schwab reserves the right to exempt certain funds from this fee, including Schwab Funds®, which may charge a separate redemption fee, and funds that accommodate short-term trading.

Trades in no-load mutual funds available through Mutual Funds OneSource service (including Schwab Funds) as well as certain other funds, are available without transaction fees when placed through schwab.com or our automated phone channels. Schwab reserves the right to change the funds we make available without transaction fees and to reinstate fees on any funds. Funds are also subject to management fees and expenses.

Charles Schwab & Co., Inc., member SIPC, receives remuneration from fund companies for record keeping, shareholder services and other administrative services for shares purchased through its Mutual Fund OneSource service. Schwab also may receive remuneration from transaction fee fund companies for certain administrative services.

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