



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



City of Los Angeles

Deferred Compensation Plan

First Quarter 2021 Review



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Table of Contents

	Page
1. Executive Summary	5
2. Asset Analysis	11
3. Participation and Contributions Analysis	17
4. Participant Distributions Analysis	26
5. Participant Services	33
6. Local Service Center	72
7. Appendix	79

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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Executive Summary



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Executive Summary

As of March 31, 2021

CITY OF LOS ANGELES

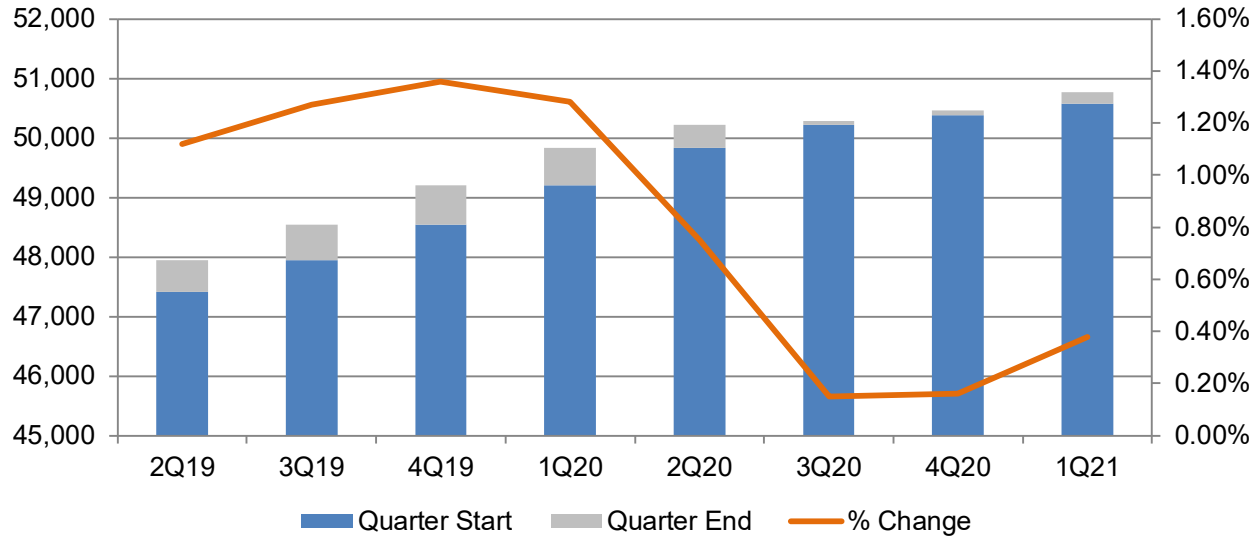
Plan Participants	Total	% Change from Prior Period
As of June 30, 2019	47,939	1.12%
As of September 30, 2019	48,548	1.27%
As of December 31, 2019	49,209	1.36%
As of March 31, 2020	49,841	1.28%
As of June 30, 2020	50,215	0.75%
As of September 30, 2020	50,292	0.15%
As of December 31, 2020	50,377	0.16%
As of March 31, 2021	50,572	0.38%

Asset Growth	Total	% Change from Prior Period
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%
As of March 31, 2020	\$6,150,575,655	-13.22%
As of June 30, 2020	\$6,988,893,734	13.63%
As of September 30, 2020	\$7,366,037,685	5.40%
As of December 31, 2020	\$8,035,190,777	9.08%
As of March 31, 2021	\$8,347,719,798	3.90%

Executive Summary- Plan Participants

As of March 31, 2021

CITY OF LOS ANGELES

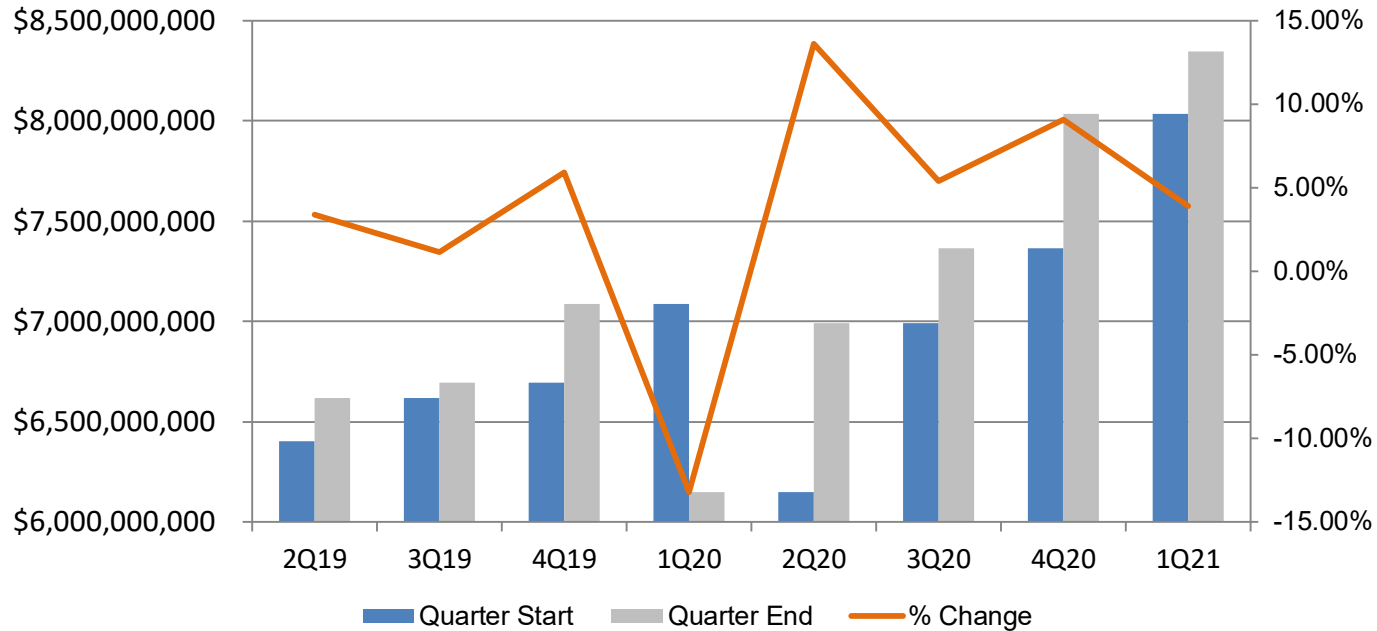


	Total	% Change from Prior Period
As of June 30, 2019	47,939	1.12%
As of September 30, 2019	48,548	1.27%
As of December 31, 2019	49,209	2.36%
As of March 31, 2020	49,841	1.28%
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Executive Summary- Asset Growth

As of March 31, 2021

CITY OF LOS ANGELES



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As of December 31, 2020	\$8,035,190,777	9.08%
As of March 31, 2021	\$8,347,719,798	3.90%

Cash Flow Summary

January 1, 2021 to March 31, 2021

CITY OF LOS ANGELES

Cash In

Pre-tax Contributions	66,573,696.18
Roth Contributions	12,579,887.20
Rollover Contributions	56,387,923.08
Loan Repayments	22,882,820.05
Other	12,466,704.40

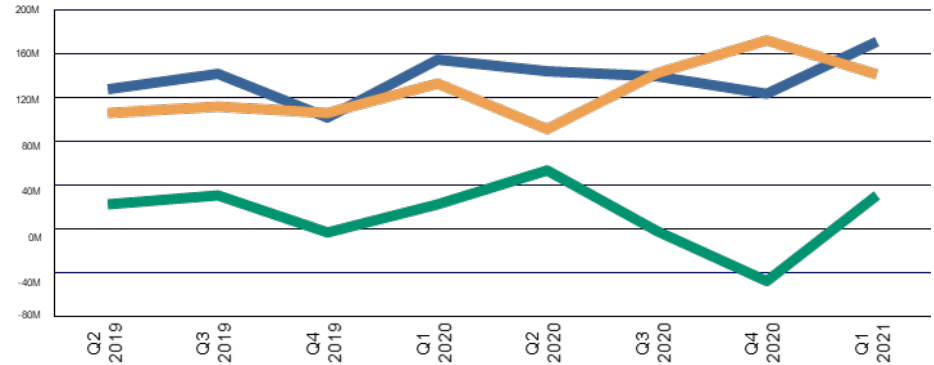
Total Cash In **\$170,891,030.91**

Cash Out

Distributions	50,471,509.84
Rollovers	56,985,008.84
Loans Issued	16,463,150.60
Fees	1,005,172.43
Other	12,466,704.40

Total Cash Out **(\$137,391,546.11)**

Net Cash Flow **\$33,499,484.80**



	Cash In	Cash Out	Net Cash
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	\$101,258,250.49	\$105,770,718.43	(\$4,512,467.94)
Q1 2020	\$154,495,133.13	\$132,705,843.38	\$21,789,289.75
Q2 2020	\$143,612,342.08	\$90,897,133.46	\$52,715,208.62
Q3 2020	\$139,282,468.80	\$142,313,548.69	(\$3,031,079.89)
Q4 2020	\$123,134,839.30	\$172,014,325.24	(\$48,879,485.94)
Q1 2021	\$170,891,030.91	\$137,391,546.11	\$33,499,484.80
	\$1,101,689,888.10	\$998,400,685.38	\$103,289,202.72

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

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



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Asset Analysis

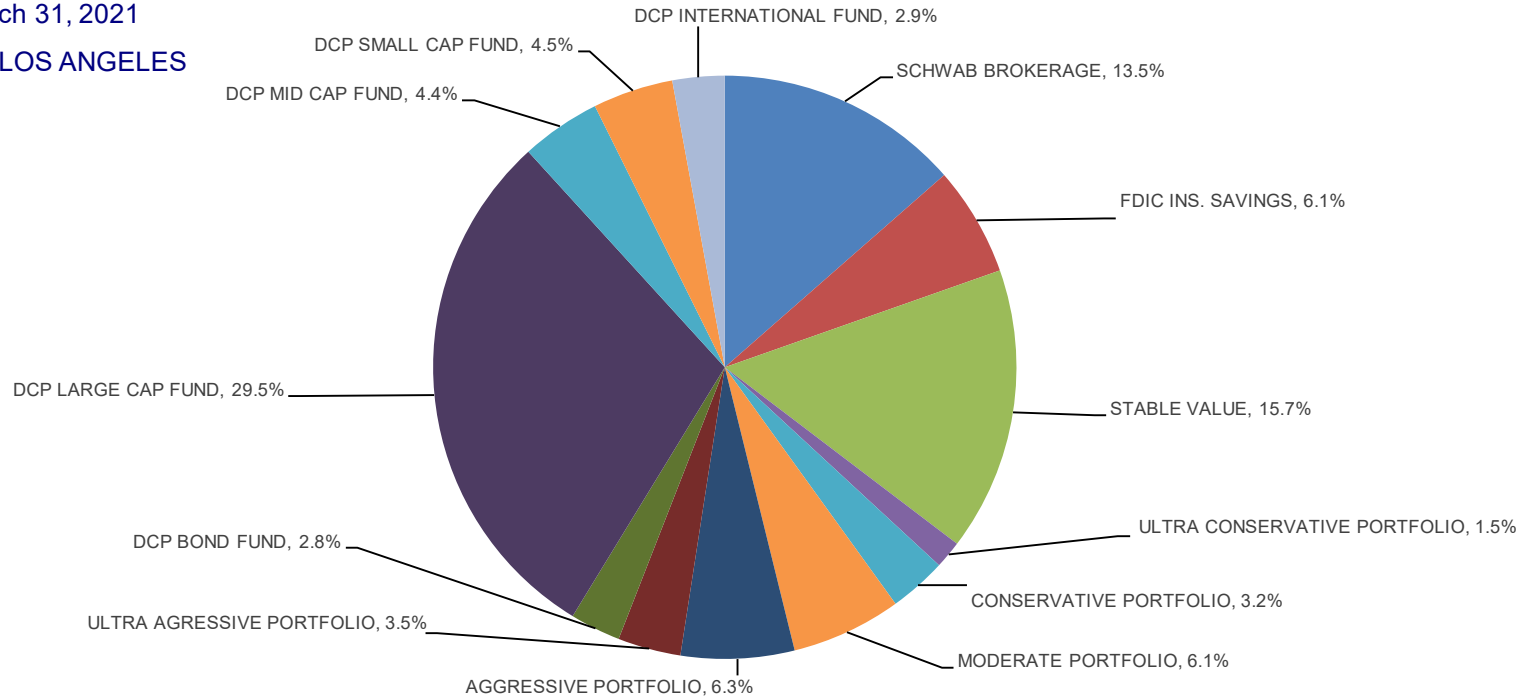


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Percentage of Plan Assets

As of March 31, 2021

CITY OF LOS ANGELES



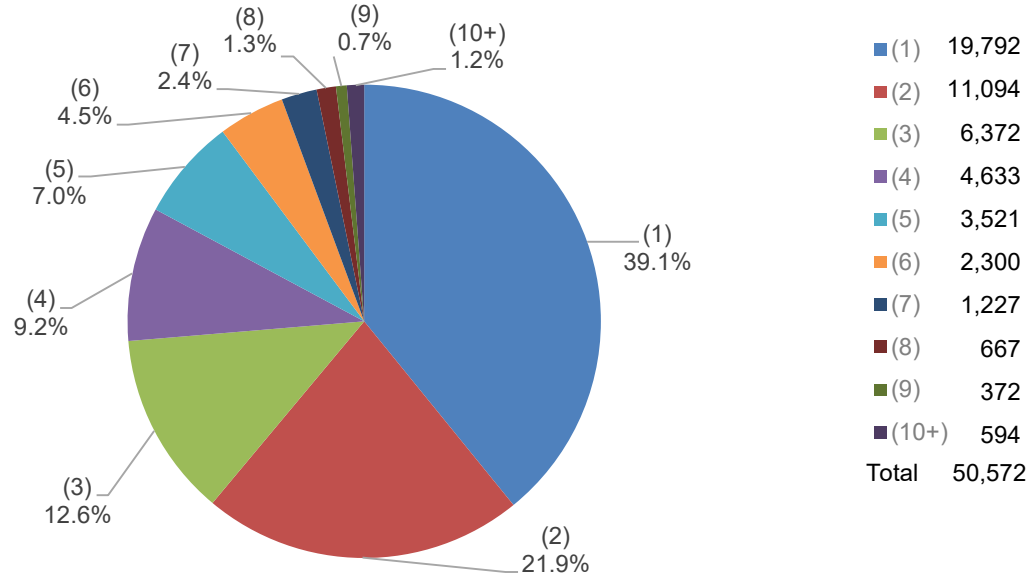
Balances by Investment

Investment Name	Investment Balance	Number of Participants	Average Participant	Percent of Plan Assets
Schwab Brokerage	\$1,130,867,519.11	5,697	\$198,502.29	13.5%
FDIC Insured Savings Account	\$506,167,674.04	12,973	\$39,017.01	6.1%
Stable Value	\$1,313,206,070.64	13,655	\$96,170.35	15.7%
Ultra Conservative Portfolio	\$127,616,907.19	2,899	\$44,021.01	1.5%
Conservative Portfolio	\$265,263,780.30	5,449	\$48,681.19	3.2%
Moderate Portfolio	\$509,277,398.21	12,084	\$42,144.77	6.1%
Aggressive Portfolio	\$524,855,518.31	14,446	\$36,332.24	6.3%
Ultra Aggressive Portfolio	\$291,602,508.31	10,423	\$27,976.83	3.5%
DCP Bond Fund	\$234,208,276.86	7,498	\$31,236.10	2.8%
DCP Large Cap Fund	\$2,462,722,368.73	21,789	\$113,025.95	29.5%
DCP Mid Cap Fund	\$368,682,419.36	8,728	\$42,241.34	4.4%
DCP Small Cap Fund	\$372,128,652.28	9,908	\$37,558.40	4.5%
DCP International Fund	\$241,120,704.49	9,286	\$25,966.05	2.9%
Total Investment Balance:	\$8,347,719,797.88			
Total Loan Fund:	\$181,218,521.35			

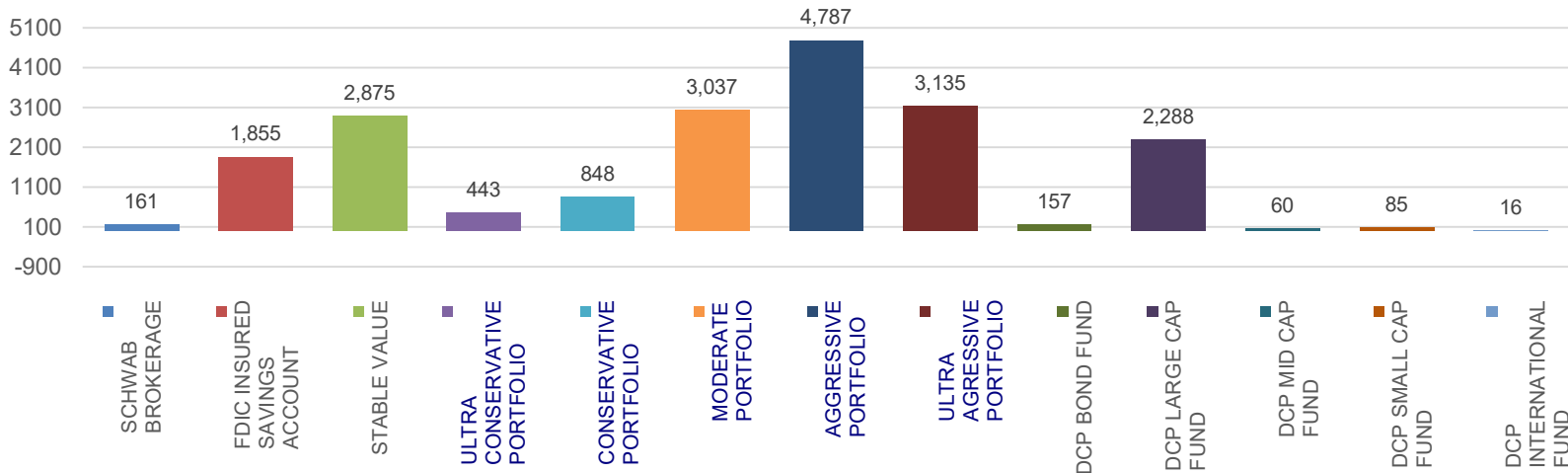
Participants with a Balance by Number of Investments

As of March 31, 2021

CITY OF LOS ANGELES



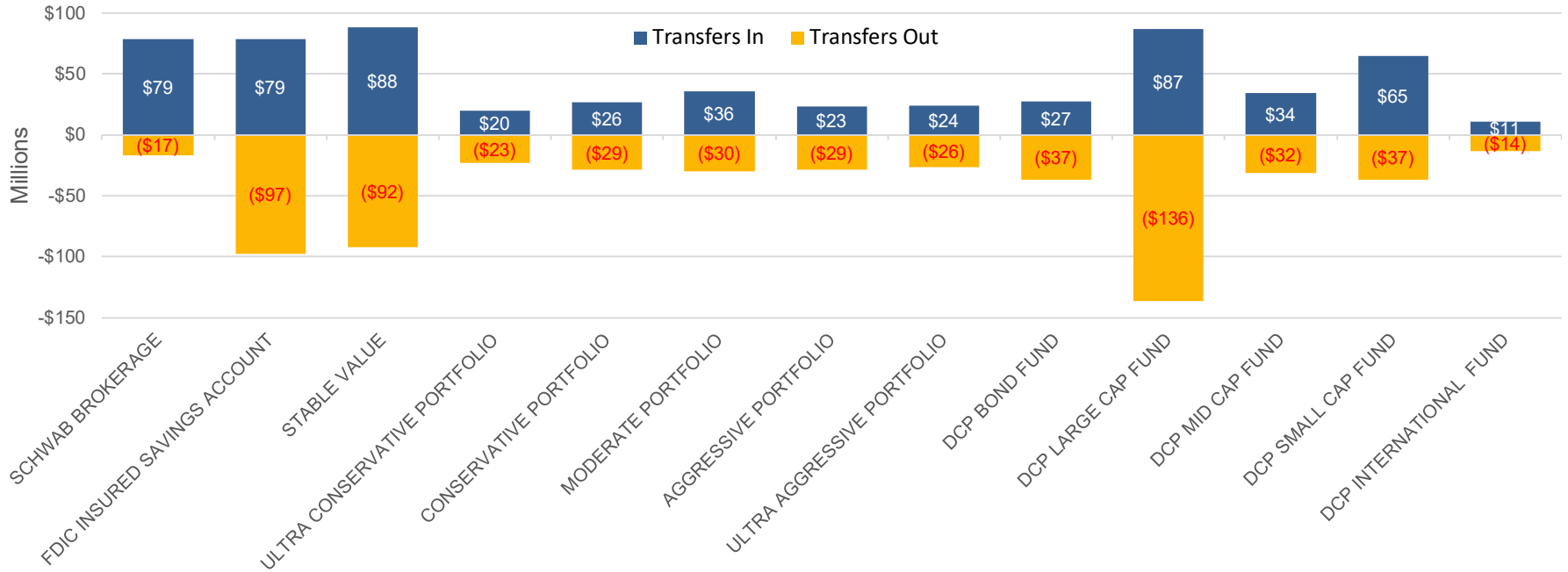
Participants with a Balance in a Single Profile



Transfer Activity by Investment

As of March 31, 2021

CITY OF LOS ANGELES

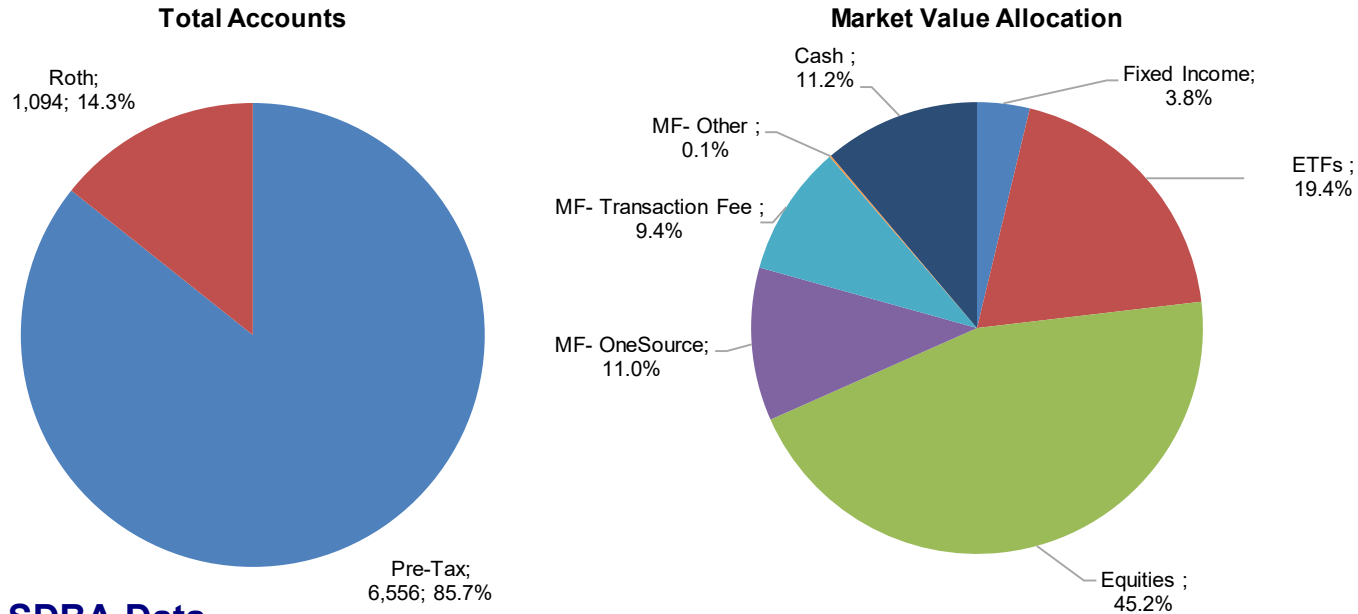


Investment Name	Transfers In	Transfers Out	Net
Schwab Brokerage	\$78,907,351	(\$16,936,564)	\$61,970,788
FDIC Insured Savings Account	\$78,500,353	(\$97,442,312)	(\$18,941,959)
Stable Value	\$88,290,396	(\$92,058,916)	(\$3,768,520)
Ultra Conservative Portfolio	\$19,779,944	(\$23,022,679)	(\$3,242,735)
Conservative Portfolio	\$26,489,360	(\$28,794,847)	(\$2,305,487)
Moderate Portfolio	\$35,786,702	(\$29,830,237)	\$5,956,465
Aggressive Portfolio	\$23,471,289	(\$28,879,294)	(\$5,408,005)
Ultra Aggressive Portfolio	\$24,096,636	(\$26,479,169)	(\$2,382,533)
DCP Bond Fund	\$27,225,861	(\$37,031,015)	(\$9,805,154)
DCP Large Cap Fund	\$86,807,666	(\$136,362,405)	(\$49,554,738)
DCP Mid Cap Fund	\$34,042,934	(\$31,625,541)	\$2,417,392
DCP Small Cap Fund	\$64,505,708	(\$36,822,164)	\$27,683,544
DCP International Fund	\$10,890,617	(\$13,590,873)	(\$2,700,256)

SDBA Summary

As of March 31, 2021

CITY OF LOS ANGELES



Historical SDBA Data

Plan Profile Information	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Total Funded Pre-Tax Accounts	4,296	4,575	4,940	5,301	5,609	5,968	6,556
Total Funded Roth Accounts	513	592	706	773	841	941	1,094
PCRA Accounts Opened	275	316	466	323	421	416	661
Total Advisor Managed Funded	1,208	1,468	1,692	1,844	1,985	2,214	2,490
Market Value Allocation - All Assets	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fixed Income	3.4%	3.9%	4.7%	4.1%	4.1%	3.6%	3.8%
ETFs	17.9%	18.7%	16.7%	17.8%	18.3%	17.8%	19.4%
Equities	34.2%	35.3%	32.0%	37.1%	40.9%	44.9%	45.2%
Mutual Funds (OneSource)	19.0%	18.2%	15.2%	15.3%	12.9%	12.0%	11.0%
Mutual Funds (Transaction Fee)	11.2%	11.8%	10.6%	9.9%	9.7%	9.3%	9.4%
Mutual Funds (Other)	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%
Cash	14.2%	12.1%	20.7%	15.7%	14.1%	12.3%	11.2%



Participation and Contributions Analysis

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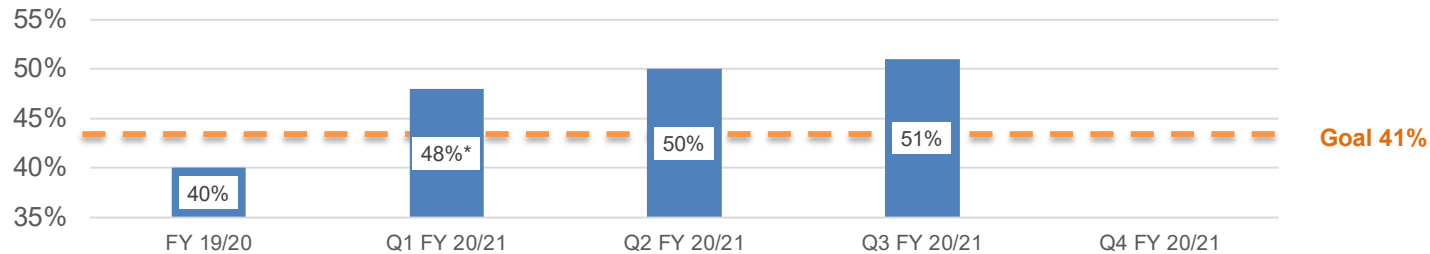
Participant Outcomes: Participation

As of March 31, 2021

CITY OF LOS ANGELES

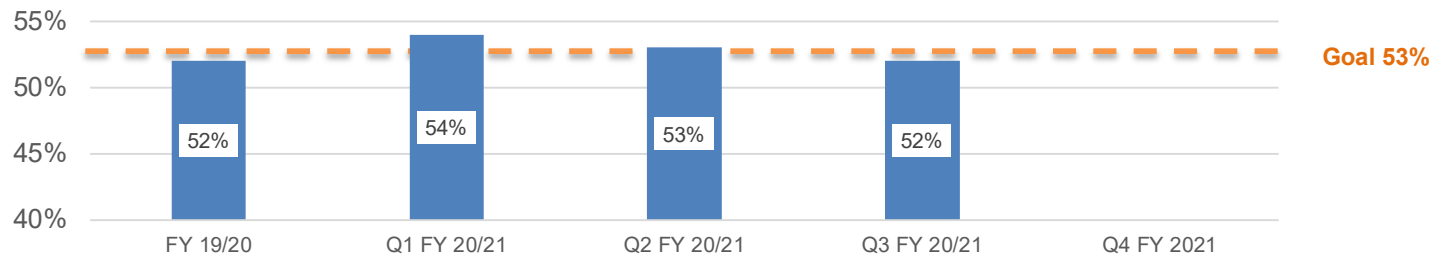
For the 2020-21 fiscal year, the Board adopted two targeted goals to increase participation for employees with less than three years of City service.

Goal: Increase participation of employees with less than one year of City service by 1%, from 40% to 41%.



*Updated as of 12/31/20

Goal: Increase participation of employees with less than three years of City service by 1%, from 52% to 53%.



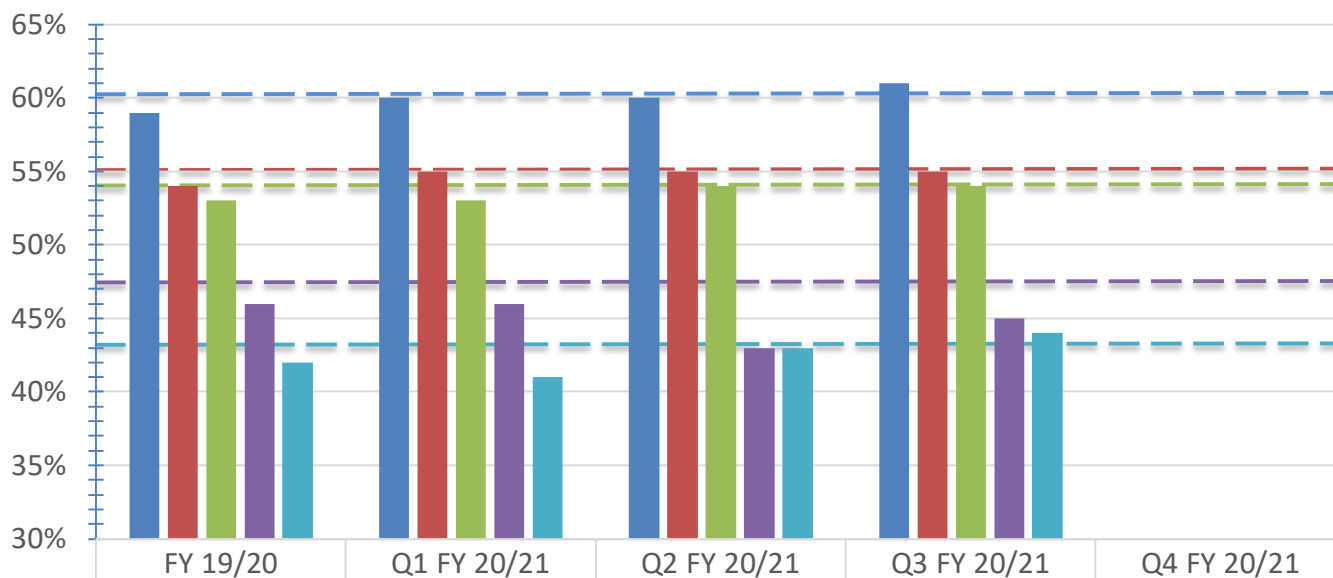
Participant Outcomes: Department Participation

As of March 31, 2021

CITY OF LOS ANGELES

For the 2020-21 fiscal year, the Board adopted two targeted goals to increase participation for the lowest Participating Departments and Labor Organizations.

Goal: Increase participation of the five departments with the lowest participation by 1%:



■ Recreation & Parks (60%)	59%	60%	60%	61%	
■ Public Works- Street Svcs (55%)	54%	55%	55%	55%	
■ General Services Division (54%)	53%	53%	54%	54%	
■ Council (47%)	46%	46%	43%	45%	
■ Mayor's Office (43%)	42%	41%	43%	44%	

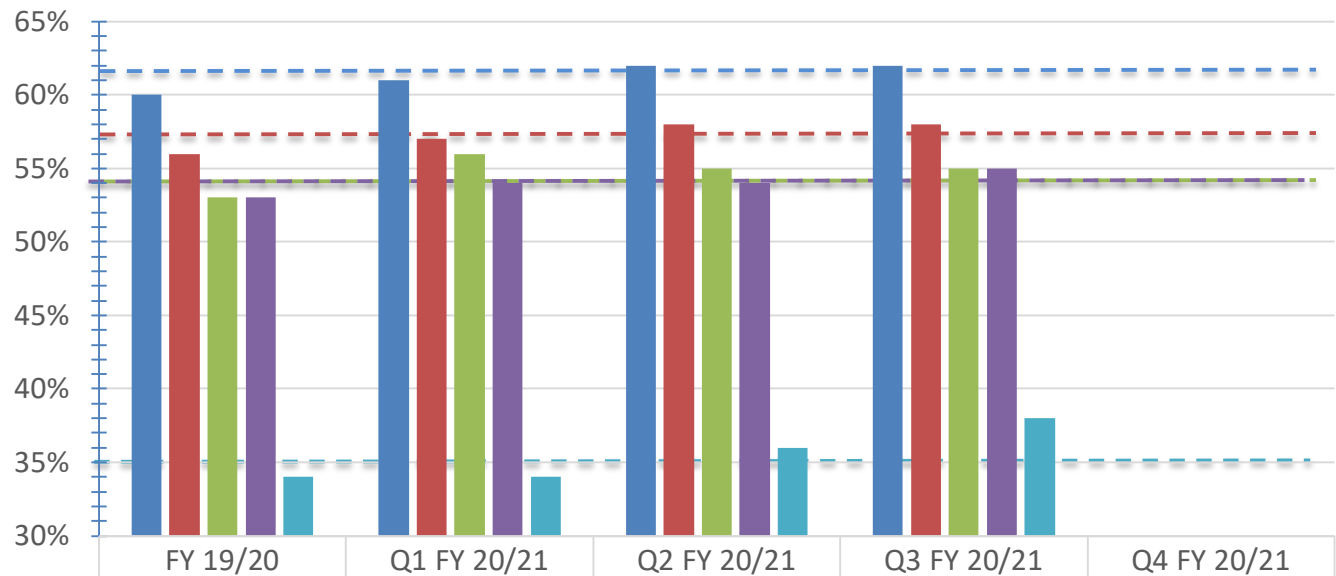
Participant Outcomes: Labor Organization Participation

As of March 31, 2021

CITY OF LOS ANGELES

For the 2020-21 fiscal year, the Board adopted two targeted goals to increase participation for the lowest Participating Departments and Labor Organizations.

Goal: Increase participation of the five groups of labor organizations or non-represented employees (greater than 50 full-time employees) with the lowest participation by 1%:



	FY 19/20	Q1 FY 20/21	Q2 FY 20/21	Q3 FY 20/21	Q4 FY 20/21
MOU 02: Building Trades (61%)	60%	61%	62%	62%	
MOU 14: Service & Craft (57%)	56%	57%	58%	58%	
MOU 00: Non-Represented (54%)	53%	56%	55%	55%	
MOU 04: Equip. Ops & Labor (54%)	53%	54%	54%	55%	
MOU 15: Service EE's (35%)	34%	34%	36%	38%	

Participant Outcomes: Contributions

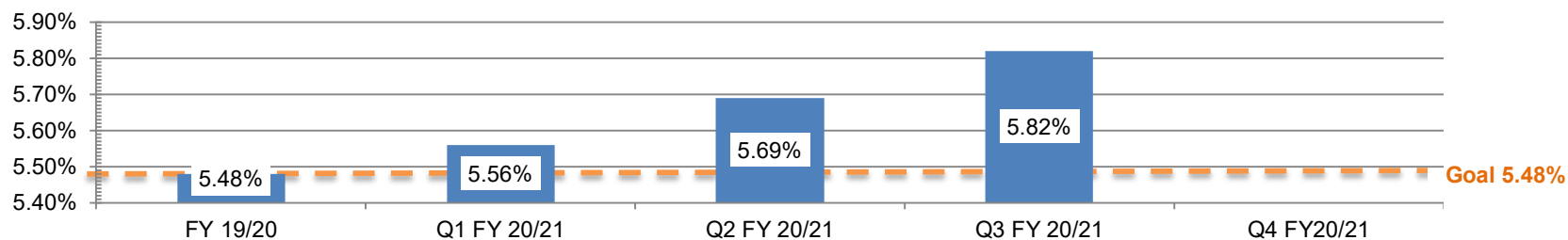
As of March 31, 2021

CITY OF LOS ANGELES

For the 2020-21 fiscal year, the Board adopted two goals aimed at maintaining the average employee contribution and increasing participant contributions as a percent-of-pay.

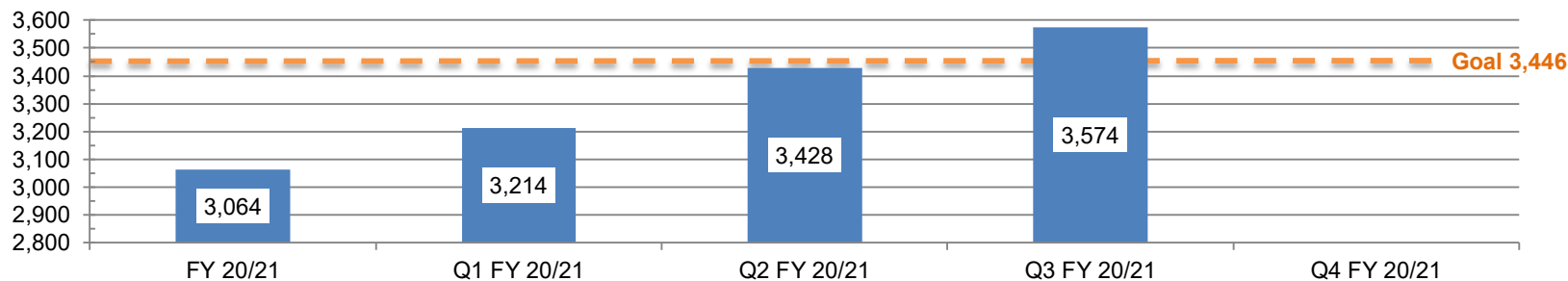
Goal: Maintain average employee contributions at the current 5.48%, calculated to include all full-time employees eligible for the DCP.

Average Employee Contributions



Goal: Increase the number of participants saving as a percent-of-pay from 3,064 (9% of contributing participants) to 3,446 (10% of contributing participants).

Total Number of Contributing Participants Saving as a Percent of Pay

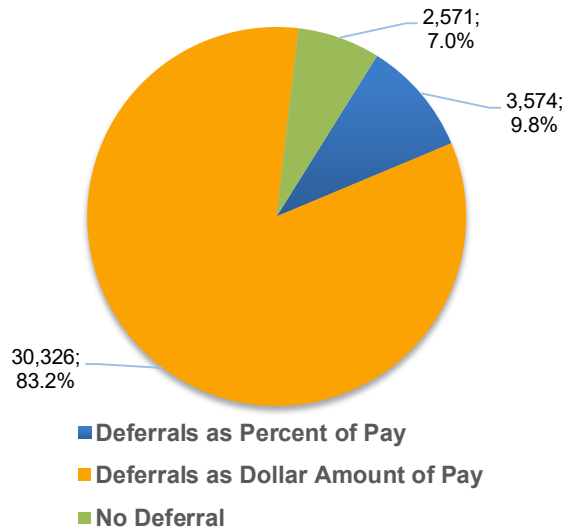


Percent of Pay Contribution Trending

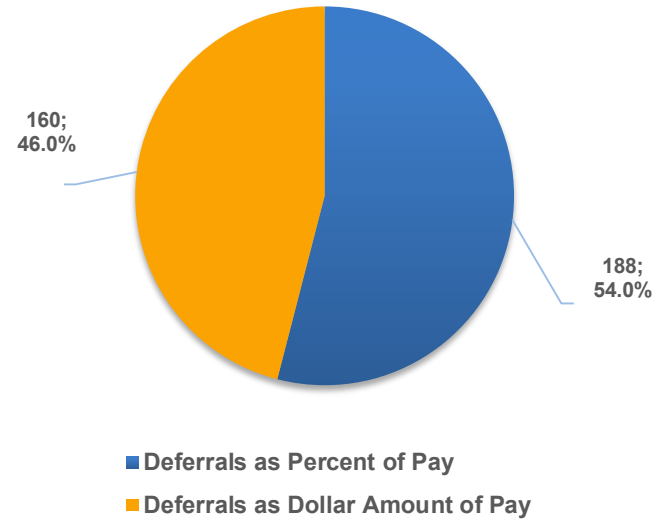
As of March 31, 2021

CITY OF LOS ANGELES

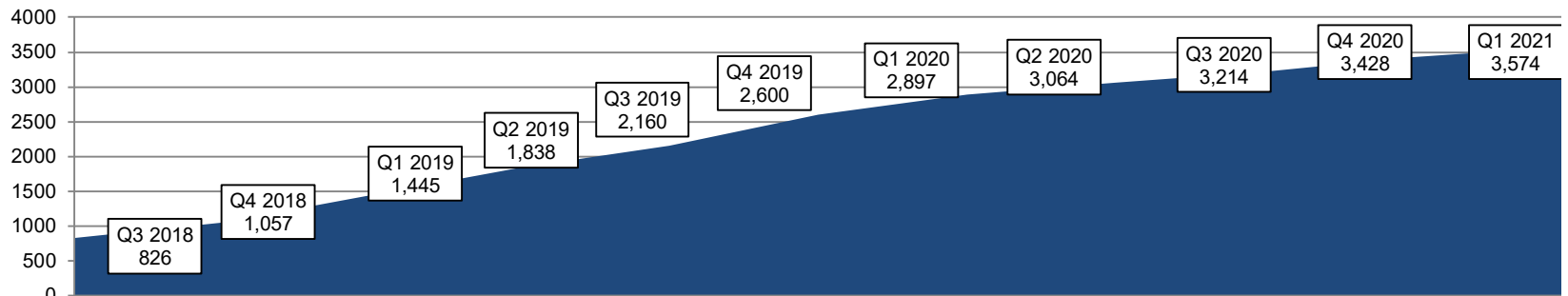
Fixed Dollar Amount versus Percent of Pay - All Participants Q1 2021



Fixed Dollar Amount versus Percent of Pay - New Enrollees Q1 2021



2,748 participants decided to save as a percent of pay contribution between July 2018 and March 2021

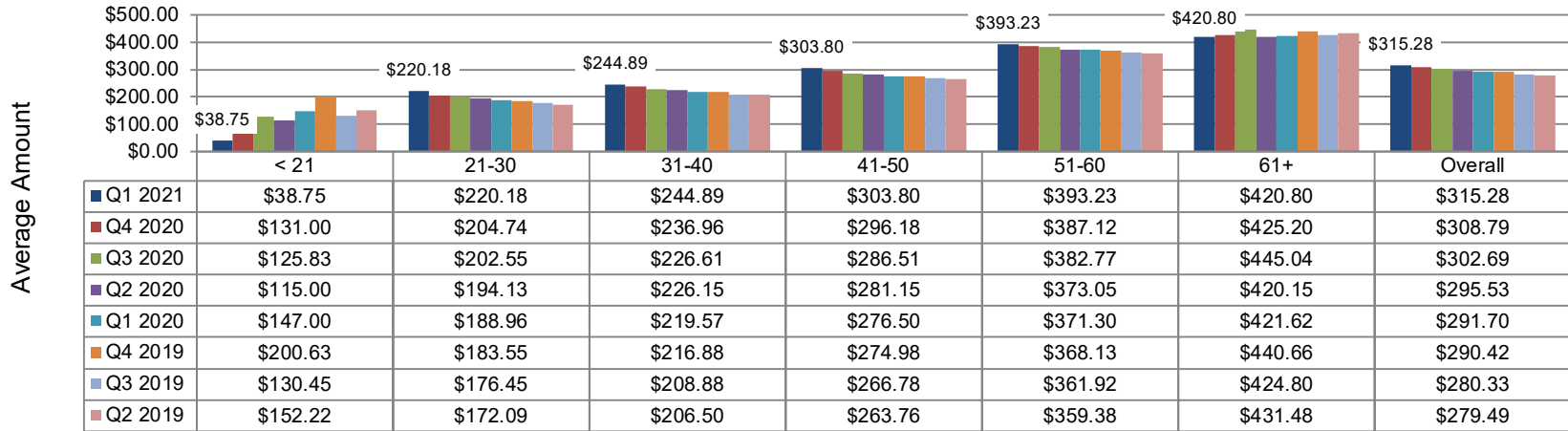


Fixed Dollar Contributions

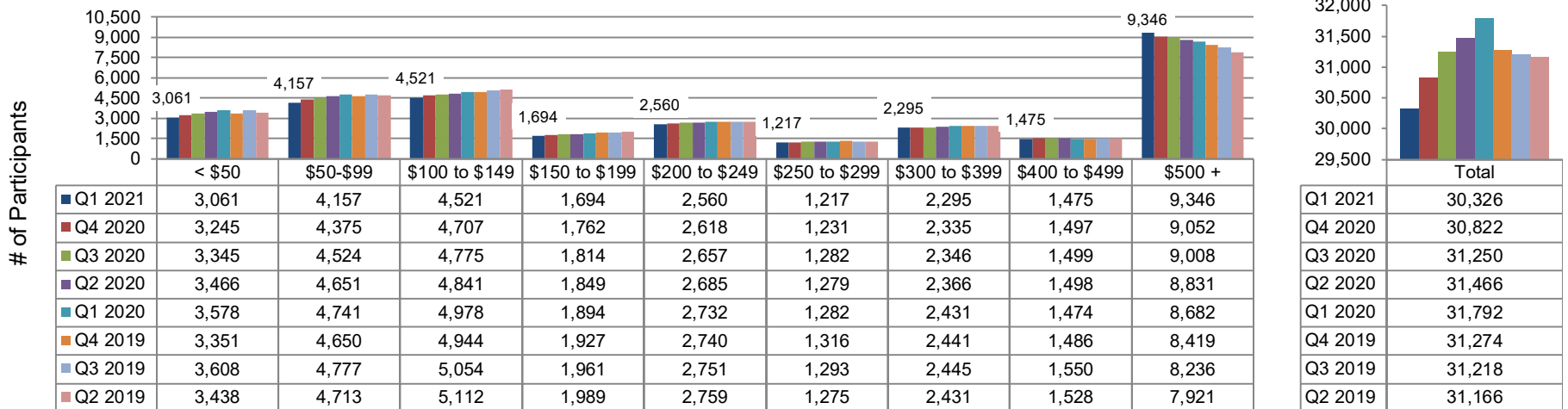
As of March 31, 2021

CITY OF LOS ANGELES

Average Contribution \$ per Pay Period by Age Group and Quarter- Contributing Participants Only



Fixed Dollar Contribution Summary- Contributing Participants Only

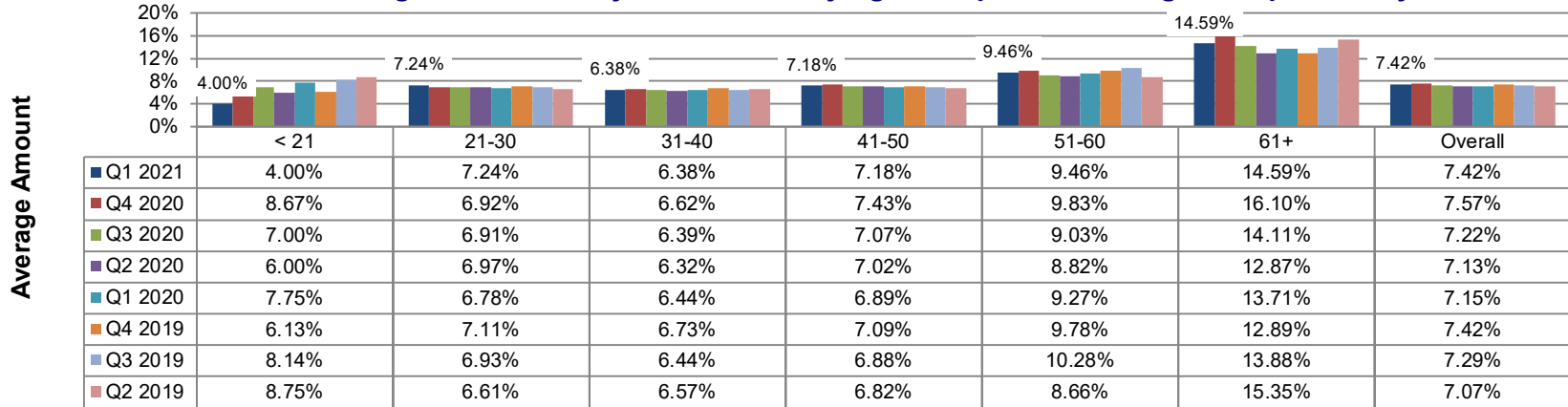


Percent of Pay Contribution

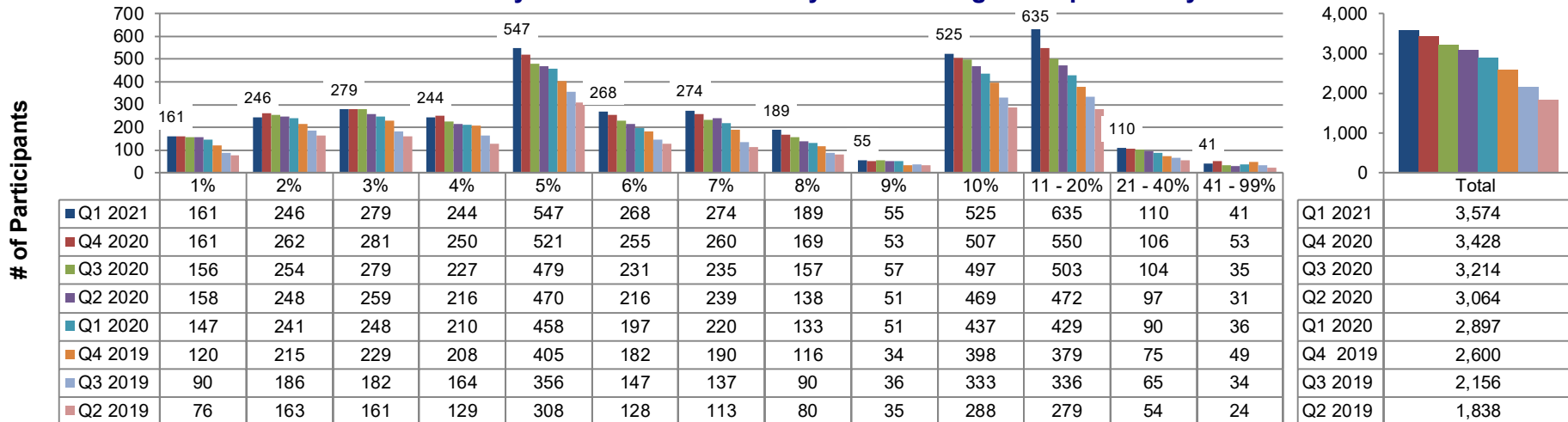
As of March 31, 2021

CITY OF LOS ANGELES

Average Percent of Pay Contribution by Age Group- Contributing Participants Only



Percent of Pay Contributions Summary- Contributing Participants Only





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Distributions Analysis

Participant Outcomes: Distributions

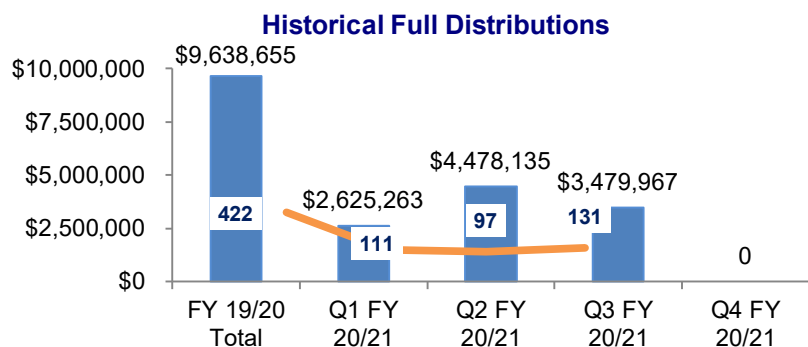
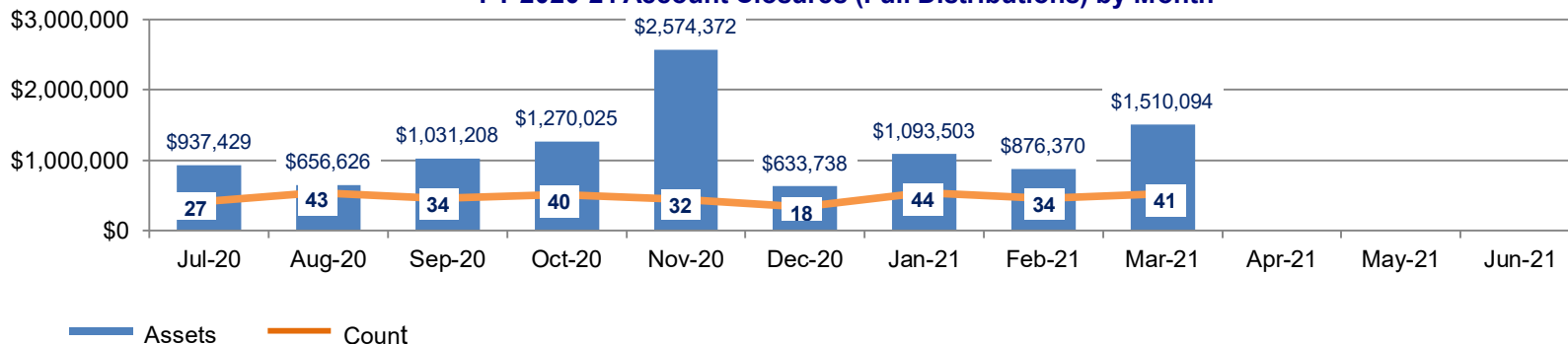
As of March 31, 2021

CITY OF LOS ANGELES

For the 2020-21 fiscal year, the Board adopted two goals aimed at retaining the assets of participants who have separated from City service.

FY 20/21 Goal: Maintain the number of participants separated from City service who close their accounts to no more than 2.5% of the separated population (excluding closures of QDRO and beneficiary accounts).

FY 2020-21 Account Closures (Full Distributions) by Month



Quarter	Assets	Transaction Count	Unique Ptps	Percent of Separated
FY 19/20	\$9,638,655	422		3.3%
Q1 FY 20/21	\$2,625,263	111	104	0.5%
Q2 FY 20/21	\$4,478,135	97	90	0.4%
Q3 FY 20/21	\$3,479,967	131	119	0.5%
Q4 FY 20/21				
Total FY 20/21				

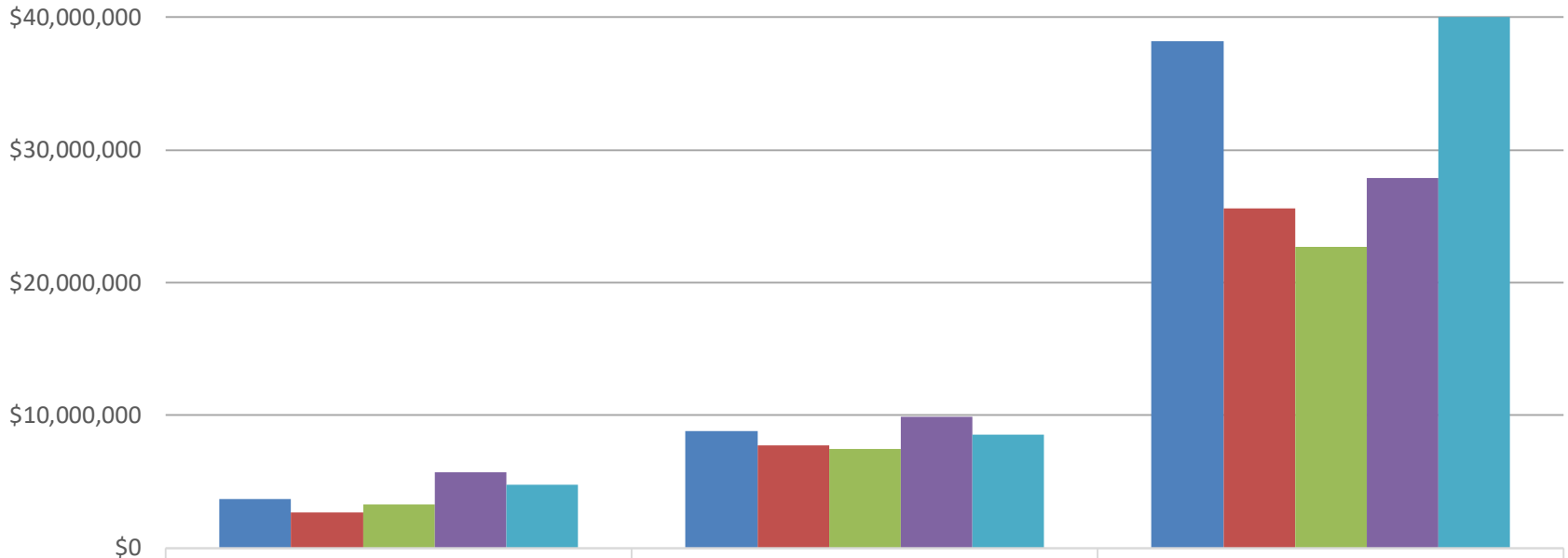
This data excludes distributions from beneficiary and QDRO accounts

Distributions

As of March 31, 2021

CITY OF LOS ANGELES

Distribution Types by Quarter



	Full	Installment	Partial
■ Q1 2020	\$3,698,935	\$8,807,486	\$38,189,693
■ Q2 2020	\$2,701,937	\$7,740,950	\$25,605,640
■ Q3 2020	\$3,268,683	\$7,465,471	\$22,719,982
■ Q4 2020	\$5,679,687	\$9,880,331	\$27,899,159
■ Q1 2021	\$4,768,340	\$8,524,236	\$40,539,005

This data includes distributions from beneficiary and QDRO accounts

Participant Outcomes: Asset Retention

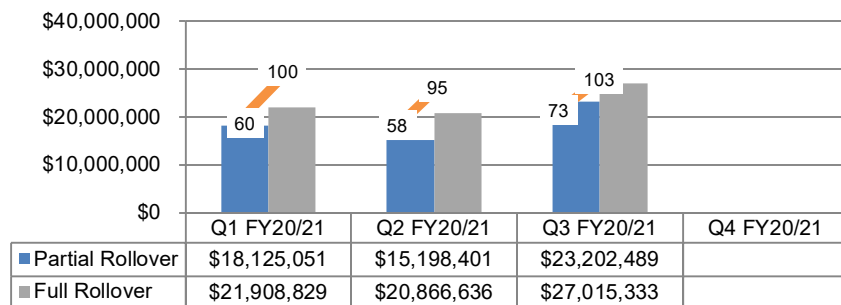
As of March 31, 2021

CITY OF LOS ANGELES

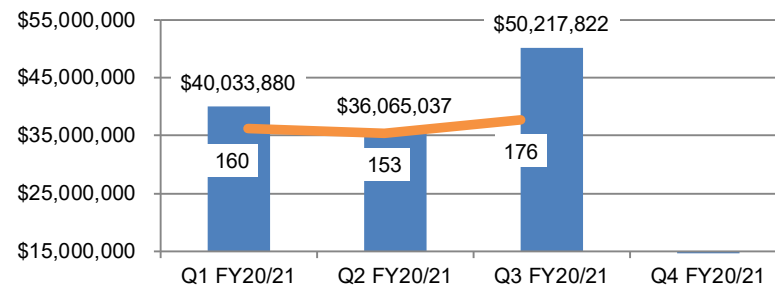
For the 2020-21 fiscal year, the Board adopted two goals aimed at retaining the assets of participants who have separated from City service.

Goal: Maintain the number of participants separated from City service who roll funds out of their account to no more than 4.5% of the separated population (excluding closures of QDRO and beneficiary accounts).

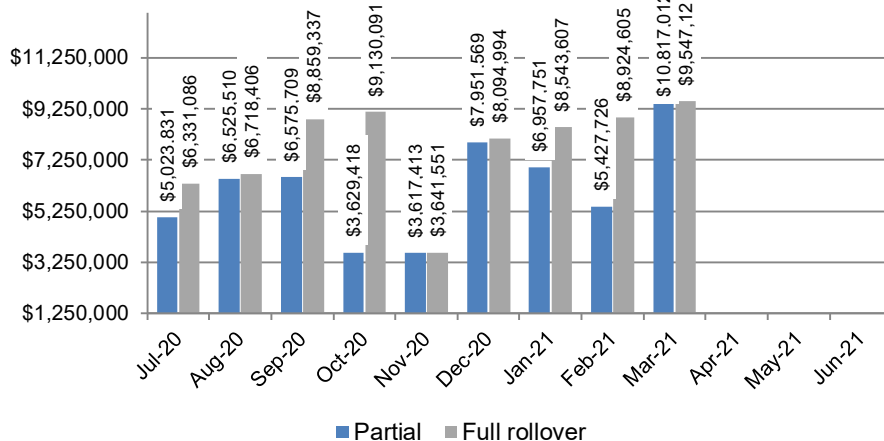
Outgoing Rollovers by Type and Quarter



Total Outgoing Rollovers by Quarter



Outgoing Rollovers by Type and Month



Quarter	Assets Rolled	Transaction Count	Unique Ptps	Percent of Separated
FY 19/20	\$134,892,516	533		4.3%
Q1 FY 20/21	\$40,033,880	177	160	0.75%
Q2 FY 20/21	\$36,065,037	185	153	0.67%
Q3 FY 20/21	\$50,217,822	217	176	0.73%
Q4 FY 20/21				
Total FY 20/21				

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

Rollover Activity

As of March 31, 2021

CITY OF LOS ANGELES

Partial and Lump Sum Rollovers by Quarter

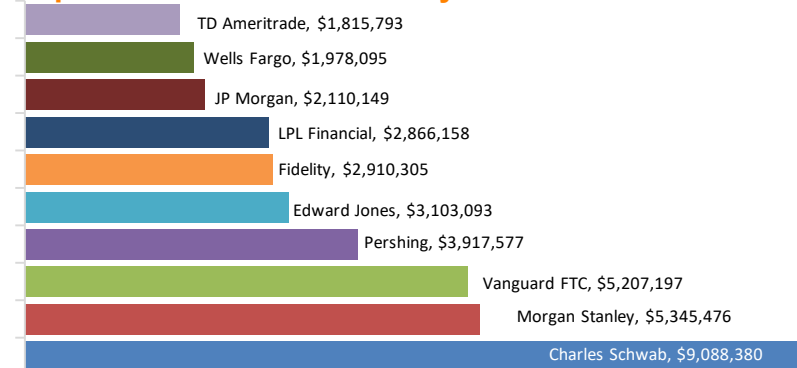
(Based on Account Type and Payee)

		Partial Rollover								Full Rollover				QTR Total	
		Other		LAFPP		LACERS		WPERP		Other		LACERS			
		#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt
Q2 2020	Active			56	\$184,716	33	\$197,905	4	\$46,507					248	\$29,618,512
	Term	55	\$13,375,259			2	\$210,000			78	\$12,583,459	3	\$213,799		
	QDRO	4	\$580,348							4	\$195,519				
	Bene	1	\$276,000							8	\$1,755,000				
Q3 2020	Active	3	\$158,848	97	\$1,024,129	34	\$294,016							327	\$43,141,911
	Term	67	\$18,125,051			2	\$325,000			110	\$21,908,829	2	\$393,953		
	QDRO	2	\$212,128							5	\$315,787				
	Bene									5	\$384,170				
Q4 2020	Active			87	\$698,396	11	\$429,848	1	\$36,618					311	\$42,512,070
	Term	77	\$15,198,401			13	\$1,533,000			109	\$21,220,215	1	\$87,086		
	QDRO	1	\$190,000							5	\$70,099				
	Bene									6	\$3,048,407				
Q1 2021	Active	1	\$6,254	81	\$1,559,572	21	\$615,316	14	\$230,129					366	\$56,985,009
	Term	95	\$23,196,235			10	\$648,000			121	\$27,015,333	4	\$803,278		
	QDRO									6	\$1,106,141				
	Bene	2	\$95,136							11	\$1,709,615				

Top 10 Rollover Providers by Quarter

	Q2 2020	Q3 2020	Q4 2020	Q1 2021
1	Charles Schwab	Charles Schwab	Charles Schwab	Charles Schwab
2	Merrill	TD Ameritrade	Fidelity	Morgan Stanley
3	TD Ameritrade	Fidelity	Vanguard FTC	Vanguard FTC
4	Fidelity	Pershing	UBS Financial	Pershing
5	Morgan Stanley	LPL Financial	LPL Financial	Edward Jones
6	JP Morgan	Morgan Stanley	Pershing	Fidelity
7	Edward Jones	Edward Jones	Wells Fargo	LPL Financial
8	Allianz	Vanguard FTC	Merrill Lynch	JP Morgan
9	Vanguard FTC	NFS	NFS	Wells Fargo
10	E*Trade	Wesom CU	Morgan Stanley	TD Ameritrade

Top 10 Rollover Providers by Dollar Amount- Q1 2021

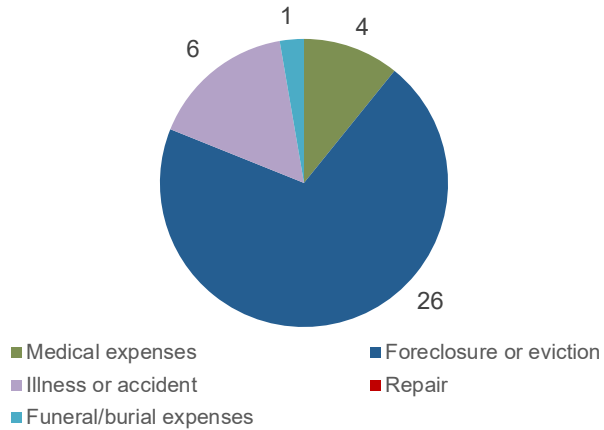


Unforeseeable Emergency Withdrawal Summary

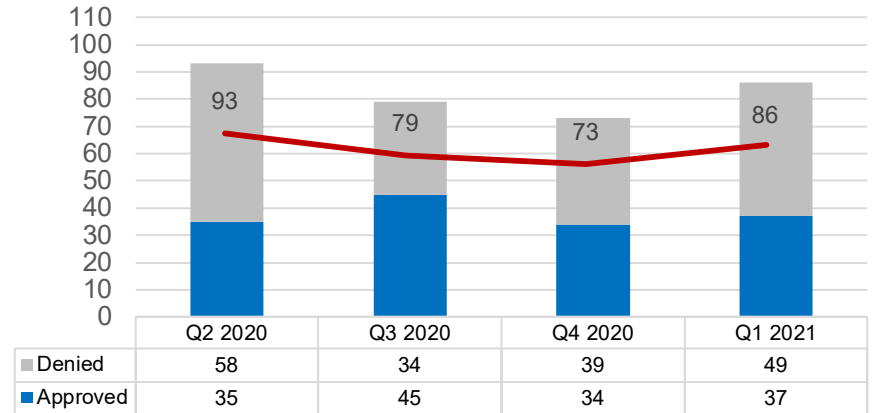
As of March 31, 2021

CITY OF LOS ANGELES

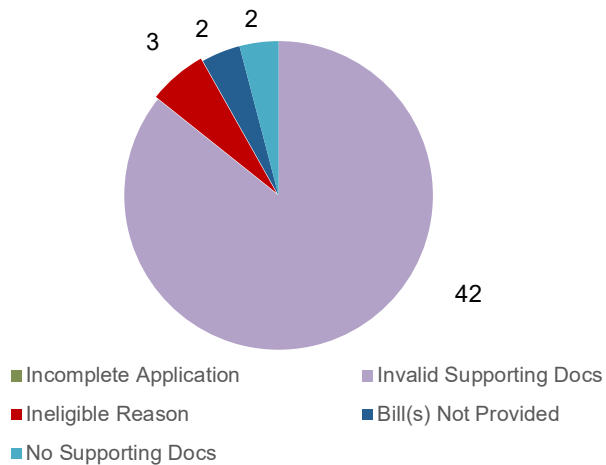
Q1 2021 Withdrawal Reasons (completed applications)



Q1 2021 Total Requests	
Approved	37
Denied	49



Q1 2021 Rejection Reasons



Total Requests	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Withdrawal Reasons				
Medical Expenses	8	10	9	4
Repair of Principal Residence	0	1	1	0
Foreclosure or Eviction	21	26	20	26
Funeral/ Burial Expenses	1	0	1	1
Illness or Accident	5	8	3	6
Rejection Reasons				
No Application	3	2	0	0
Incomplete Application	4	5	8	0
Bill(s) Not Provided	0	2	5	2
Invalid Supporting docs	50	18	20	42
No Supporting docs	0	5	1	2
Ineligible Reason	1	2	5	3

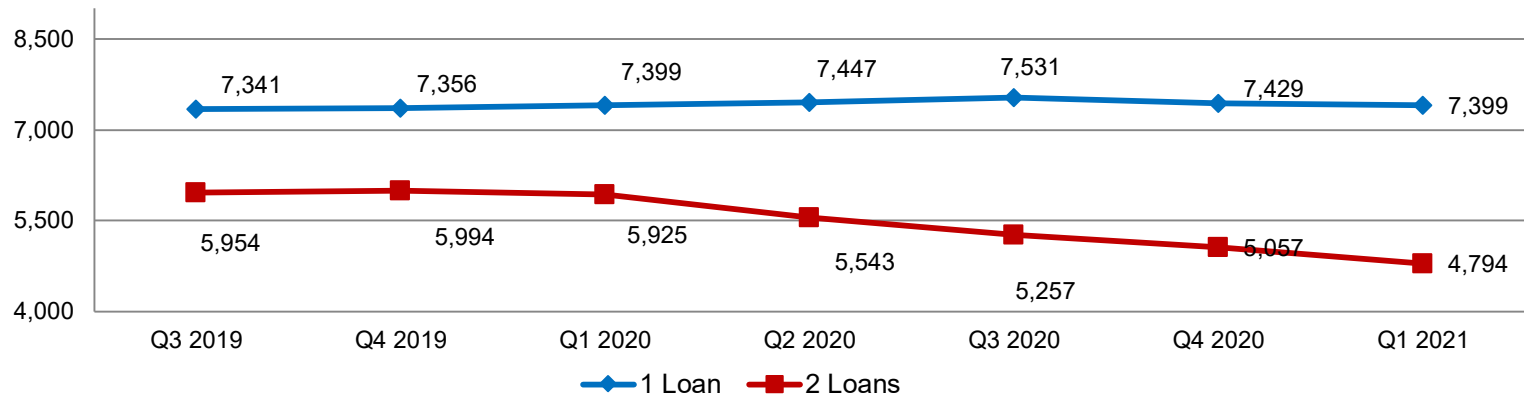
Loan Trending

As of March 31, 2021

CITY OF LOS ANGELES

	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Total Participants with Loans	13,295	13,350	13,324	12,990	12,786	12,486	12,193
Total Number of Outstanding Loans	19,252	19,347	19,252	18,536	18,048	17,546	16,987
Number of General Loans	17,482	17,586	17,519	16,838	16,356	15,870	15,332
Number of Residential Loans	1,770	1,761	1,733	1,698	1,692	1,676	1,655
Total Outstanding Loan Balance	\$191,852,956	\$192,521,519	\$191,685,644	\$186,937,312	\$186,938,105	\$180,026,276	\$174,383,897
General Loan Balance	\$159,819,680	\$160,631,951	\$160,391,779	\$156,376,373	\$156,139,365	\$149,848,848	\$145,075,804
Residential Loan Balance	\$32,033,276	\$31,889,567	\$31,293,865	\$30,560,939	\$30,798,740	\$30,177,428	\$29,308,093
Average Loan Balance per Borrower	\$14,430	\$15,027	\$14,386	\$14,391	\$14,621	\$14,418	\$14,302
Number of Re-amortized	129	172	230	287	366	256	526
Number of Loan Defaults	182	127	67	156	125	186	199
Total New Loans Initiated	1,692	1,608	1,562	1,047	1,430	1,176	1,062
New Loans Active	1,628	1,539	1,491	917	1,220	1,128	1,009
New Loans Retirees	64	69	71	54	72	48	53
New Loans CARES Act	-	-	-	76	139	-	-

1 Loan versus 2 Loans





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Services



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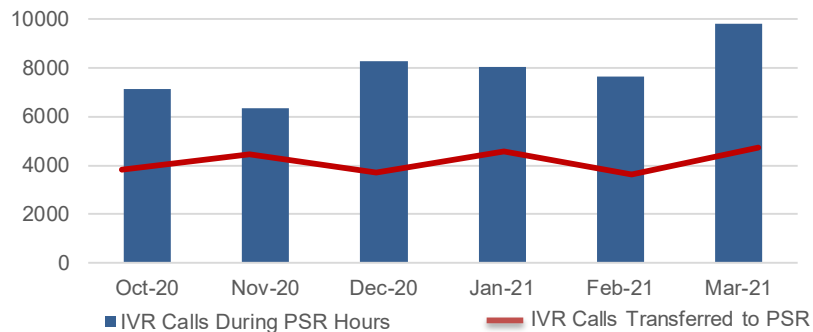
Service Center Stats

As of March 31, 2021

CITY OF LOS ANGELES

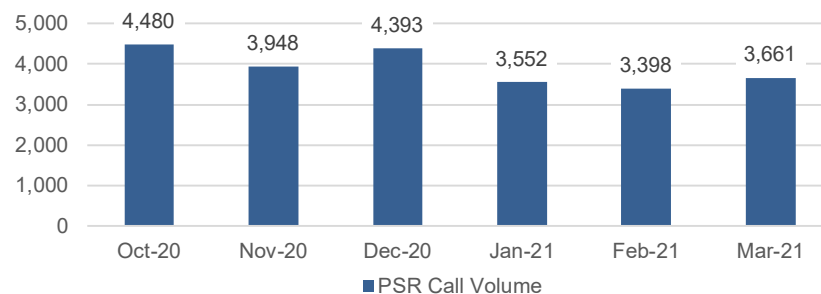
Month	Calls Entered	Calls Accepted	Average Speed Answered	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Rate
Apr- 20	3,313	3,302	0:06	7:25	95.5%	97.1%	346	10.5%
May- 20	3,475	3,427	0:24	8:22	98.5%	94.6%	464	13.5%
Jun- 20	3,571	3,523	0:25	8:07	98.3%	92.6%	540	14.5%
Jul- 20	4,133	4,090	0:16	8:23	96.4%	91.5%	593	14.5%
Aug- 20	4,527	4,464	0:23	8:19	97.6%	93.2%	511	11.5%
Sep- 20	4,111	4,039	0:40	8:40	97.5%	94.1%	521	12.9%
Oct- 20	4,625	4,557	0:24	8:37	96.4%	89.9%	702	15.4%
Nov- 20	4,046	3,999	0:26	8:50	96.2%	90.7%	682	17.1%
Dec- 20	4,195	4,051	1:13	9:19	97.6%	93.0%	633	15.6%
Jan- 21	4,027	3,854	1:27	8:55	98.0%	92.6%	528	13.7%
Feb- 21	3,738	3,626	1:11	8:42	96.7%	92.2%	531	14.6%
Mar- 21	3,916	3,824	0:48	8:28	97.5%	93.1%	593	15.5%

IVR Call Volume



PSR Call Volume

Direct Calls Only - Excludes Transfers



	Total IVR Calls	IVR Calls During PSR Hours	IVR Calls Outside of PSR Hours	IVR Calls Transferred to PSR
Oct-20	8,260	7,153	1,107	4,544
Nov-20	7,671	6,350	1,321	3,993
Dec-20	9,800	8,264	1,536	4,627
Jan-21	8,055	6,491	1,564	3,721
Feb-21	7,064	5,866	1,198	3,505
Mar-21	7,593	6,302	1,291	3,752

	PSR Call Volume	Average Speed of Answer (Seconds)	Average Call Length (Minutes)
Oct-20	4,480	23	7.32
Nov-20	3,948	26	7.42
Dec-20	4,393	117	7.30
Jan-21	3,552	91	7.00
Feb-21	3,398	73	6.90
Mar-21	3,661	48	6.75

Looking forward: How Voya is enhancing digital experiences for you and your employees



VOYA INNOVATION LAB: Digital by Design

- **We Listened:** Analyzed thousands of participant comments to identify key focus areas to improve with new designs, conducted stakeholder interviews to fully understand pain-points and opportunities within the existing system, and studied customer usage trends to determine areas of complexity/drop off

City of Los Angeles DC Plan **\$145,881.47**
As of June 4, 2021

Overview Contributions & Savings Investments & Research Loans & Withdrawals Plan Details

Retirement Overview Statements & Documents Account History Pending Transactions

- Retirement Calculator Hide this section

Take a Tour

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

\$12,556 Estimated Monthly Income
\$25,542 Estimated Monthly Goal
\$12,986 A Difference Of

The amount of my pay I can save now ?
Employee Before Tax: **5%** (\$577 per pay period)

View Other Contributions

I want to retire at age **60** ?

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

View Details
Privacy / How This Works? About Me

RESET MAKE CHANGE NOW



VOYA INNOVATION LAB: Digital by Design

- **We Tested:** Invited participants to sign up for our new Digital User Group and they responded! Over 1500 participants have joined and have been participating in qualitative and quantitative research including review of new designs.

City of Los Angeles DC Plan **\$145,881.47**
As of June 4, 2021

More Resources

Overview Contributions & Savings Investments & Research Loans & Withdrawals Plan Details

Retirement Overview Statements & Documents Account History Pending Transactions

- Retirement Calculator Hide this section

Take a Tour

Let's talk about your retirement savings

\$12,556 Estimated Monthly Income \$25,542 Estimated Monthly Goal \$12,986 A Difference Of

The amount of my pay I can save now ?
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I want to retire at age: 60

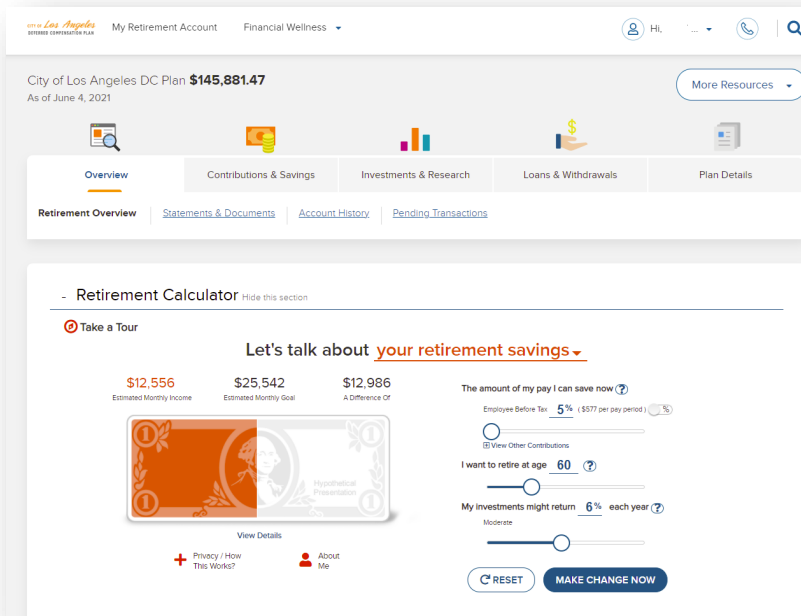
My investments might return: 6% each year

RESET MAKE CHANGE NOW



VOYA INNOVATION LAB: Digital by Design

- **We Improve:** Applied our learnings to updated designs and validated them through Digital User Group sessions. We will conduct on-going research once we deploy new experiences to continuously improve. We will continue to leverage Behavioral Finance research and principles to inform digital designs.



VOYA INNOVATION LAB: Digital by Design

New navigation and simplified homepage make it easy to monitor and manage retirement accounts

Streamlined navigation

Financial wellness resources are easy to find

Simplified homepage

City of Los Angeles DC Plan **\$145,881.47**
As of June 4, 2021

More Resources

Overview Contributions & Savings Investments & Research Loans & Withdrawals Plan Details

Retirement Overview | Statements & Documents | Account History | Pending Transactions

Retirement Calculator Hide this section

Take a Tour

Let's talk about your retirement savings

\$12,556 Estimated Monthly Income	\$25,542 Estimated Monthly Goal	\$12,986 A Difference Of
--------------------------------------	------------------------------------	-----------------------------

Hypothetical Presentation

View Details

+ Privacy / How This Works? About Me

The amount of my pay I can save now

Employee Before Tax **5%** (\$577 per pay period)

View Other Contributions

I want to retire at age **60**

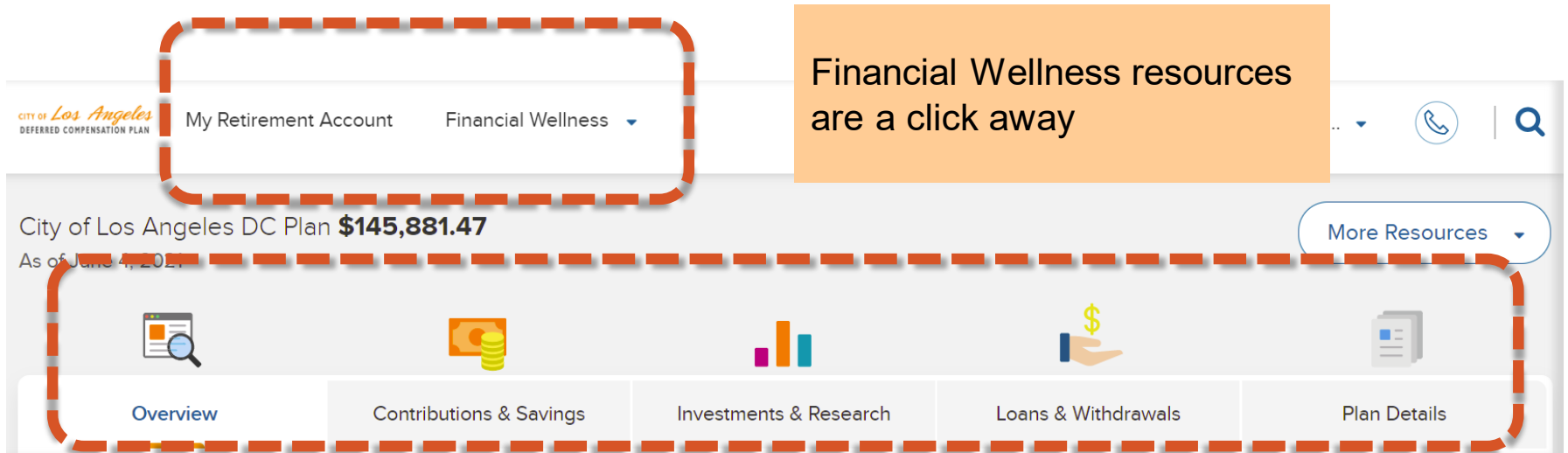
My investments might return **6%** each year

Moderate

RESET MAKE CHANGE NOW

VOYA INNOVATION LAB: Digital by Design

Streamlined navigation makes it easy for employees to find what they're looking for

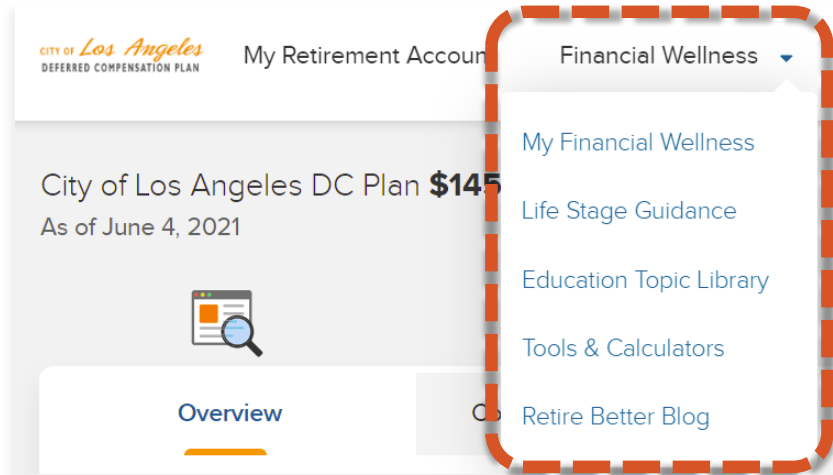


Site is organized around primary reasons employees come to the site

1. See how I'm doing
2. Contribute to the plan
3. Monitor & manage my investments
4. Take money out

VOYA INNOVATION LAB: Digital by Design

Resources for helping employees manage their financial life are a click away



Top navigation includes a range of financial wellness resources

- Financial health assessment
- Articles
- Interactive tools
- Blog with timely and trending topics

VOYA INNOVATION LAB: Digital by Design

Simplified homepage is easy to scan and information employees care about most is at the top – including the retirement calculator

To appeal to different preferences, the retirement calculator can be collapsed

City of Los Angeles DC Plan **\$145,881.47**

As of June 4, 2021

Retirement calculator collapsed view

More Resources

Retirement calculator expanded view

This screenshot shows the retirement calculator interface in a collapsed state. At the top, the account balance is \$145,881.47 as of June 4, 2021. Below this is a navigation bar with tabs for Overview, Contributions & Savings, Investments & Research, Loans & Withdrawals, and Plan Details. The Overview tab is selected. Below the navigation bar, there are links for Retirement Overview, Statements & Documents, Account History, and Pending Transactions. The Retirement Calculator section is collapsed, showing a '+ Retirement Calculator Show this section' button and a 'Take a Tour' link. Below this, a summary of retirement income is displayed: My Monthly Retirement Income, Estimated Monthly Income of \$12,556, Estimated Monthly Goal of \$25,542, and A Difference Of \$12,986. A 'VIEW DETAILS' button is visible.

This screenshot shows the retirement calculator interface in an expanded state. It features a 'Retirement Calculator' section with a 'Hide this section' option. Below this, there is a 'Take a Tour' link and a heading 'Let's talk about your retirement savings'. The calculator displays three key metrics: Estimated Monthly Income of \$12,556, Estimated Monthly Goal of \$25,542, and A Difference Of \$12,986. A 'Hypothetical Presentation' graphic is shown. To the right, there are sliders for 'The amount of my pay I can save now' (set at 5%), 'I want to retire at age' (set at 60), and 'My investments might return' (set at 6% each year). A 'RESET' button and a 'MAKE CHANGE NOW' button are at the bottom.



View Details

VOYA INNOVATION LAB: Digital by Design

Launching July 18, 2021!

- Participants will experience a newly redesigned website navigation for easily managing their DCP account! Most frequently used tabs are right up front with visual icons to help participants quickly access the right links for completing transactions!

The screenshot displays the City of Los Angeles DC Plan website. At the top, it shows the user's name 'Hi.' and navigation options. The main header indicates the account balance is \$145,881.47 as of June 4, 2021. Below this is a navigation bar with tabs for Overview, Contributions & Savings, Investments & Research, Loans & Withdrawals, and Plan Details. The 'Overview' tab is selected, showing a 'Retirement Calculator' section. The calculator is titled 'Let's talk about your retirement savings' and features three input fields: 'Estimated Monthly Income' at \$12,556, 'Estimated Monthly Goal' at \$25,542, and 'A Difference Of' at \$12,986. A 'Hypothetical Presentation' button is visible. To the right, there are sliders for 'The amount of my pay I can save now' (set at 5%), 'I want to retire at age' (set at 60), and 'My investments might return' (set at 6% each year). The calculator includes 'RESET' and 'MAKE CHANGE NOW' buttons.



Digital Engagement Report

Retirement Calculator

Q1 2021

Retirement Calculator Engagement

22% of participants took action after using the Retirement Calculator:


- 255 participants increased saving an average of 1.0% (from 6.9% to 7.9%).
- 1,011 participants are saving an average of \$41 more per pay period (from \$346 to \$387).
- 459 participants changed fund allocation.
- 15 participants rolled money into the Plan.

Activity	Number of Participants
Logged in with access to the Retirement Calculator	25,341
Engaged and interacted with the Retirement Calculator	6,495 (35%)
Took Action after using the Retirement Calculator	1,430 (22%)

- 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)

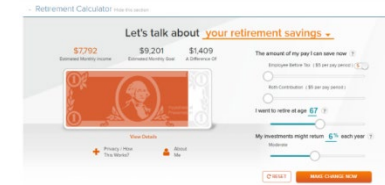
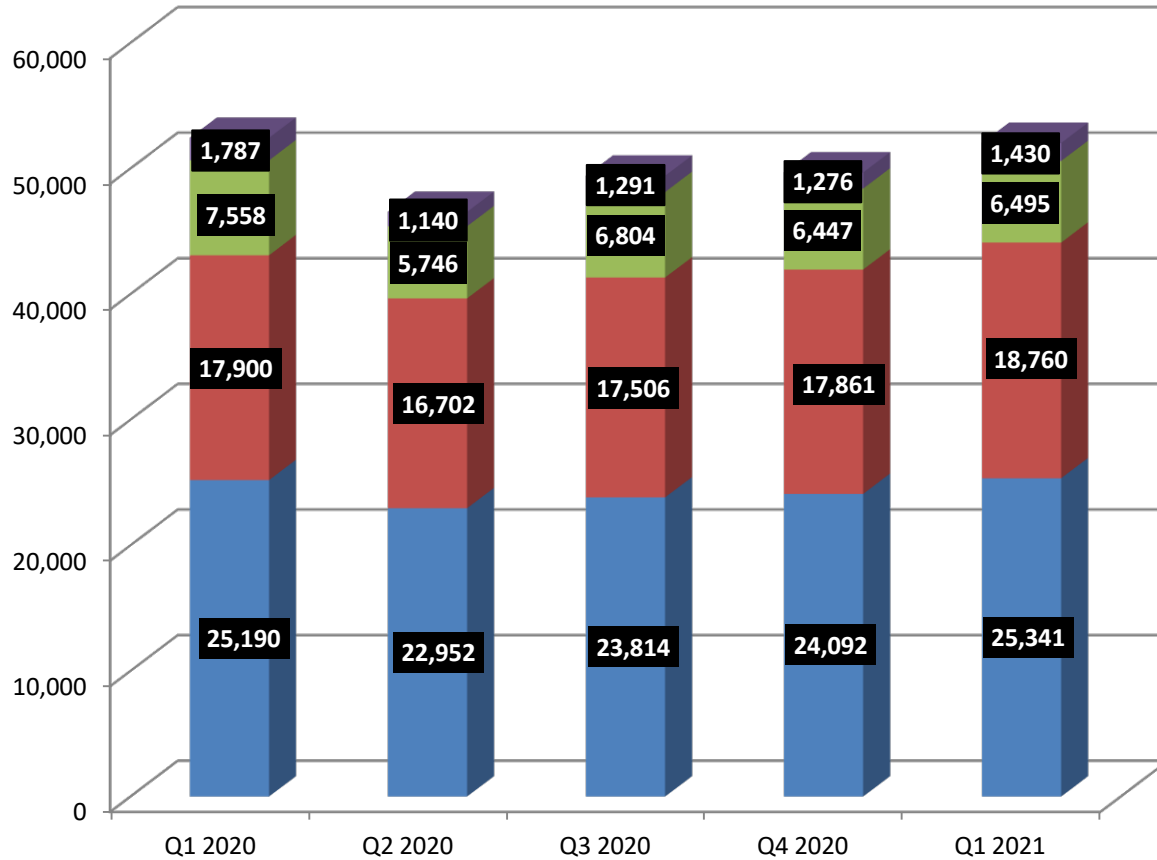
I want to retire at age **67** ?

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

Moderate

Digital Engagement Report

Retirement Calculator



■ Took Action

■ Engaged and Interacted

■ Viewed

■ Logged in

	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Viewed Retirement Calculator	71%	73%	74%	74%	74%
Engaged and interacted with Retirement Calculator	42%	34%	39%	36%	35%
Took action after using Retirement Calculator	24%	20%	19%	20%	22%

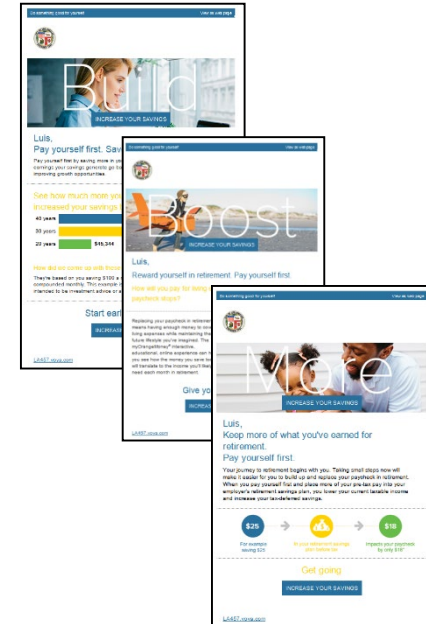
Save More Journey

Participant Criteria for Inclusion:

- Signed up for eDelivery
- Plan allows for online contribution change
- Participant has a balance
- Participant is currently contributing
- Participant has not made a contribution change in 3 months
- Participant has not taken a hardship in 6 months
- Participant has no term/death date

Campaign Success:

Participant changes their contribution



Save More Journey Results

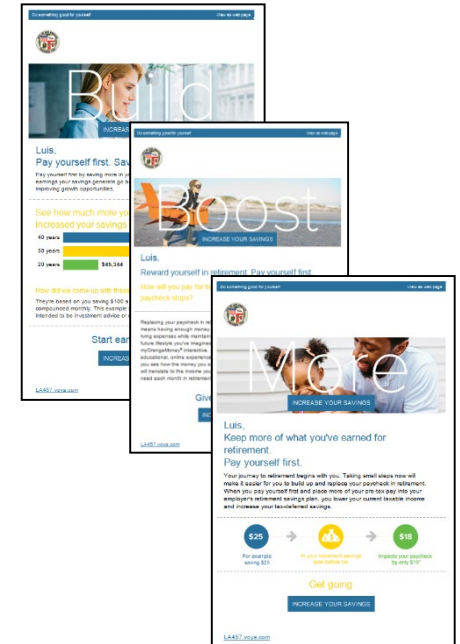
Q1 2021

417 (11%) of participants targeted took action after receiving the Save More Journey:

- 62 participants are saving an average of 1.3% more per pay period (from 5.7% to 7.0%).
- 369 participants are saving an average \$95 more pay period (from \$225 to \$319).

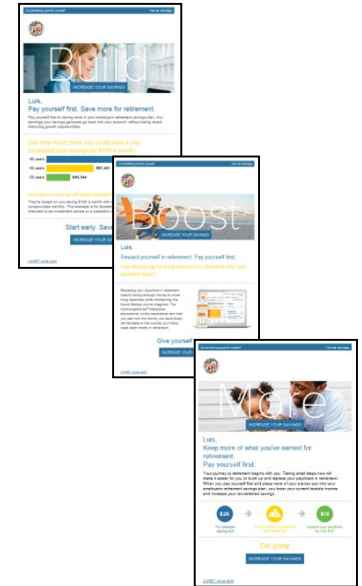
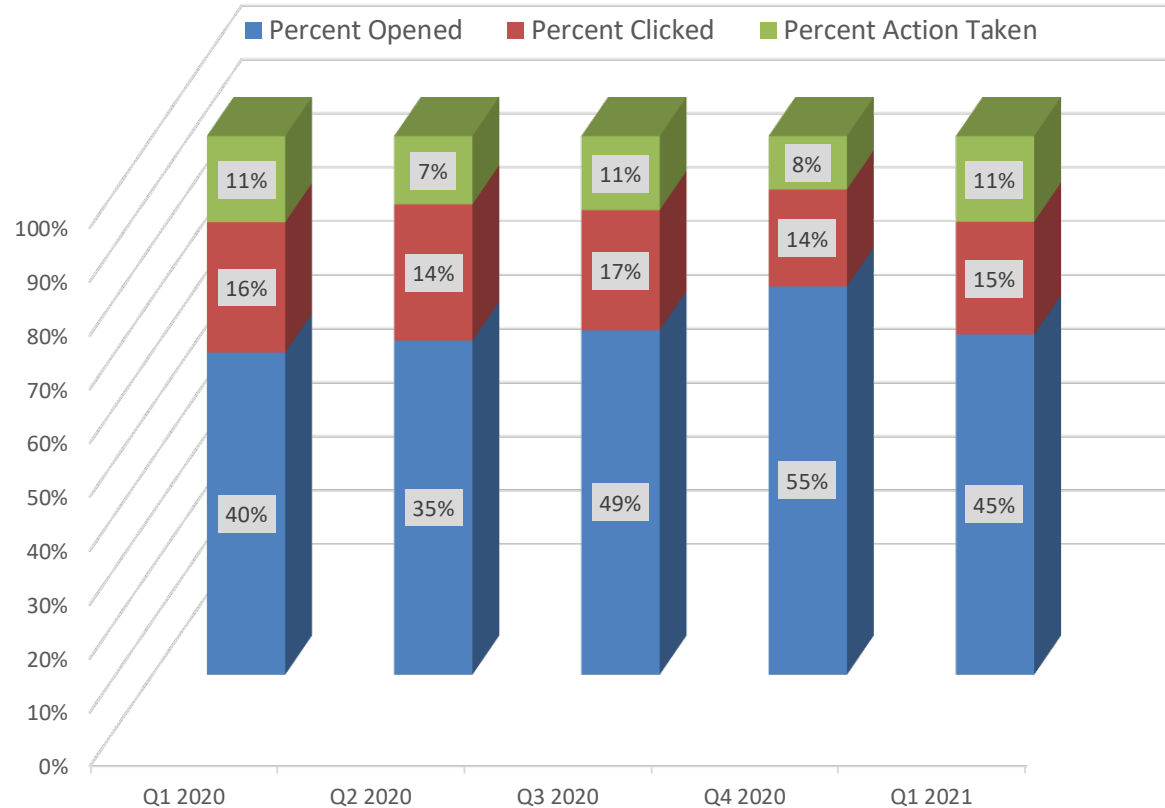
Unique Participant Activity	As of March 31, 2021
Participants reached (Delivered)	8,158
Participants interested (Opens)	3,676 (45%)
Participants engaged (Email clicks)	548 (15%)
Participants took action after opening	417 (11%)

Taking an action refers to making a contribution change. Data is as of 03/31/2021.



Save More Journey Results

Q1 2020 – Q1 2021



	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Participants interested (Opens)	40%	35%	49%	55%	45%
Participants engaged (Email clicks)	16%	14%	17%	14%	15%
Participants took action	11%	7%	11%	8%	11%
Participants reached (Delivered)	4,221	40	780	6,363	8,158

Taking an action refers to making a contribution change. Data is as of 03/31/2021.

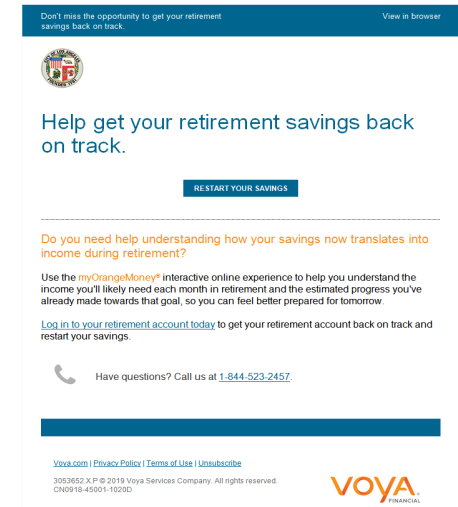
Restart Savings Journey

Participant Criteria for Inclusion:

- Signed up for eDelivery
- Plan allows for online contribution change
- Participant has a balance
- Participant is currently contributing \$0 or 0%
- Participant does not have a term date
- Participant stopped saving >60 days

Campaign Success:

- Participant restarts contributions



The screenshot shows an email campaign from VOYA Financial. At the top, a blue header bar contains 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 VOYA logo. The main heading reads "Help get your retirement savings back on track." followed by a blue button labeled "RESTART YOUR SAVINGS". The body of the email includes a question: "Do you need help understanding how your savings now translates into income during retirement?" and a paragraph encouraging users to use the "myOrangeMoney" interactive online 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", the address "3053652 X.P. © 2019 Voya Services Company. All rights reserved. CN0918-45001-1020D", and the VOYA FINANCIAL logo.

Restart Savings Journey Results

Q1 2021


8 (9%) of participants targeted resumed contributions after opening a Restart Savings email:

8 participants are saving an average of \$1,568 more per pay period (from \$0 to \$1,568).

Unique Participant Activity	As of March 31, 2021
Participants reached (Delivered)	167
Participants interested (Opens)	90 (54%)
Participants engaged (Email clicks)	9 (10%)
Participants took action after opening	8 (9%)

Taking an action refers to making a contribution change. Data is as of 03/31/2021.

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 [myChangeMoney](#)® 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.

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

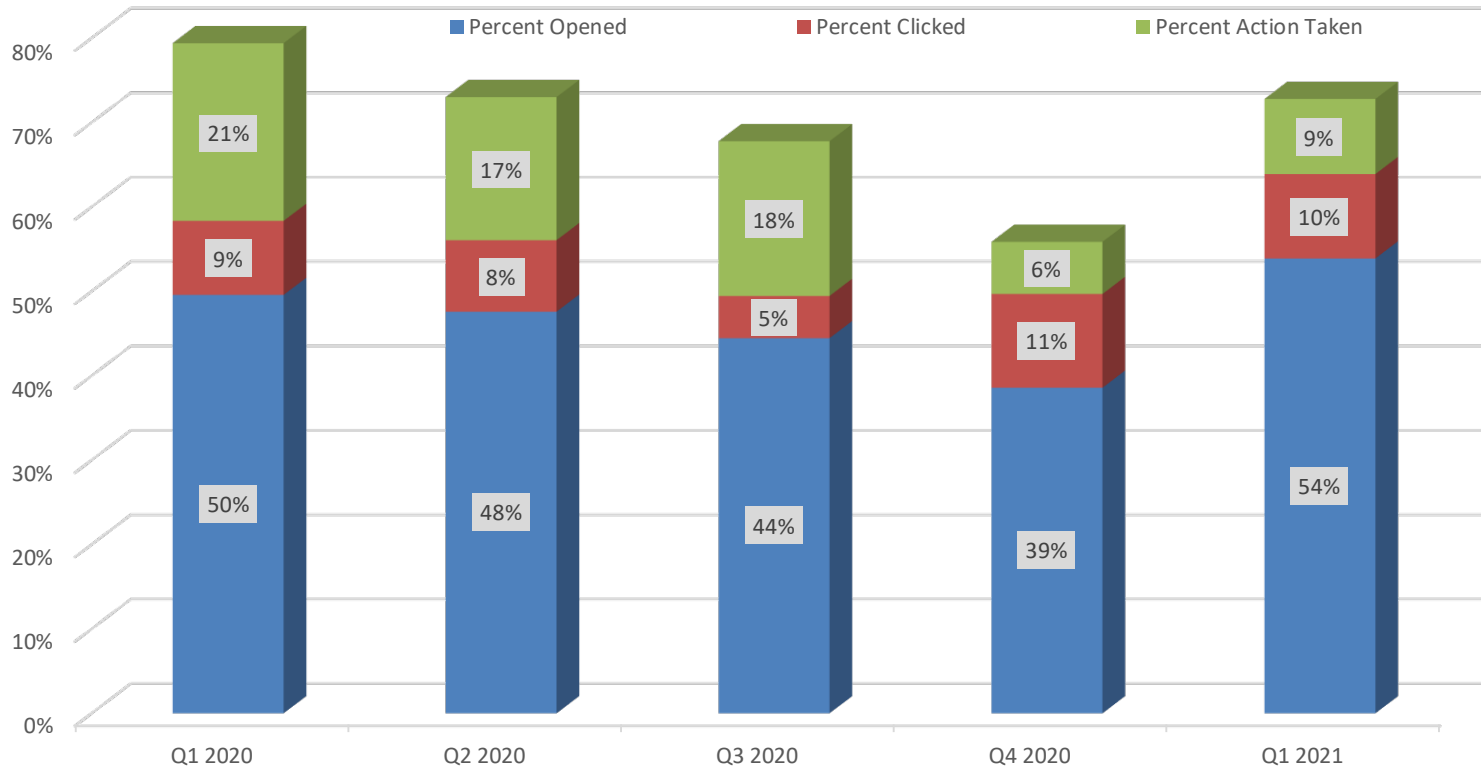
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VOYA
FINANCIAL

Restart Savings Journey Results

Q1 2020 – Q1 2021



	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Participants reached (Opened)	50%	48%	44%	39%	54%
Participants engaged (Email clicks)	9%	8%	5%	11%	10%
Participants took action	21%	17%	18%	6%	9%
Participants reached (Delivered)	115	124	135	210	167

Taking an action refers to making a contribution change. Data is as of 03/31/2021.

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

Help get your retirement savings back on track.

[GET START WITH SAVINGS](#)

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

Use the [myVoyageAdvisor](#)® 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 the future.

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

Have questions? Call us at 1.866.523.2457

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[Contact Us](#)
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[Sitemap](#)

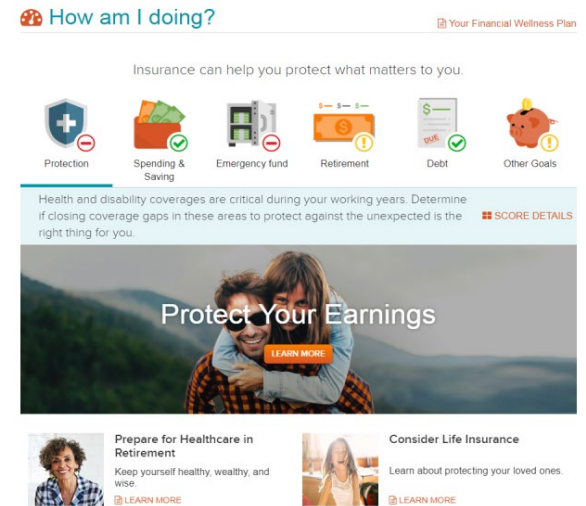
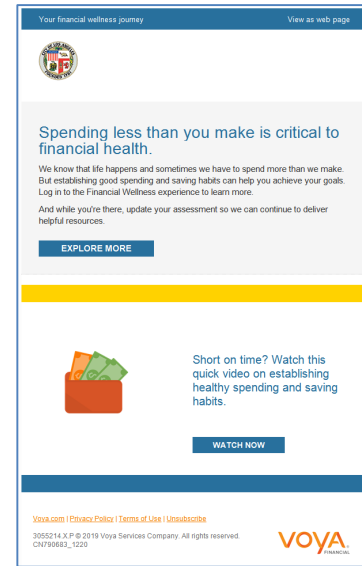
Financial Wellness Journey Results

Q1 2021

117 (2%) of participants targeted completed the Financial Wellness Assessment after opening a Quarterly Education email:

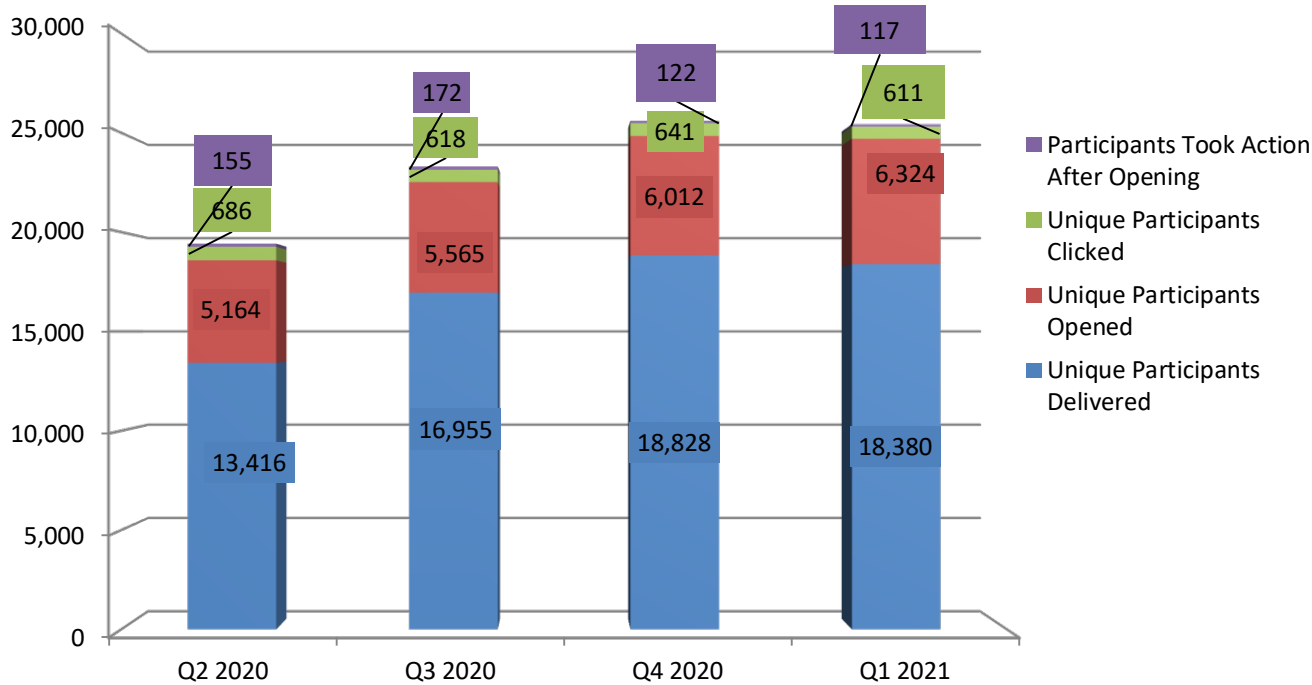
Unique Participant Activity	As of March 31, 2021
Participants reached (Delivered)	18,380
Participants interested (Opens)	6,324 (34%)
Participants engaged (Email clicks)	611 (10%)
Participants Took Action After Opening	117 (2%)

Data is as of 03/31/2021

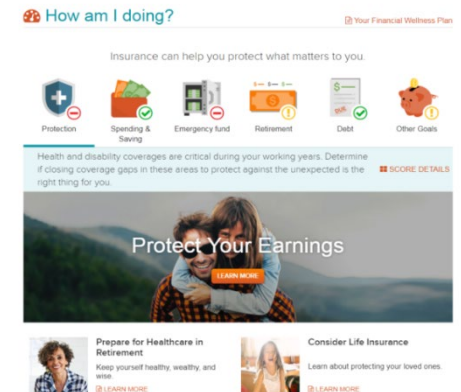
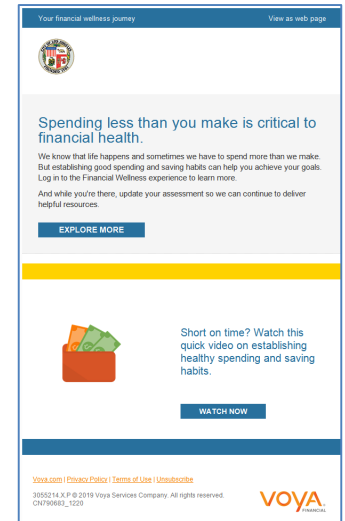


Financial Wellness Journey Results

Q2 2020 – Q1 2021



	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Unique Participants Delivered	13,416	16,955	18,828	18,380
Unique Participants Opened	5,164	5,565	6,012	6,324
Unique Participants Clicked	686	618	641	611
Participants Took Action After Opening	155	172	122	117
Percent Opened	38%	33%	32%	34%
Percent Clicked	13%	11%	11%	10%
Percent Action Taken	3%	3%	2%	2%

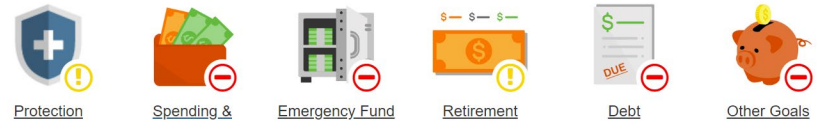


Financial Wellness

Welcome to the financial wellness experience

Voya's Financial Wellness Experience is an interactive assessment that offers your plan participants a comprehensive understanding of where they are financially and what they can do about it. What makes this different? We take a unique approach to money matters. The design, inspired by consumer research, includes an assessment through six financial pillars we believe are foundational to wellness. It provides a personalized summary of areas for improvement, with best next steps to take meaningful action for a stronger sense of control and well-being. This helps individuals live for today, while preparing financially for tomorrow.

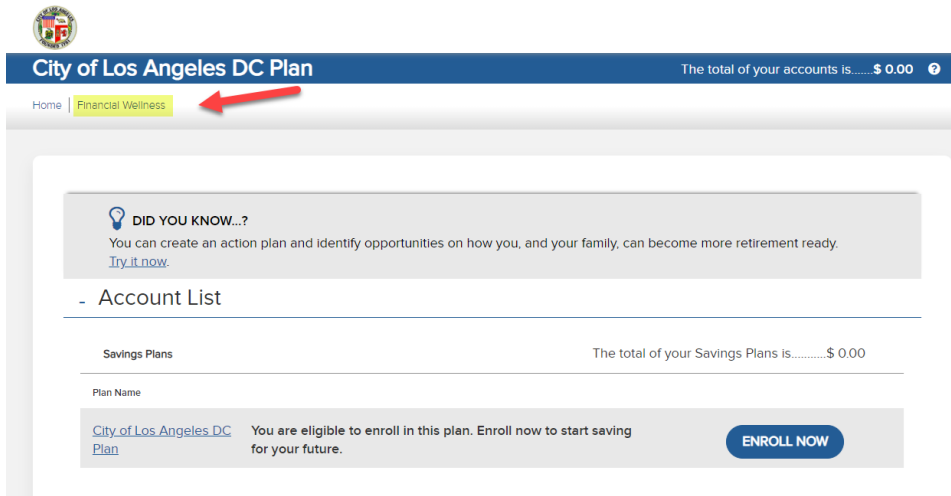
Watch Video



Financial Wellness Journey Dashboard

Financial Wellness Experience

Financial Wellness Assessment is available on the DCP site after login.



Assessment

The experience starts with a brief series of questions to evaluate an individual's current financial health. After completing the assessment, each person receives a summary that is downloadable and printable, displaying the areas for improvement within each of the six pillars.

Personalized Dashboard

An individual's dashboard will be personalized with guidance and educational content to help them focus on the areas where they need to improve.

Resource Center

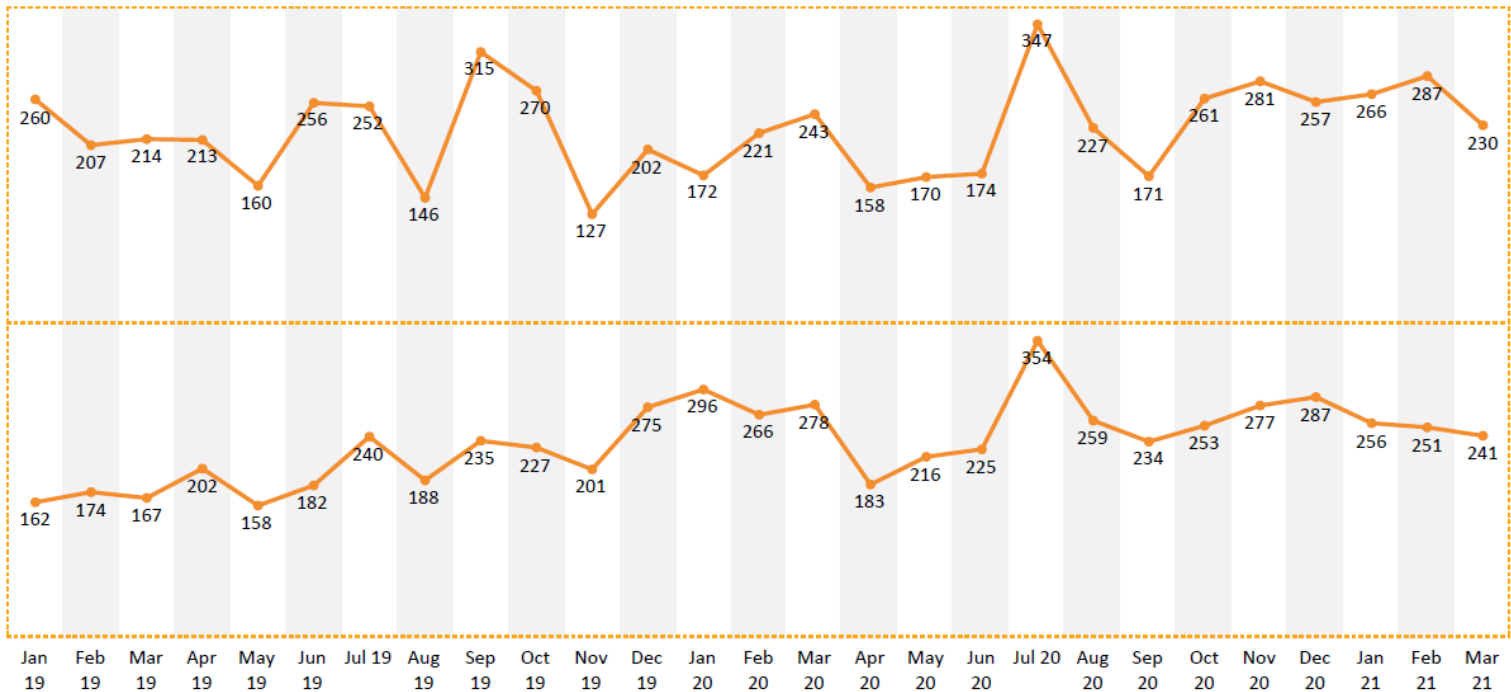
Individuals also have the ability to engage with a wide variety of topics, articles, life stage guidance and tools across the six financial wellness pillars through the resource center..

Financial Wellness Journey Dashboard

Financial Wellness Journey: Participant Engagement

January 2019 – March 2021	# of Participants	% of Participants	Voya Book of Business
Started Financial Wellness Assessment	5,101	-	-
Completed and viewed results	4,549	89%	88%
Viewed Dashboard after completing Assessment	3,988	88%	84%

Completed Assessment
(includes participants who retook the assessment)



Returned to Dashboard

Financial Wellness Journey Dashboard

How confident are your participants about their financial affairs?

As of March 31, 2021

Your employees



Voya book of business



1
not confident

10
very confident

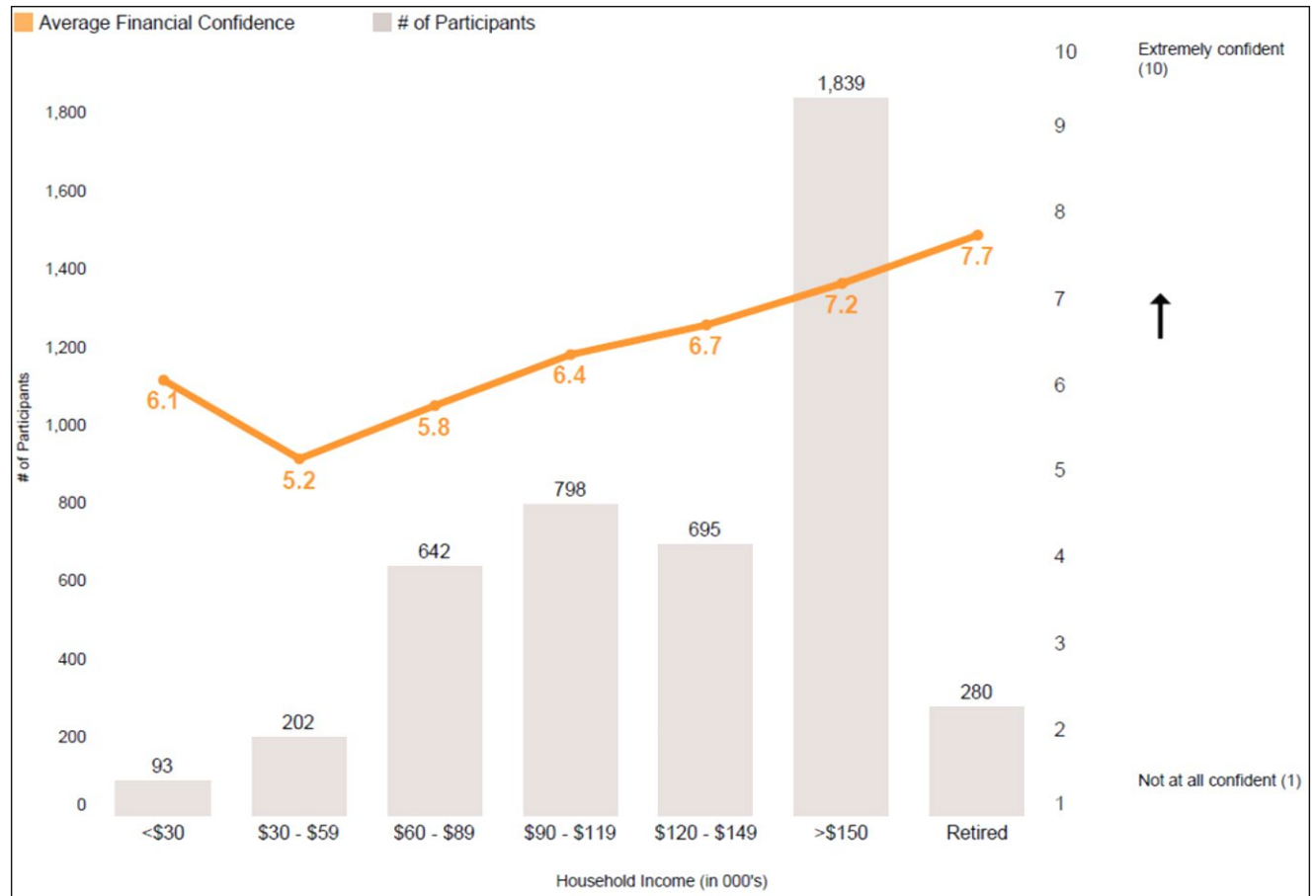
61% have a financial confidence of 7 or more
(Voya book of business: **54%**)

Financial Wellness Journey Dashboard

How confident are your participants by household income?

As of March 31, 2021

Average financial confidence by household income



7
Median
Financial
Confidence

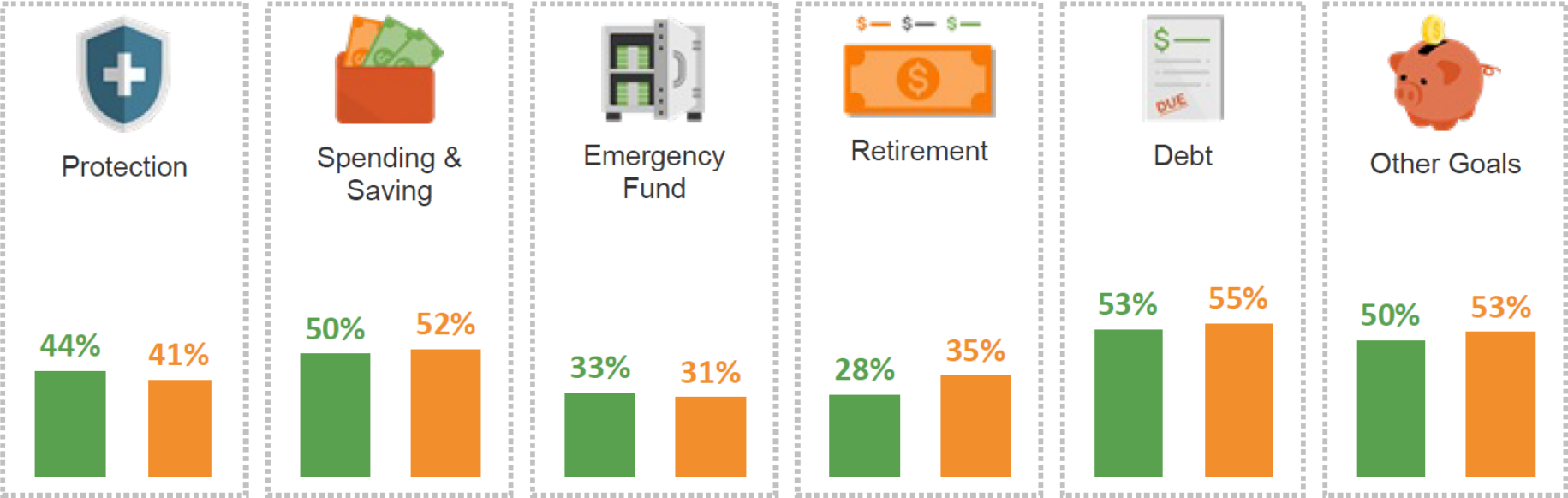
6.7
Average
Financial
Confidence

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric

As of March 31, 2021

43% of your employees' pillar scores are **green**
(Voya book of business: **45%**)



 Your plan  Voya book of business

Financial Wellness

Sample of Completed 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

Awsome! 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

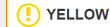
We don't have a retirement income estimate for you



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

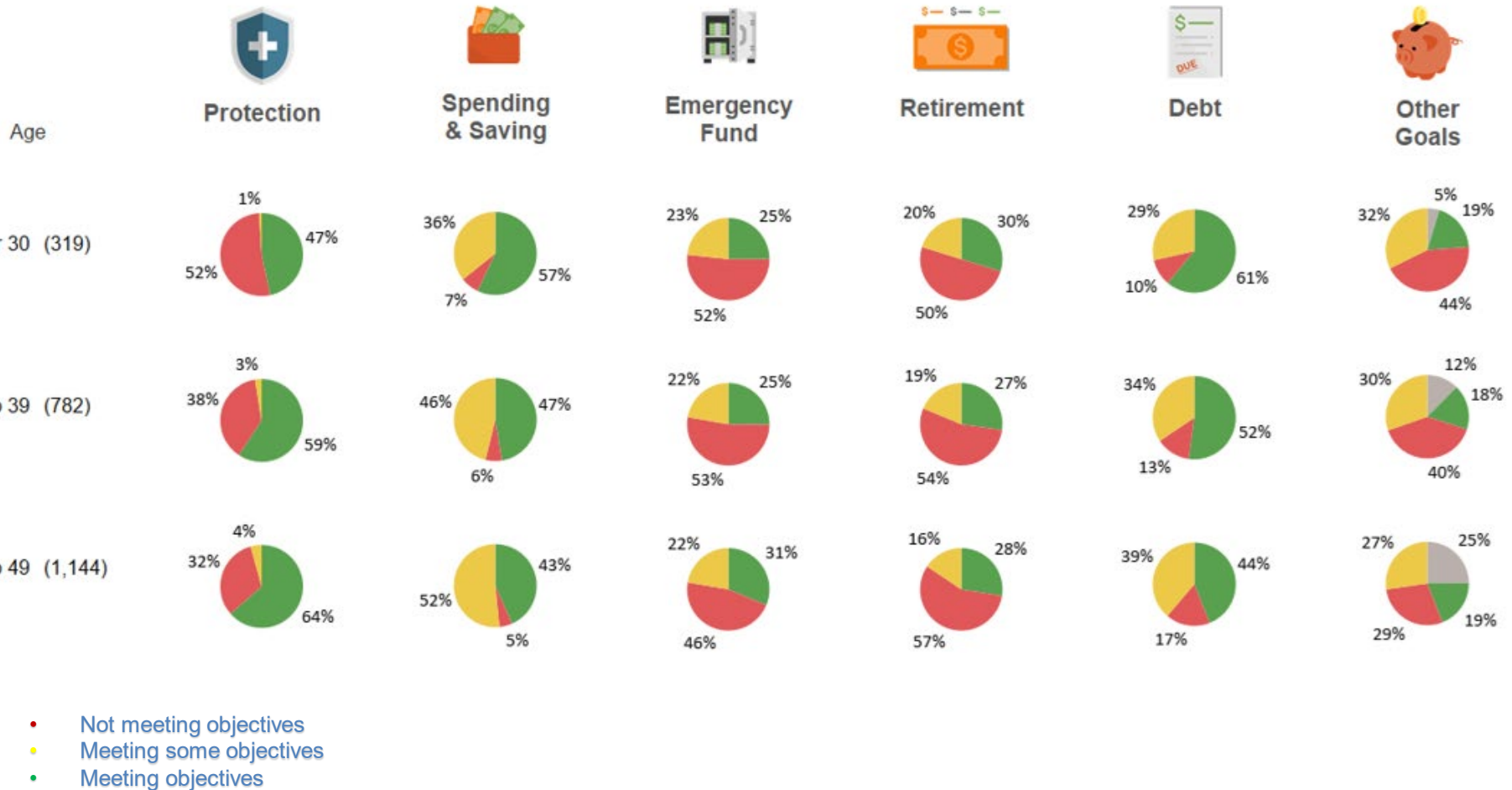
I haven't started saving for at least one of my other savings goals

Your current score

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric: Age and Pillar

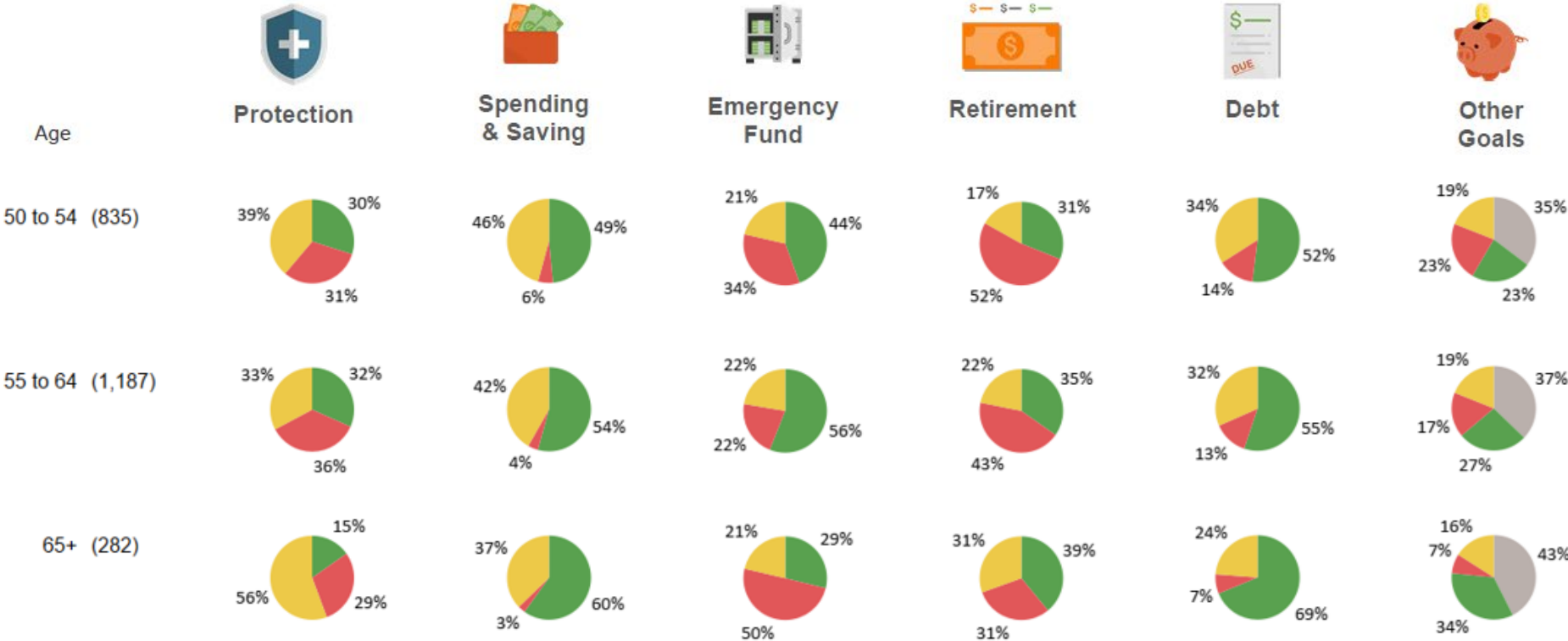
As of March 31, 2021



Financial Wellness Journey Dashboard

Financial Wellness Summary Metric: Age and Pillar

As of March 31, 2021



- Not meeting objectives
- Meeting some objectives
- Meeting objectives

Beneficiary Journey



Participant Criteria for Inclusion:

- Signed up for eDelivery
- Plan allows online beneficiary changes
- No beneficiary listed on file
- Sent once a year

Campaign Success:

- Primary beneficiary now on file

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).

Beneficiary Journey Results


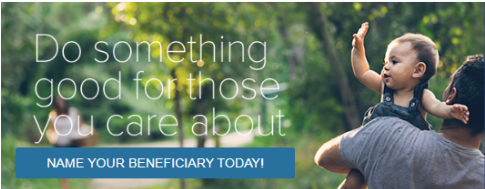
Q1 2021

14 (5%) of participants named a beneficiary after opening.

Unique Participant Activity	As of March 31, 2021
Participants reached (Delivered)	548
Participants interested (Opens)	293 (53%)
Participants engaged (Email clicks)	43 (15%)
Participants took action after opening	14 (5%)

	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Participants interested (Opens)	56%	68%	53%	53%
Participants engaged (Email clicks)	17%	18%	14%	15%
Participants took action	8%	7%	7%	5%

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).

Diversification Journey Results


Participant Criteria for Inclusion:

- Signed up for eDelivery
- If participant is in two or less funds and
 - ✓ Not allocated to a target date fund OR
 - ✓ Not in a self-directed brokerage account


Campaign Success:

- Participant logs in to manage investments
- Participant contacts for more advice
- Participant engages with educational material

Is your retirement savings working for you? [View as web page](#)



Let's talk **asset allocation**.



So you're saving for the future (nice job!), but do you *actually* know where your money is being invested?


Asset allocation is the strategy of attempting to have a mix of investments in your retirement portfolio that helps you balance risk and return to get the most out of your savings. Simply put, by not having "all your eggs in one basket", your investments could be in better shape to handle the ups and downs of the market. A quick check-in on your account may help to see if you're properly diversified.

Once logged in, click on **Account** and then **Manage Investments** to begin your **Investment Elections**.

Still need help understanding asset allocation?

Here's Val and Vern with a quick 20-second rundown.

[Watch Video](#)



Diversification Journey Results


Q1 2021

43 (3%) participants diversified their account after opening.


Unique Participant Activity	As of March 31, 2021
Participants reached (Delivered)	2,339
Participants interested (Opens)	1,288 (55%)
Participants engaged (Email clicks)	164 (13%)
Participants took action after opening	43 (3%)

	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Participants interested (Opens)	67%	64%	53%	55%
Participants engaged (Email clicks)	16%	17%	17%	13%
Participants took action	3%	3%	3%	3%

Is your retirement savings working for you? [View as web page](#)



Let's talk **asset allocation**.



So you're saving for the future (nice job!), but do you *actually* know where your money is being invested?


Asset allocation is the strategy of attempting to have a mix of investments in your retirement portfolio that helps you balance risk and return to get the most out of your savings. Simply put, by not having 'all your eggs in one basket', your investments could be in better shape to handle the ups and downs of the market. A quick check-in on your account may help to see if you're properly diversified.

Once logged in, click on **Account** and then **Manage Investments** to begin your **Investment Elections**.

Still need help understanding asset allocation?

Here's Val and Vern with a quick 20-second rundown.

[Watch Video](#)



Digital Engagement Report

Loans

Q1 2021

1,955 participants used loan guidance

- 664 (34%) used loan guidance and didn't take a loan
- 1,291 (66%) participants used loan guidance and went on to take a loan

1,241 skipped guidance

- 210 (17%) participants skipped guidance and didn't take a loan
- 1,031 (83%) 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.



[FIND OUT HOW](#)

Forget the bumps, I need a loan!

[Request a Loan](#)

	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Used loan guidance and didn't take a loan	44%	43%	40%	34%
Used loan guidance and went on to take a loan	56%	57%	60%	66%
Skipped guidance and didn't take a loan	29%	22%	25%	17%
Skipped guidance and went on to take a loan	71%	78%	75%	83%

Data is as of 03/31/2021.

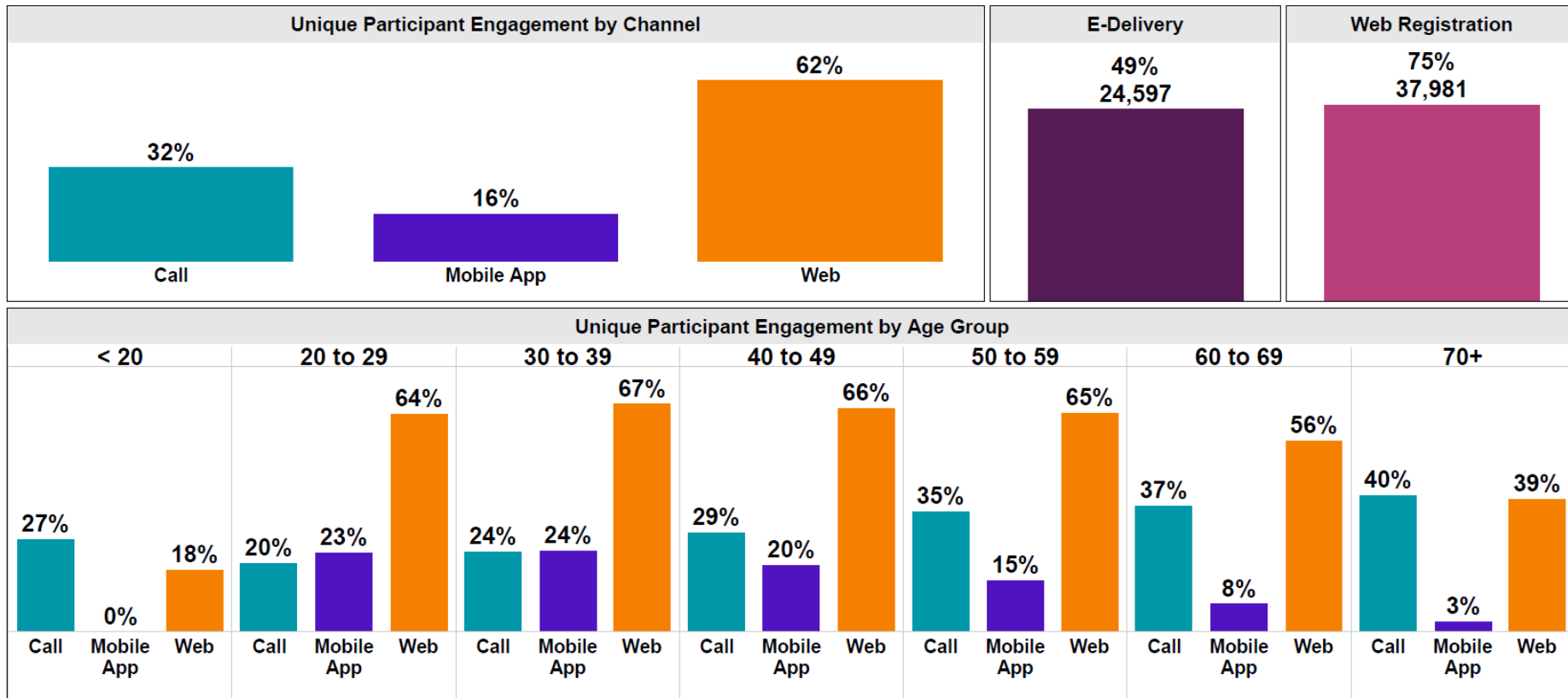
Digital Engagement Report

Retirement Metrics that Matter

As of March 31, 2021

Engagement

71% of plan participants have engaged (used web, mobile, or called*) over the last 12 months



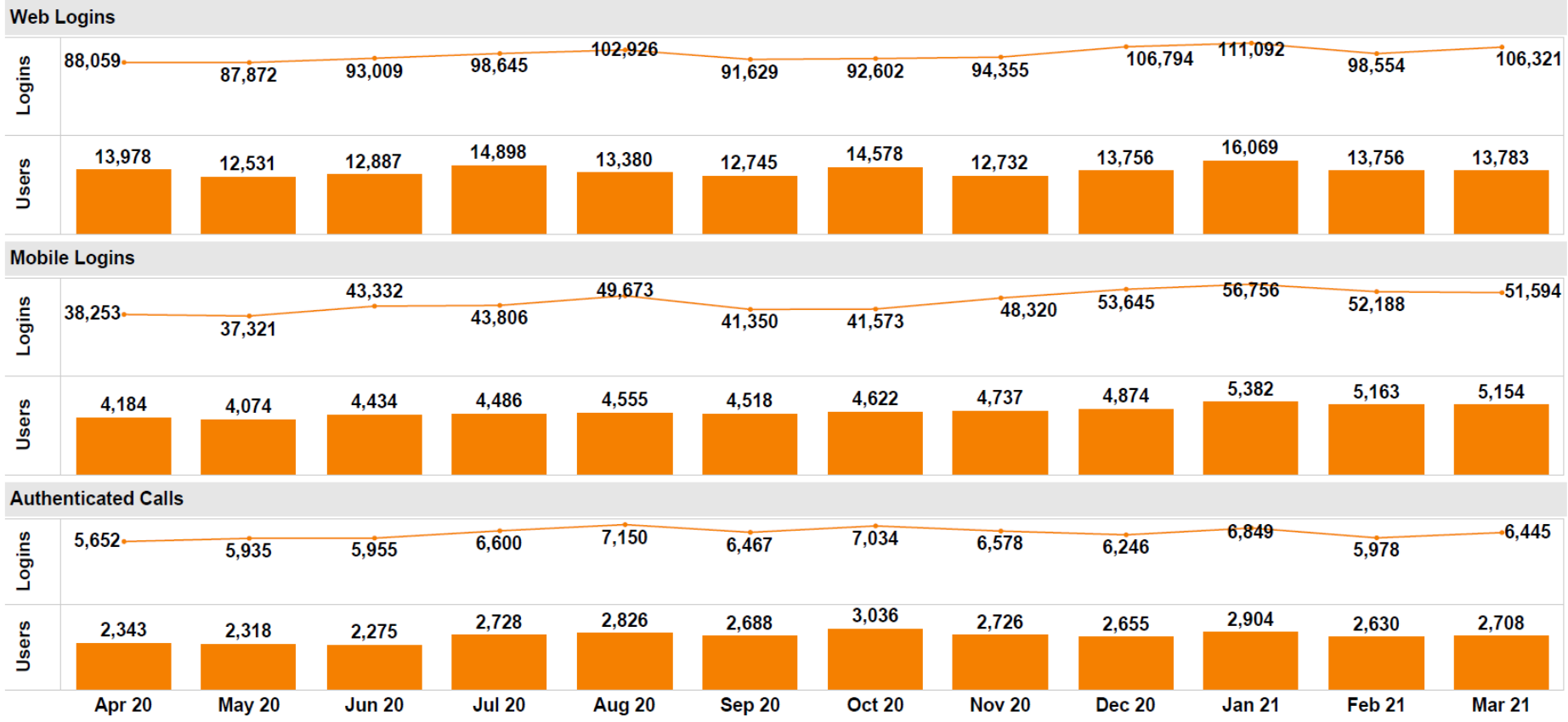
*Call data includes CSA and VRU calls. Call data is reflective of those participants who enter their SSN into phone system to authenticate. Callers who did not enter their SSN or whom no longer have a balance as of report refresh are not included in the 12-month look back analysis.

Digital Engagement Report

Retirement Metrics that Matter

April 2020 – March 2021

Engagement



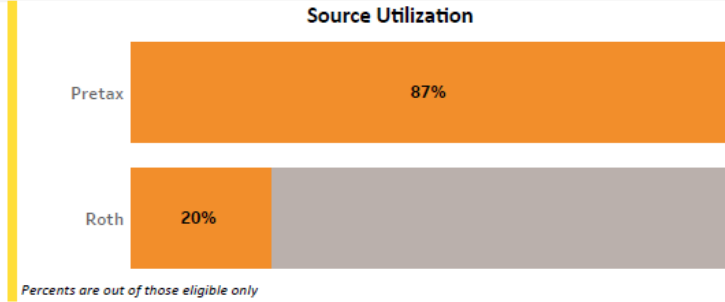
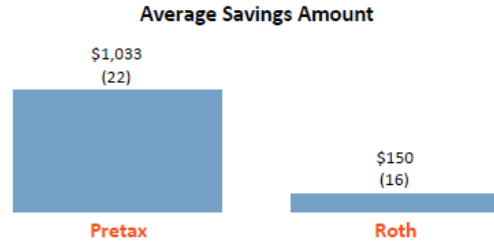
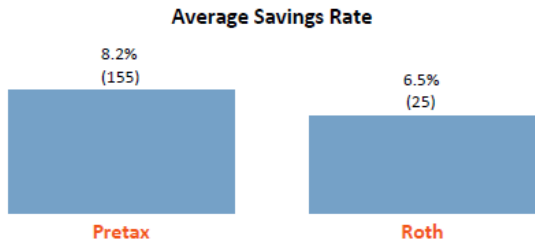
Digital Engagement Report

Enrollment

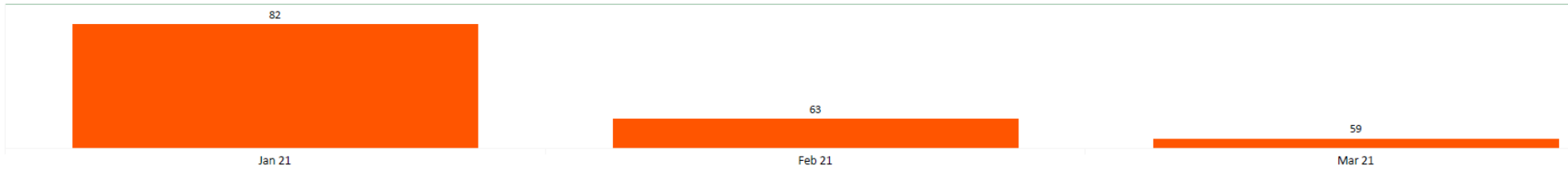
Q1 2021

Web Enrollments	Average Savings %	Average Savings \$	Rate Escalate
204	8.5% (169)	\$739 (34)	34.8% (71)

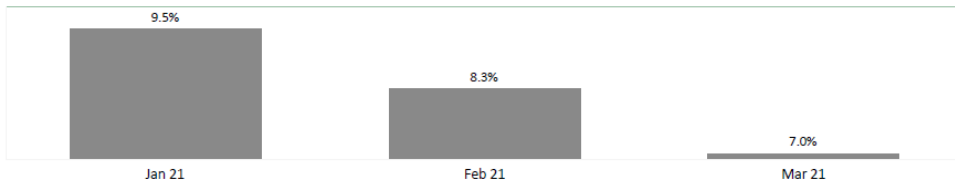
Savings Election by Source



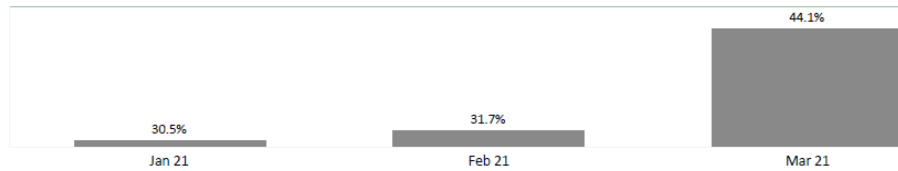
Web Enrollments



Savings Rate



Rate Escalate



Rate Escalate is the feature that allows participants to automatically schedule increases to their contribution amounts (monthly, quarterly, or annually).
 %= Rate Escalate Total/Web Enrollments Total.



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Local Service Center



Local Retirement Counselors

As of March 31, 2021
CITY OF LOS ANGELES



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

Highlights from 4Q 2020

Conducted 6 Money Matters Virtual Office Hours

- 3 Separation Incentive Program (SIP)
- 1 Investment Options
- 1 All About Loans
- 1 Purchase of Service

Conducted 2 New Meetings

- Housing Department
- DWP Financial Literacy

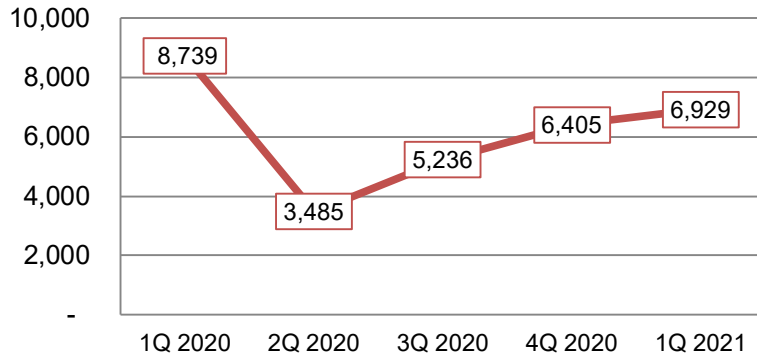
Activity by Quarter

	2Q 2019	3Q 2019	4Q 2019	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021
Total Site Visits	155	130	121	92	-	-	-	-
Virtual Meetings	-	-	-	-	4	16	23	25
Enrollments	446	248	350	293	35	73	47	39
Meeting Attendees	3,957	3,332	3,284	2,920	85	911	1,459	1,194
Call Totals	3,139	3,167	3,274	3,821	2,413	3,001	3,384	3,544
Counter Service	997	996	1,078	1,120	-	-	-	-
Emails	486	453	460	786	983	1,308	1,539	2,166
Total Participant Interaction	8,734	8,078	8,217	8,739	3,485	5,236	6,405	6,929

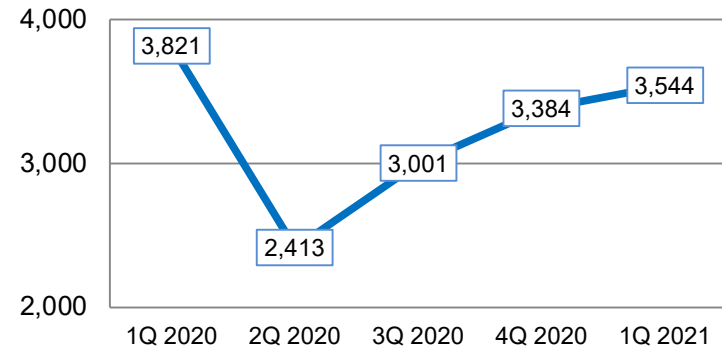
Local Retirement Counselors

As of March 31, 2021
CITY OF LOS ANGELES

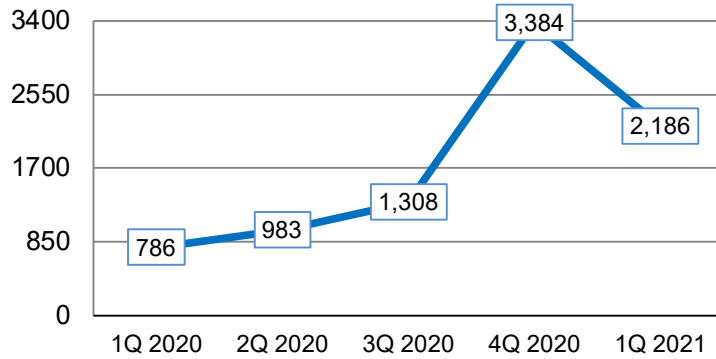
Total Participant Interaction



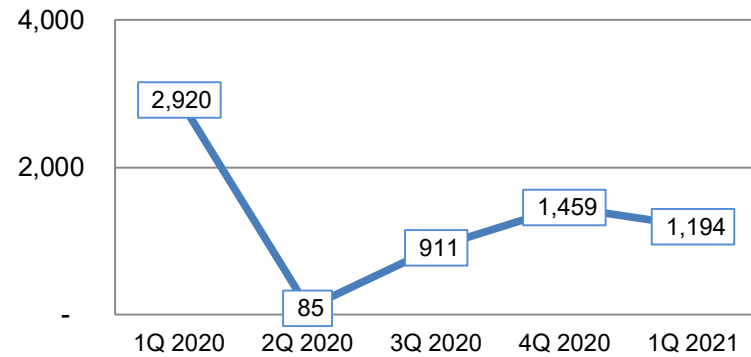
Total Calls



Emails



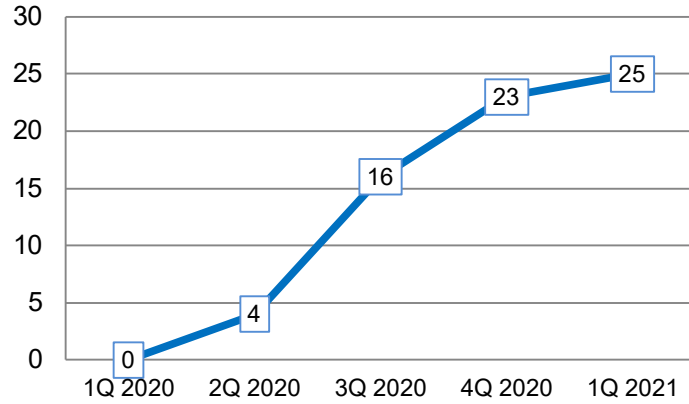
Meeting Attendees



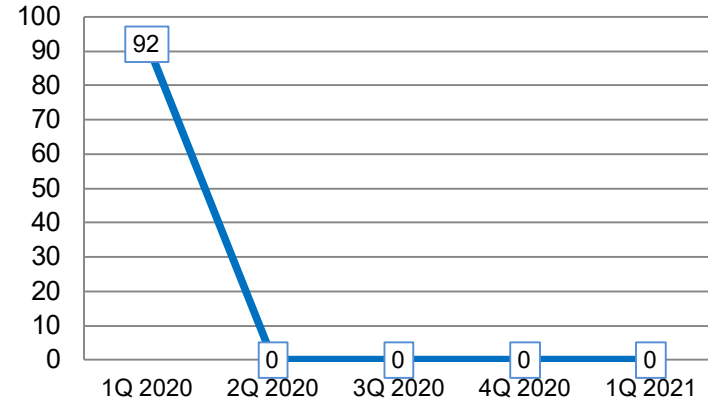
Local Retirement Counselors

As of March 31, 2021
CITY OF LOS ANGELES

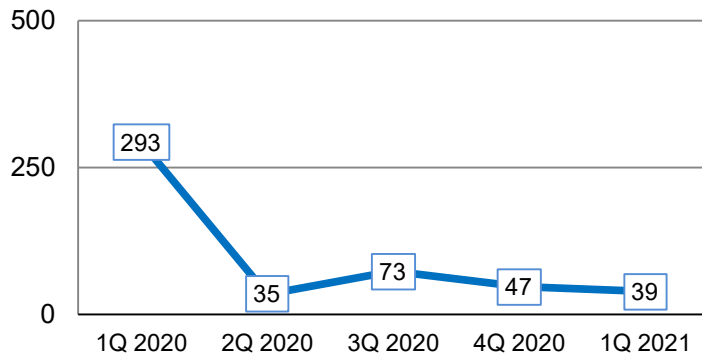
Total Virtual Visits



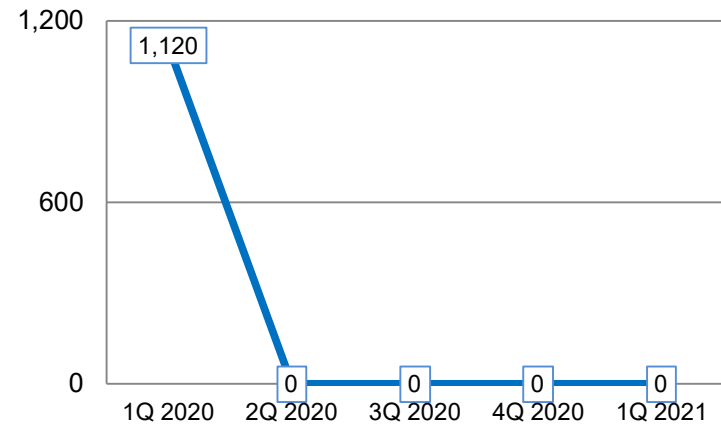
Total Site Visits



Enrollments



Counter Service



Local Retirement Counselors

As of March 31, 2021

CITY OF LOS ANGELES

Site and Virtual Visits by Quarter

Locations	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021
Animal Services	1	-	-	-	-
Building & Safety	1	-	-	-	-
City Hall	-	-	-	-	-
Council	6	-	-	-	-
DCP Virtual Office Hours	-	-	-	5	6
DWP	14	3	4	4	6
Economic Workforce & Development Dept.	5	-	2	2	2
Fig Plaza	5	-	-	-	-
General Services	1	-	-	-	-
Housing	-	-	-	-	1
ITA	-	-	-	-	-
LACERS	13	-	7	11	7
LAFD (Civilian)	-	-	1	-	-
LAFD (Sworn)	-	-	-	-	-
LAFPP	4	-	-	3	2
LAPD (Civilian)	2	-	-	-	1
LAPD (Sworn)	3	-	-	-	-
LAPPL	4	-	-	-	-
LAWA LAX	9	-	-	-	-
Library	2	-	-	-	-
Los Angeles Filipino Assoc. City Employees	-	-	-	1	-
Marvin Braude Building	3	-	-	-	-
Personnel	1	-	-	-	-
Port of Los Angeles Harbor	4	-	-	-	-
Public Works Building	-	-	-	-	-
Public Works- Engineering	1	1	-	-	-
Public Works- Sanitation	3	-	-	-	-
Public Works- Street Lighting	1	-	-	-	-
Public Works- Street Services	4	-	-	-	-
Public Works- Urban Forestry	-	-	-	-	-
Rec & Park	3	-	-	-	-
Transportation	2	-	1	1	-
Total Visits	92	4	15	27	25



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Thank You



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Appendix



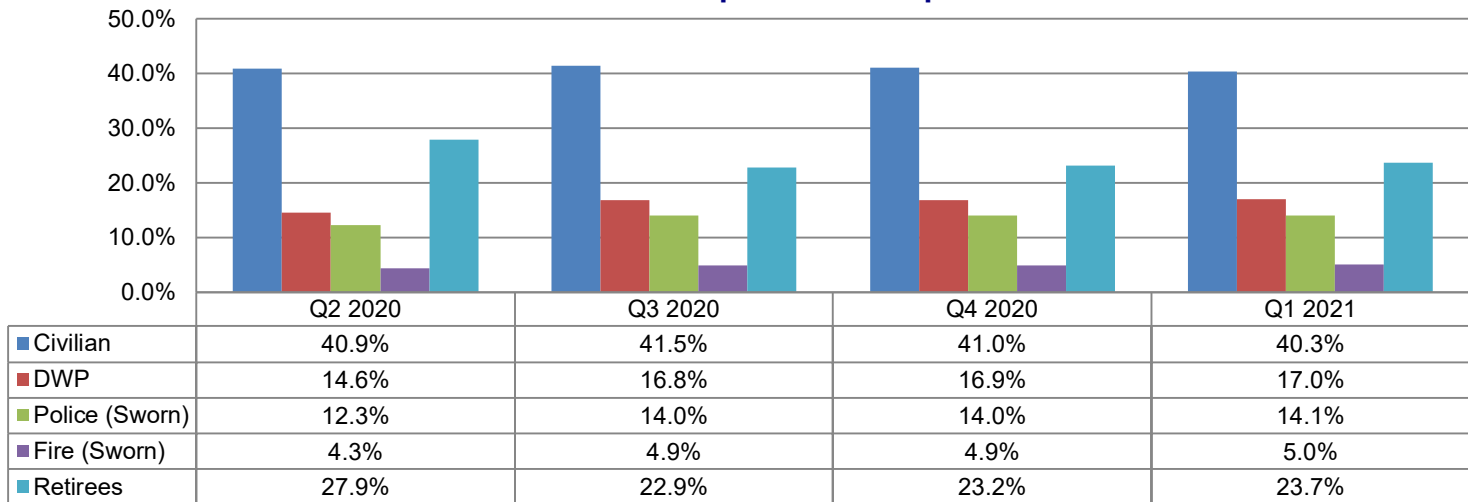
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Population Composition and Participation Rate by Age

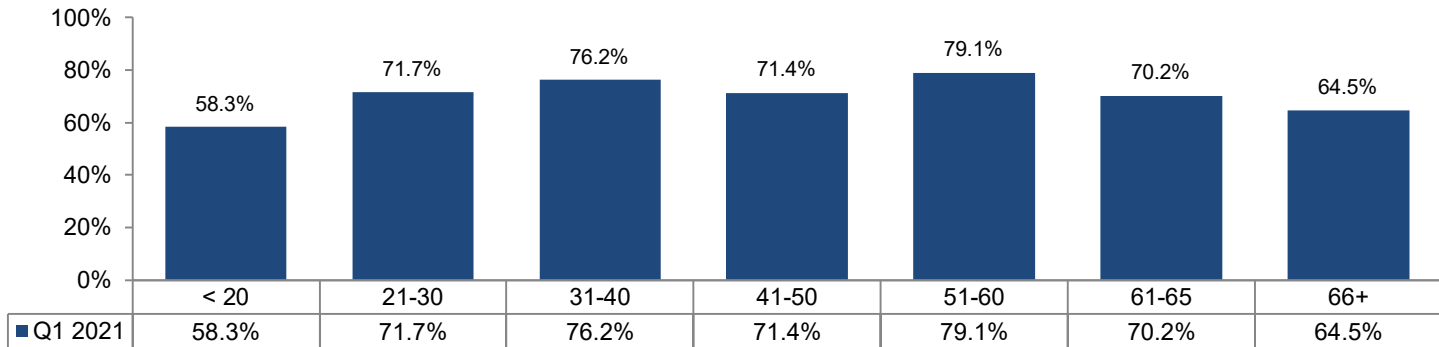
As of March 31, 2021

CITY OF LOS ANGELES

Plan Population Composition



Participation Rate – Age (Full-Time Employees)

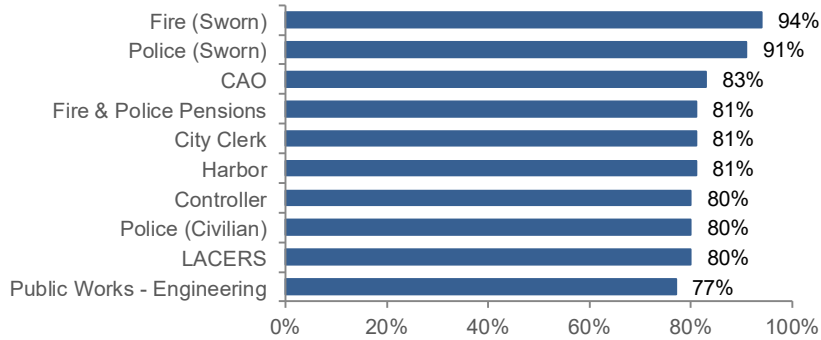


Participation Rate - Department Top 10 and Bottom 10 (Greater than 50 Full-Time eligible participants)

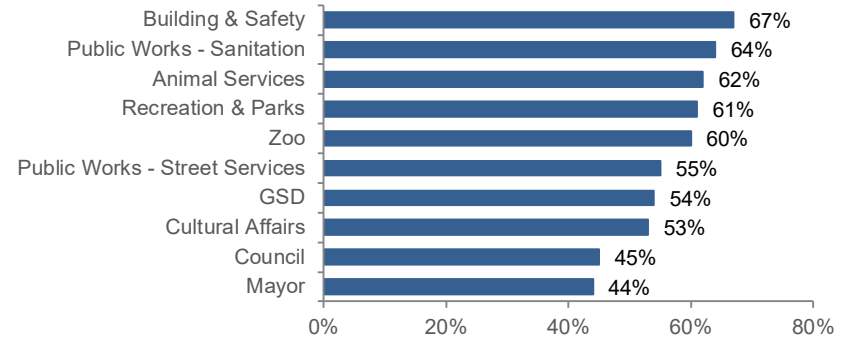
As of March 31, 2021

CITY OF LOS ANGELES

Top 10 Departments by Total Participation



Bottom 10 Departments by Total Participation

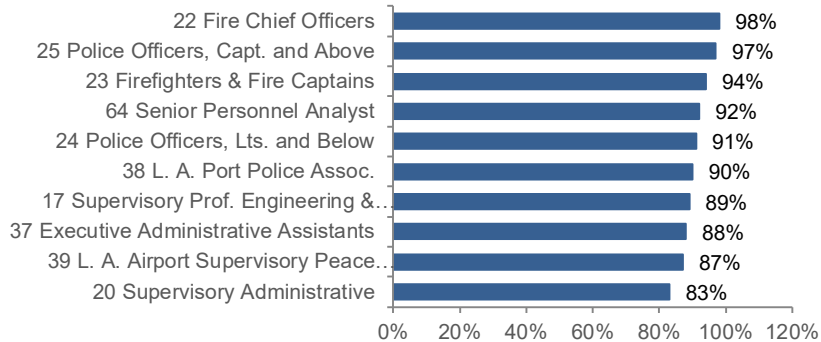


Participation Rate - MOU Top 10 and Bottom 10 (Greater than 50 Full-Time eligible participants)

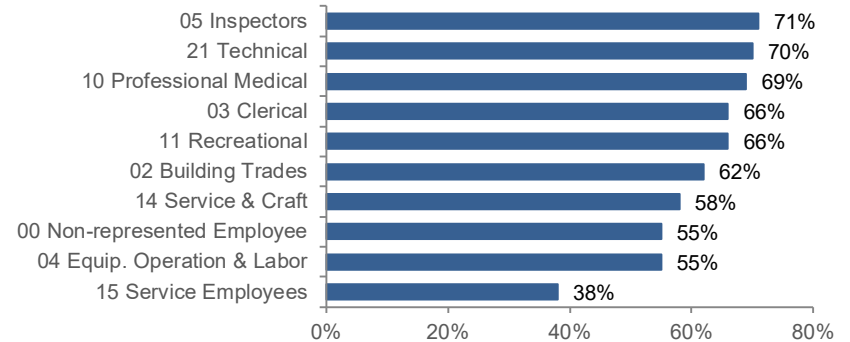
As of March 31, 2021

CITY OF LOS ANGELES

Top 10 MOU by Total Participation



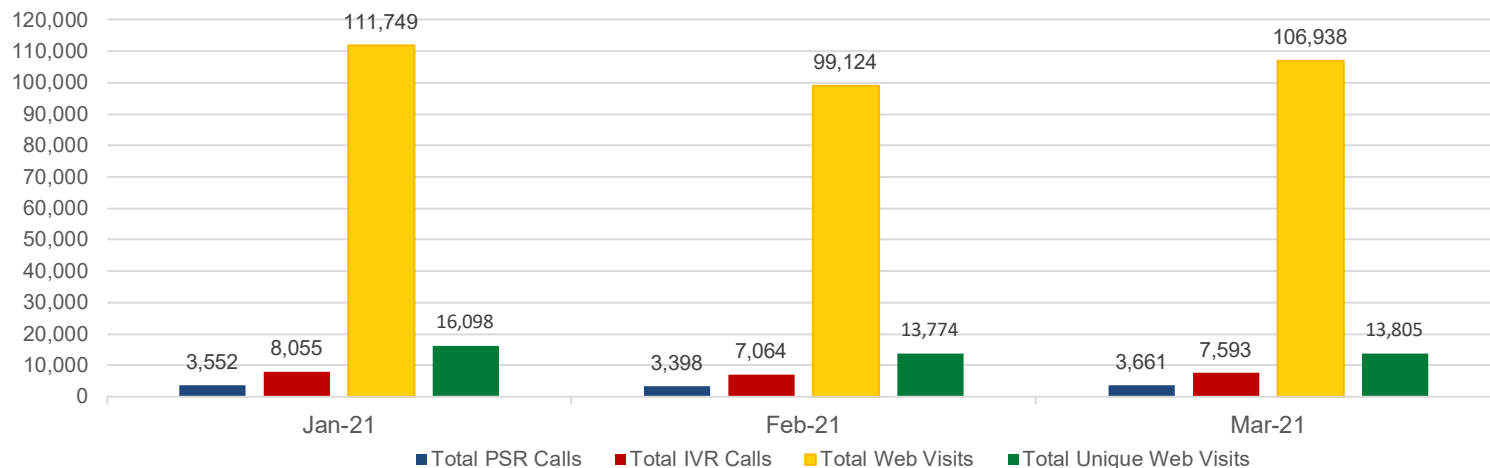
Bottom 10 MOU by Total Participation



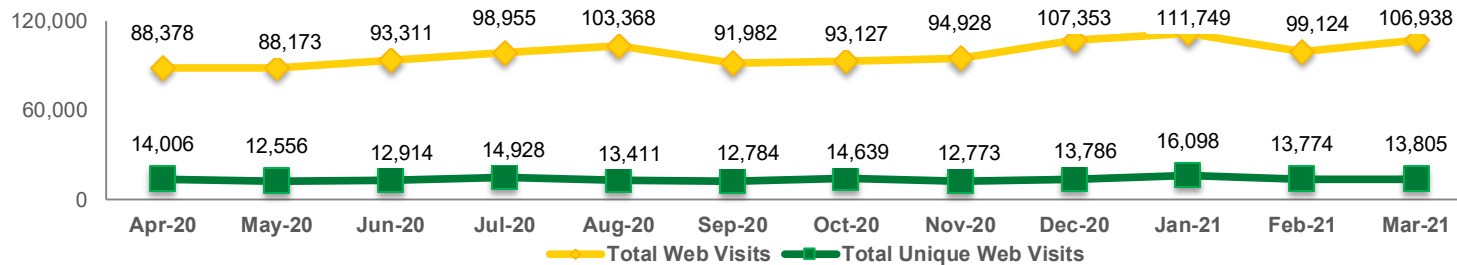
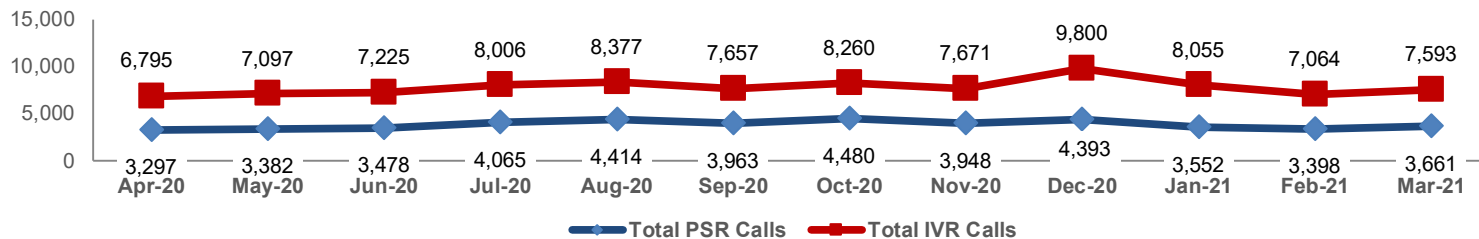
Participant Contact Summary

As of March 31, 2021

CITY OF LOS ANGELES



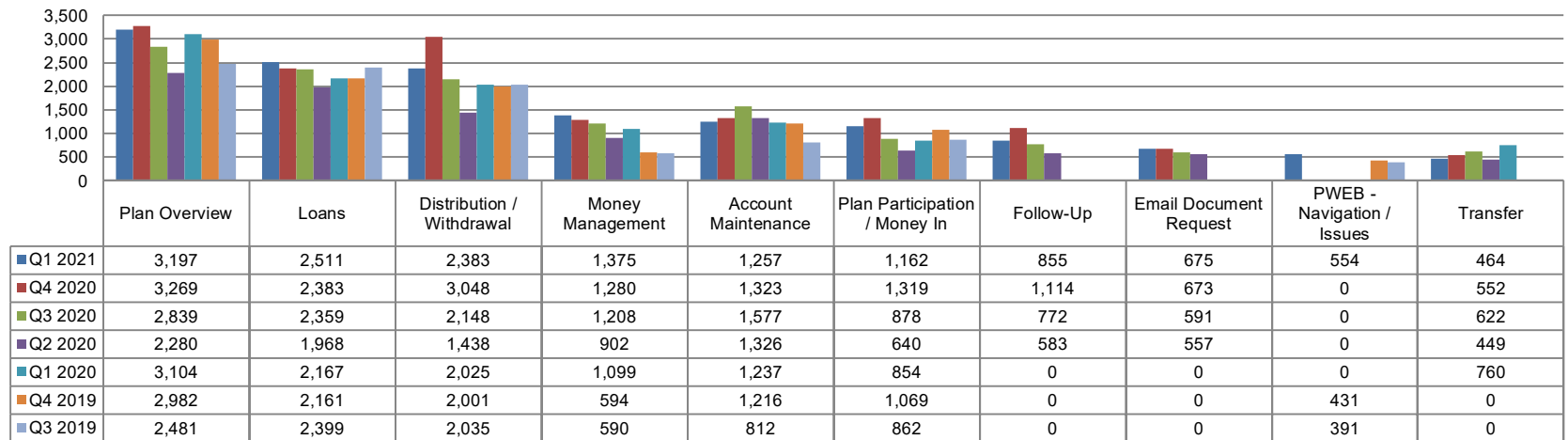
Participant Contact Trending



Participant Service Representative Activity: Top Ten Call Reasons and Trending

As of March 31, 2021

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	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Address Change	311	264	303	260	356	425	348
Banking Information	803	671	751	627	824	796	712
Beneficiary Election	717	856	933	576	624	705	739
Contribution Rate Change	5,794	7,361	8,876	6,451	6,091	6,336	7,573
Contribution Rate Escalator	33	33	42	23	0	35	31
Enrollments	295	488	437	253	224	292	250
Document/ Package Request	265	235	228	226	202	189	203
Fund to Fund Transfer	2,627	2,605	6,518	4,911	4,733	4,765	5,342
In-service Withdrawal	1,402	1,422	1,621	750	1,021	1,061	1,391
Investment Election Change	1,889	2,027	4,583	2,740	2,361	2,396	3,229
Investment Reallocation	1,315	1,128	4,100	2,412	1,808	1,893	2,374
Rebalance Election	41	40	63	43	50	37	49
Loan Repayment ACH Election	50	52	89	88	53	64	106
New Loans Issued	1,591	1,545	1,491	913	1,225	1,291	1,190
Online Loan Payoff via ACH	1,443	1,260	1,417	1,351	1,493	1,155	1,145
Termination Distribution	192	150	201	140	189	172	220



CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

As of 3/31/2021

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 3/31/2021

Plan Profile Information

Plan Type	457B
Total PCRA Assets	\$1,129,738,882
Total Funded PCRA Accounts	6,556
Total Roth Assets	\$40,767,250
Total Funded Roth Accounts	1,094
Total Advisor Managed PCRA Assets	\$464,922,554
Total Advisor Managed Funded PCRA Accounts	2,490
PCRA Accounts Opened This Quarter	661
PCRA Assets In and Out This Quarter*	\$78,580,065
Average PCRA Account Balance	\$172,321

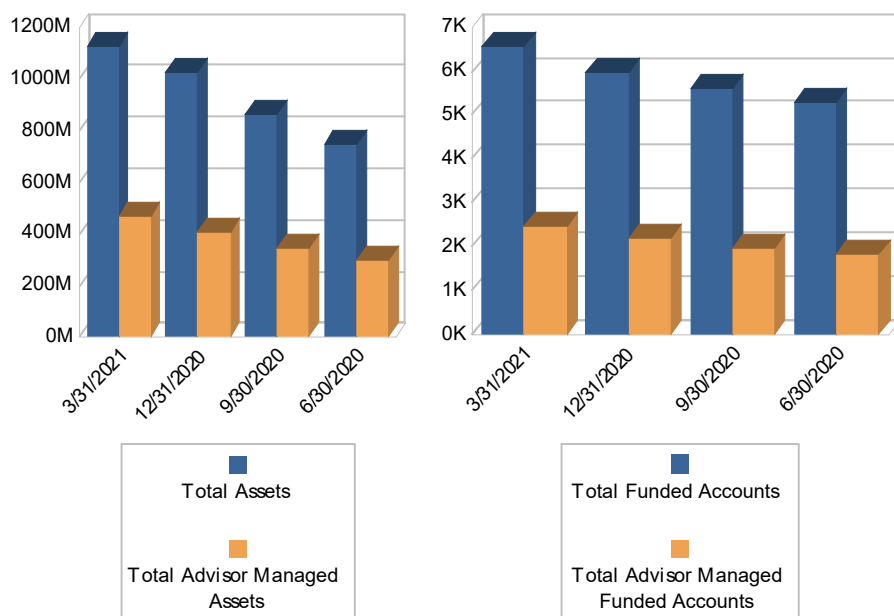
PCRA Participant Profile Information

Average Participant Age	49
Percent Male Participants	83%
Percent Female Participants	17%

Total Assets by Category

Cash Investments	\$126,451,546
Equities	\$511,135,759
ETFs	\$219,072,118
Fixed Income	\$42,519,674
Mutual Funds	\$231,106,527
Other	-\$546,735

Assets and Accounts (Trailing 4 Quarters)



Average Positions Per Account

Cash Investments	1.0
Equities	9.5
ETFs	3.4
Fixed Income	0.3
Mutual Funds	2.0
Other	0.1
Total	16.2

Average Trades Per Account

Equities	16.4
ETFs	4.3
Fixed Income	0.0
Mutual Funds	6.2
Other	0.3
Total	27.3

* 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 3/31/2021

Top 10 Mutual Fund Holdings**

Name	Category	Symbol	OS*	\$MF Assets	%MF Assets
T. ROWE PRICE COMM & TECH I	Specialized Funds	TTMIX	N	\$21,129,124	9.38%
BLACKROCK HEALTH SCIENCES OPPS INSTL	Specialized Funds	SHSSX	N	\$16,250,017	7.22%
DAVIS FINANCIAL Y	Specialized Funds	DVFX	N	\$12,980,554	5.76%
INVESCO DEVELOPING MARKETS Y	International	ODVYX	N	\$9,436,402	4.19%
PFG AMERICAN FUNDS GROWTH STRATEGY R	Large Capitalization Stock Funds	PFGGX	Y	\$7,074,453	3.14%
GATEWAY Y	Specialized Funds	GTEYX	N	\$5,759,463	2.56%
PFG ACTIVE CORE BOND STRAT R	Taxable Bond Funds	PFDOX	Y	\$4,406,653	1.96%
SCHWAB S&P 500 INDEX FD	Large Capitalization Stock Funds	SWPPX	Y	\$3,439,723	1.53%
PFG JP MORGAN TACTICAL MODERATE STRAT R	Hybrid Funds	PFJDX	Y	\$3,275,691	1.45%
SCHWAB TOTAL STOCK MKT INDEX	Large Capitalization Stock Funds	SWTSX	Y	\$2,926,777	1.30%

Top 10 Fund Families

Name	\$MF Assets	%MF Assets
BLACKROCK	\$20,617,622	9.16%
DAVIS/SELECTED	\$12,990,506	5.77%
SCHWAB	\$11,429,666	5.08%
OPPENHEIMER	\$11,400,655	5.06%
DFA	\$11,384,073	5.06%
JANUS	\$10,243,810	4.55%
VANGUARD	\$8,623,192	3.83%
T ROWE PRICE	\$6,150,777	2.73%
NATIXIS	\$5,795,773	2.57%
COLUMBIA	\$4,340,463	1.93%

**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 3/31/2021

Top 10 Equity Holdings

Name	Category	Symbol	\$EQ Assets	%EQ Assets
TESLA INC	Consumer Discretionary	TSLA	\$59,710,692	11.68%
APPLE INC	Information Technology	AAPL	\$52,767,050	10.32%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$21,816,504	4.27%
MICROSOFT CORP	Information Technology	MSFT	\$12,218,396	2.39%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$11,262,097	2.20%
GRAYSCALE BITCOIN TR BTC	Other	GBTC	\$10,423,882	2.04%
N I O INC FSPONSORED ADR	Consumer Discretionary	NIO	\$10,257,236	2.01%
FACEBOOK INC CLASS A	Communication Services	FB	\$9,341,025	1.83%
ALPHABET INC. CLASS C	Communication Services	GOOG	\$8,054,216	1.58%
WALT DISNEY CO	Communication Services	DIS	\$7,054,910	1.38%

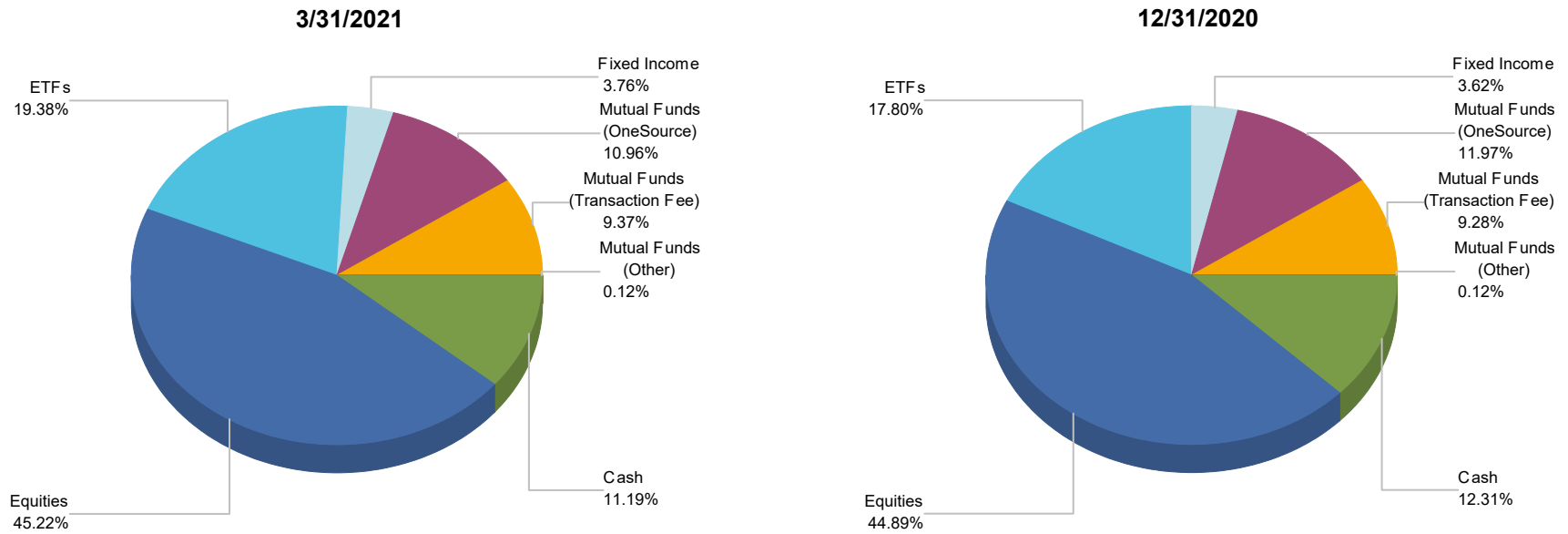
Top 10 ETF Holdings

Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
TECHNOLOGY SELECT SECTORS SPDR ETF	Sector	XLK	N	\$8,679,621	3.96%
ISHARES TR IS 1 5 YR IN GR CR BD ETF	US FI	IGSB	N	\$8,223,708	3.75%
INVESCO QQQ TRUST	US Equity	QQQ	N	\$6,932,426	3.16%
ISHARES CORE S&P 500 ETF	US Equity	IVV	N	\$6,843,008	3.12%
SELECT SECTOR HEALTH CARE SPDR ETF	Sector	XLV	N	\$6,625,670	3.02%
FIRST TRUST INTERNET INDEX CF ETF	Sector	FDN	N	\$6,196,089	2.83%
WISDOMTREE US QLT DIV GRW ETF	US Equity	DGRW	N	\$5,630,413	2.57%
SELECT STR FINANCIAL SELECT SPDR ETF	Sector	XLF	N	\$5,349,588	2.44%
ISHARES S&P 500 VALUE ETF	US Equity	IVE	N	\$4,845,052	2.21%
SELECT SECTOR INDUSTRIALS SPDR ETF	Sector	XLI	N	\$4,306,525	1.97%

*OS = OneSource, no transaction fee.

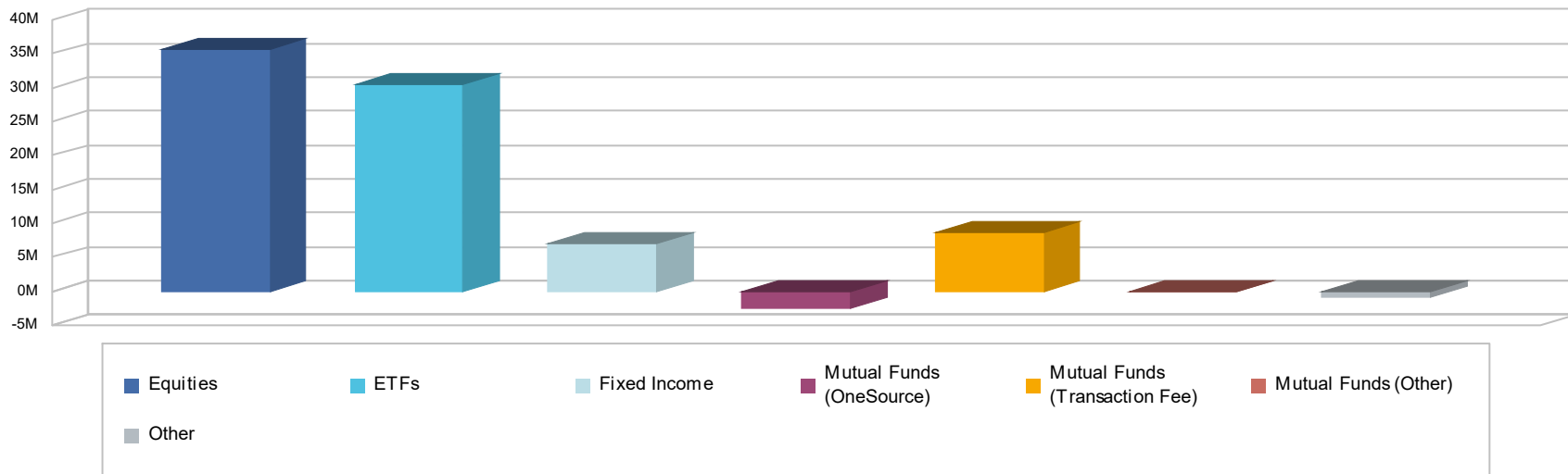
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 3/31/2021

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.

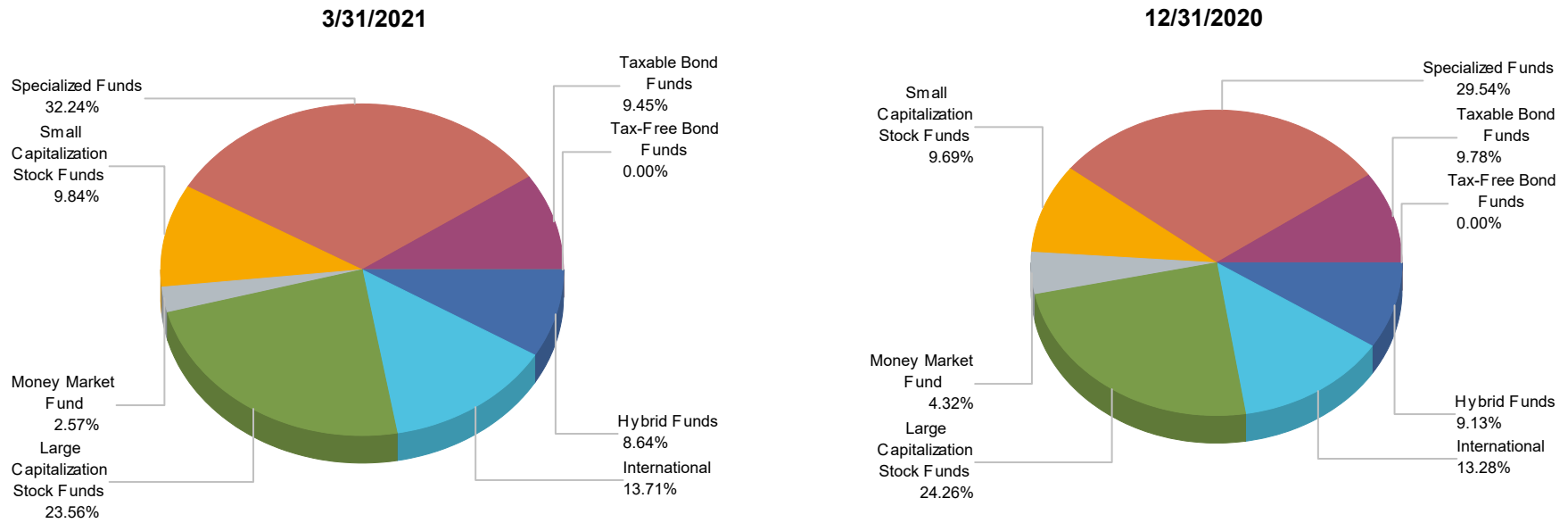
Net Flow - All Non-Cash Assets (3-Month Period Ending 3/31/2021)



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.

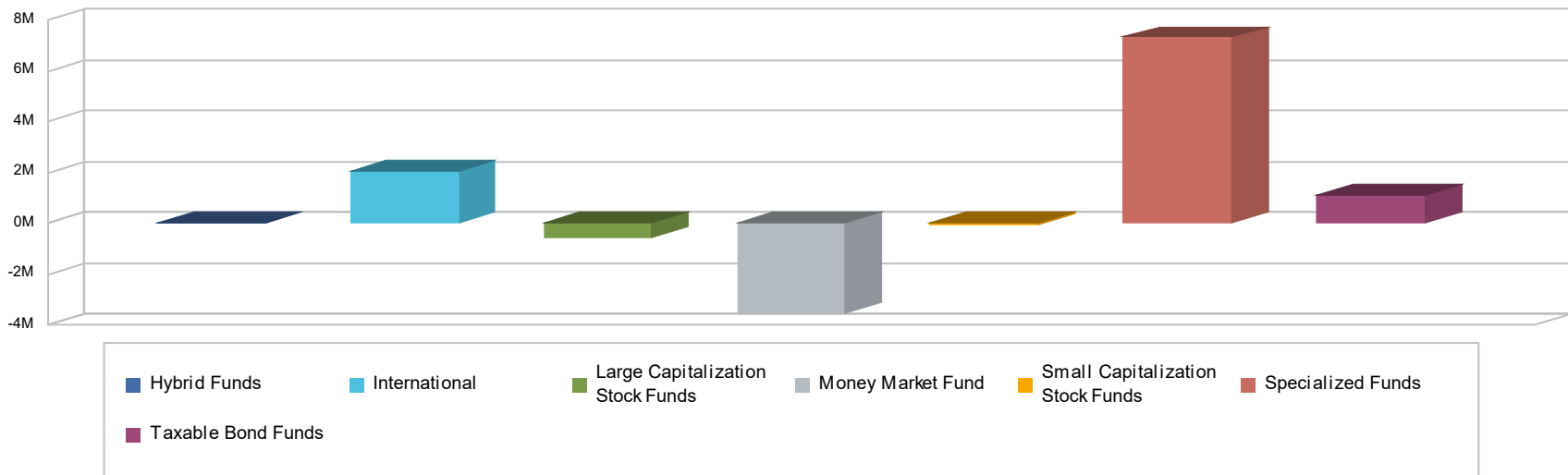
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 3/31/2021

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 3/31/2021)

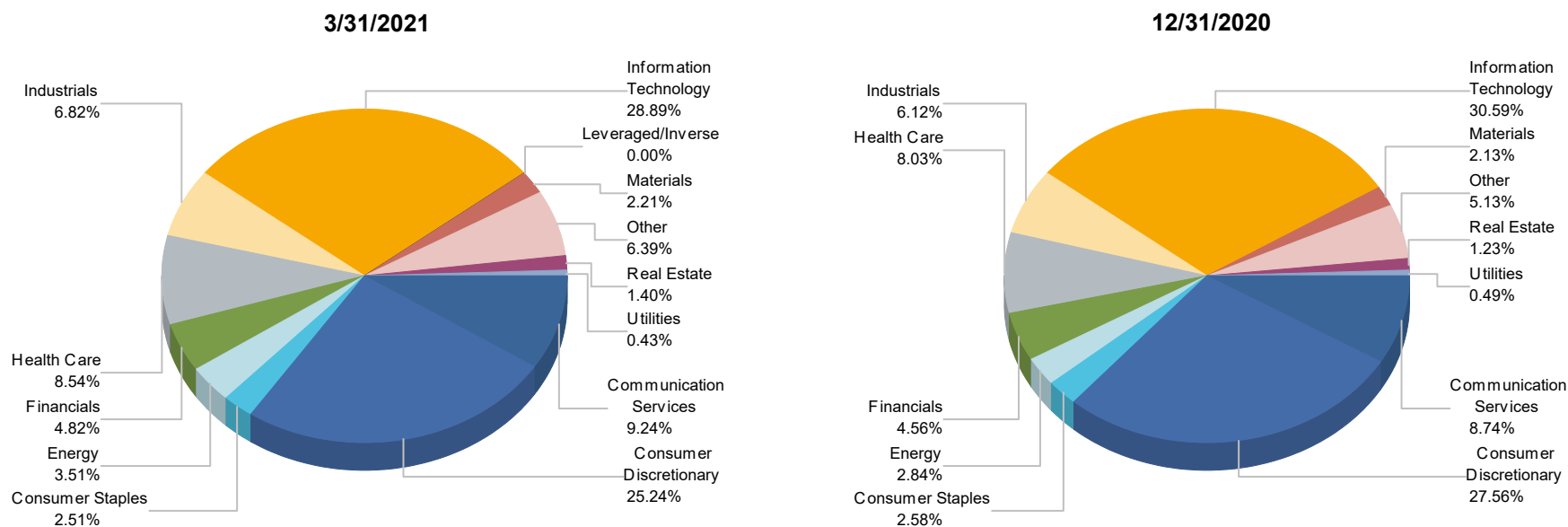


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

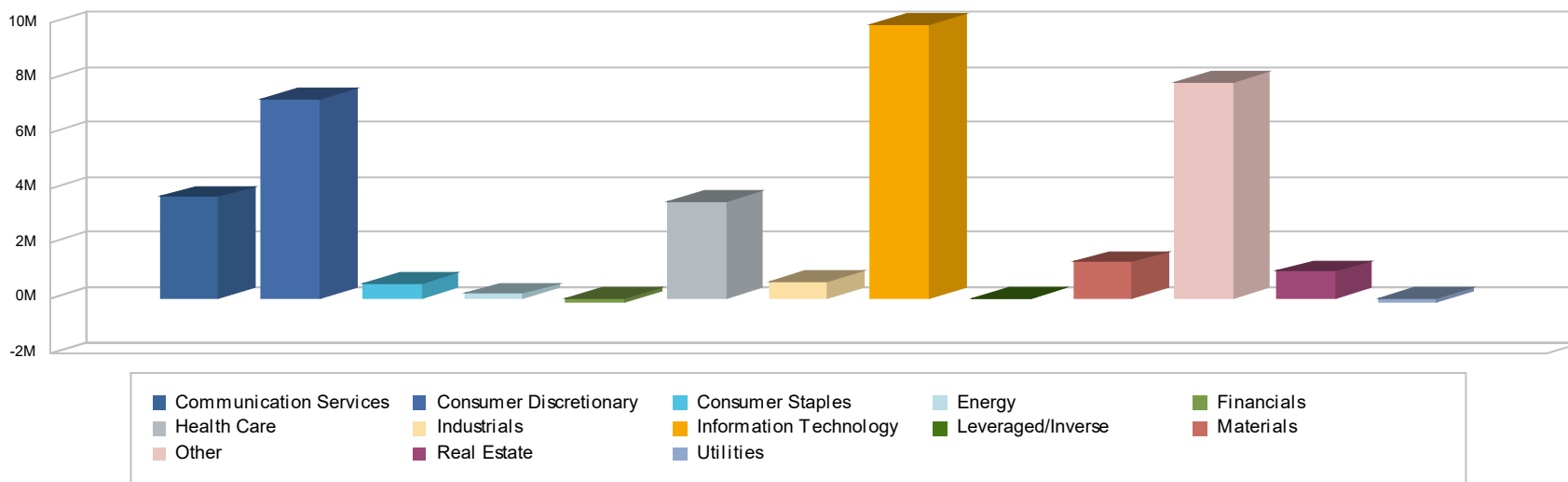
CITY OF LA 457 DEFERRED COMP as of 3/31/2021

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.

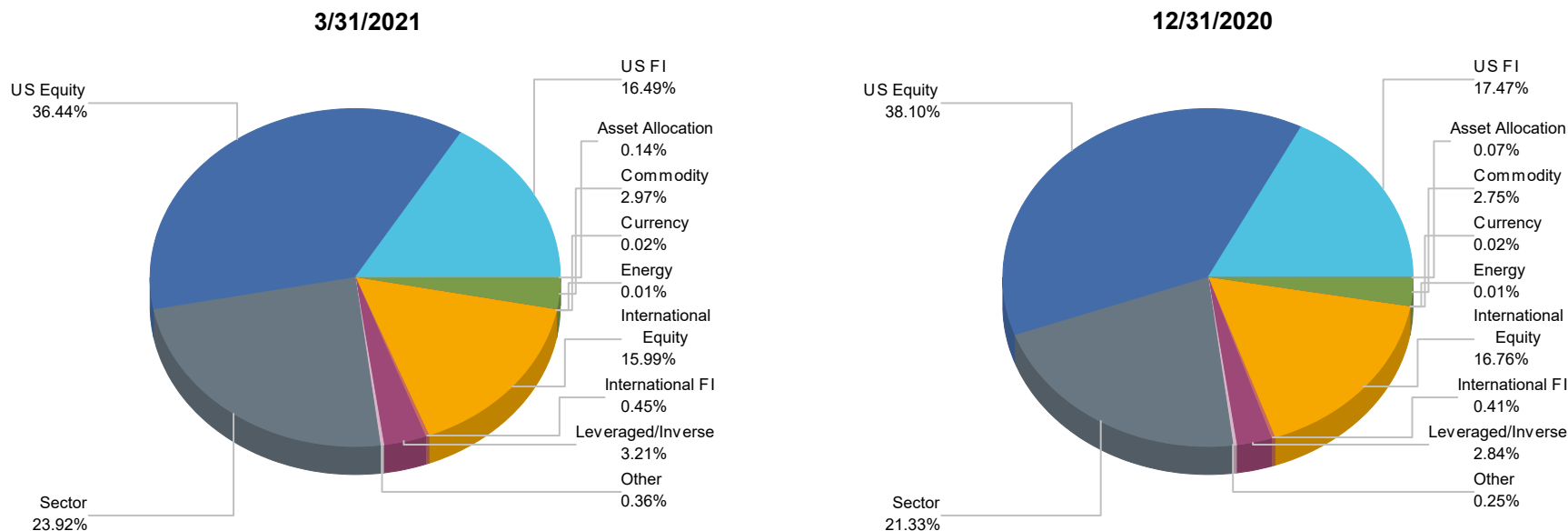
Net Flow by Sector - Equities (3-Month Period Ending 3/31/2021)



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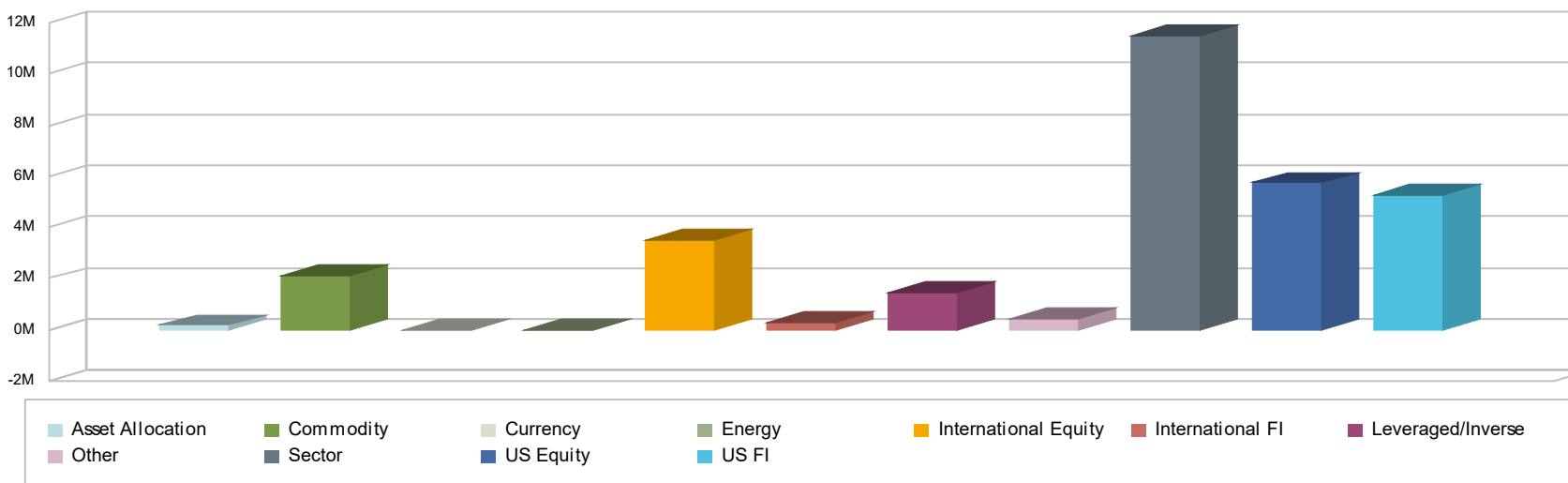
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 3/31/2021

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 3/31/2021)

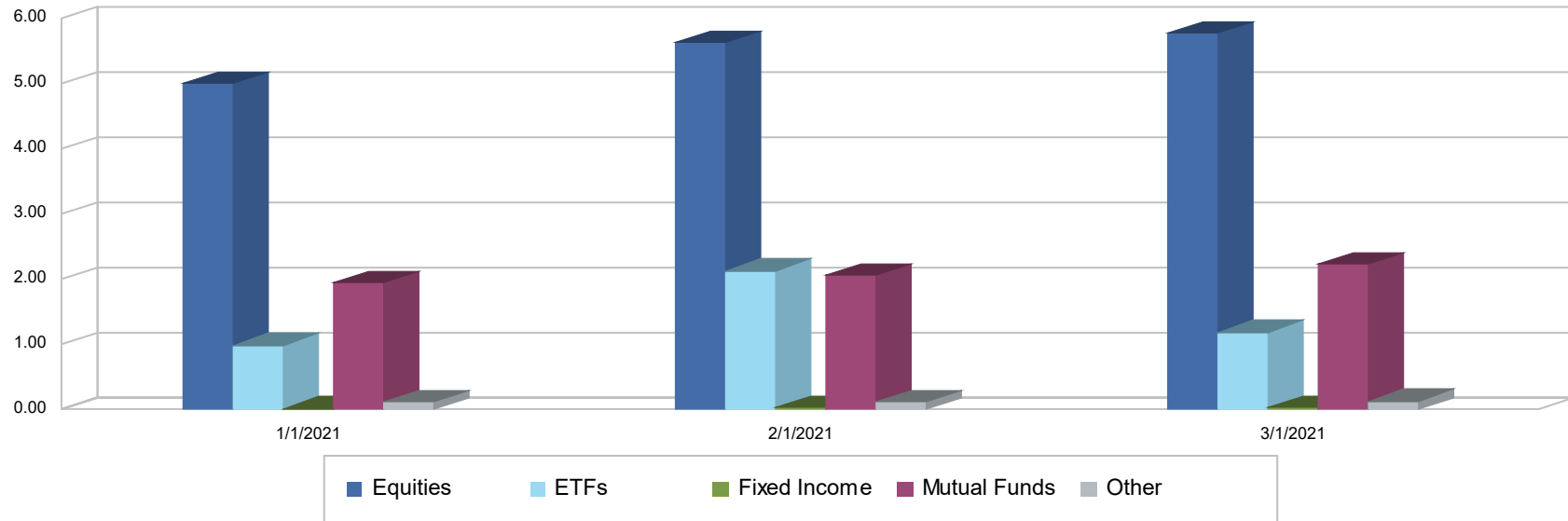


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

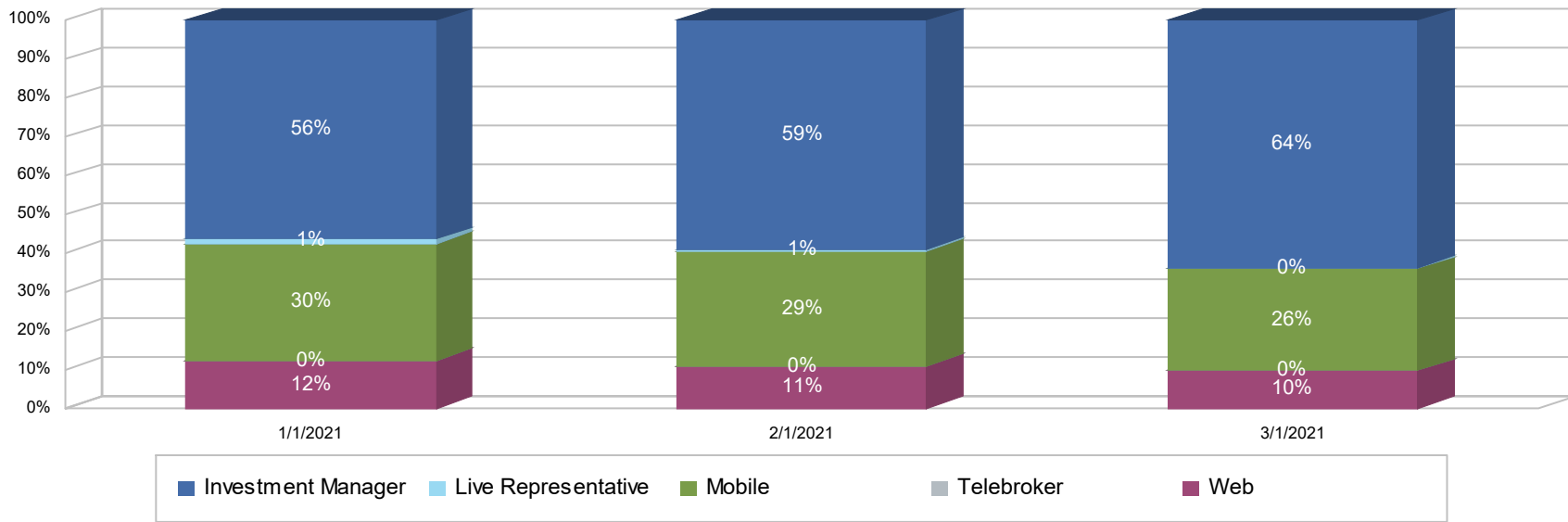
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 3/31/2021

Average Monthly Trades Per Account (3-Month Period Ending 3/31/2021)



Trading Channel Mix (Month over Month)



The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 3/31/2021

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.

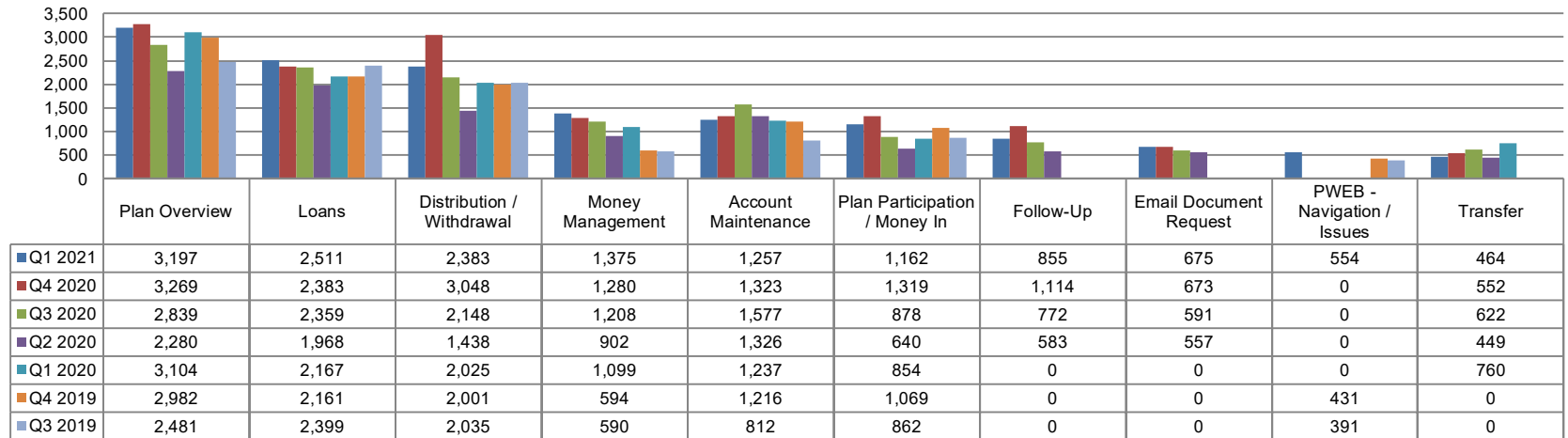
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Participant Service Representative Activity: Top Ten Call Reasons and Trending

As of March 31, 2021

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	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Address Change	311	264	303	260	356	425	348
Banking Information	803	671	751	627	824	796	712
Beneficiary Election	717	856	933	576	624	705	739
Contribution Rate Change	5,794	7,361	8,876	6,451	6,091	6,336	7,573
Contribution Rate Escalator	33	33	42	23	0	35	31
Enrollments	295	488	437	253	224	292	250
Document/ Package Request	265	235	228	226	202	189	203
Fund to Fund Transfer	2,627	2,605	6,518	4,911	4,733	4,765	5,342
In-service Withdrawal	1,402	1,422	1,621	750	1,021	1,061	1,391
Investment Election Change	1,889	2,027	4,583	2,740	2,361	2,396	3,229
Investment Reallocation	1,315	1,128	4,100	2,412	1,808	1,893	2,374
Rebalance Election	41	40	63	43	50	37	49
Loan Repayment ACH Election	50	52	89	88	53	64	106
New Loans Issued	1,591	1,545	1,491	913	1,225	1,291	1,190
Online Loan Payoff via ACH	1,443	1,260	1,417	1,351	1,493	1,155	1,145
Termination Distribution	192	150	201	140	189	172	220