

KEY DATA – LA CITY DEFERRED COMPENSATION PLAN QUARTER ENDING 03-31-20

Participation

Plan Participants	Total	% Change from Prior Month
As of January 31, 2020	49,576	0.75%
As of February 29, 2020	49,776	0.40%
As of March 31, 2020	49,841	0.13%

Plan Assets

Assets	Total	% Change from Prior Month
As of January 31, 2020	\$7,073,938,266	-2.92%
As of February 29, 2020	\$6,741,157,889	-4.70%
As of March 31, 2020	\$6,150,575,655	-8.76%

Excludes Outstanding Loan Balance

Contributions

Plan Highlights	Q1 2020	% Change from Prior Quarter
Contributions Participant Counts		
Total participants contributing	34,292	1.29%
Total participants contributing \$ amount	31,395	.45%
Total participants contributing % amount	2,897	11.4%
Contributions Totals		
Pre-tax contributions	\$ 70,206,986	10.67%
Roth contributions	\$ 12,290,896	17.81%
Rollover contributions	\$ 36,836,084	13.63%
Distributions Counts & Totals		
Full distribution count	213	14.51%
Installment payments count	4,236	-17.76%
Partial distributions count	1,913	41.91%
Hardship distributions count	90	8.55%
Distributions total	\$ 50,160,150	31.80%
Hardship distribution total	\$ 714,826	50.36%
Rollovers total	\$ 35,856,628	14.15%
Loans		
Loans issued	\$ 23,509,879	-34.7%
Loan payments	\$ 26,352,162	17.7%

Executive Summary 03-31-20

Key Call Center Data

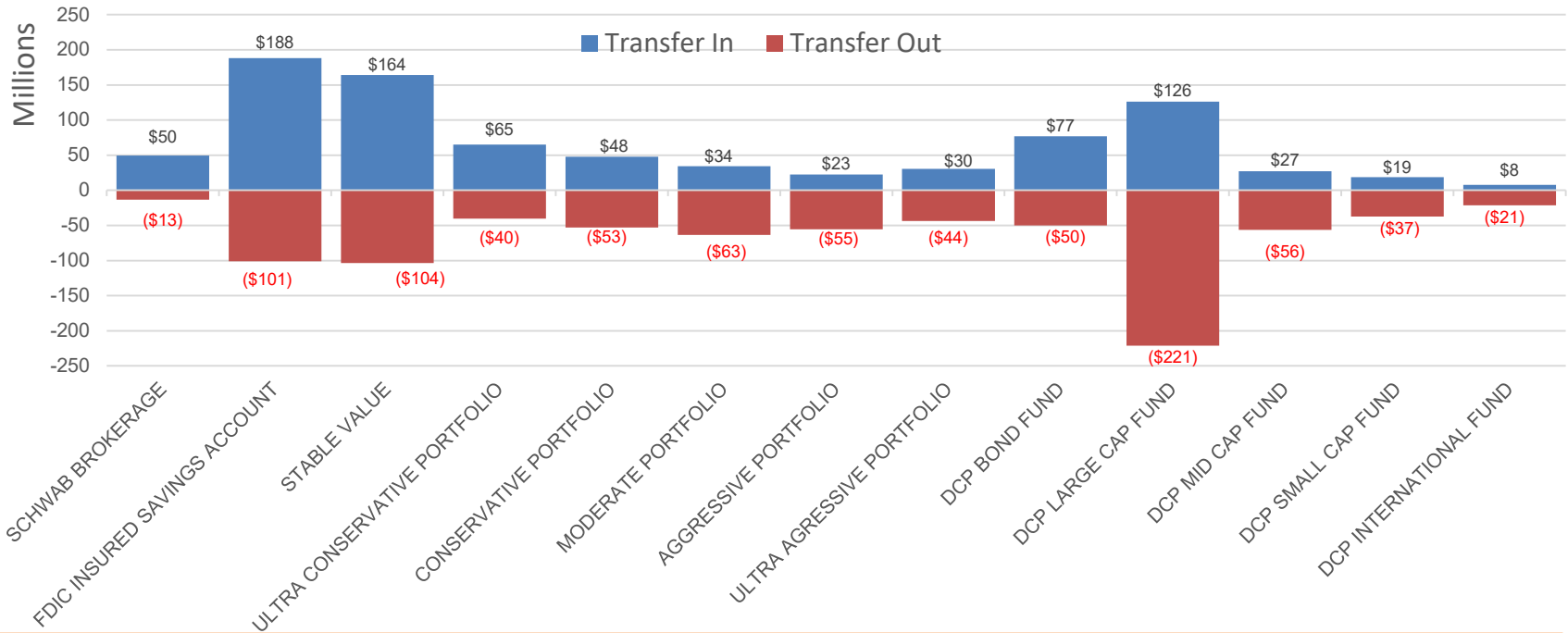
Month	Calls Entered	Calls Accepted	Average Speed of Answer	Average Handle Time	Customer Satisfaction	First Call Resolution	# of Surveys Taken	Survey Rate	Avg QA Score
Jan-20	4,070	3,822	2:12	8:13	97.60%	91.70%	234	6.12	92.40%
Feb-20	3,584	3,245	2:30	8:09	96.10%	93.10%	287	8.84	98.00%
Mar-20	4,562	4,208	2:42	8:25	96.50%	92.40%	472	11.20%	93.40%

Paperless Transactions

Paperless Transaction Description	Q1 2020	% Change from Prior Quarter
Address Change	303	14.8%
Banking Information	751	11.9%
Beneficiary Election	933	9.0%
Contribution Rate Change	8,876	20.6%
Contribution Rate Escalator	42	27.3%
Enrollments	437	-10.5%
Form Request	228	-3.0%
Fund to Fund Transfer	6,518	150.2%
In-service Withdrawal	1,621	14.0%
Investment Election Change	4,583	126.1%
Investment Reallocation	4,100	263.5%
Rebalance Election	63	57.5%
Loan Repayment ACH Election	89	71.2%
New Loans Issued	1,491	-3.5%
Online Loan Payoff via ACH	1,417	12.5%
Termination Distribution	201	34.0%

Executive Summary 03-31-20

Transfer Activity



Investment Name	Transfers In	Transfers Out	Net
Schwab Brokerage	\$49,623,812	\$-13,263,535	\$36,360,278
FDIC Insured Savings Account	\$188,398,318	\$-101,091,250	\$87,307,068
Stable Value	\$164,019,984	\$-103,723,521	\$60,296,463
Ultra Conservative Portfolio	\$65,208,322	\$-40,466,594	\$24,741,728
Conservative Portfolio	\$47,644,466	\$-52,844,211	\$-5,199,745
Moderate Portfolio	\$34,404,711	\$-63,461,819	\$-29,057,107
Aggressive Portfolio	\$22,553,684	\$-55,422,082	\$-32,868,398
Ultra Aggressive Portfolio	\$30,451,506	\$-43,624,766	\$-13,173,260
DCP Bond Fund	\$76,708,867	\$-49,866,324	\$26,842,543
DCP Large Cap Fund	\$126,431,568	\$-221,228,990	\$-94,797,423
DCP Mid Cap Fund	\$26,938,944	\$-56,145,047	\$-29,206,103
DCP Small Cap Fund	\$18,815,706	\$-37,180,453	\$-18,364,747
DCP International Fund	\$7,685,807	\$-21,173,669	\$-13,487,862



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



City of Los Angeles

Deferred Compensation Plan

Fourth Quarter 2019 Review



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A different kind of partner **today** with the right strategic vision for the **future**

**VOYA ROADMAP
STORY**

For plan sponsor use only. Not for use with participants.
Products and services offered through Voya® family of companies.

PLAN | INVEST | PROTECT

THE NEED FOR Financial wellness

47%
of American
workers report
having increased
financial stress in
the last year ²

52%
of Americans have
saved less than
\$50K for
retirement ²

40%
of Americans
couldn't cover a
\$400 emergency ¹



THE DEMAND FOR REAL -TIME Individualized experiences

75%
of consumers are
more likely to buy
from a retailer if
their experience is
personalized ³

By 2020, customer
experience will
overtake price and
product as the
**key brand
differentiator**⁴

1:1

The pace OF TOMORROW



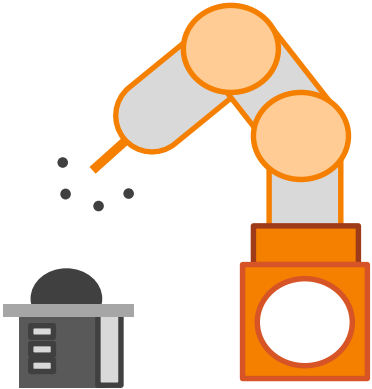
**Moore's
Law**
a.k.a. the
'law of
exponential
growth'

81%
of Americans own
smartphones
(Up 30% since
2013) ⁵

52 million
digital interactions from
Voya retirement
participants in 2018⁶

1 Federal Reserve Report, 2018.
2 PwC Employee Wellness Financial Survey, 2017.
3 Accenture, 2017.
4 Walker Study, 2016.
5 PEW RESEARCH CENTER, 2019; 6 Voya Internal Data.

Evolving our workplace offering with a build + collaborate strategy



CORE CAPABILITIES

Build

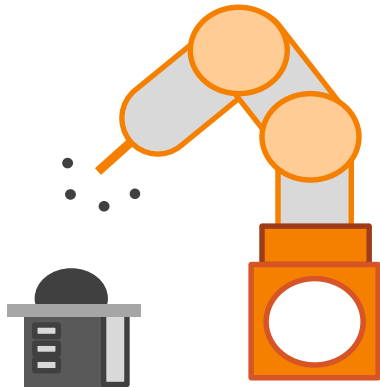
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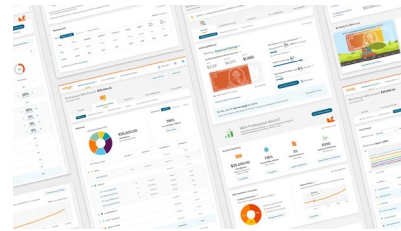
Collaborate

Evolving our workplace offering with a **build** + collaborate strategy

See how we're continuing to **build** on to our core, best-in-class retirement capabilities through strategic investments and purposeful innovation.



Build



DIGITAL BY DESIGN

Driving improved retirement **outcomes** from intuitive mobile and desktop interfaces.



INDIVIDUALIZED EXPERIENCES

Delivering **personalized experiences** that drive greater engagement, impact and desired actions.



EASE OF DOING BUSINESS

Responding to your needs faster with a *more* unified high-tech, high-touch approach to service.



SECURITY

Feel more at ease and confident about the security controls protecting your plan and employee information, data and assets

History of improving retirement outcomes through purposeful innovation



myOrangeMoney

- 3.7M+ participants have viewed myOrangeMoney since its 2014 launch
- Users save 33% more than non-users (6.9% vs. 5.2%)



Personalized Video

- 40% of participants who watched a video clicked on the primary call to action
- 22% of those who watch the video take action (compared to 5% for typical marketing campaigns)



Loan Calculator

37% of customers who used myOrangeMoney Loan Guidance didn't take a loan



Financial Wellness Experience

- 89% of participants who start the assessment complete it
- 12% increase in financial confidence of return users
- 92% of users say that they have or plan to take steps to improve their financial situation after using this experience



Enrollment Experience

Savings rates are 40% higher with this new experience (7.4% average savings rate in new web experience vs. 5.3% before)



Digital Solutions – data as of 6/30/2019

PLAN | INVEST | PROTECT

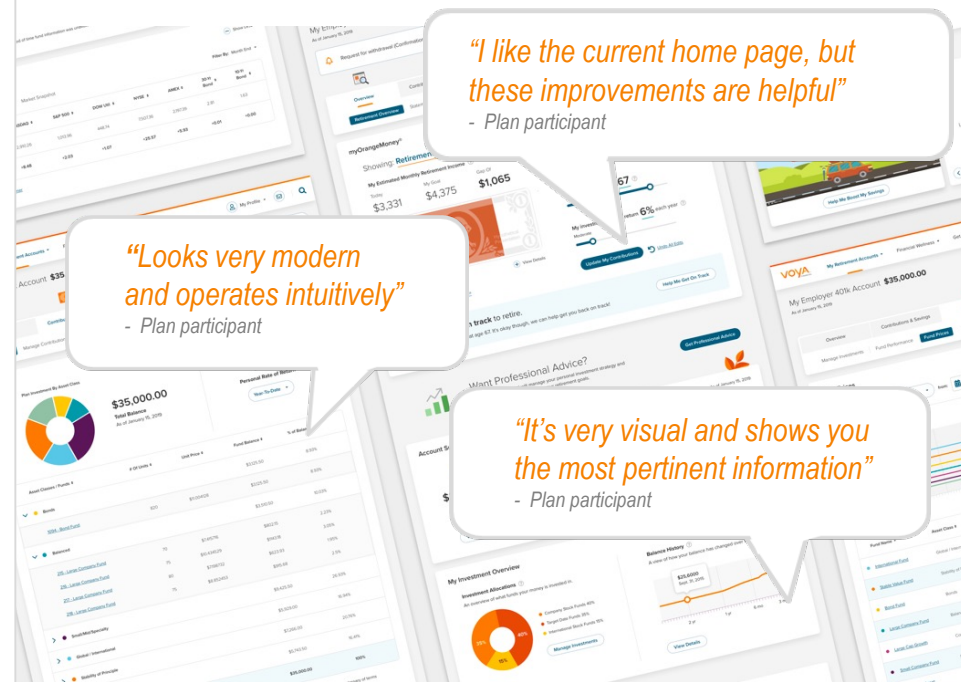
CN0403-41188-0520DBT

Driving a better user experience and improved plan health

Digital by Design

ROADMAP HIGHLIGHTS*

- + **Continuously improving our participant digital interface** (desktop and mobile) to more quickly meet customer needs, informed by user feedback, behavioral finance learnings and direct user testing
- + Ability to provide a **multi-lingual online experience**, starting with Spanish
- + More **online support and engagement tools** to help users leverage the site and features it offers
- + Digital platform to allow us to **build on education, engagement and guidance**, beginning with simplified landing pages for complicated topics such as money-out, managing investments and saving
- + Support more **configurable notification settings** (i.e.. text alerts) with personalized step-by-step guidance



Coming Soon

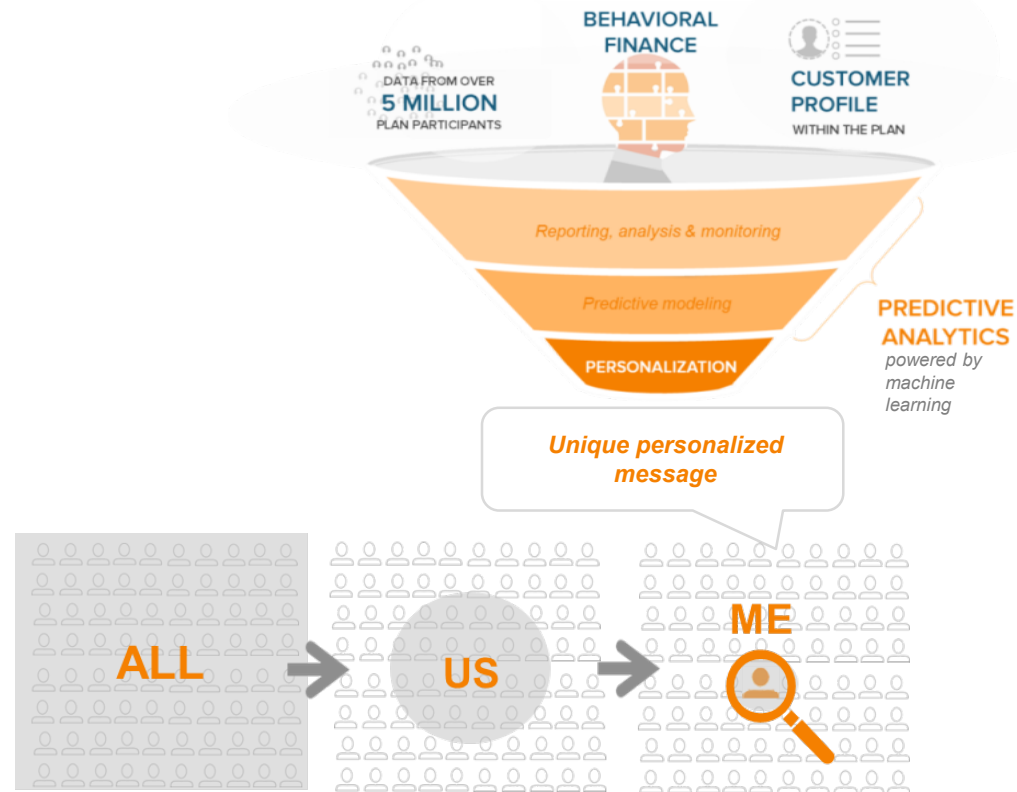
- Multi-lingual website - **Spanish rollout**
- **Refreshed look and feel** of deeper webpages to further usability and accessibility

Delivering greater relevance, deeper engagement and predictive recommendations through

● The power of 1:1 personalization

ROADMAP HIGHLIGHTS*

- + Enable true 1:1 personalization through in-depth **behavioral data, machine learning** and **predictive modeling** methods that will translate to a deep understanding of each individual's identity, affinities and intent
- + **Expanding delivery channel of best next step messages**
- + Holistic support to help participants **transition with confidence**
- + Expanded suite of **personalized video messaging** and digital nudging
- + Evolution of (new) **Voya Learn Live program** - where *virtual on-demand personal training* meets *retirement planning*



Coming Soon

- Launch of **Voya Learn Live** program - where virtual on-demand personal training meets retirement planning
- Creating and refining personalized messages to respond to even **more life events and milestones**

Continuing to develop technology and tools to provide robust



Security

ROADMAP HIGHLIGHTS*

- + **Advanced, multi-factor threat detection** for web and voice channels , including geolocation tagging, provides real-time risk alerts and call intelligence
- + **Antifraud telephone solution** that uses analytics and machine learning to help identify potentially suspicious callers.
- + **Decreased reliance on personal information** as a primary means to authenticate customers
- + **Enhanced security event correlation** based on predictive models to flag high risk accounts based on customer interactions
- + Expansion of **Voya’s S.A.F.E.™ Guarantee program** including the release of robust participant campaign to **increase online registration**

LAYERS OF DEFENSE

- Firewalls
- Content filtering
- Network intrusion prevention systems
- Host intrusion prevention systems
- Anti-virus software
- Penetration testing
- Compliance scanning
- Endpoint protection
- Application and software controls
- Role based access

EXTERNAL & INTERNAL THREATS

- Inappropriate access
- Exfiltration of data
- Physical security
- Unauthorized access
- Hacking
- Vulnerabilities
- Viruses
- Third party access
- Malware
- Phishing



“We’re in this fight together. We must stand shoulder to shoulder to beat fraud. Through increased awareness, improved personal cyber practices, and enhanced prevention and detection capabilities, our collective assets will remain safe.”

–William Welch

Voya’s SVP, CCO and Deputy GC for Litigation



Coming soon

- **Voice biometrics** technology that “fingerprints your voice”
- **Enhanced online password standards**, deeper authentication processes for higher risk online transactions, and increased utilization of verification codes delivered via text message

Evolving our workplace offering with a build + collaborate strategy

We're strategically **collaborating** to provide holistic, best-in-class workplace solutions and drive speed to market.



Collaborate



CAREGIVER SOLUTION

Holistic care solutions to individuals balancing caregiving responsibilities and work



DEFINED BENEFIT SOLUTION

Integrated DB solution



HEALTH SAVINGS SOLUTION

Health Savings and Spending accounts



NONQUALIFIED SOLUTION

Acquired

+ INNOVATION PIPELINE HIGHLIGHTS

Student loan Solution

Financial wellness paycheck optimization tool

Voya product roadmap- employees

Focus Area	Influencers & Strategy	2019	2020 and "In the Lab"
<p>Engaging Participants</p>	<ul style="list-style-type: none"> Holistic financial wellness solutions and guidance Delivering individualized experiences with a solutions focus: <ul style="list-style-type: none"> Retirement income oriented Building financial wellness Transitioning with confidence Next step nudges through predictive analytics Providing outcomes-optimized digital interfaces that are more intuitive, driven by BeFi science, engaging and simple Enhancing and reinforcing security of participant data and accounts 	<ul style="list-style-type: none"> Participant Website & Mobile <ul style="list-style-type: none"> Financial Wellness Nudges Eligibility nudges HSA Integration* Online Brokerage Account Opening Participant campaign to increase online registration Participant Solutions <ul style="list-style-type: none"> Health Savings solution Transitioner engagement and guidance (transitioner checklist/ income solution) Wellthy Caregiver Solution Milliman DB Solution Nonqualified Solution Call Center <ul style="list-style-type: none"> Speech Analytics Survey enhancements Virtual hold and call backs 	<ul style="list-style-type: none"> Participant Website & Mobile <p><i>2020:</i></p> <ul style="list-style-type: none"> Voya Learn Program Upgraded Digital Interface <ul style="list-style-type: none"> Consolidated pages Assessability Video tours/assistance Site navigation enhancements Financial wellness paycheck optimization tool Multi-Lingual site Site tour Personalized site tour Text alerts & info delivery RMD Self-Certification <p><i>In the Lab:</i></p> <ul style="list-style-type: none"> eDelivery enhancements SURS Guaranteed Income and HC view Statement Income Projection Guaranteed Income Slice within myOM Participant Solutions: <p><i>2020:</i></p> <ul style="list-style-type: none"> Student Loans Voya/M* Advice with myOM powered by M* Enhanced Nonqualified experience and reporting <p><i>In the Lab:</i></p> <ul style="list-style-type: none"> Emergency Funds Transitioner myOM Experience Enhanced Financial Wellness experience (mobile-optimized design, aggregation, tools, videos) Call Center <ul style="list-style-type: none"> Voice Biometrics

Voya product roadmap- employers

Focus Area	Influencers & Strategy	2019	2020 and "In the Lab"
<p>Best in Class Experience</p> <p>Simplifying Administration</p>	<ul style="list-style-type: none"> ▪ Delivering high-tech, high-touch solutions to promote ease of doing business: <ul style="list-style-type: none"> ▪ Continuous improvement ▪ Best practice solutions ▪ Legal/regulatory complexity 	<ul style="list-style-type: none"> ▪ Plan Sponsor Web <ul style="list-style-type: none"> • Enhanced Reporting • Case/Request Management • Non Qualified Administration • DOL Fiduciary compliance • Nonqualified solution • Create Sponsor User Group 	<ul style="list-style-type: none"> ▪ Request Management Rollout & Enhancements ▪ Improved Sponsor Web Design <ul style="list-style-type: none"> • Navigation aligned with clients processes • Enhanced Alerts & Messaging • Improved Information Delivery <ul style="list-style-type: none"> • Interactive Dashboards • Availability of data • Enhanced and expanded Reporting • Ability to easily update participant data

Voya technology roadmap

Focus Area	Influencers & Strategy	2019	2020 and “In the Lab”
<p>Technology and Data Management</p>	<ul style="list-style-type: none"> Modern technology infrastructure <i>FIS™ OMNI platform</i> <i>State-of-the-art Voya proprietary and third-party automation technology</i> Purposeful innovation for client-facing applications Predictive analytics Artificial Intelligence Behavioral Finance Proactive Security <i>100+ security professionals</i> <i>Robust security program</i> <i>AI driven detection</i> 	<ul style="list-style-type: none"> S.A.F.E program Replatform digital properties to Pivotal Cloud Foundry Full Digital A/B Testing capabilities California Privacy Protection Act Enhancements (CPPA) Enhanced Data Centers to Tier 1 from Tier 3 Fraud prevention <ul style="list-style-type: none"> S.A.F.E program Enhanced online password standards and deeper authentication processes Antifraud telephone solution 	<ul style="list-style-type: none"> Advanced, multi-factor threat detection for web and voice channels Enhanced security event correlation Step-Up Authentication Expansion of Voya’s S.A.F.E.™ Guarantee program



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Metrics



Participant Outcomes: Participation

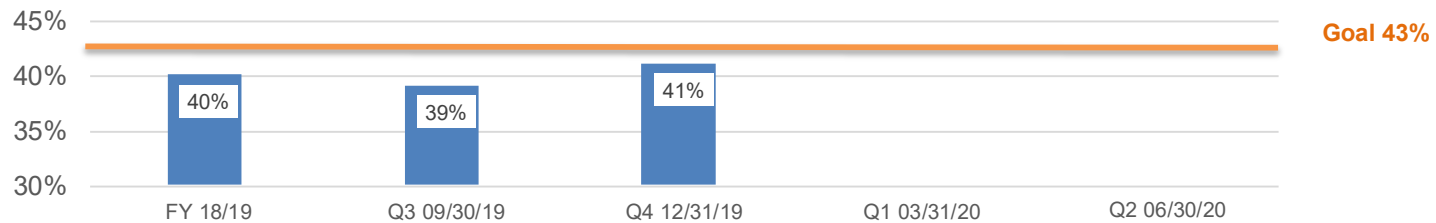
As of December 31, 2019

CITY OF LOS ANGELES

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

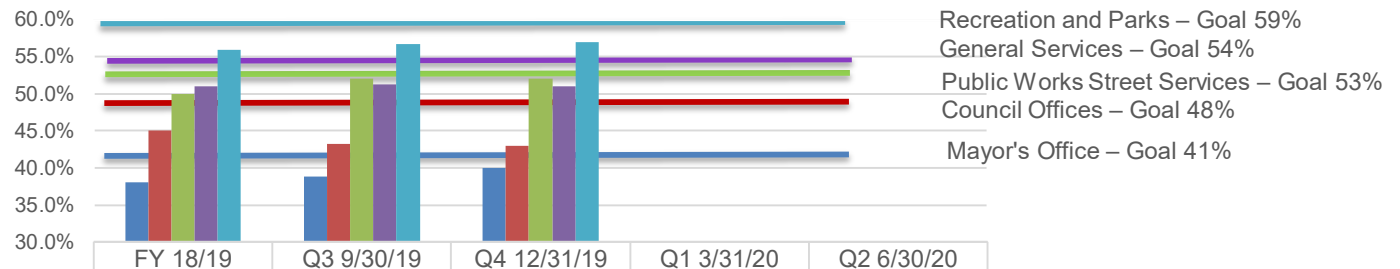
Goal: Increase participation of employees with less than one year of service by 3%, from 40% to 43%.

This population currently has a participation rate of 41%, significantly below the overall LA City DCP 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).



■ Mayor's Office - 38% to 41%	38%	39%	40%		
■ Council Offices - 45% to 48%	45%	43%	43%		
■ Public Works Street Services - 50% to 53%	50%	52%	52%		
■ General Services - 51% to 54%	51%	51%	51%		
■ Recreation and Parks - 56% to 59%	56%	57%	57%		

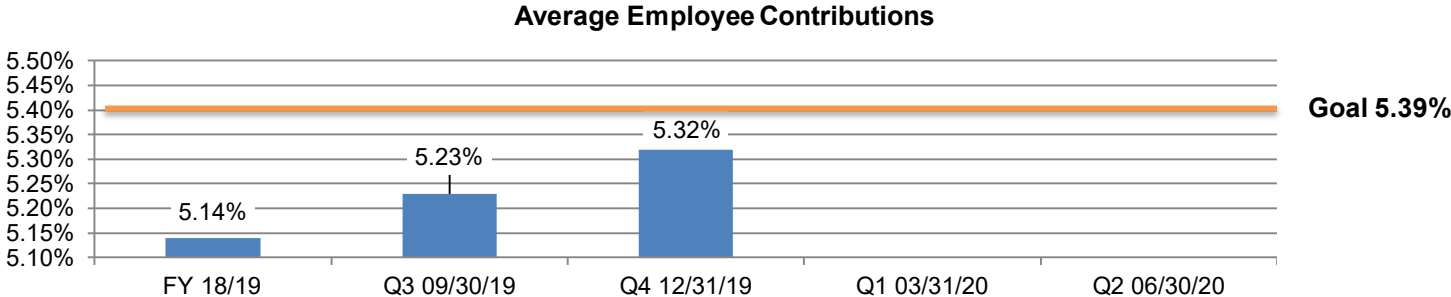
Participant Outcomes: Contributions

As of December 31, 2019
CITY OF LOS ANGELES

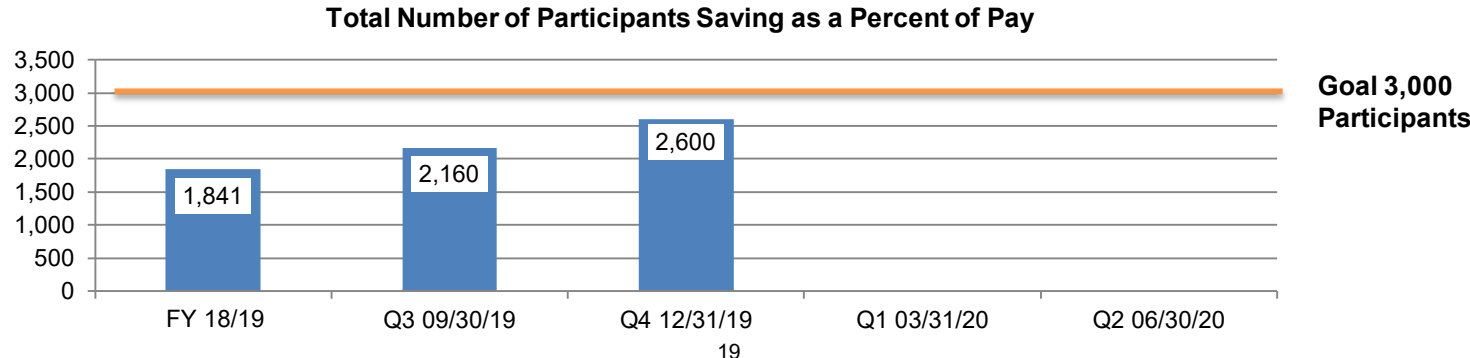
For the 2019-20 fiscal year, the Board adopted two goals of increasing participant contributions as a percent-of-pay.

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

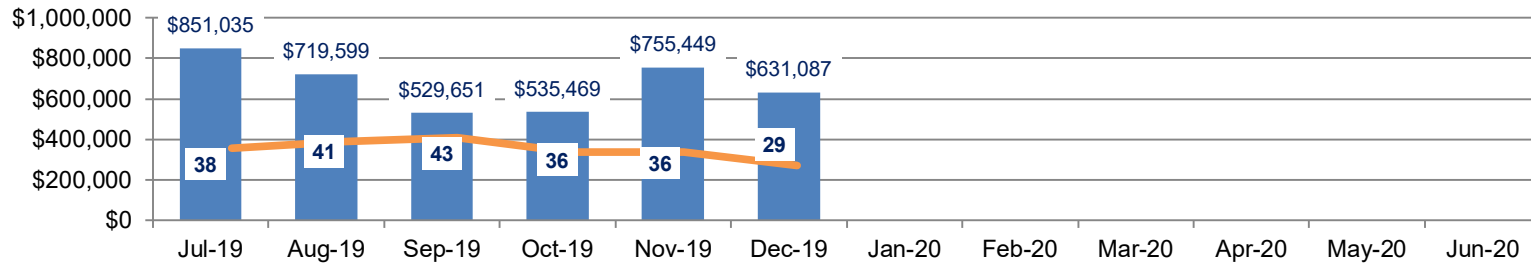
As of December 31, 2019

CITY OF LOS ANGELES

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

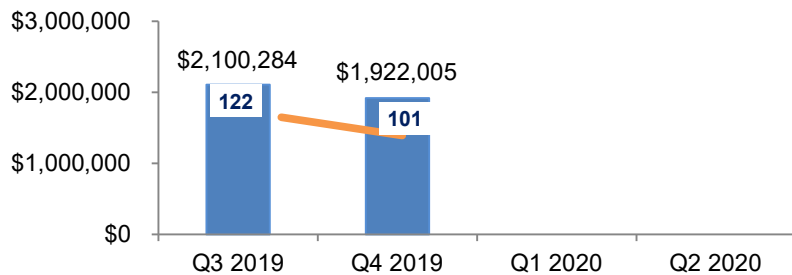
For the 2019-20 fiscal year the Board adopted a goal of maintaining the number of retirees who close their accounts to no more than 2.5% of the retiree population (excluding closures of QDRO and beneficiary accounts).

Q4 2019 Account Closures (Full Distributions) by Month



Assets Count

Historical Full Distributions



Quarter	Assets	Count	Percent of Retirees
FY 18/19	\$12,558,835	476	3.5%
Q3 09/30/19	\$2,100,284	122	.09%
Q4 12/31/19	\$1,922,005	101	.08%
Q1 3/31/20			
Q2 6/30/20			
Total FY 19/20	\$4,022,289	223	1.7%

Participant Outcomes: Asset Retention

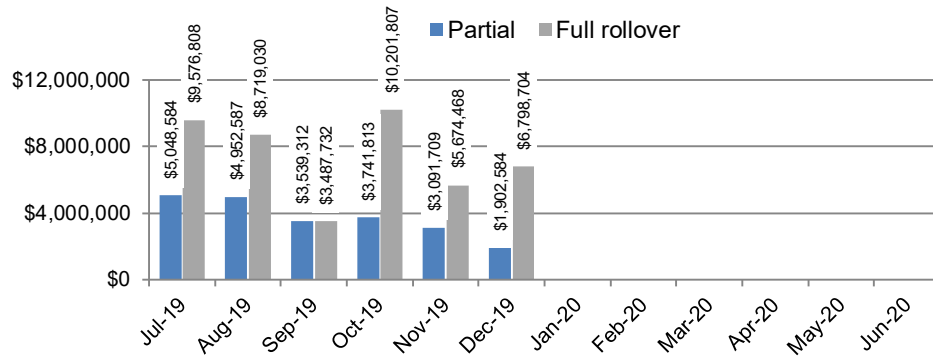
As of December 31, 2019

CITY OF LOS ANGELES

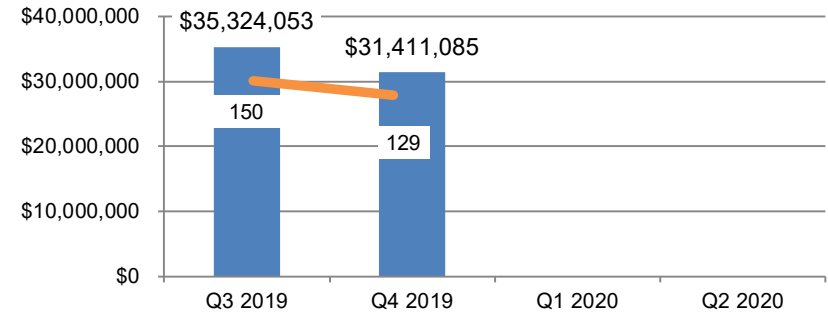
Goal: Maintain the number of retirees who roll funds out of their account to no more than 4.5% of the retiree population

For the 2019-20 fiscal year 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).

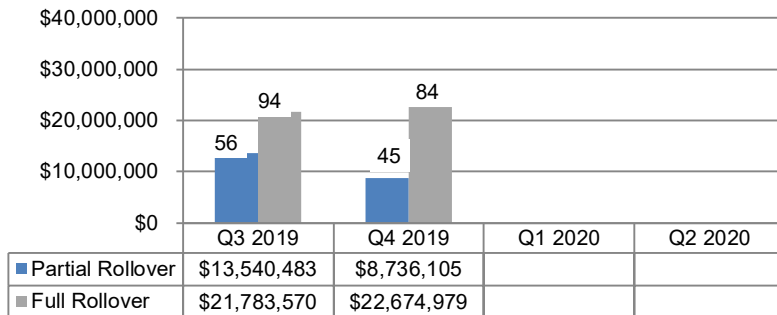
Outgoing Rollovers by Type and Month



Total Outgoing Rollovers by Quarter



Outgoing Rollovers by Type and Quarter



Quarter	Assets Rolled	Count	Percent of Retirees
FY 18/19	\$118,246,420	483	3.9%
Q3 9/30/19	\$35,324,053	150	1.0%
Q4 12/31/19	\$31,411,085	129	1.0%
Q1 3/31/20			
Q2 6/30/20			
Total FY 19/20	\$66,735,138	279	2.0%

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

Executive Summary

As of December 31, 2019

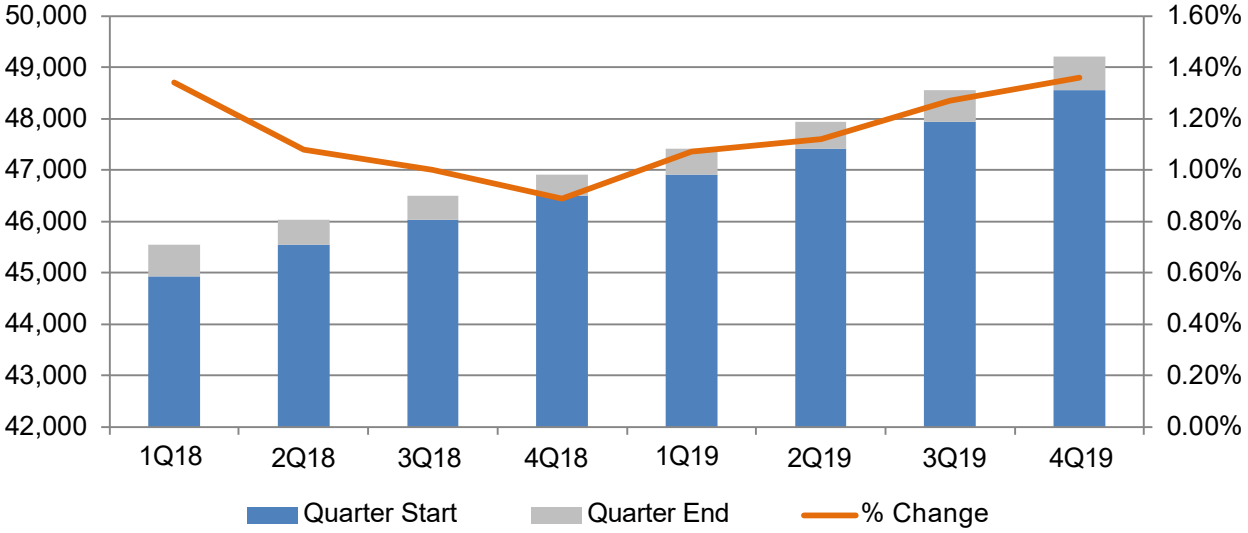
CITY OF LOS ANGELES

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%
As of December 31, 2019	49,209	1.36%

Asset Growth	Total	% Change from Prior Period
As of September 30, 2018	\$6,426,633,392	4.20%
As of December 31, 2018	\$5,839,909,114	-9.13%
As of March 31, 2019	\$6,402,786,480	9.64%
As of June 30, 2019	\$6,618,441,335	3.37%
As of September 30, 2019	\$6,693,022,366	1.13%
As of December 31, 2019	\$7,087,584,205	5.90%

Executive Summary- Plan Participants

As of December 31, 2019
 CITY OF LOS ANGELES

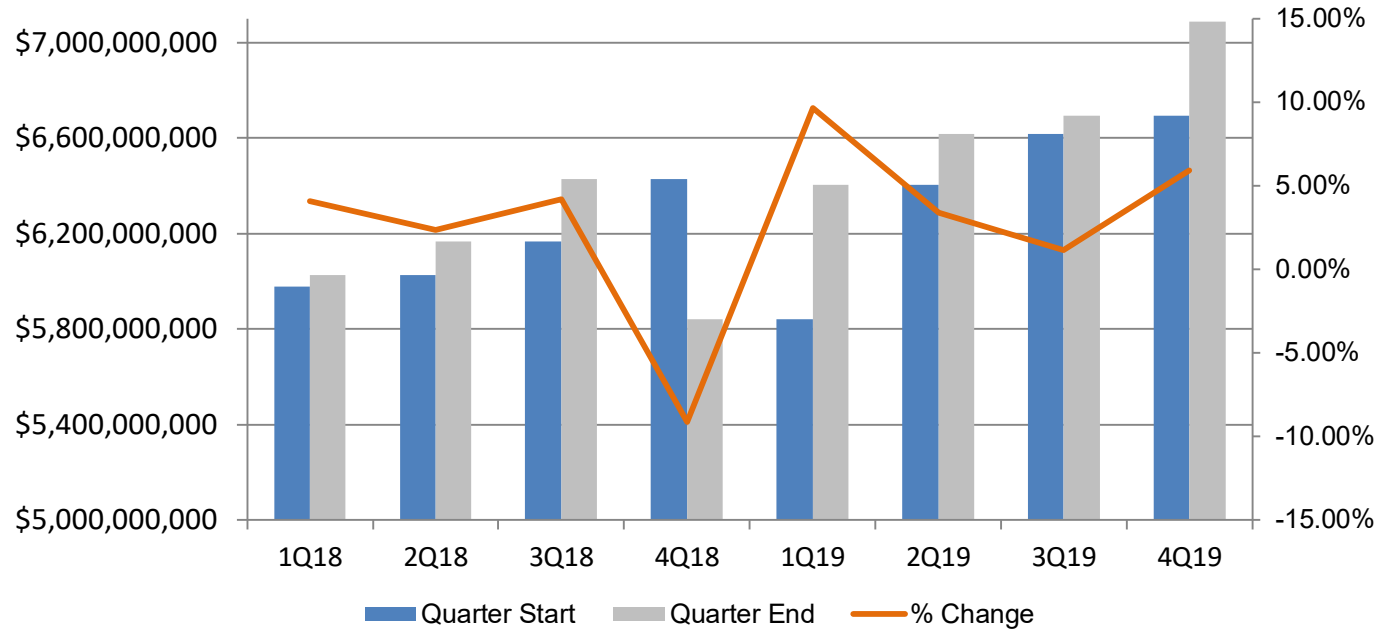


	Total	% Change from Prior Period
As of March 31, 2018	45,537	1.34%
As of June 30, 2018	46,028	1.08%
As of September 30, 2018	46,488	1.00%
As of December 31, 2018	46,904	0.89%
As of March 31, 2019	47,407	1.07%
As of June 30, 2019	47,939	1.12%
As of September 30, 2019	48,548	1.27%
As of December 31, 2019	49,209	2.36%

Executive Summary- Asset Growth

As of December 31, 2019

CITY OF LOS ANGELES



	Total	% Change from Prior Period
As of March 31, 2018	\$6,025,245,895	4.09%
As of June 30, 2018	\$6,167,573,869	2.36%
As of September 30, 2018	\$6,426,633,392	4.20%
As of December 31, 2018	\$5,839,909,114	-9.13%
As of March 31, 2019	\$6,402,786,480	9.64%
As of June 30, 2019	\$6,618,441,335	3.37%
As of September 30, 2019	\$6,693,022,366	1.13%
As of December 31, 2019	\$7,087,584,205	5.90%

Cash Flow Summary

October 1, 2019 to December 31, 2019

CITY OF LOS ANGELES

Cash In

Pre-tax Contributions	50,957,292.16
Roth Contributions	8,738,708.67
Rollover Contributions	13,162,161.59
Loan Repayments	22,386,461.30
Other	6,056,923.44

Total Cash In \$101,301,547.16

Cash Out

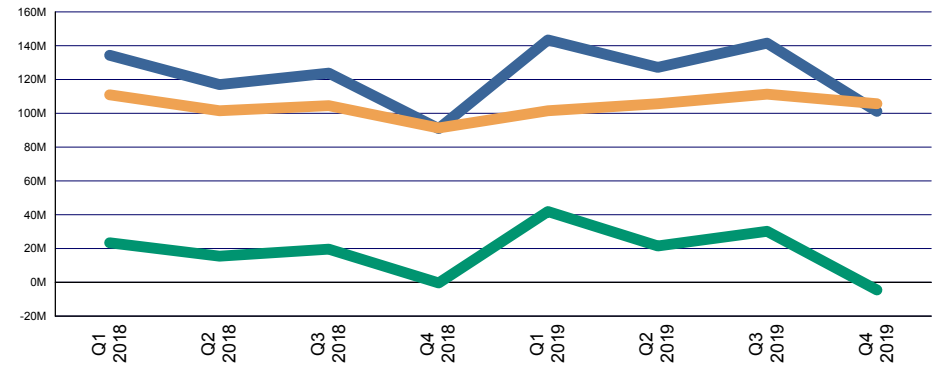
Distributions	41,736,773.73
Rollovers	34,890,930.52
Loans Issued	21,698,679.01
Fees	982,767.29
Other	6,056,923.44

Total Cash Out (105,366,073.99)

Net Cash Flow (\$4,064,526.83)

"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
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	\$141,562,404.99	\$111,496,374.05	\$30,066,030.94
Q4 2019	\$101,301,547.16	\$105,366,073.99	-\$4,064,526.83
	\$980,116,580.00	(\$832,392,212.37)	\$147,724,367.63

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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



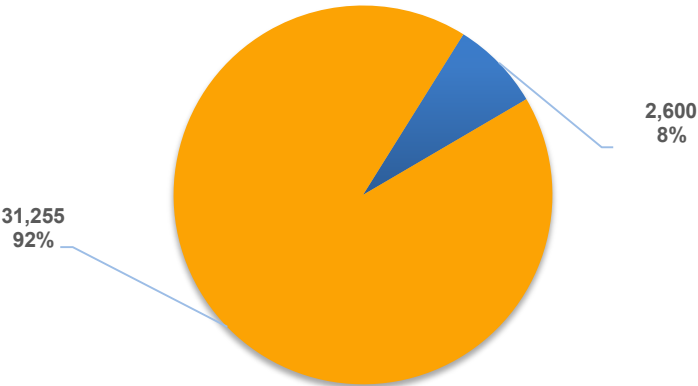
Participant Contributions Analysis



Percent of Pay Contribution Trending

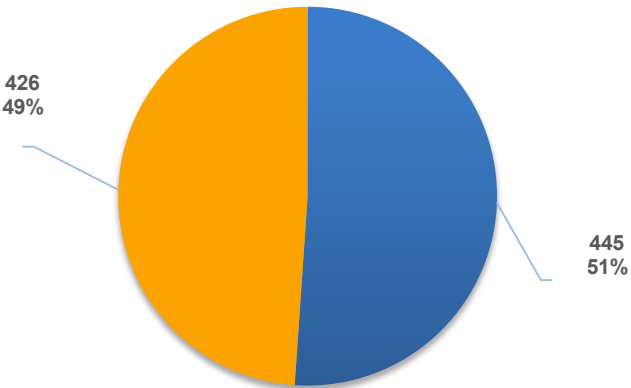
As of December 31, 2019
CITY OF LOS ANGELES

Fixed Dollar Amount versus Percent of Pay - All Participants



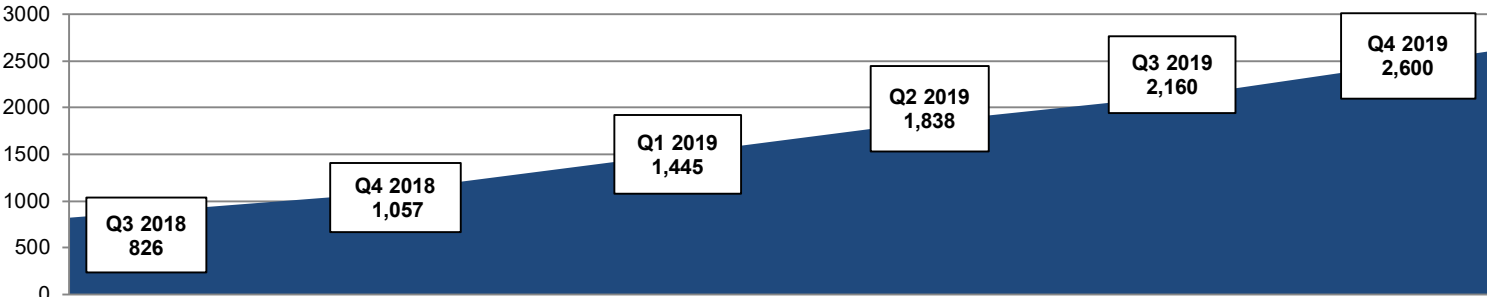
- Deferrals as Percent of Pay
- Deferrals as Dollar Amount of Pay

Fixed Dollar Amount versus Percent of Pay – New Enrollees



- Deferrals as Percent of Pay
- Deferrals as Dollar Amount of Pay

1,774 participants decided to save as a percent of pay contribution between July 2018 and December 2019

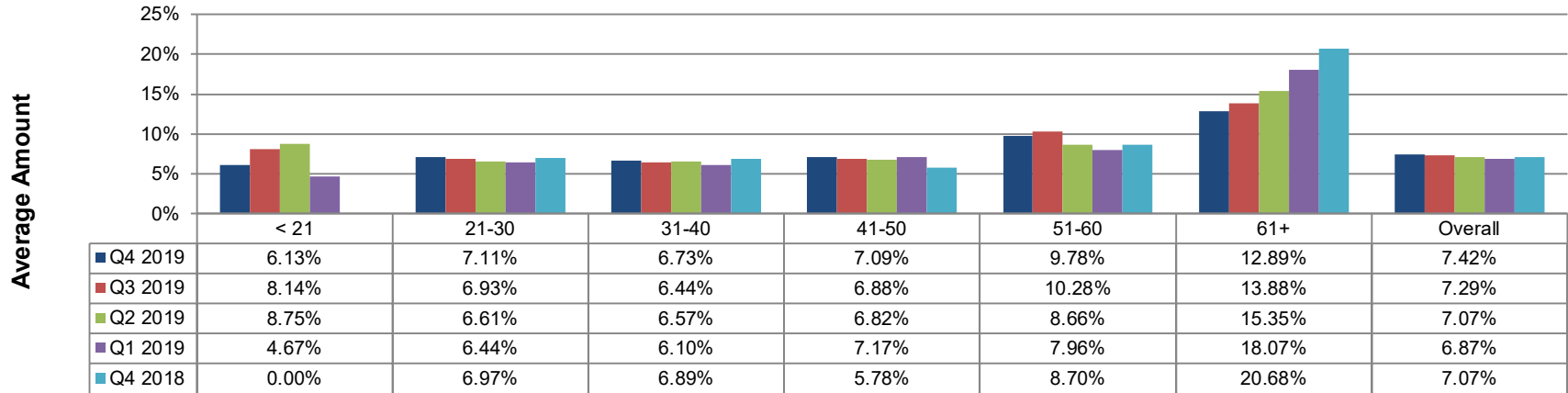


Percent of Pay Contribution

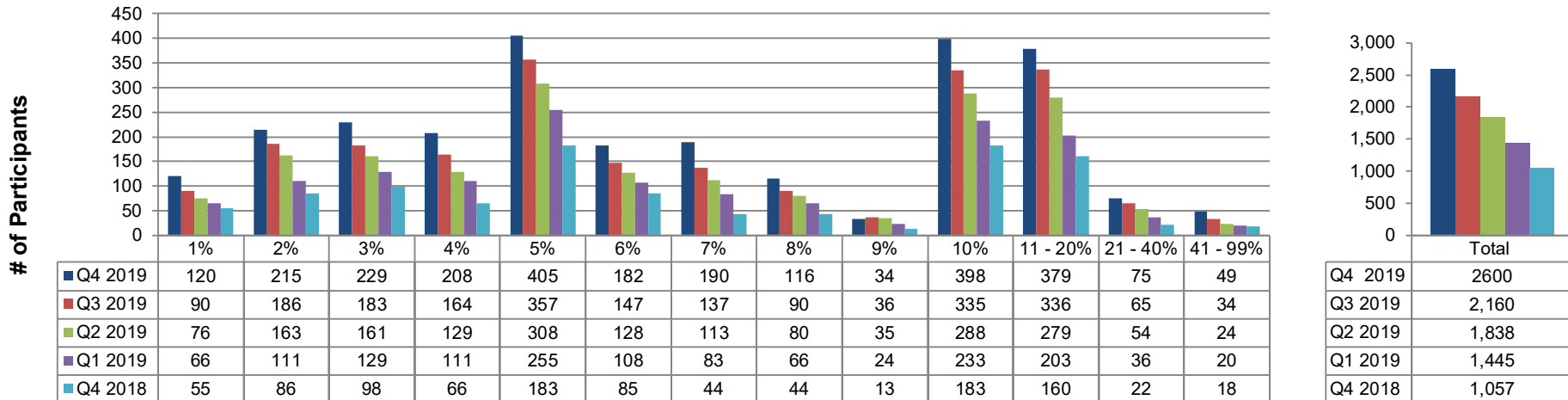
As of December 31, 2019

CITY OF LOS ANGELES

Average Percent of Pay Contribution by Age Group



Percent of Pay Contributions Summary

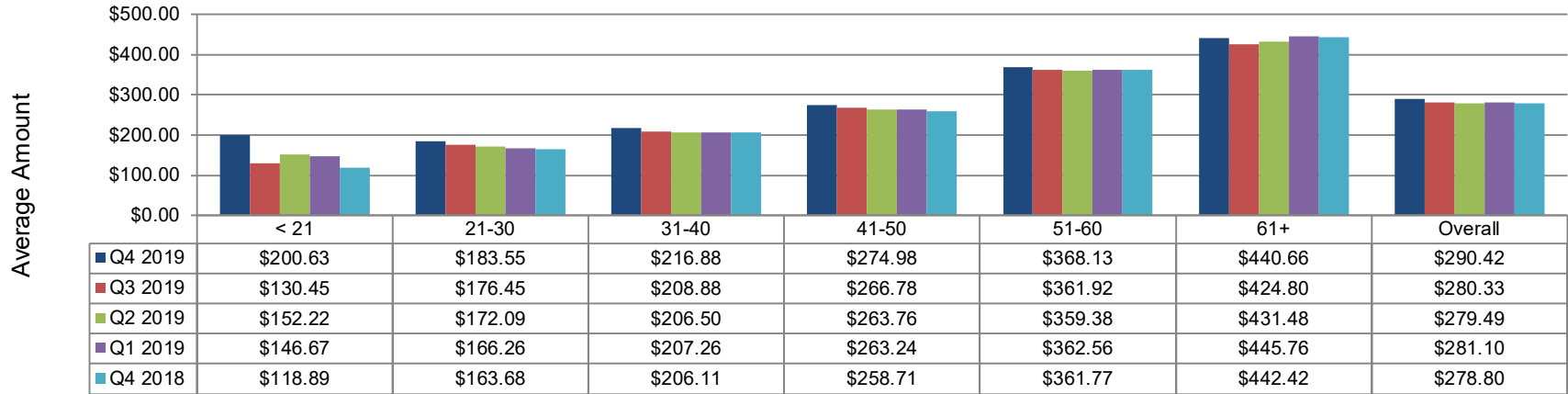


Fixed Dollar Contributions

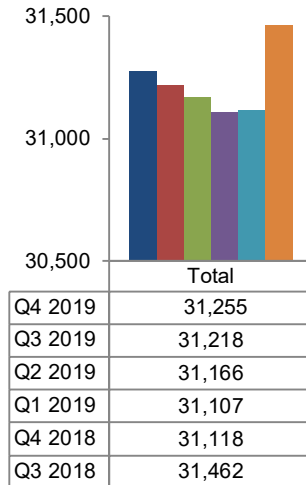
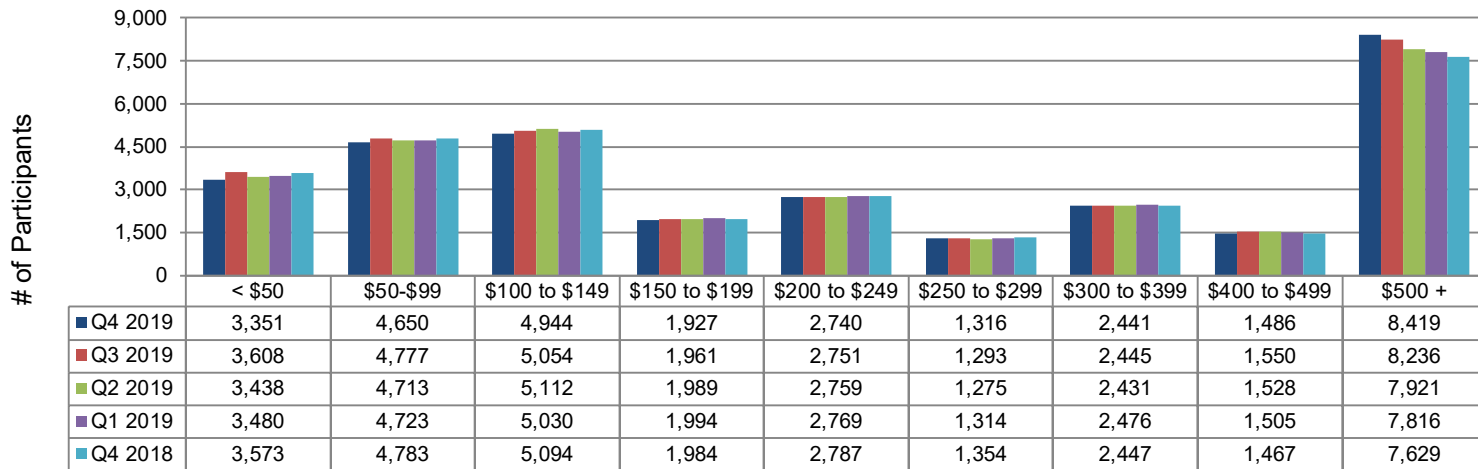
As of December 31, 2019

CITY OF LOS ANGELES

Average Contribution \$ per Pay Period by Age Group and Quarter



Fixed Dollar Contribution Summary



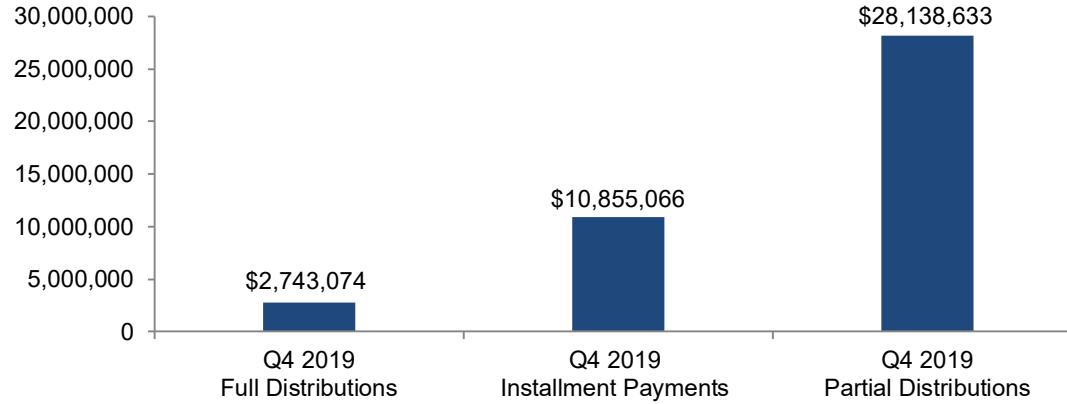


Participant Distributions Analysis

Distributions

As of December 31, 2019

CITY OF LOS ANGELES



Distributions by Quarter

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Full Distribution				
• Number of Distributions	185	268	163	132
• Total Distributions	\$4,512,941	\$4,423,980	\$3,061,735	\$2,743,074
Installment Payments				
• Number of Payments	4,459	3,512	4,383	4,820
• Total Payments	\$8,847,528	\$6,327,602	\$8,080,419	\$10,855,066
Partial Distribution				
• Number of Distributions	1,721	1,955	1,497	3,223
• Total Distributions	\$35,116,164	\$27,265,494	\$25,214,426	\$28,138,633

Rollover Activity

As of December 31, 2019

CITY OF LOS ANGELES

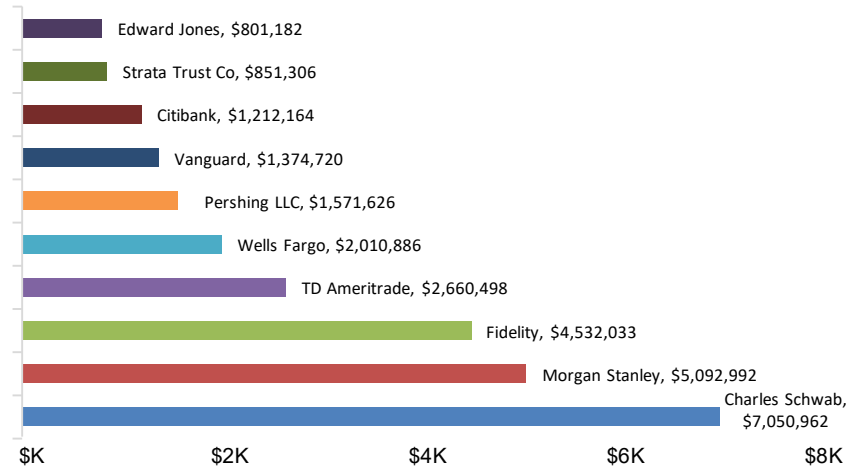
Top 10 Rollover Providers by Quarter

(Including QDRO and Beneficiary Distribution Rollovers)

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

Q4 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		
Q1 2019	Active	1	\$39,572	104	\$364,715	26	\$174,455	2	\$83,024	-	-	-	-	260	\$24,542,967
	Term	40	\$8,372,012	-	-	4	\$198,629	-	-	71	\$14,204,799	-	-		
	QDRO	-	-	-	-	-	-	-	-	2	\$121,113	-	-		
	Bene	3	\$463,222	-	-	-	-	-	-	7	\$521,426	-	-		
Q2 2019	Active	2	\$250,000	77	\$564,913	29	\$215,299	16	\$168,950	-	-	-	-	292	\$36,683,326
	Term	57	\$11,512,720	-	-	-	-	-	-	88	\$22,192,310	5	\$439,275		
	QDRO	-	-	-	-	-	-	-	-	5	\$220,624	-	-		
	Bene	-	-	-	-	-	-	-	-	13	\$1,119,236	-	-		
Q3 2019	Active	3	\$35,323	148	\$486,031	41	\$316,688	11	\$241,874	-	-	-	-	405	\$40,192,002
	Term	74	\$13,540,483	-	-	6	\$963,000	-	-	104	\$21,783,570	2	\$362,984		
	QDRO	-	-	-	-	-	-	-	-	4	\$492,113	-	-		
	Bene	6	\$657,227	-	-	-	-	-	-	6	\$1,312,709	-	-		
Q4 2019	Active	-	-	110	\$427,174	56	\$357,795	5	\$67,834	-	-	-	-	320	\$34,890,930
	Term	45	\$8,736,105	-	-	3	\$34,970	-	-	84	\$22,674,979	1	\$259,586		
	QDRO	-	-	-	-	-	-	-	-	6	\$216,787	-	-		
	Bene	1	\$478	-	-	-	-	-	-	9	\$2,115,222	-	-		

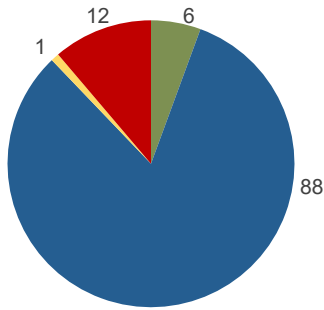
Unforeseeable Emergency Withdrawal Summary

As of December 31, 2019

CITY OF LOS ANGELES

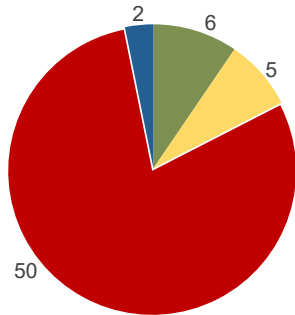
Q4 2019 Total Participant Requests	170
Approved	107
Denied	63

Q4 2019 Withdrawal Reasons (completed applications)

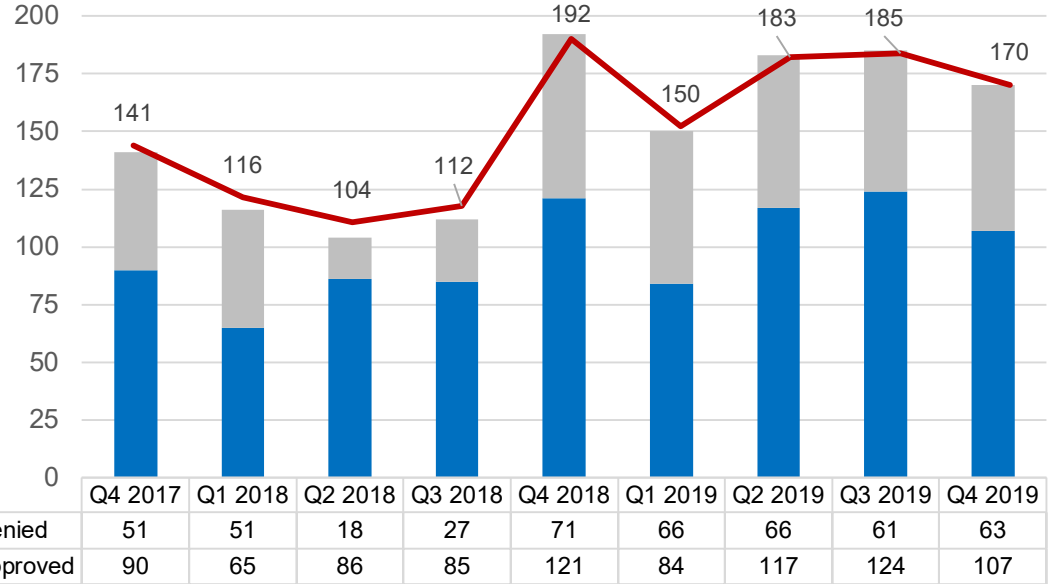


■ Medical expenses ■ Foreclosure or eviction
■ Funeral/burial expenses ■ Illness or accident

Q4 2019 Rejection Reasons



■ Incomplete Application ■ Bill(s) Not Provided
■ Invalid Supporting docs ■ Ineligible Reason



Total Requests	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Withdrawal Reasons						
Medical expenses	5	12	8	11	16	6
Repair of principal residence	1	4	0	0	1	0
Mortgage foreclosure or eviction	34	88	60	82	84	88
Funeral/burial expenses	1	1	1	1	1	1
Illness or accident	8	16	15	23	22	12
Rejection Reasons						
No Application	1	4	2	0	0	0
Incomplete Application	5	6	3	3	6	6
Bill(s) Not Provided	1	18	6	7	3	5
Invalid Supporting docs	6	43	54	53	51	50
No Supporting docs	14	0	0	0	0	0
Ineligible Reason	1	0	1	3	1	2



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Asset Analysis

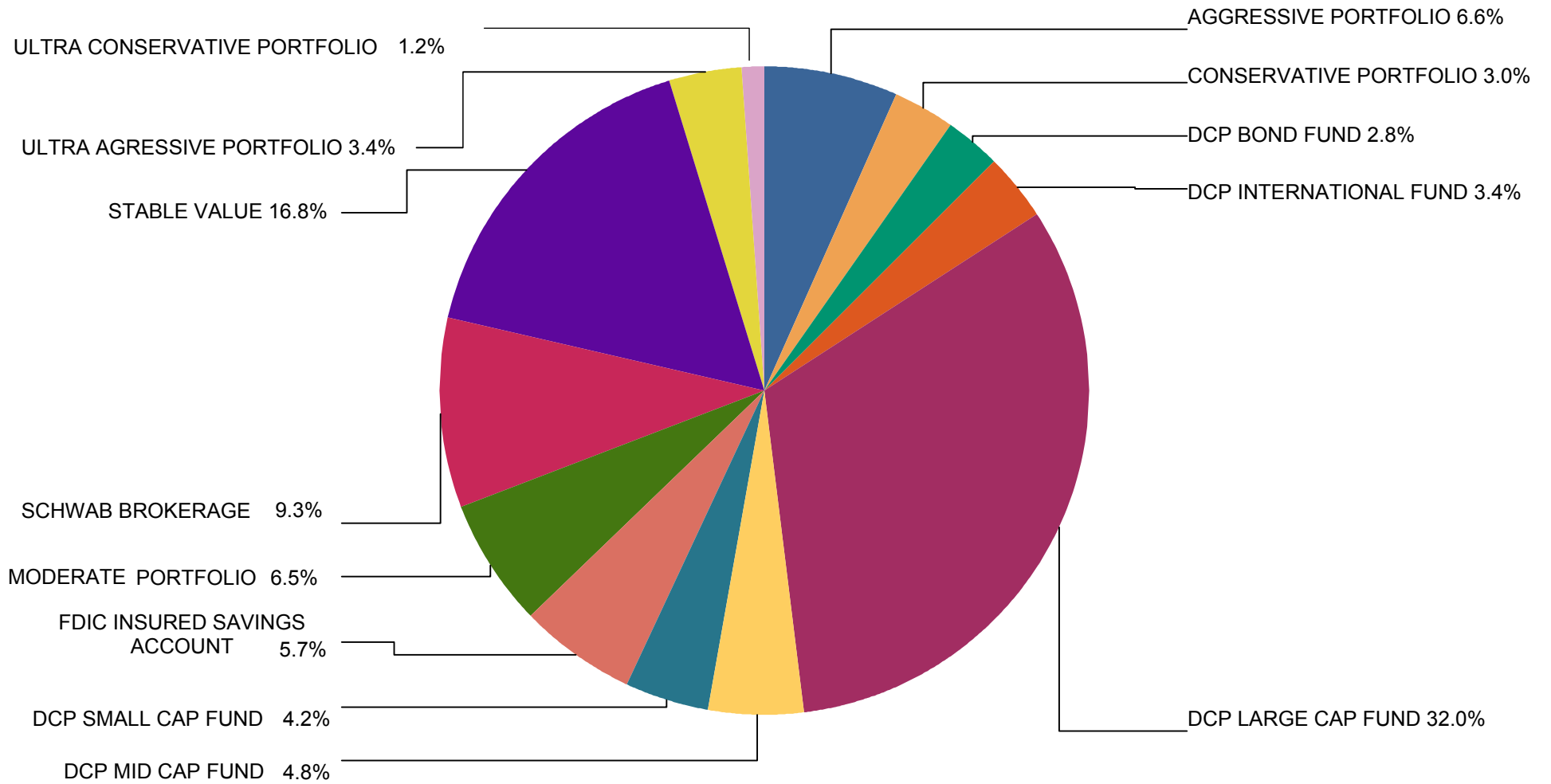


Balances by Investment

As of December 31, 2019

CITY OF LOS ANGELES

Percentage of Plan Assets



Balances by Investment

As of December 31, 2019

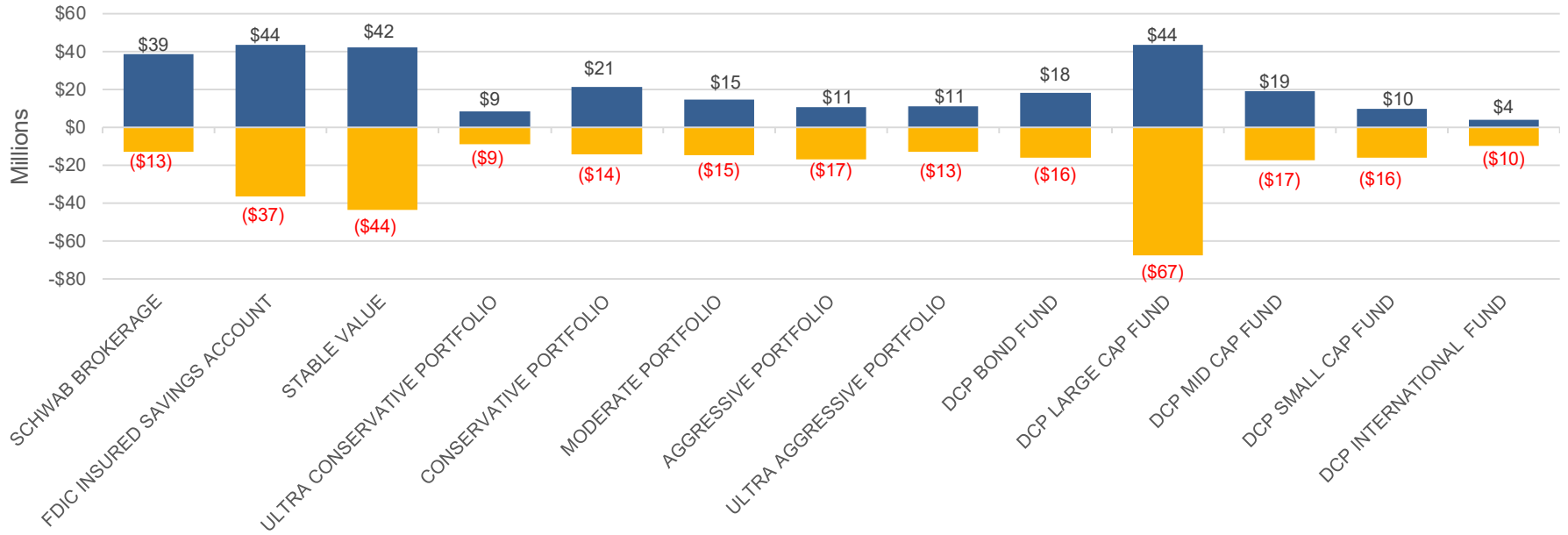
CITY OF LOS ANGELES

Investment	Investment Balance	Number of Participants	Average Participant	Percentage of Plan Assets
SCHWAB BROKERAGE	\$659,467,323.59	4,081	\$161,594.54	9.3%
FDIC INSURED SAVINGS ACCOUNT	\$406,035,912.51	13,114	\$30,962.02	5.7%
STABLE VALUE	\$1,193,179,609.12	13,709	\$87,036.23	16.8%
ULTRA CONSERVATIVE PORTFOLIO	\$85,905,551.57	2,310	\$37,188.55	1.2%
CONSERVATIVE PORTFOLIO	\$217,144,052.52	4,934	\$44,009.74	3.1%
MODERATE PORTFOLIO	\$461,029,789.10	11,812	\$39,030.63	6.5%
AGGRESSIVE PORTFOLIO	\$467,410,708.32	14,392	\$32,477.12	6.6%
ULTRA AGGRESSIVE PORTFOLIO	\$243,400,745.59	9,724	\$25,030.93	3.4%
DCP BOND FUND	\$200,270,454.21	7,453	\$26,871.12	2.8%
DCP LARGE CAP FUND	\$2,268,579,284.93	21,971	\$103,253.35	32.0%
DCP MID CAP FUND	\$342,778,508.92	8,881	\$38,596.84	4.8%
DCP SMALL CAP FUND	\$298,408,977.35	10,094	\$29,563.01	4.2%
DCP INTERNATIONAL FUND	\$242,234,980.55	9,923	\$24,411.47	3.4%
Total Investment Balance:	\$7,085,845,898.28			
Total Loan Fund:	\$174,949,511.93			

Transfer Activity by Investment

As of December 31, 2019

CITY OF LOS ANGELES



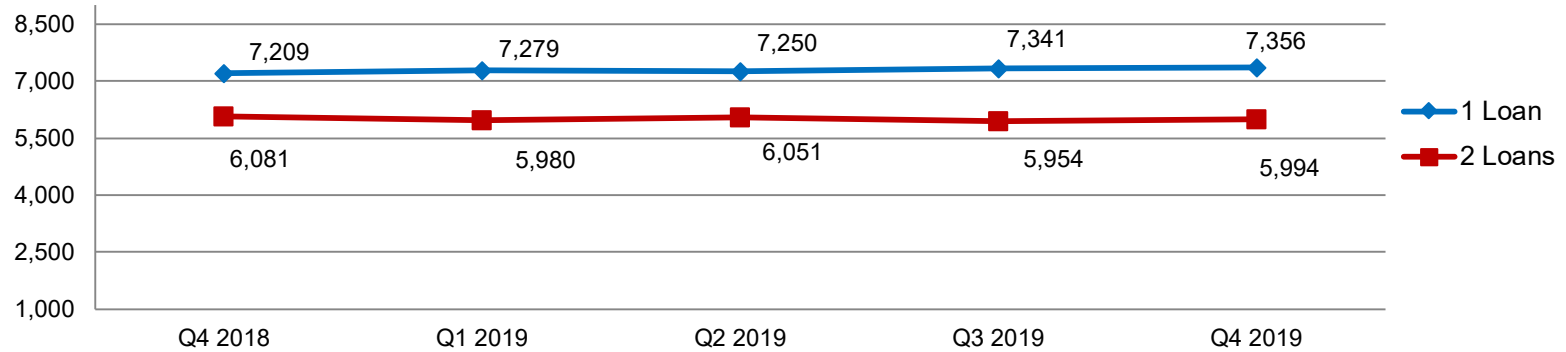
Investment Name	Transfers In	Transfers Out	Net
Schwab Brokerage	\$27,562,445	-\$9,509,752	\$18,052,693
FDIC Insured Savings Account	\$48,135,477	-\$32,461,653	\$15,673,824
Stable Value	\$55,522,753	-\$44,987,515	\$10,535,238
Ultra Conservative Portfolio	\$14,838,198	-\$7,547,655	\$7,290,544
Conservative 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 December 31, 2019

CITY OF LOS ANGELES

1 Loan versus 2 Loans



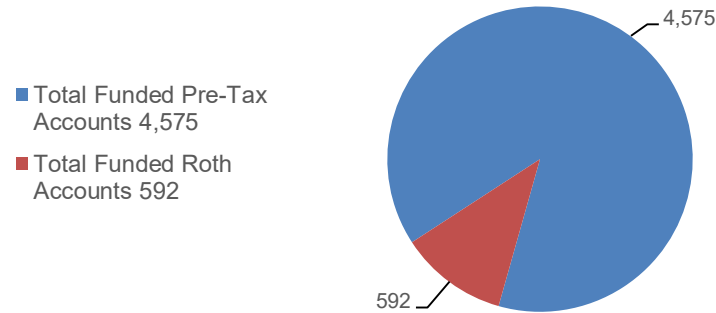
	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Total Participants with Loans:	13,290	13,259	13,301	13,295	13,350
Total Number of Outstanding Loans:	19,371	19,239	19,352	19,249	19,344
Number of General Loans:	17,506	17,410	17,556	17,482	17,586
Number of Residential Loans	1,868	1,832	1,799	1,770	1,761
Total Outstanding Loan Balance	\$191,251,375	\$188,655,840	\$192,084,243	\$191,852,956	\$192,521,519
General Loan Balance:	\$157,905,055	\$155,813,319	\$159,719,552	\$159,819,680	\$160,631,951
Residential Loan Balance:	\$33,346,320	\$32,842,522	\$32,364,691	\$32,033,276	\$31,889,567
Average Loan Balance per Borrower	\$14,990	\$14,796	\$14,441	\$14,430	\$15,027
Number of Re-amortized:	187	144	209	129	172
Number of Loan Defaults:	108	113	126	182	127
New Loans Initiated:	1,524	1,417	1,767	1,692	1,608
New Loans Active Participants:	1,447	1,354	1,673	1,628	1,539
New Loans Retirees:	77	63	94	64	69

SDBA Summary

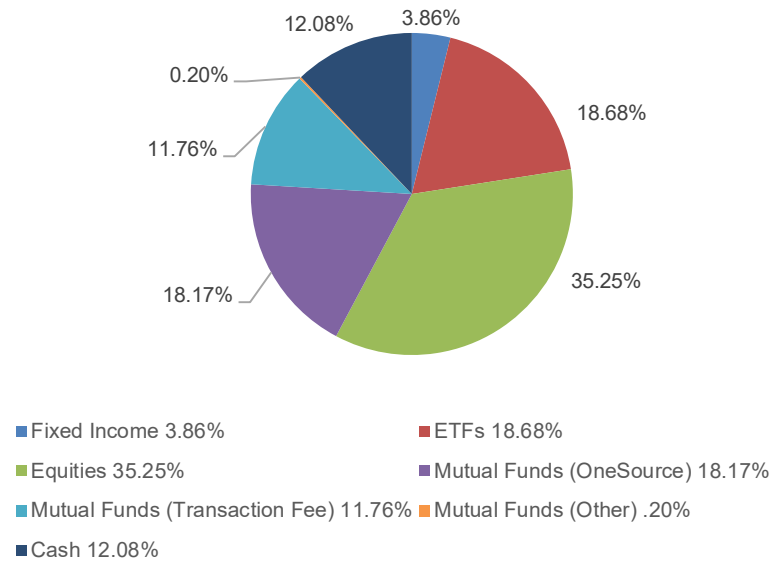
As of December 31, 2019

CITY OF LOS ANGELES

Account Totals



Market Value Allocation



PCRA accounts opened this quarter: 316

Total Advisor Managed Funded SDBO Accounts: 1,468

Historical SDBA Data

Plan Profile Information	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Total Funded Pre-Tax Accounts:	3,813	3,922	4,094	4,296	4,575
Total Funded Roth Accounts	396	417	455	513	592
PCRA accounts opened during quarter	114	153	194	275	316
Total Advisor Managed Funded	820	882	1,019	1,208	1,468
Market Value Allocation - All Assets	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Fixed Income	1.57%	2.14%	2.91%	3.39%	3.89%
ETFs	16.61%	16.87%	17.09%	17.85%	18.68%
Equities	34.60%	36.07%	35.67%	34.20%	35.25%
Mutual Funds (OneSource)	21.00%	20.43%	20.03%	19.01%	18.17%
Mutual Funds (Transaction Fee)	10.99%	11.09%	10.83%	11.17%	11.76%
Mutual Funds (Other)	0.29%	0.26%	0.24%	0.23%	.20%
Cash	14.94%	13.14%	13.24%	14.15%	12.08%



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Services



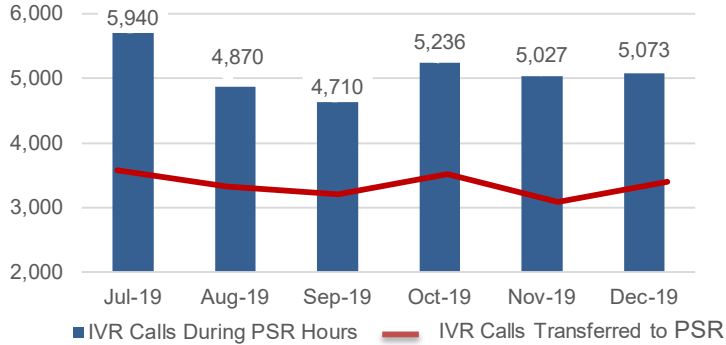
Service Center Stats

As of December 31, 2019

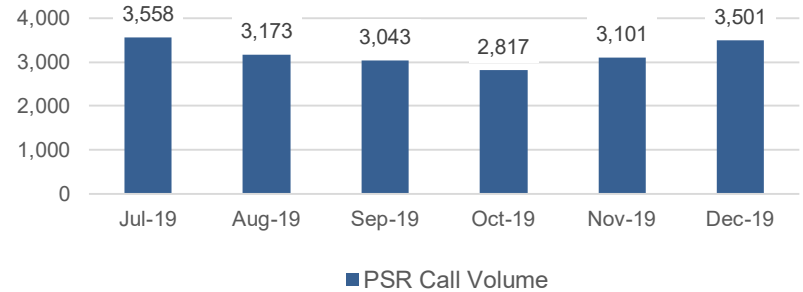
CITY OF LOS ANGELES

Month	Calls Entered	Calls Accepted	Average Speed Answered	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Rate
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%
Oct-19	2,817	2,762	0:32	8:33	98.20%	93.90%	609	22.05%
Nov-19	3,101	2,883	1:58	8:41	97.70%	91.10%	516	17.90%
Dec-19	3,501	3,377	1:15	8:13	97.20%	91.00%	363	15.88%

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
Oct-19	6,440	5,236	5,027	3,436
Nov-19	6,308	5,027	5,073	2,779
Dec-19	6,309	5,073	1,236	3,262

	PSR Call Volume	Average Speed of Answer	Average Call Length
Jul-19	3,558	0:20	8:24
Aug-19	3,173	0:27	8:09
Sep-19	3,043	0:53	7:56
Oct-19	2,817	0:32	8:33
Nov-19	3,101	1:58	8:41
Dec-19	3,501	1:15	8:13

Digital Engagement Report

Retirement Calculator

Q4 2019

Retirement Calculator Engagement

17% of participants took action after using the Retirement Calculator


- 186 participants are saving an average of .03% more per pay period (from 6.2% to 6.5%)
- 911 participants are saving an average of \$93 more per pay period (from \$337 to \$429)
- 274 participants changed fund allocation
- 29 participants rolled money into the Plan

Activity	Number of Participants
Logged in with access to the Retirement Calculator	22,342
Engaged and interacted with the Retirement Calculator	7,113 (44%)
Took Action after using the Retirement Calculator	1,184 (17%)

- 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



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The amount of my pay I can save now ?

Employee Before Tax (\$5 per pay period)

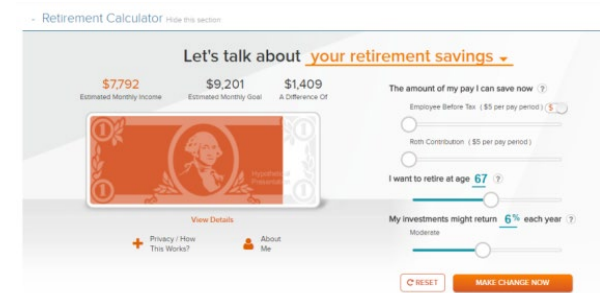
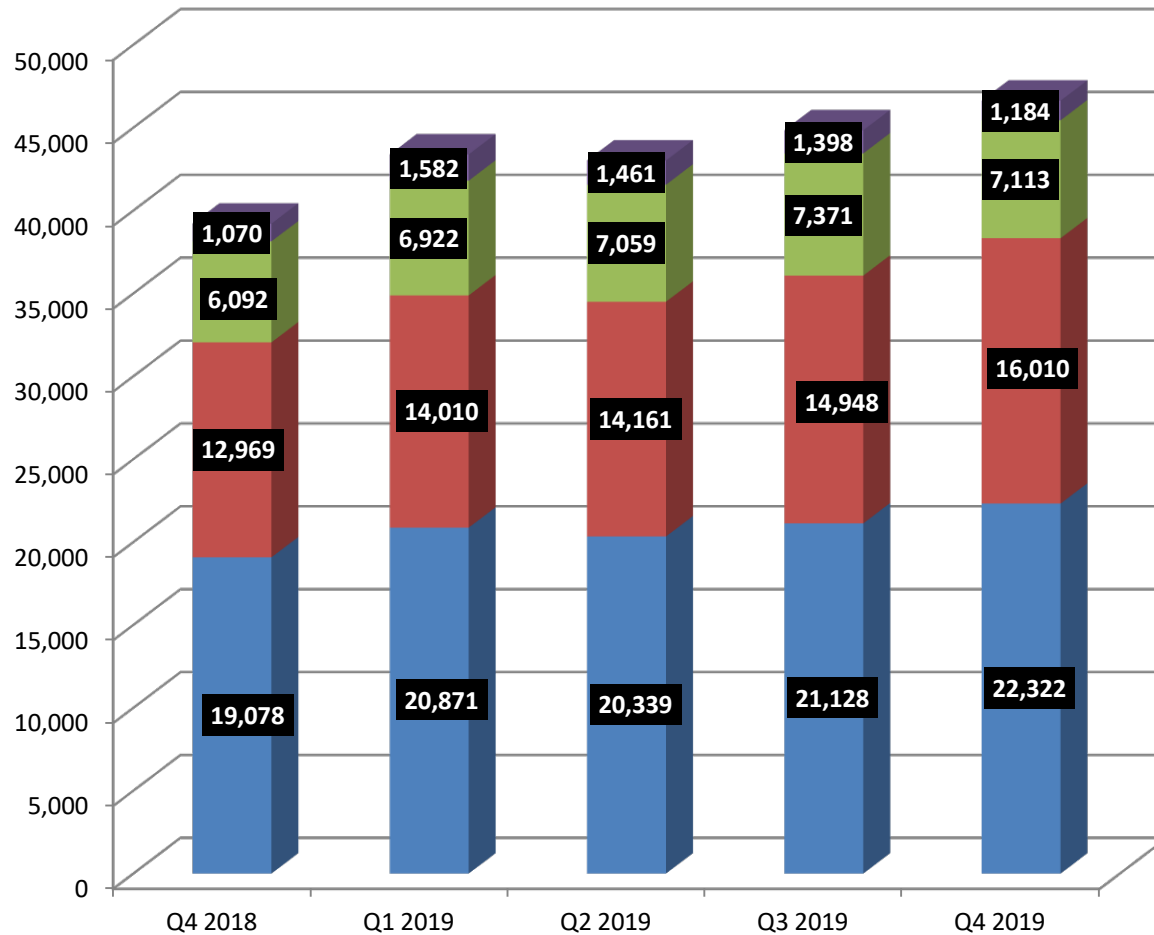
Roth Contribution (\$5 per pay period)

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

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

Digital Engagement Report

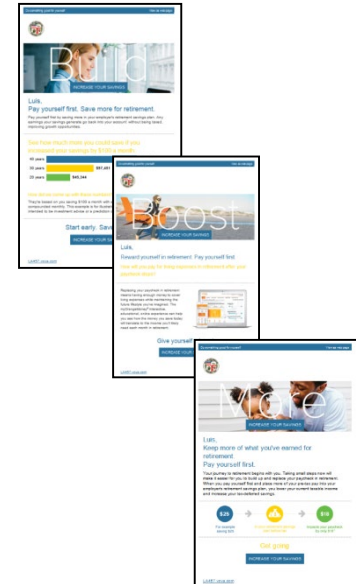
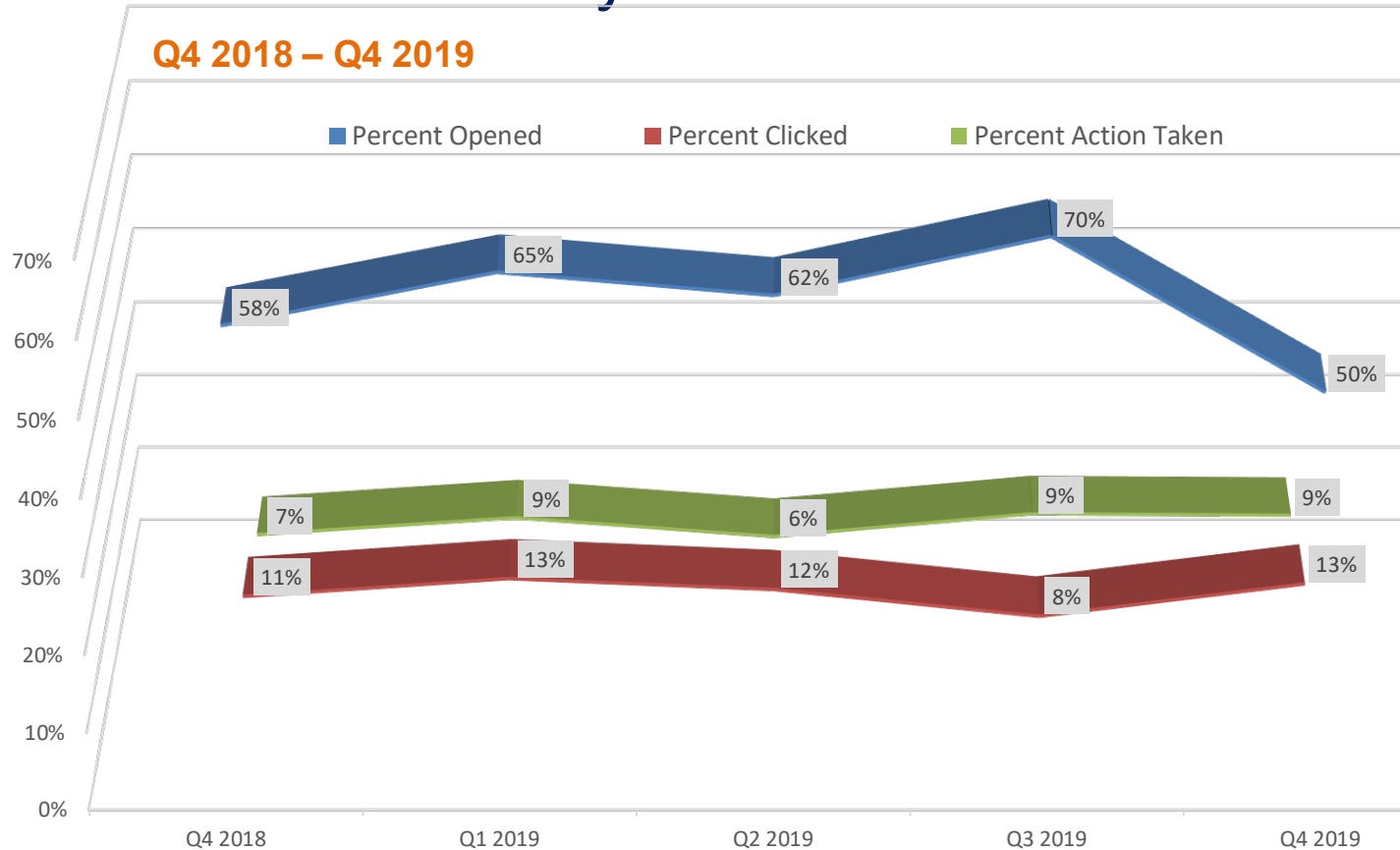
Retirement Calculator



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

	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Viewed Retirement Calculator	68%	68%	67%	70%	72%
Engaged and interacted with Retirement Calculator	47%	47%	49%	50%	44%
Took action after using Retirement Calculator	18%	18%	23%	21%	17%

Save More Journey Results



	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Percent opened	58%	65%	62%	70%	50%
Percent clicked	11%	13%	12%	8%	13%
Percent action taken	7%	9%	6%	9%	9%
Participants delivered	1,839	775	557	486	3,727

Taking an action refers to making a contribution change. Data is as of 12/31/2019

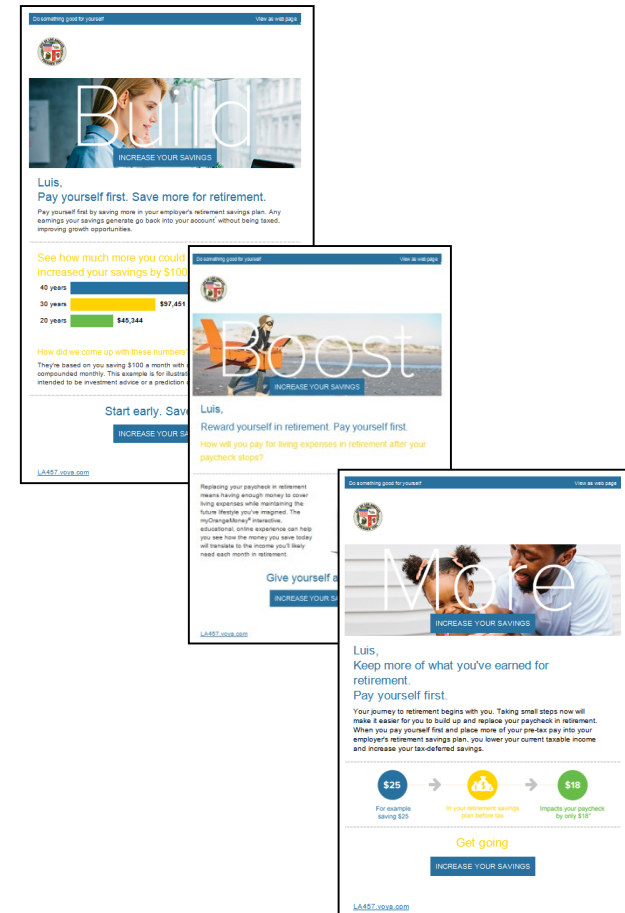
Save More Journey Results

Q4 2019

172 (9%) of participants targeted took action after receiving the Save More Journey:

- 32 participants changed their deferral rate
- 151 participants are saving an average of \$51 more per period (from \$225 to \$276)

Unique Participant Activity	As of December 31, 2019
Participants Delivered	3,727
Participants Opens	1,857 (50%)
Participants Clicks	234 (13%)
Participants took action after opening	172 (9%)



Taking an action refers to making a contribution change. Data is as of 12/31/2019

Restart Savings Journey Results

Q4 2019


8% of participants targeted resumed contributions after opening a Restart Savings email

8 participants are saving an average of \$247 more per pay period (from \$0 to \$247)

Unique Participant Activity	As of December 31, 2019
Participants reached (Delivered)	200
Participants interested (Opens)	97 (49%)
Participants engaged (Email clicks)	8 (8%)
Participants took action after opening	8 (8%)

Taking an action refers to making a contribution change. Data is as of 12/31/2019

Don't miss the opportunity to get your retirement savings back on track. [View in browser](#)




Help get your retirement savings back on track.

[RESTART YOUR SAVINGS](#)

Do you need help understanding how your savings now translates into income during retirement?


Use the [myOrangeMoney](#)[®] interactive online experience to help you understand the income you'll likely need each month in retirement and the estimated progress you've already made towards that goal, so you can feel better prepared for tomorrow.

[Log in to your retirement account today](#) to get your retirement account back on track and restart your savings.

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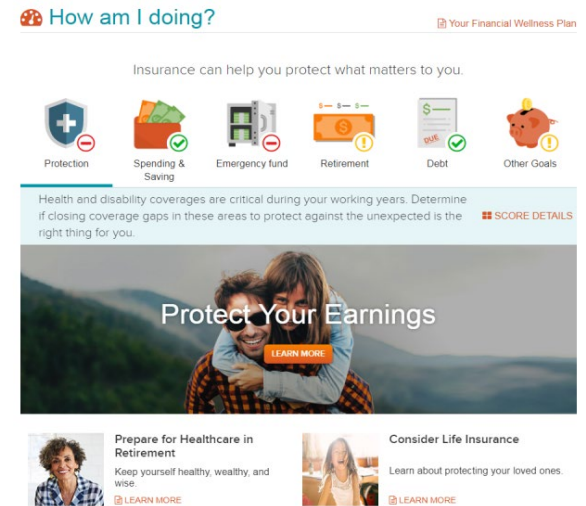
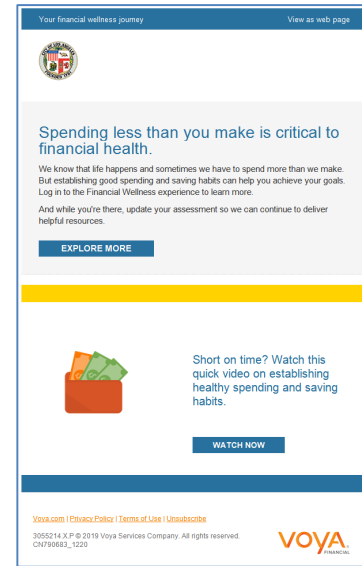
Financial Wellness Journey Results

Q4 2019

25 (3%) Participants targeted completed the Financial Wellness Assessment after opening a Quarterly Education email:

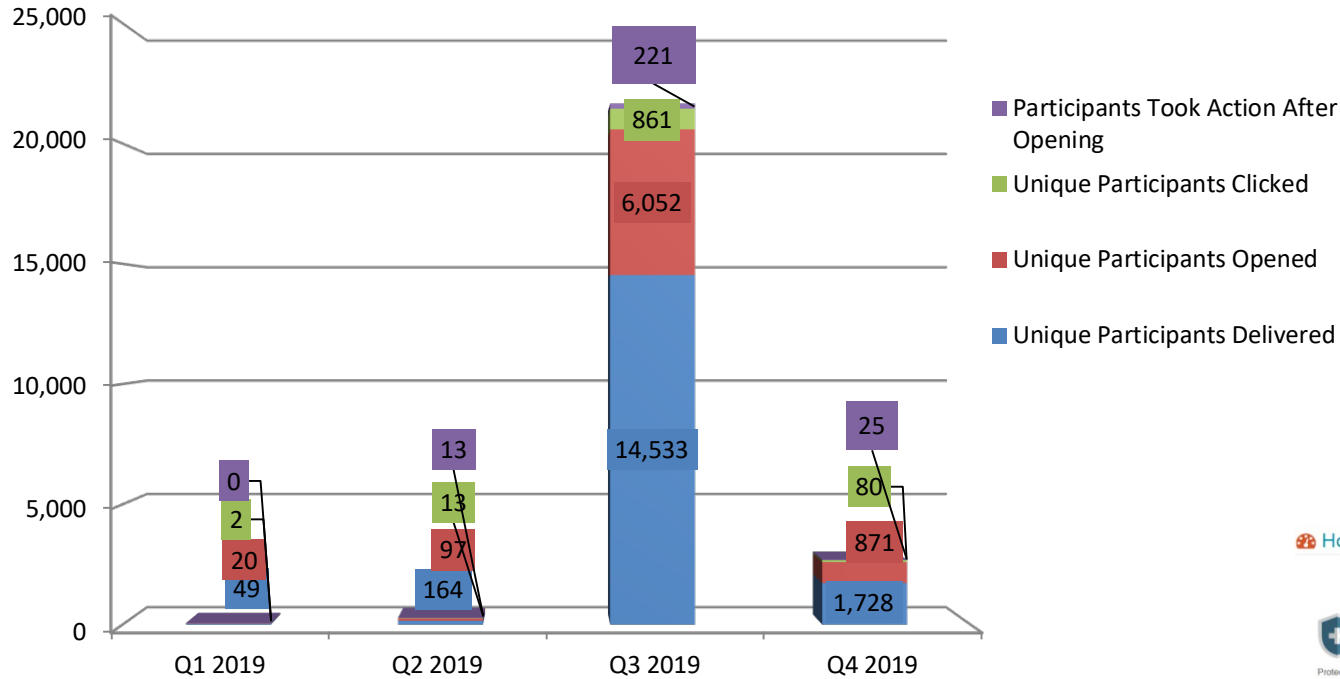
Unique Participant Activity	As of December 31, 2019
Participants reached (Delivered)	1,728
Participants interested (Opens)	871 (50%)
Participants engaged (Email clicks)	80 (9%)
Participants Took Action After Opening	25 (3%)

Data is as of 12/31/2019

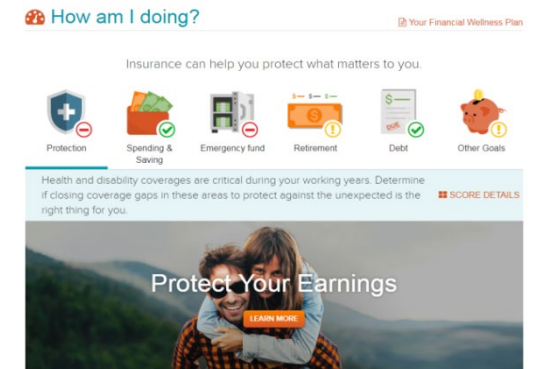
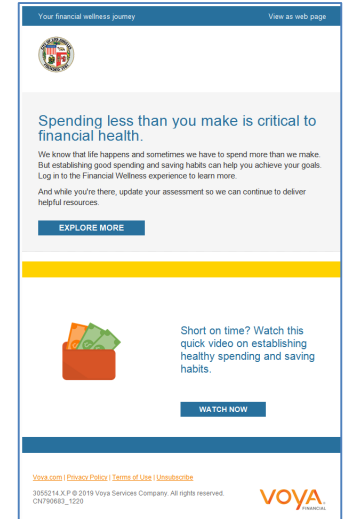


Financial Wellness Journey Results

Q1 – Q4 2019



	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Unique Participants Delivered	49	164	14,533	1,728
Unique Participants Opened	20	97	6,052	871
Unique Participants Clicked	2	13	862	80
Participants Took Action After Opening	0	13	221	25
Percent Opened	41%	59%	42%	50%
Percent Clicked	10%	13%	14%	9%
Percent Action Taken	0%	13%	4%	3%



Financial Wellness Journey Dashboard

Financial Wellness Journey: Participant Engagement

[Protection](#)
 [Spending & Saving](#)
 [Emergency Fund](#)
 [Retirement](#)
 [Debt](#)
 [Other Goals](#)

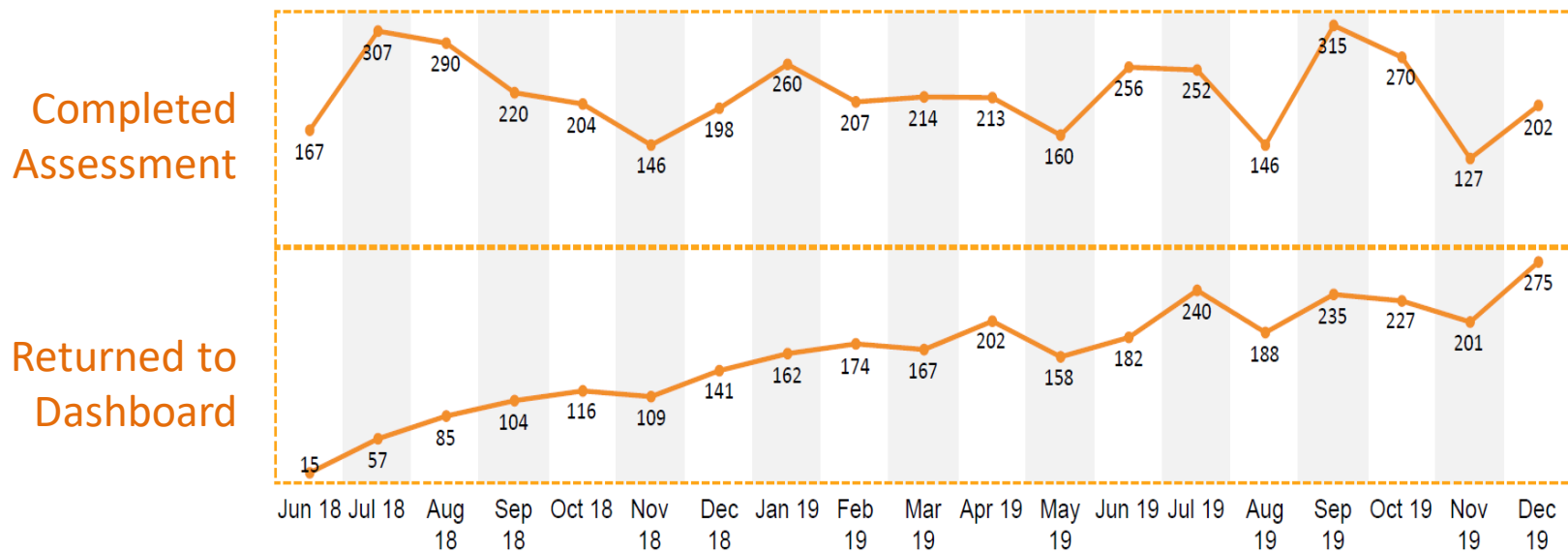
Spending less than you make is critical to your financial health. Consider creating a budget to ensure you spend less than you make. [SCORE DETAILS](#)

Good Money Habits [LEARN MORE](#)

	# of Participant	% of Participants	Voya Book of Business
Started Financial Wellness Assessment	3,478	-	-
Completed and viewed results	3,161	91%	89%
Viewed Dashboard after completing Assessment	2,765	81%	86%

Financial Wellness Journey Dashboard

Financial Wellness Journey: Assessment Trending



Financial Wellness Journey Dashboard

Assessment: Score Details



Protection

You have important coverages in place but you may want to determine if adding some Long-Term Care and Critical Illness insurance to protect against the unexpected is the right thing for you.

[SCORE DETAILS](#) ▼

For someone 50 or older who is not retired and has one or more dependents



GREEN

Have the following coverage:

- Health insurance
- Disability insurance
- Life insurance
- Long-Term Care insurance or are prepared to cover expenses
- Critical Illness insurance or are prepared to cover expenses



YELLOW

Have the following coverage:

- Health insurance
- Disability insurance

Don't have one or more of the following:

- Life insurance
- Long-Term Care insurance or are not prepared to cover expenses
- Critical Illness insurance or are not prepared to cover expenses

Your current score



RED

Don't have one or more of the following:

- Health insurance
- Disability insurance



Retirement

Awesome! You've made preparing for retirement a priority!

[SCORE DETAILS](#) ▼

Your estimated monthly retirement paycheck and goal:

myOrangeMoney®



\$7,512
Estimated Monthly Income

\$7,379 *
Estimated Monthly Goal

You are on track!

* Your monthly goal amount is based on 80% of your income.

Interpreting your score:



N/A

We don't have a retirement income estimate for you



GREEN

You are on track to meet your estimated monthly income goal

Your current score



YELLOW

You are on track to meet at least half of your estimated monthly income goal



RED

You are on track to meet less than half of your estimated monthly income goal

Don't worry, you'll be able to review and update your information in the next step.



Spending & Saving

Spending less than you make is critical to your financial health. Consider creating a budget to ensure you spend less than you make.

[SCORE DETAILS](#) ▼

Interpreting your score:



GREEN

Typically never spend more than I make



YELLOW

Sometimes spend more than I make



RED

Always spend more than I make

Your current score



Debt

Struggling with debt can put a lot of pressure on your finances. Creating a budget and prioritizing your debt are important first steps towards financial security!

[SCORE DETAILS](#) ▼

Interpreting your score:



GREEN

Don't carry over a credit card balance or don't use credit cards

Don't struggle to keep up with my debt payments or don't have any debt



YELLOW

Carry over a credit card balance

Don't struggle to keep up with my debts or don't have any debt



RED

Typically struggle to keep up with my debt payments

Your current score



Emergency Fund

Building an emergency fund is an important part of your financial well-being. It's never too late to start so get started today with a savings plan.

[SCORE DETAILS](#) ▼

Interpreting your score:



GREEN

Can cover expenses for 6 months or more



YELLOW

Can cover expenses for 3 - 5 months



RED

Can cover expenses for less than 3 months

Your current score



Other Goals

It's never too early or late to start saving. Create a plan to start making progress towards your goals.

[SCORE DETAILS](#) ▼

Interpreting your score:



N/A

Besides retirement, I don't have other goals I'm interested in saving for



GREEN

I'm on track for all my other savings goals



YELLOW

I'm not saving enough for at least one of my other savings goals



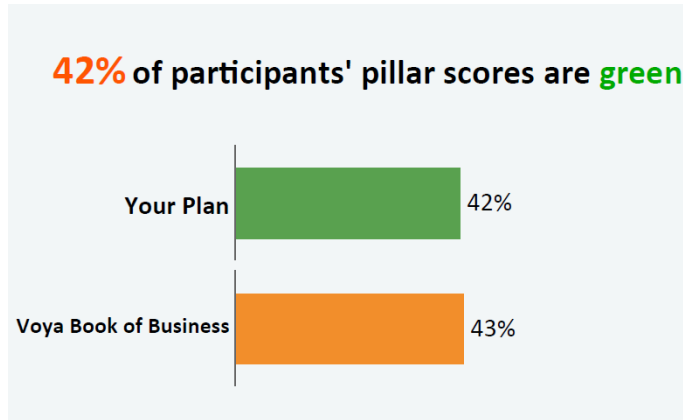
RED

I haven't started saving for at least one of my other savings goals

Your current score

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric



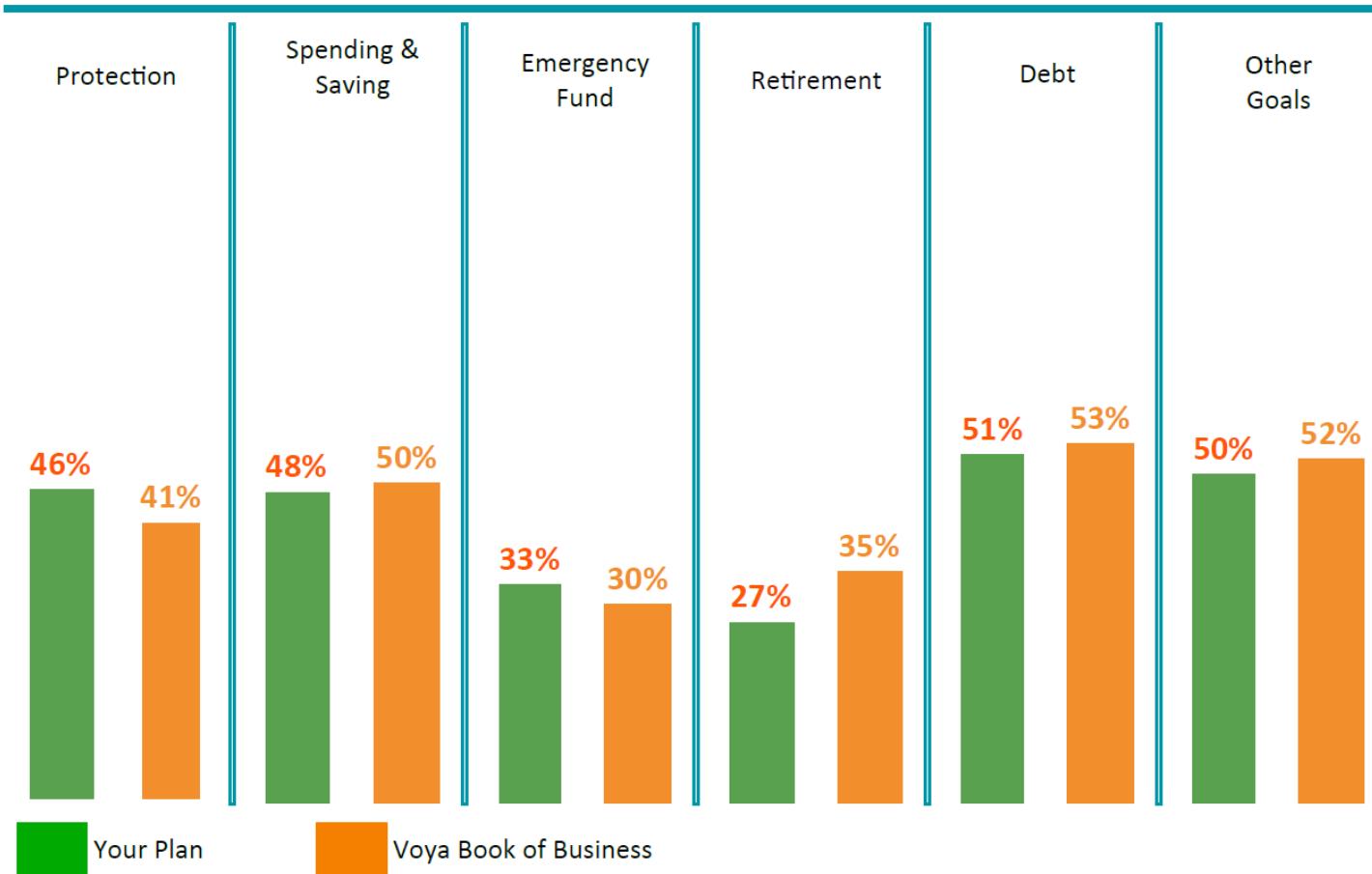
Protection Spending & Saving Emergency Fund Retirement Debt Other Goals

Spending less than you make is critical to your financial health. Consider creating a budget to ensure you spend less than you make. [SCORE DETAILS](#)

Good Money Habits [LEARN MORE](#)

Financial Wellness Journey Dashboard

Financial Wellness Journey: Percent of Participants that report being on track by pillar



Financial Wellness Journey Dashboard

How confident are your participants about their financial affairs?

Your employees have an average financial confidence of **6.7**
(Voya Book of Business: 6.3)



1=not at all confident

10=extremely confident

62% have a financial confidence of 7 or more
(Voya book of business: **53%**)



Protection



Spending & Saving



Emergency Fund



Retirement



Debt



Other Goals

Spending less than you make is critical to your financial health. Consider creating a budget to ensure you spend less than you make.

[SCORE DETAILS](#)



Beneficiary Journey Results

Q4 2019


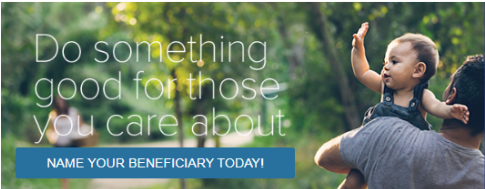
8 (6%) of participants targeted took action after opening

Unique Participant Activity	As of December 31, 2019
Participants Delivered	267
Participants Opens	134 (50%)
Unique Participants Clicked	26 (19%)
Participants Took Action After Opening	8 (6%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Percent Opened	50%	50%	51%	50%
Percent Clicked	0%	33%	18%	19%
Percent Action Taken	0%	100%	6%	6%

Data is as of 12/31/2019

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

Q4 2019

670 participants used loan guidance

- 268 (40%) used loan guidance and didn't take a loan
- 402 (60%) participants used loan guidance and went on to take a loan

550 skipped guidance and clicked on "request a loan"

- 110 (20%) participants skipped guidance and didn't take a loan
- 440 (80%) participants skipped guidance and went on to take a loan

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
used loan guidance and didn't take a loan	43%	38%	38%	40%
used loan guidance and went on to take a loan	57%	62%	62%	60%
skipped guidance and didn't take a loan	23%	20%	19%	20%
skipped guidance and went on to take a loan	77%	80%	81%	80%

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



[FIND OUT HOW](#)

Forget the bumps, I need a loan!

[Request a Loan](#)

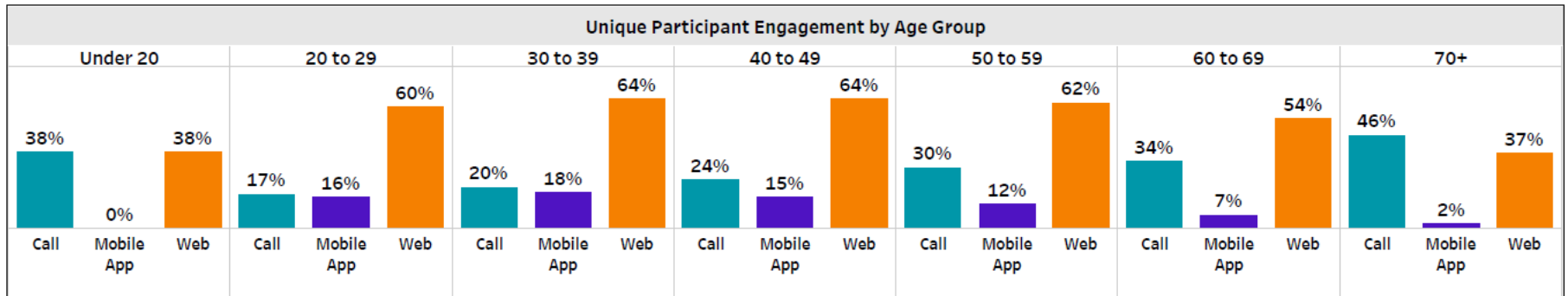
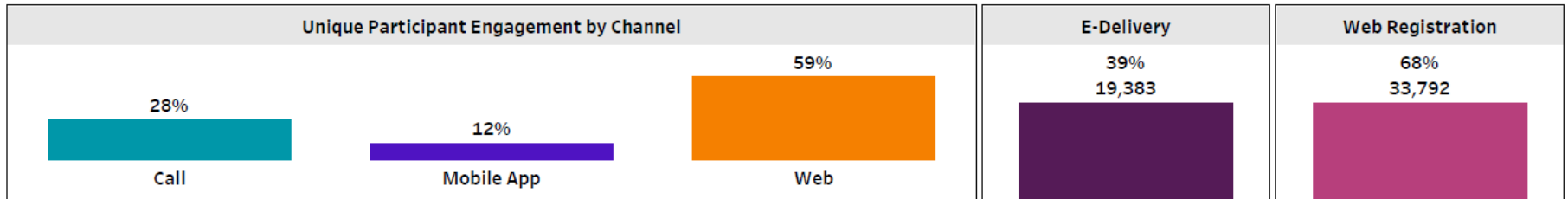
Digital Engagement Report

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

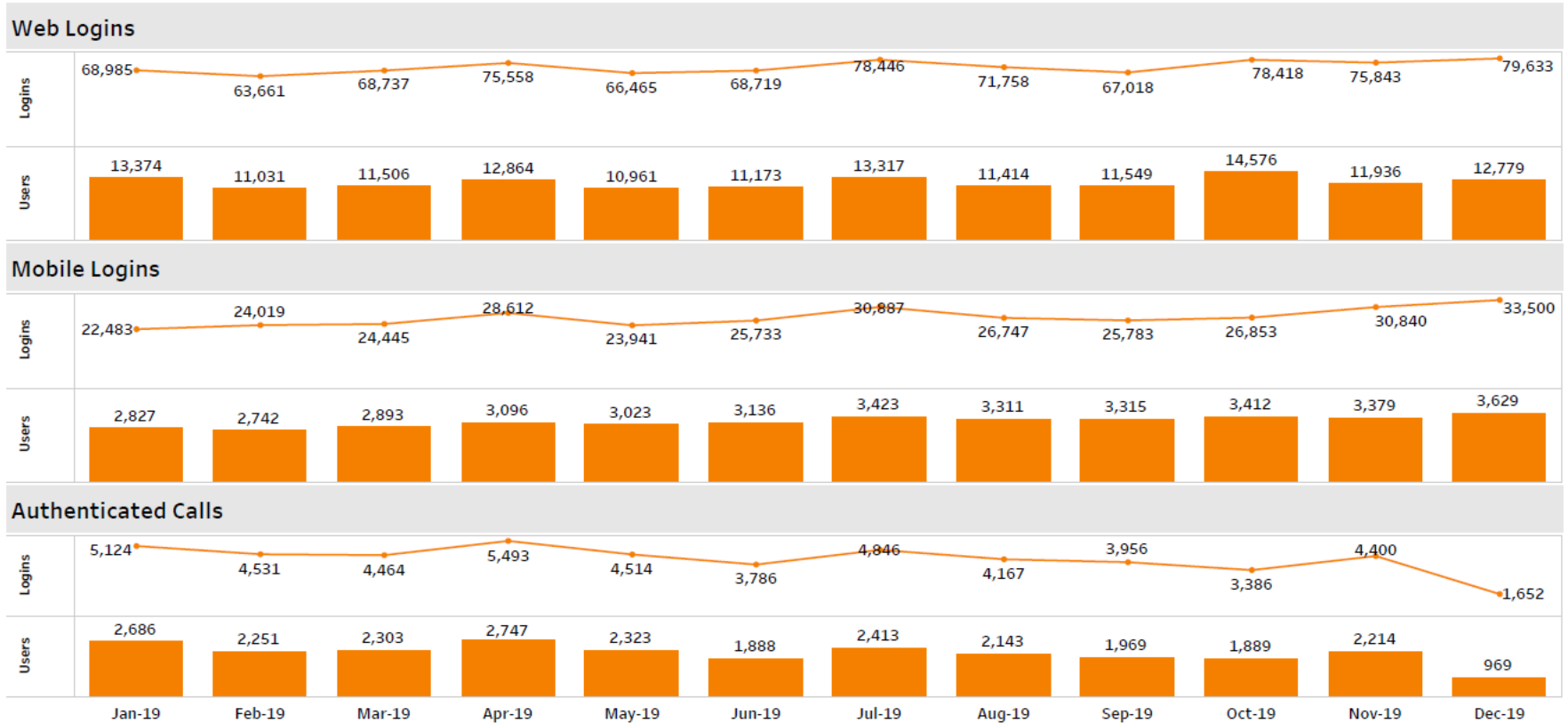


*Call data includes CSA and VRU calls. Call data is reflective of those participants who enter their SSN into phone system to authenticate. Callers who did not enter their SSN or whom no longer have a balance as of report refresh are not included in the 12-month look back analysis.

Digital Engagement Report

Retirement Metrics that Matter

As of December 31, 2019



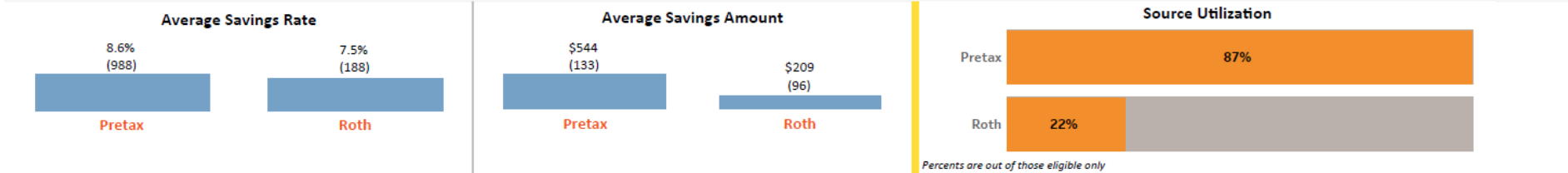
Digital Engagement Report

Enrollment

As of December 31, 2019

Web Enrollments	Average Savings %	Average Savings \$	Rate Escalate
1,285	9.1% (1,088)	\$475 (195)	34.6% (444)

Savings Election by Source

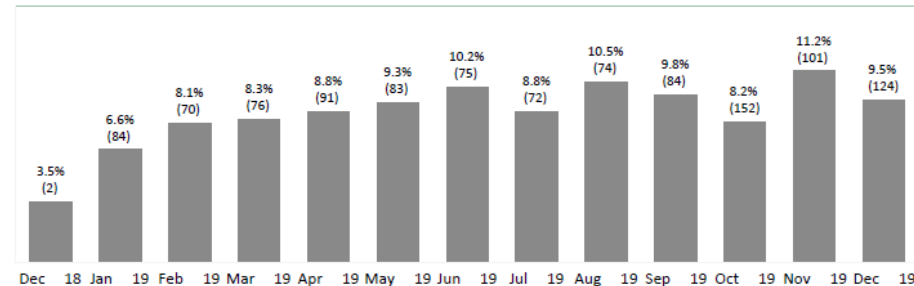


Trending

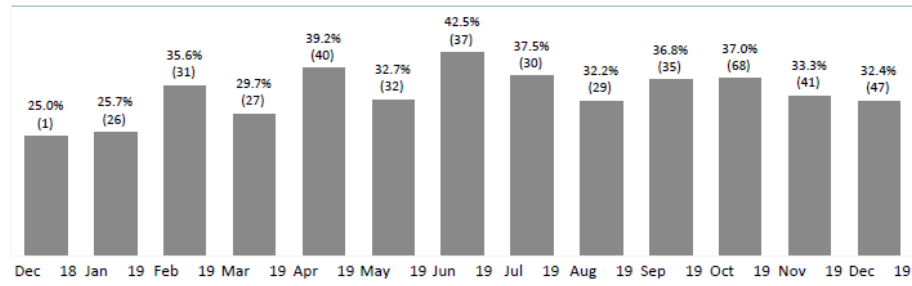
Web Enrollments



Savings Rate



Rate Escalate





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Local Service Center



Local Retirement Counselors

October 1 – December 31, 2019



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

Highlights from 4Q 2019

Rec & Parks Department

- Conducted 4 presentations at the Griffith Park & Hansen Dam locations. This is one of the five targeted departments.

Department of Transportation

- Conducted 10 presentations which included the Meter, Signal and Paint & Sign Shops and 3 Parking Enforcement locations.

Public Works – Sanitation

- Conducted 17 presentations at Sanitation yards. In addition, we conducted meetings at Engineering, Street Lighting and Street Services for a total of 24 visits to Public Works. This is one of the five targeted departments.

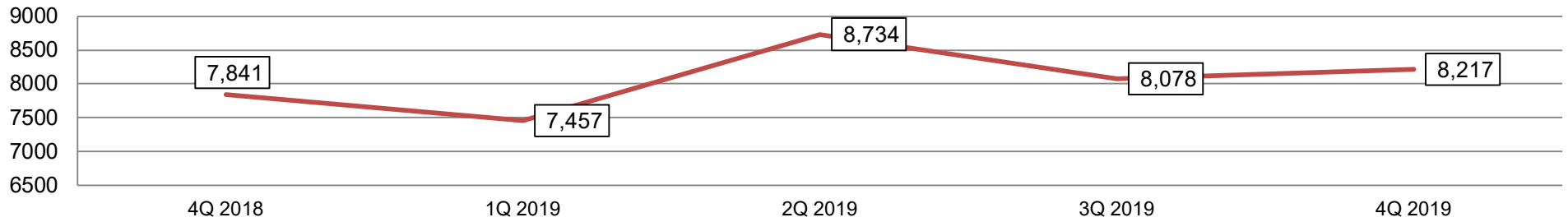
Activity by Quarter

	4Q 2018	1Q 2019	2Q 2019	3Q 2019	4Q 2019
Total Site Visits	92	109	155	130	121
Enrollments	224	294	446	248	350
Meeting Attendees	2,866	2,483	3,957	3,332	3,284
Call Totals	3,632	3,332	3,139	3,167	3,274
Counter Service	1,038	1,152	997	996	1078
Emails	213	381	486	453	460
Total Participant Interaction	7,841	7,457	8,734	8,078	8,217

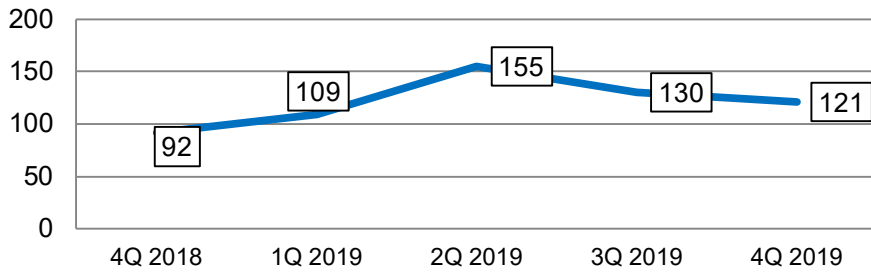
Local Retirement Counselors

As of December 31, 2019

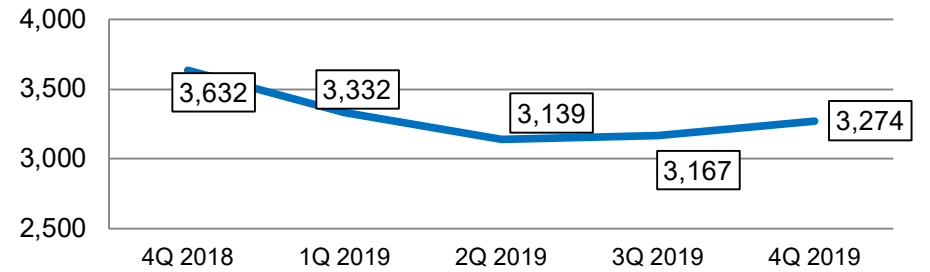
Total Participant Interaction



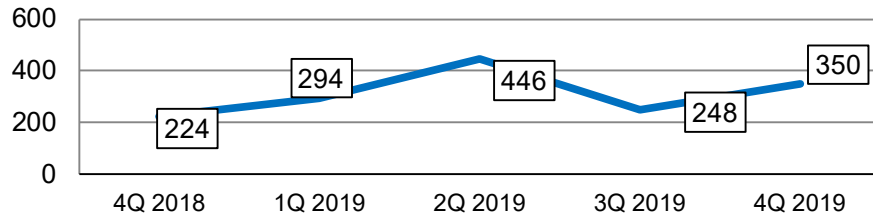
Total Site Visits



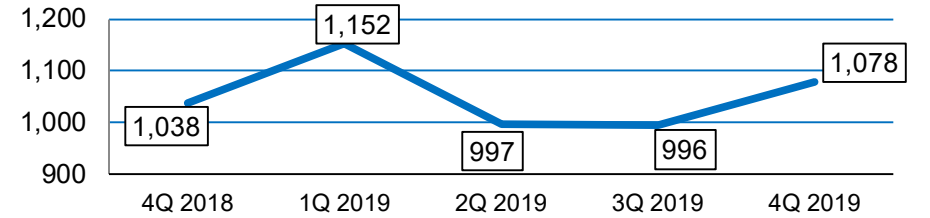
Total Calls



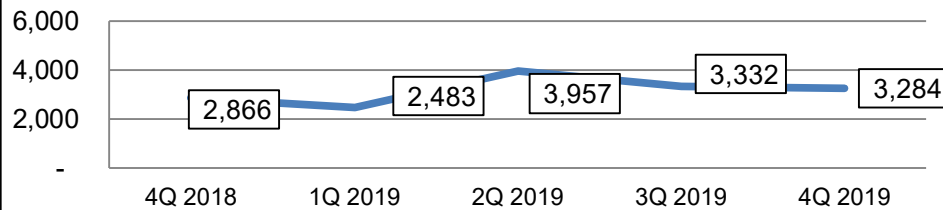
Enrollments



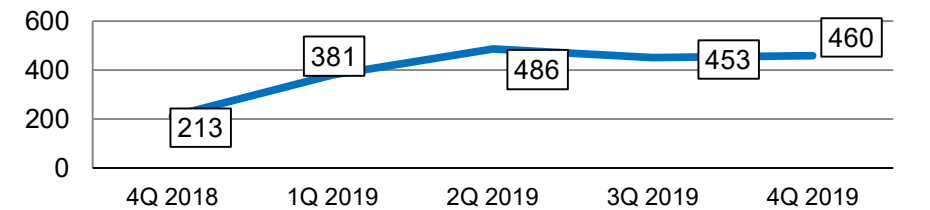
Counter Service



Meeting Attendees



Emails



Local Retirement Counselors

As of December 31, 2019

Site Visits by Quarter

Location	4Q 2018	1Q 2019	2Q 2019	3Q 2019	4Q 2019
Animal Services	-	-	7	-	-
Board of Public Works	-	-	1	-	-
Building & Safety	-	-	-	-	-
City Hall	-	-	-	-	2
Council	2	1	-	-	-
Cultural Affairs	-	-	1	-	-
DWP	19	18	26	19	16
Economic Workforce & Development Department	-	2	-	2	3
Elected Staff	-	-	1	-	-
Farmer's Market	-	-	-	-	-
Fig Plaza	-	5	-	-	-
Financial Wellness Seminar (Deferred Comp & LACERS)	-	-	-	1	-
General Services	-	4	-	5	1
Housing	-	2	-	-	-
ITA	-	-	1	-	1
LACERS	14	11	14	12	13
LAFD (Civilian)	-	-	5	-	-
LAFD (Sworn)	2	1	2	-	1
LAFPP	7	4	7	4	6
LAPD (Civilian)	3	1	3	3	3
LAPD (Sworn)	6	3	9	6	9
LAPPL	5	6	3	7	5
LAWA LAX	13	14	9	14	9
LAWA Van Nuys	-	-	1	1	-
LA Zoo & Botanical Gardens	-	2	-	-	-
Library	2	7	30	12	3
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	1
Port of Los Angeles Harbor	4	3	4	3	1
Public Works Building	-	-	2	-	6
Public Works- Contracts Administration	1	1	-	1	-
Public Works- Engineering	1	-	1	2	-
Public Works- Sanitation	-	5	15	-	2
Public Works- Street Lighting	-	-	-	1	17
Public Works- Street Services	-	5	2	8	1
Public Works- Urban Forestry	1	-	-	-	4
Rec & Park	2	1	4	2	4
SEUI 721	-	1	1	1	-
Transportation	4	4	2	1	10
Total On-site Visits	92	109	155	123	121



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Thank You



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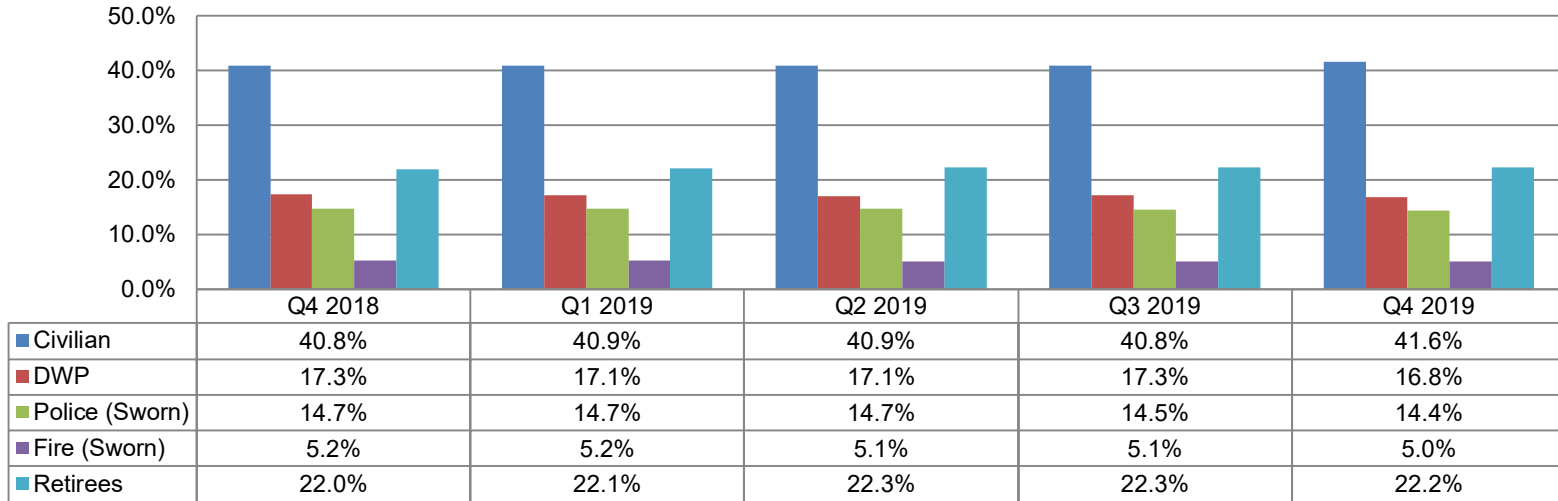
Appendix

Population Composition and Participation Rate by Age

As of December 31, 2019

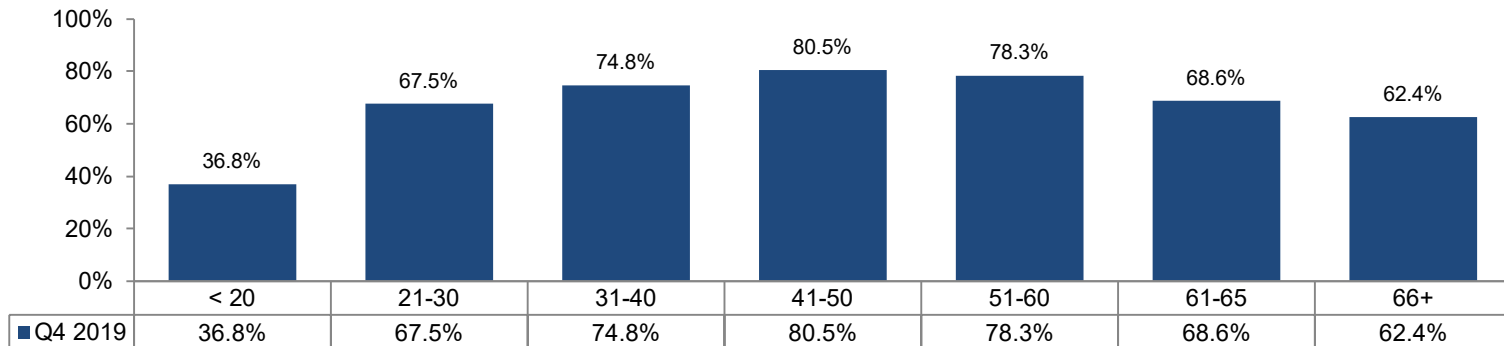
CITY OF LOS ANGELES

Population Composition



Participation Rate – Age

(Full-Time Employees)

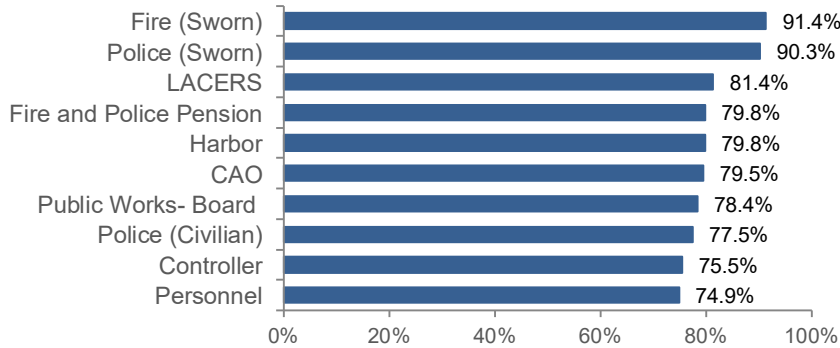


Participation Rate - Department Top 10 and Bottom 10 (Full-Time Employees with greater than 50 eligible participants)

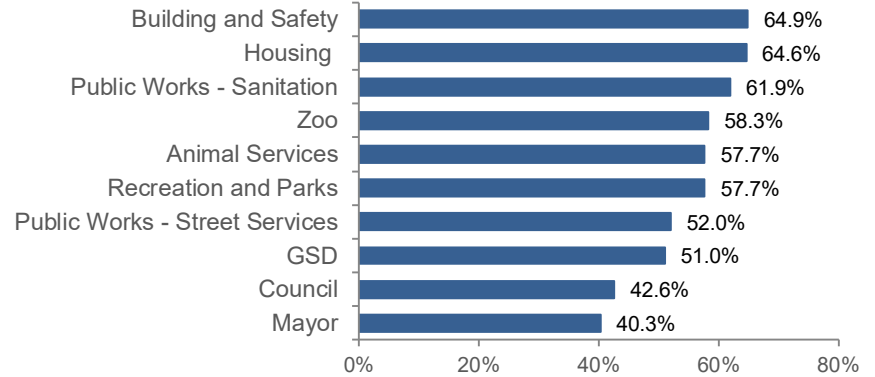
As of December 31, 2019

CITY OF LOS ANGELES

Top 10 Departments by Total Participation



Bottom 10 Departments by Total Participation

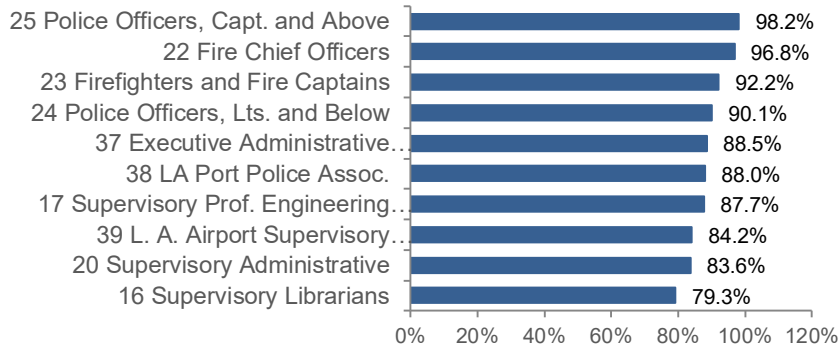


Participation Rate - MOU Top 10 and Bottom 10 (Full-Time Employees with greater than 50 eligible participants)

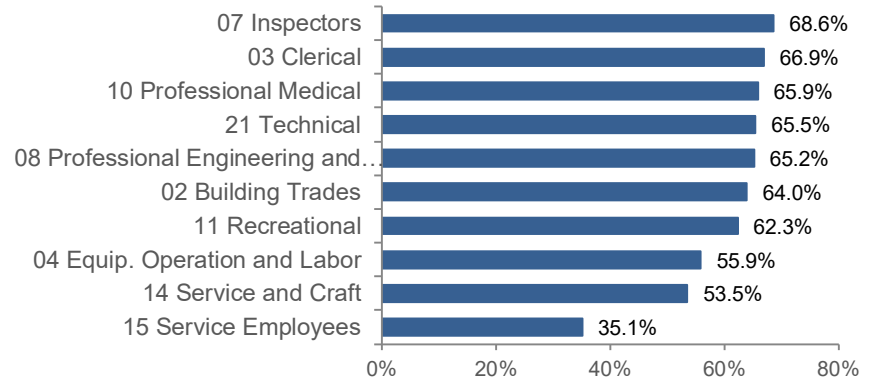
As of December 31, 2019

CITY OF LOS ANGELES

Top 10 MOU by Total Participation



Bottom 10 MOU by Total Participation



Participation Rate - MOU (Full-Time Employees)

As of December 31, 2019
CITY OF LOS ANGELES

Department	Active	Not Participating	Total	Participation Rate
25 Police Officers, Capt. and Above	110	2	112	98.21%
22 Fire Chief Officers	91	3	94	96.81%
63 Personnel Director	17	1	18	94.44%
61 Senior Administrative and Administrative Analysts	39	3	42	92.86%
26 Port Pilots	13	1	14	92.86%
23 Firefighters and Fire Captains	3,083	259	3,342	92.25%
24 Police Officers, Lts. and Below	8,981	983	9,964	90.13%
37 Executive Administrative Assistants	100	13	113	88.50%
27 L. A. Port Police Command Officers	15	2	17	88.24%
38 L. A. Port Police Assoc.	103	14	117	88.03%
17 Supervisory Prof. Engineering and Scientific	478	67	545	87.71%
39 L. A. Airport Supervisory Peace Officers	69	13	82	84.15%
20 Supervisory Administrative	1,158	227	1,385	83.61%
40 Airport Police Command Officers	5	1	6	83.33%
16 Supervisory Librarians	84	22	106	79.25%
36 Management Employees	604	171	775	77.94%
19 Supervisory Technical	244	71	315	77.46%
28 L. A. General Services Police Officers	17	5	22	77.27%
32 Management Attorneys	13	4	17	76.47%
30 L. A. Airport Peace Officers	336	106	442	76.02%
29 Deputy City Attorneys	378	123	501	75.45%
06 Librarians	520	177	697	74.61%
64 Not Represented	2,377	826	3,203	74.21%
12 Supervisory Blue Collar	625	233	858	72.84%
01 Administrative	1,728	683	2,411	71.67%
13 Supervisory Building Trades	104	42	146	71.23%
09 Plant Equip. Operation and Repair	260	112	372	69.89%
18 Safety - Security	1,062	485	1,547	68.65%
07 Recreation Assistants	910	416	1,326	68.63%
05 Inspectors	610	279	889	68.62%
03 Clerical	3,515	1,737	5,252	66.93%
10 Professional Medical	54	28	82	65.85%
21 Technical	804	424	1,228	65.47%
08 Professional Engineering and Scientific	3,879	2,072	5,951	65.18%
31 Confidential Attorneys	24	13	37	64.86%
02 Building Trades	1,121	632	1,753	63.95%
11 Recreational	215	130	345	62.32%
04 Equip. Operation and Labor	2,059	1,626	3,685	55.88%
14 Service and Craft	525	456	981	53.52%
15 Service Employees	319	590	909	35.09%
34 Crossing Guards	0	1	1	

Participation Rate - Department (Full-Time Employees)

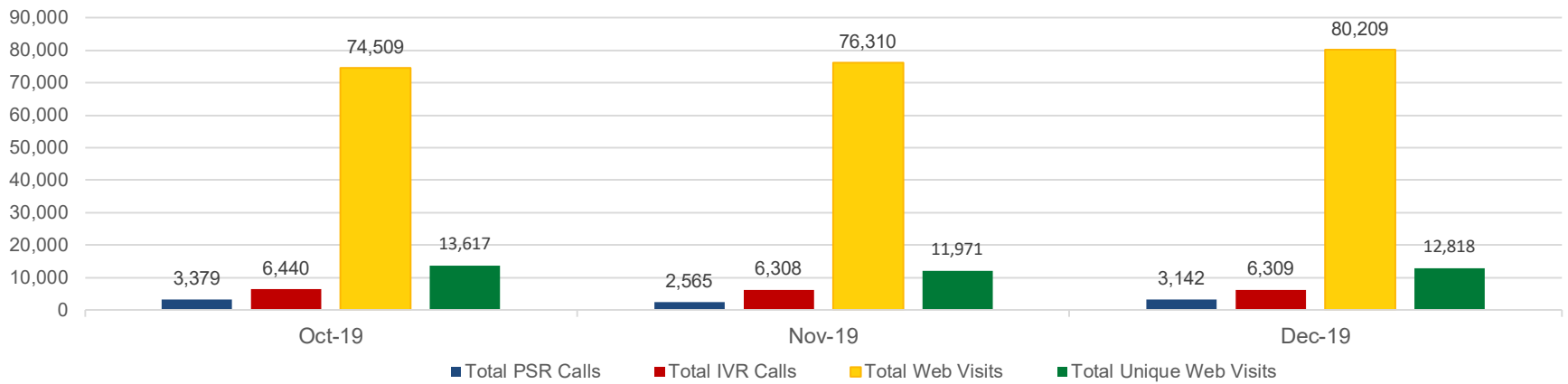
As of December 31, 2019
CITY OF LOS ANGELES

Department	Active	Eligible but not Participating	Total	Participation Rate
Office of Public Accountability	4	0	4	100.00%
Fire (Sworn)	3,175	298	3,473	91.42%
Police (Sworn)	9,095	980	10,075	90.27%
LACERS	127	29	156	81.41%
Convention Center and Tourism	8	2	10	80.00%
Fire and Police Pensions	95	24	119	79.83%
Harbor	750	190	940	79.79%
CAO	97	25	122	79.51%
Public Works - Board	98	27	125	78.40%
Police (Civilian)	2,406	700	3,106	77.46%
Controller	111	36	147	75.51%
Personnel	445	149	594	74.92%
ITA	313	108	421	74.35%
City Clerk	82	29	111	73.87%
Transportation	1,114	403	1,517	73.43%
Office of Finance	229	83	312	73.40%
Public Works - Engineering	639	239	878	72.78%
City Attorney	719	276	995	72.26%
Fire (Civilian)	281	108	389	72.24%
Aging	28	11	39	71.79%
Water and Power	7,415	3,262	10,677	69.45%
Planning	267	118	385	69.35%
Public Works - Contract Administration	229	108	337	67.95%
Ethics	19	9	28	67.86%
Library	568	276	844	67.30%
Economic and Workforce Development	84	41	125	67.20%
Employee Relations	2	1	3	66.67%
El Pueblo	6	3	9	66.67%
Airports	2,320	1,171	3,491	66.46%
Public Works - Street Lighting	227	115	342	66.37%
Building and Safety	607	329	936	64.85%
Housing	422	231	653	64.62%
Neighborhood Empowerment	18	10	28	64.29%
Public Works - Sanitation	1,752	1,078	2,830	61.91%
Emergency Management	17	11	28	60.71%
Zoo	141	101	242	58.26%
Animal Services	187	137	324	57.72%
Recreation and Parks	838	614	1,452	57.71%
Public Works - Street Services	642	593	1,235	51.98%
Cultural Affairs	34	32	66	51.52%
GSD	761	730	1,491	51.04%
Council	168	226	394	42.64%
Mayor	91	135	226	40.27%
Disability	9	16	25	36.00%
Cannabis Regulation	9	20	29	31.03%

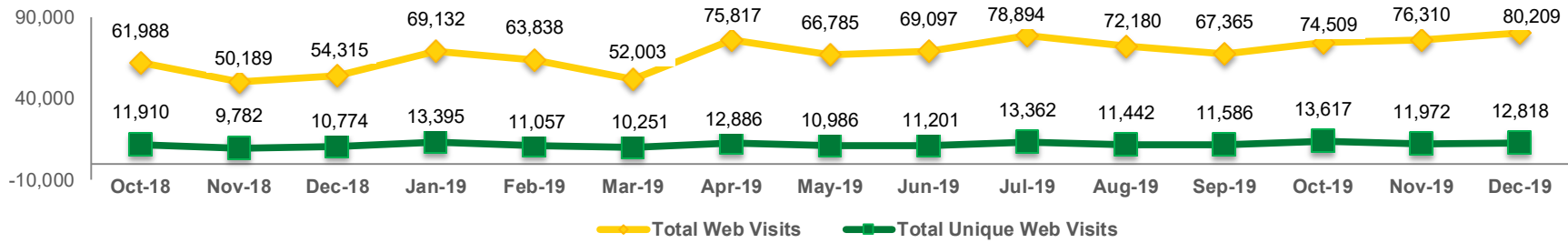
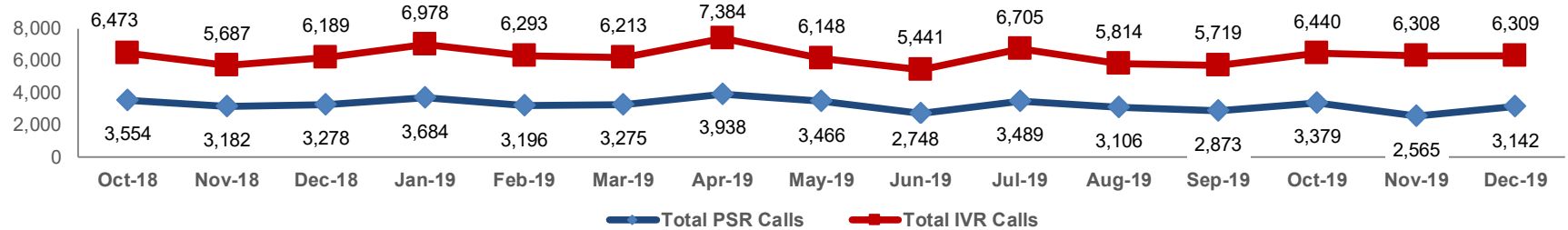
Participant Contact Summary

As of December 31, 2019

CITY OF LOS ANGELES



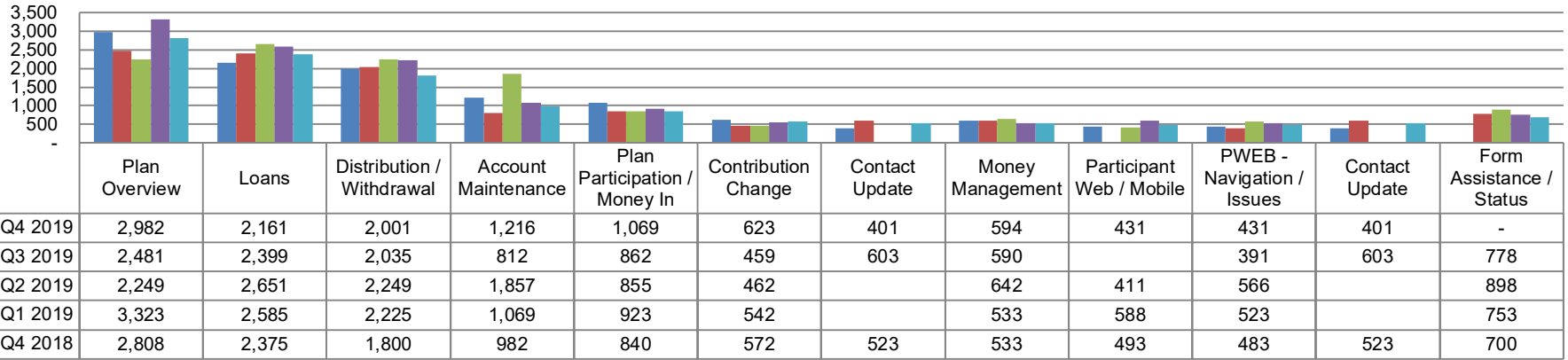
Participant Contact Trending



Participant Service Representative Activity: Top Ten Call Reasons and Trending

October 1, 2019 to December 31, 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 2019	Q2 2019	Q3 2019	Q4 2019
Address Change	260	253	311	264
Banking Information	782	760	803	671
Beneficiary Election	790	731	717	856
Contribution Rate Change	5,697	5,163	5,794	7,361
Contribution Rate Escalator	31	25	33	33
Enrollments	313	320	295	488
Form Request	292	352	265	235
Fund to Fund Transfer	2,422	2,510	2,627	2,605
In-service Withdrawal	1,360	1,500	1,402	1,422
Investment Election Change	1,838	1,753	1,889	2,027
Investment Reallocation	1,121	1,025	1,315	1,128
Rebalance Election	64	37	41	40
Loan Repayment ACH Election	42	82	50	52
New Loans Issued	1,273	1,567	1,591	1,545
Online Loan Payoff via ACH	1,519	1,603	1,443	1,260
Termination Distribution	181	194	192	150



CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

As of 12/31/2019

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 12/31/2019

Plan Profile Information

Plan Type	457B
Total PCRA Assets	\$661,701,265
Total Funded PCRA Accounts	4,575
Total Roth Assets	\$16,619,179
Total Funded Roth Accounts	592
Total Advisor Managed PCRA Assets	\$256,604,898
Total Advisor Managed Funded PCRA Accounts	1,468
PCRA Accounts Opened This Quarter	316
PCRA Assets In and Out This Quarter*	\$31,047,252
Average PCRA Account Balance	\$144,634

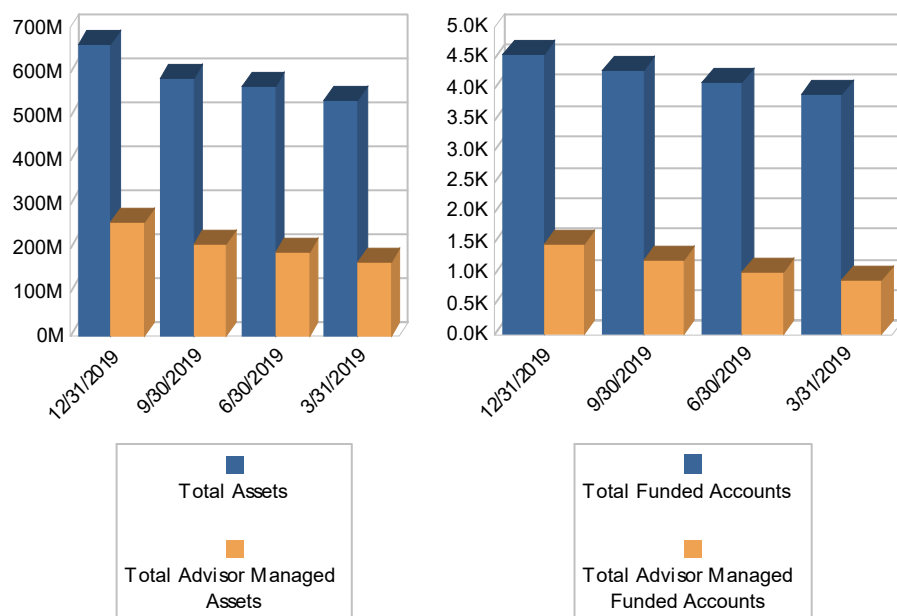
PCRA Participant Profile Information

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

Total Assets by Category

Cash Investments	\$79,988,009
Equities	\$233,307,555
ETFs	\$123,646,588
Fixed Income	\$25,530,453
Mutual Funds	\$199,406,182
Other	-\$177,520

Assets and Accounts (Trailing 4 Quarters)



Average Positions Per Account

Cash Investments	1.0
Equities	5.8
ETFs	2.7
Fixed Income	0.2
Mutual Funds	2.1
Other	0.0
Total	11.9

Average Trades Per Account

Equities	4.6
ETFs	2.7
Fixed Income	0.1
Mutual Funds	4.0
Other	0.1
Total	11.5

* 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 12/31/2019

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	\$9,514,750	5.01%
BLACKROCK HEALTH SCIENCE OPPTY CL INSTL	Specialized Funds	SHSSX	N	\$8,418,472	4.43%
DAVIS FINANCIAL Y	Specialized Funds	DVFYX	N	\$4,967,232	2.62%
PROFUNDS ULTRA NASDAQ 100 INV CL	Specialized Funds	UOPIX	Y	\$4,230,685	2.23%
INVESCO OPPENHEIMER DEV MKTS Y	International	ODVYX	N	\$3,380,058	1.78%
GATEWAY FUND CL Y	Specialized Funds	GTEYX	N	\$3,134,737	1.65%
DFA US CORE EQTY 2 PORT INSTL	Large Capitalization Stock Funds	DFQTX	N	\$3,038,784	1.60%
RISKPRO PFG EQUITY 30 PLUS FD CL R	Large Capitalization Stock Funds	PFDEX	Y	\$3,024,634	1.59%
PIMCO INCM INST CL	Taxable Bond Funds	PIMIX	N	\$2,966,797	1.56%
RISKPRO DYNAMIC 15 TO 25 FD CL R	Hybrid Funds	PFDPX	Y	\$2,786,372	1.47%

Top 10 Fund Families

Name	\$MF Assets	%MF Assets
DFA	\$19,561,775	10.30%
JANUS	\$11,350,523	5.98%
BLACKROCK	\$10,554,203	5.56%
SCHWAB	\$8,322,287	4.38%
VANGUARD	\$6,632,109	3.49%
T ROWE PRICE	\$6,115,536	3.22%
OPPENHEIMER	\$6,026,577	3.17%
PROFUNDS	\$5,504,244	2.90%
DAVIS/SELECTED	\$4,987,403	2.63%
PIMCO FUNDS	\$4,980,020	2.62%

**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 12/31/2019

Top 10 Equity Holdings

Name	Category	Symbol	\$EQ Assets	%EQ Assets
APPLE INC	Information Technology	AAPL	\$29,692,117	12.73%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$12,639,226	5.42%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$8,657,588	3.71%
FACEBOOK INC CLASS A	Communication Services	FB	\$6,762,782	2.90%
BANK OF AMERICA CORP	Financials	BAC	\$5,240,684	2.25%
MICROSOFT CORP	Information Technology	MSFT	\$4,884,779	2.09%
ALIBABA GROUP HOLDING FSPONSORED ADR	Consumer Discretionary	BABA	\$4,808,519	2.06%
A T & T INC	Communication Services	T	\$4,458,252	1.91%
BERKSHIRE HATHAWAY CLASS B	Other	BRKB	\$4,214,486	1.81%
TESLA INC	Consumer Discretionary	TSLA	\$4,103,399	1.76%

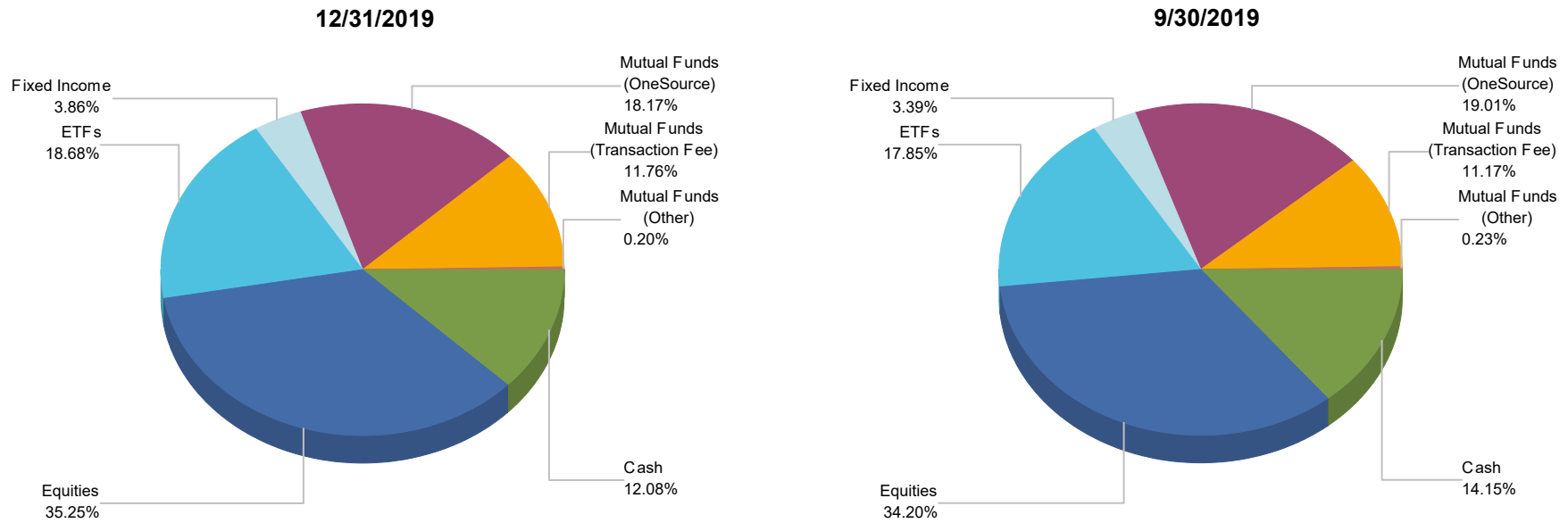
Top 10 ETF Holdings

Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
SCHWAB US BROAD MARKET ETF	US Equity	SCHB	N	\$7,074,994	5.72%
ISHARES SHORT-TERM CORPORATE BOND ET	US FI	IGSB	N	\$6,147,714	4.97%
WISDOMTREE US QLT DIV GRW ETF	US Equity	DGRW	N	\$3,917,830	3.17%
TECHNOLOGY SELECT SECTORS PDR ETF	Sector	XLK	N	\$3,678,489	2.98%
WISDOMTREE INTL QLTY DIVGWTH ETF	International Equity	IQDG	N	\$3,060,727	2.48%
ISHARES CORE S&P 500 ETF	US Equity	IVV	N	\$3,002,973	2.43%
SELECT SECTOR HEALTH CARE SPDR ETF	Sector	XLV	N	\$2,903,107	2.35%
SCHWAB INTERNATIONAL EQUITY ETF	International Equity	SCHF	N	\$2,721,962	2.20%
ISHARES INTERMEDIATE-TERM	US FI	IGIB	N	\$2,609,178	2.11%
SELECT STR FINANCIAL SELECT SPDR ETF	Sector	XLF	N	\$2,463,147	1.99%

*OS = OneSource, no transaction fee.

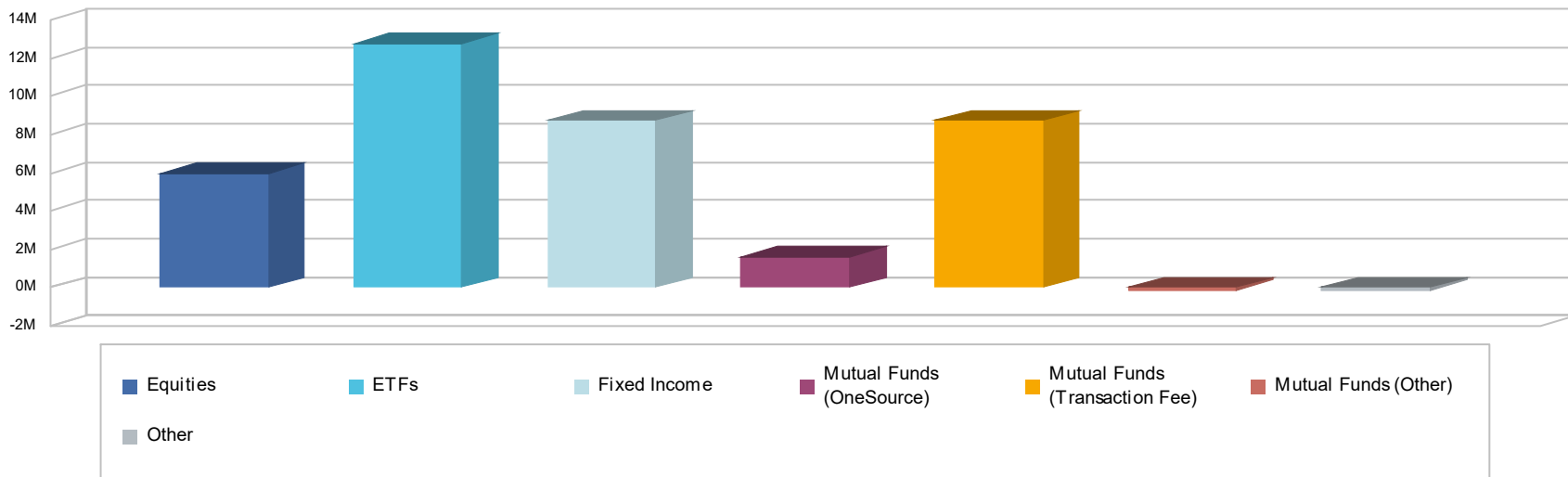
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 12/31/2019

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 12/31/2019)

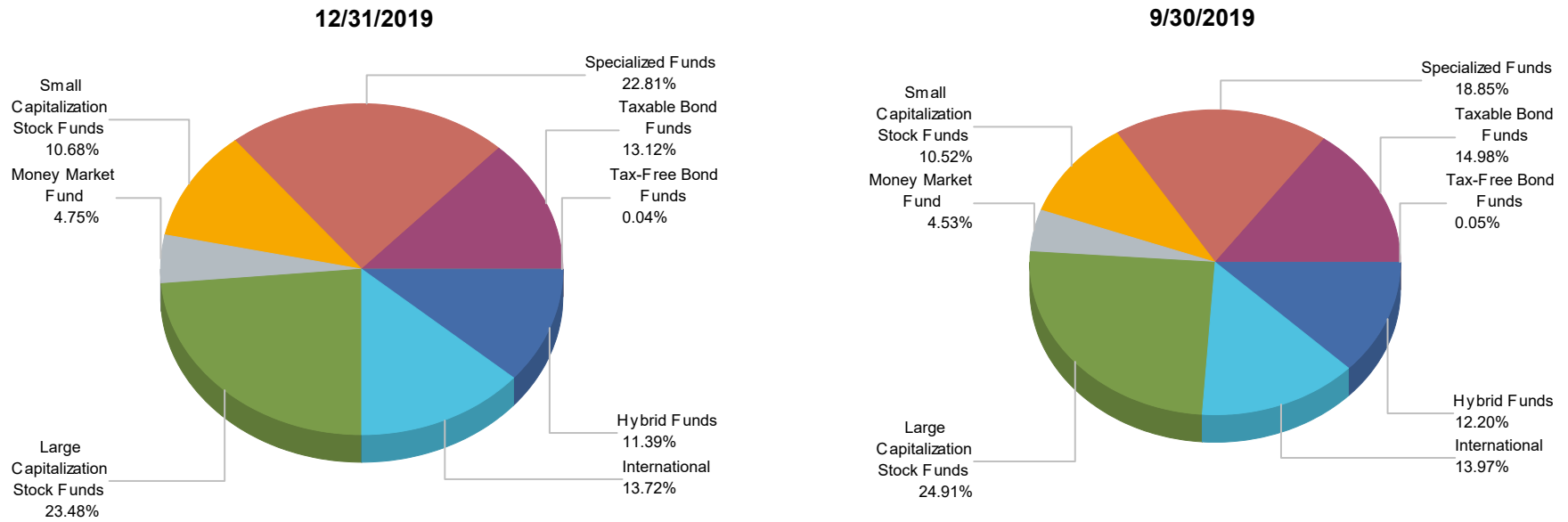


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

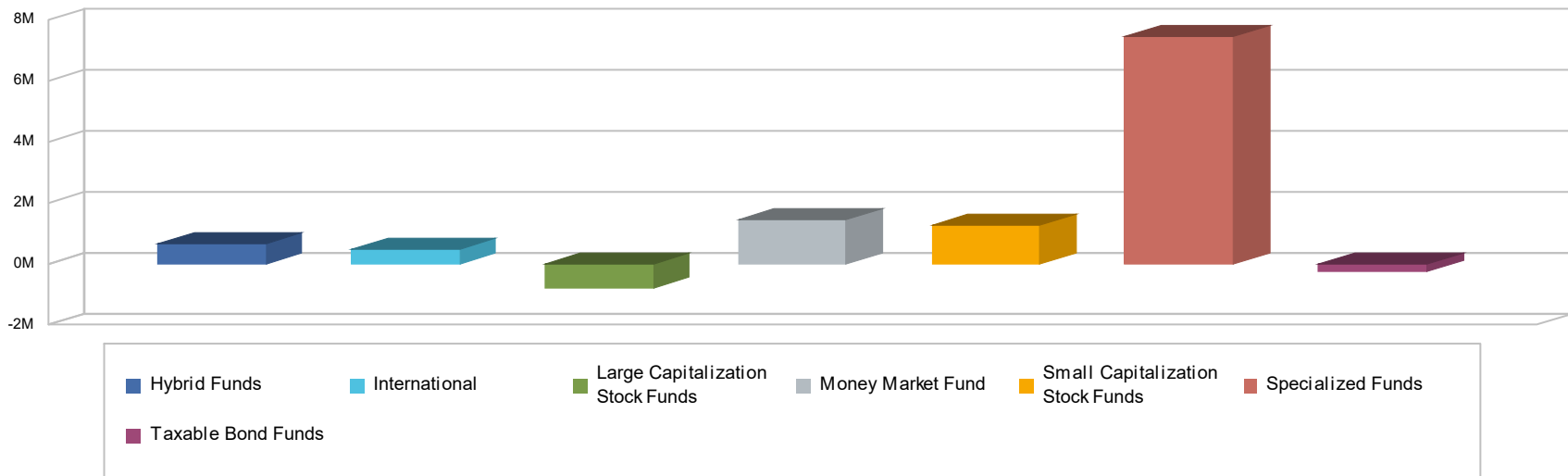
CITY OF LA 457 DEFERRED COMP as of 12/31/2019

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 12/31/2019)

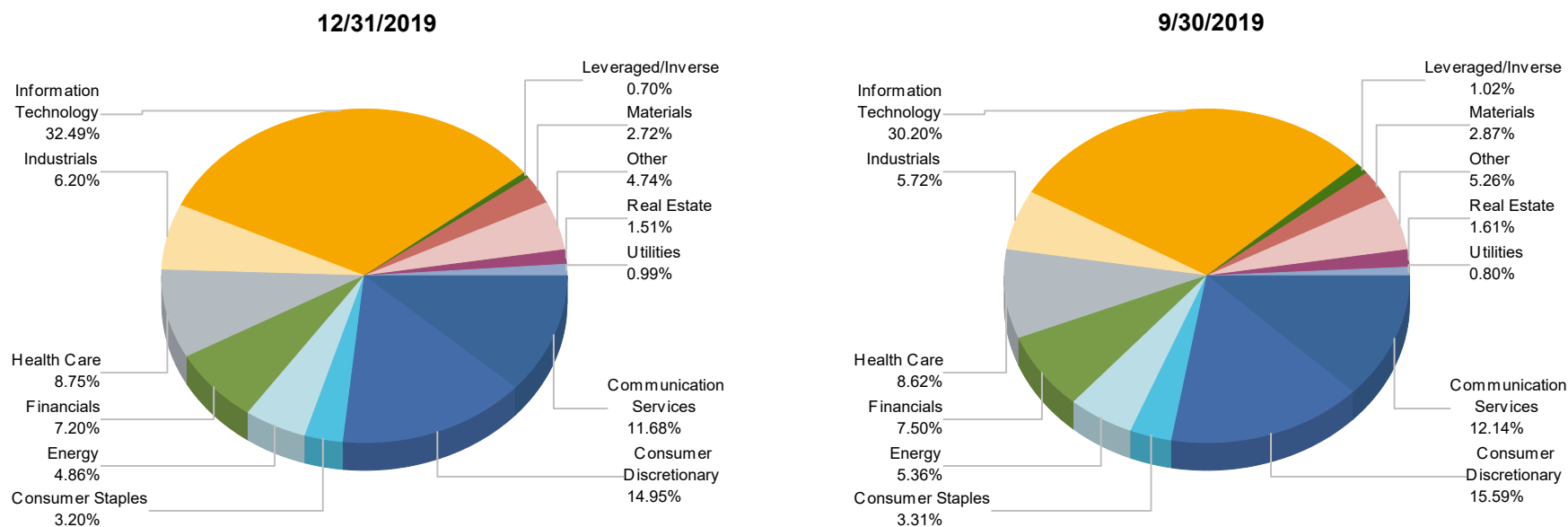


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The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

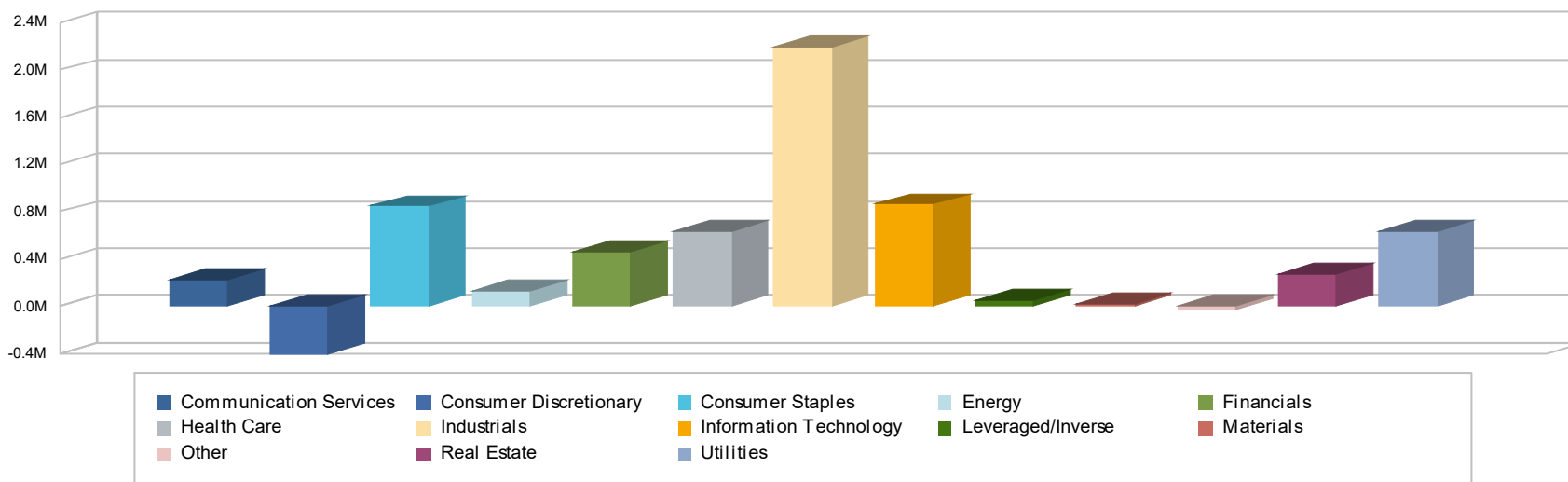
CITY OF LA 457 DEFERRED COMP as of 12/31/2019

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.

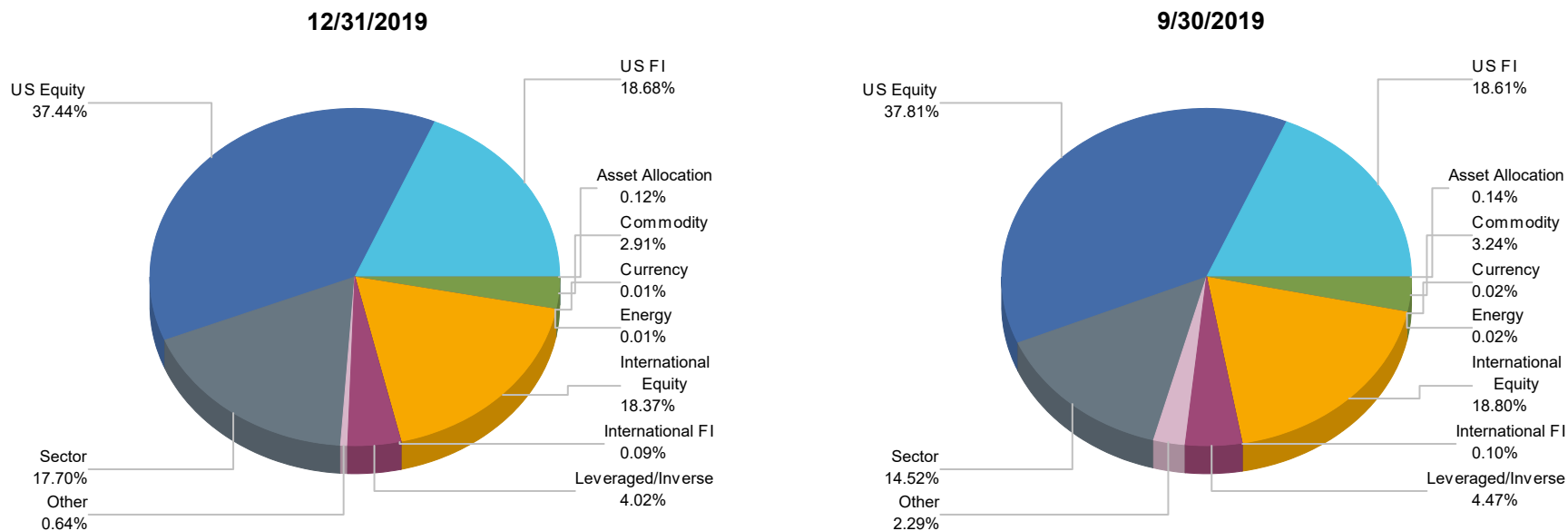
Net Flow by Sector - Equities (3-Month Period Ending 12/31/2019)



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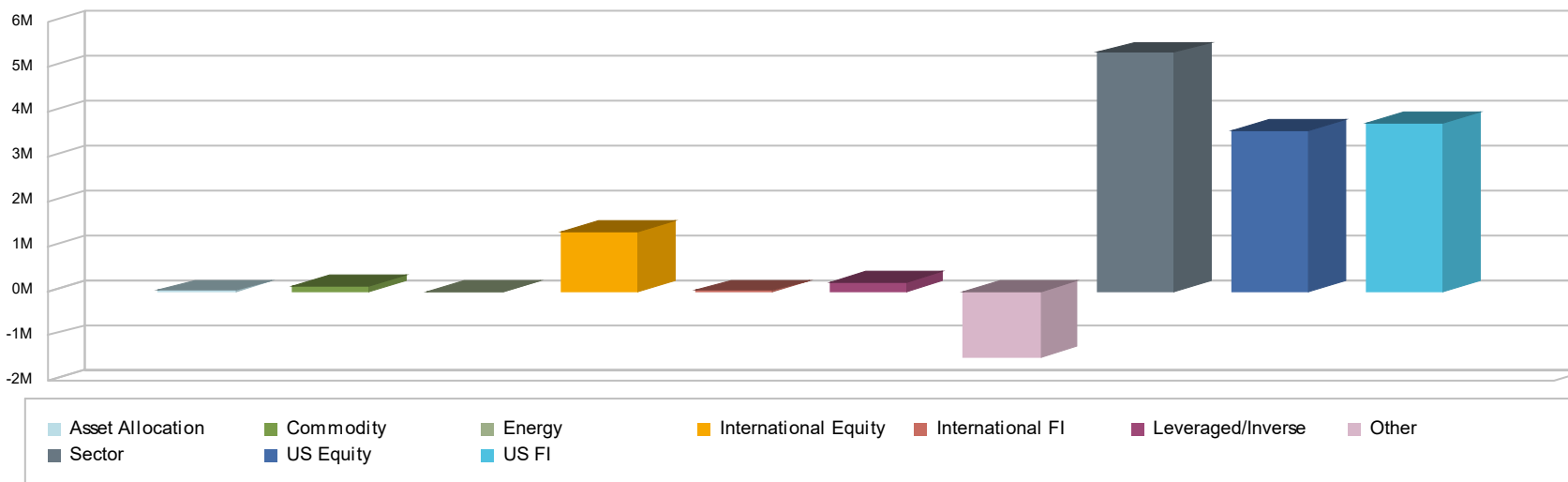
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 12/31/2019

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 12/31/2019)

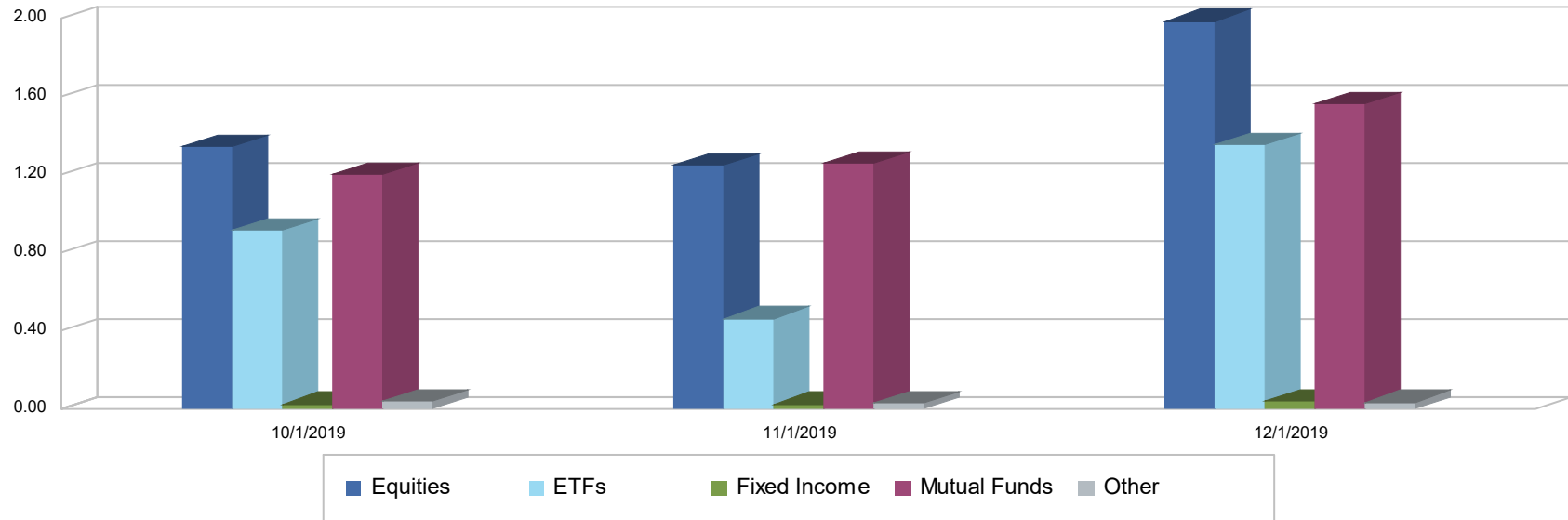


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

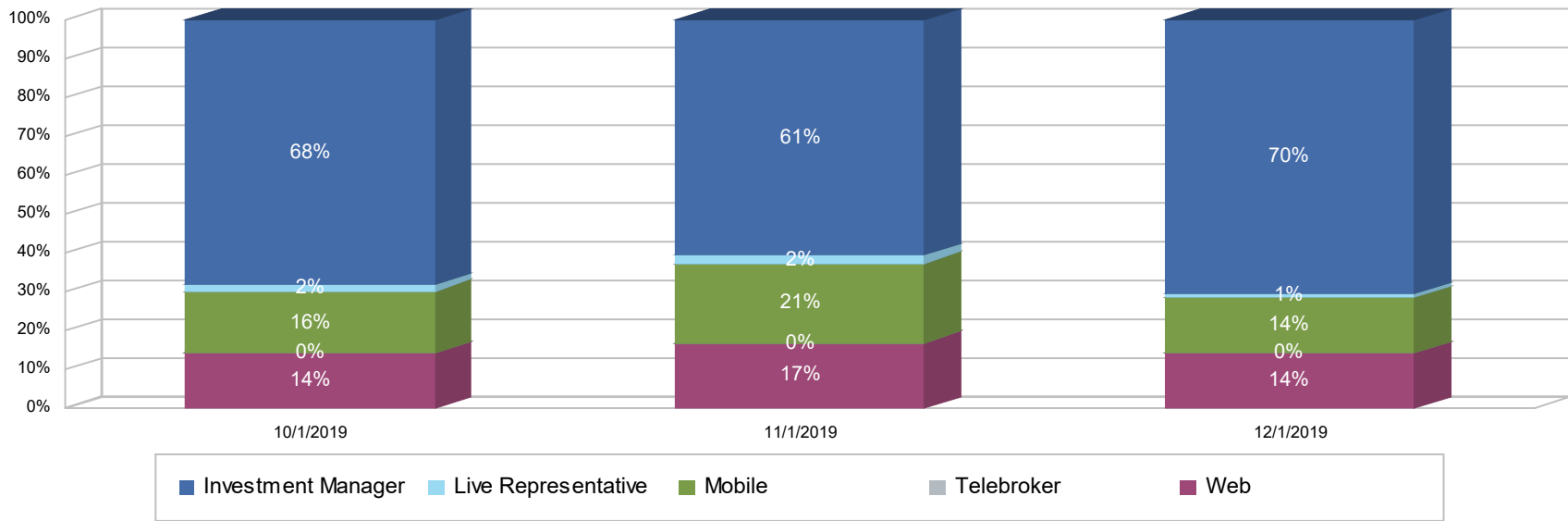
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 12/31/2019

Average Monthly Trades Per Account (3-Month Period Ending 12/31/2019)



Trading Channel Mix (Month over Month)



The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 12/31/2019

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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