

Deferred Compensation Plan

BOARD REPORT 12-53

Date: November 20, 2012

To: Board of Deferred Compensation Administration

From: Staff

Subject: Web Conversion – Status Update

*Board of Deferred
Compensation Administration
Eugene K. Canzano, Chairperson
John R. Mumma, Vice-Chairperson
Cliff Cannon, First Provisional Chair
Tom Moutes, Second Provisional Chair
Sangeeta Bhatia, Third Provisional Chair
Michael Amerian
William Raggio
Robert Schoonover
Margaret M. Whelan*

Recommendation:

That the Board of Deferred Compensation receive and file staff's report regarding the status of the Deferred Compensation Plan website conversion.

Background

As previously discussed, Great-West has developed a new website layout that they have begun rolling out to their plan sponsors. The design of the new layout was inspired by cellphone applications to ideally make the website more user-friendly and simpler to navigate. Great-West is now preparing to convert the City's website over to this new design. The scheduled "go-live" date for the City of Los Angeles Deferred Compensation Plan's new website is **June 12, 2013**.

Discussion

Great-West and staff are currently in the process of reviewing the early draft for the new Plan site. Discussion is underway to finalize the structure and design of the site.

After logging in, participants will see tiles that visually represent account management features such as options to view "Transactions" or "Account History"; once a tile is clicked, different submenu options will appear. There is space for a total of 16 tiles. Great-West has indicated most of these tiles are static and cannot be changed, whether it is the title and design of the tile or its submenu options. Additionally, there are further restrictions on the ordering of the tiles.

In terms of customization, Great-West has indicated there are two tiles that offer some customization with the submenu options, although one is limited to whether the Plan should turn certain submenu features on or off. There are however two tiles that offer full customization, from the look and title of the tile to the submenu options, although placement in the sequence of the tiles is limited. Staff will strive to ensure optimal customization for our participants within the programmed parameters of the new site.

Staff is additionally reviewing features for the homepage. Great-West is developing images that are iconic to Los Angeles that can be used for featured banners as well as integrated into the design of the site. The structure of the home page cannot change, but there are items that can

be customized, such as the dropdown menu options and content as well as banner and tile content.

Attached are the current mock-ups for the new website. Apart from the background imagery and “look and feel,” the general structure of the site will remain consistent with the attached. Notwithstanding this, staff believes it is important to integrate participant feedback into website design and customization, even if some changes need to be addressed after the initial site roll-out. Consequently, staff will begin coordinating the first of an ongoing series of participant focus groups to obtain feedback on the new website’s look and usability. The first focus group review will take place during the week of November 26th. Staff further welcomes Board member feedback.

An initial version of the website should be available for testing by staff in January 2013.

Staff will report regularly to the Board regarding this item up through its initial rollout. The website is a vital medium through which the Plan communicates with participants, and thus invites particular scrutiny as it is developed and refined over time.

Submitted by: _____
Esther Chang

Reviewed by: _____
Steven Montagna

Approved by: _____
Alejandrina Basquez

CITY OF LOS ANGELES WEBSITE REQUIREMENTS—POST LOG IN

AT-A-GLANCE

\$2,370.49 Daily Balance [?](#)
 ▲ 1.31% Rate of Return [?](#)
 \$228.70 Last Contribution Amount

MY ACTION PLAN

Update your email address
 Build savings momentum
 Start saving today

More Options

My Account
 Account Overview
 Statements
 My Investments
 [+] More Options

Investments
 Investment Options
 Investment Performance
 Fixed Rate Investments
 [+] More Options

Transactions
 Transfer My Investments
 Change Future Investments
 Change Paycheck Contribution
 [+] More Options

Account History
 Rate of Return
 Balance Over Time
 Transaction History

Loans & Withdrawals
 Loan Request
 Loan Cost Calculator
 Loan Summary
 [+] More Options

Plan Information
 Retirement Planning Guide
 Special Three Year Catch-Up
 Termination Pay Contribution
 [+] More Options

Financial Planning Tools
 Paycheck Calculators
 Portfolio Expense Calculator
 Savings Calculators
 [+] More Options

My Profile
 Personal Account Information
 Go Paperless
 Beneficiary

Education
 Grow My Savings
 Learn About Investing
 Roth 457
 [+] More Options

Forms

Help & Contact
 Frequently Asked Questions
 Contact Us

The 3 tiles highlighted in yellow (Plan Info, Financial Planning Tools, Education) and 1 tile not displayed are the only tiles that can be customized with submenu options. All other tiles are static and no customization is permitted.

Financial Planning Tools:
 Great-West has many different calculators which they will turn off or on. No other customization is available.

Education:
 The Plan is able to customize the submenu options (see following pages).

2 Custom Tiles:
 The Plan is allowed two entirely custom tiles. The Plan intends to use these tiles to 1) highlight the DCP health checklist product that it is developing with Buck Consultants, and 2) showcase participant testimonials or other videos and media.

POST LOG IN

Education Tile

Sample:

The screenshot shows the Great-West Retirement Services website interface. At the top left is the Great-West Financial logo. To the right, it says "Great-West Retirement Services". In the top right corner, there are navigation links: Home, Account Settings, AAA, and Logout. Below these, it says "Welcome MARY" and "199999-01-ABC\$organization" with a dropdown arrow. Below that, it says "Last Login: Wednesday, October 24, 2012 06:22 PM EDT".

The main content area features an "Education" tile. This tile has a "Main Menu" icon on the left and a central image of a graduation cap. To the right of the image are links: "Grow My Savings", "Learn About Investing", "eLearning", "Retirement Ready?", "Newsletters", "Virtual Classroom", and "Great-West Lifetime Advantage IRA".

Below the Education tile are seven dark grey boxes, each representing a sub-menu option:

- GROW MY SAVINGS**: Learn how to determine the amount you need to save and discover opportunities to save more.
- LEARN ABOUT INVESTING**: Learn how to choose your investment options using your personal risk tolerance and investor style.
- ELEARNING**: Online education is available to you at your convenience, and it's just a click away.
- RETIREMENT READY?**: Learn how to stay on track toward your retirement income goals.
- NEWSLETTERS**: Various newsletters regarding your employer's retirement plan.
- VIRTUAL CLASSROOM**: A comprehensive series of interactive courses on investment, financial and retirement planning.
- GREAT-WEST LIFETIME ADVANTAGE IRA**: Saving for retirement is one of your financial goals. A review of the fundamentals will help get you started.

Proposed Submenu Options – Overview (Tiles + “helper” language)

<p>FOR ACTIVE EMPLOYEES</p> <p><i>Resources to help you develop and maintain your retirement plan.</i></p>	<p>FOR EMPLOYEES NEARING RETIREMENT</p> <p><i>Are you retiring in the next five years?</i></p>	<p>FOR RETIRED OR SEPARATED EMPLOYEES</p> <p><i>Resources for retirees and those no longer employed by the City.</i></p>	<p>FOR DROP PARTICIPANTS</p> <p><i>Information for sworn employees thinking about enrolling in or already enrolled in DROP.</i></p>
<p>NEWSLETTERS</p> <p><i>Missed any of our newsletters? Find them here.</i></p>			

FOR ACTIVE EMPLOYEES

*Resources to help you
develop and maintain your
retirement plan.*

Thinking About How to Plan Your Retirement

- [A Three-Legged Retirement Stool for City Employees](#)
- [Enrollment Guide](#)
- [Plan Highlights](#)
- [Plan Fee Comparison](#)

Saving

- [20/20 Retirement Vision](#)
- [Roth 457 Savings Option](#)

Investing

- [Profile Portfolios](#)

**FOR EMPLOYEES NEARING
RETIREMENT**

*Are you retiring in the next
five years?*

Some people pack too many clothes before they take a trip, but it's hard to pack too many retirement dollars before setting off for retirement. Here are a few ways to stuff your deferred compensation suitcase as departure time nears.

▪ **Catch-Up Contributions**

What: Catch-Up allows you to contribute up to twice the normal contribution limit for three consecutive years. **The Catch-Up contribution limit in 2013 is \$35,000;** however, your limit may be less depending on the total of undercontributed amounts from prior years.

Who: To be eligible, you must have 1) amounts from prior years that you were eligible to contribute to the Plan but did not, and 2) you must be within three years of being able to retire without penalty (e.g., for LACERS employees, 55 years old with 30 years of service, or 60 years old with 10 years of service).

How: Enrollment through a [form](#) is required.

▪ **Age 50+ Contribution Limit**

What: **Those aged 50 or older have a higher contribution limit of \$23,000 in 2013** (as opposed to those below age 50, which is \$17,500 in 2013). Unlike Catch-Up, you don't need to have undercontributed in prior years – you're eligible for the higher limit simply by virtue of meeting the age requirement.

Who: You are first eligible in the calendar year in which you turn 50, even if your birthday hasn't occurred yet.

How: Enrollment is not required; you simply increase your contribution to match the higher limit.

▪ **Accrued Leave Deferral Option**

What: Employees receiving special payouts of unused sick and vacation time upon retirement/separation from service can defer some or all of those amounts into the Deferred Compensation Plan, subject to annual contribution limits.

Who: Upon retirement, you have unused sick, vacation, or overtime that will be paid out to you.

How: Enrollment through a [form](#) is required.

For more information about these options, please call our local service center at (213) 978-1601.

**FOR RETIRED OR
SEPARATED EMPLOYEES**

*Resources for retirees and
those no longer employed by
the City.*

Distributions

- [After You Retire](#)
- [Distribution Guide](#)

Loans

- [Retiree Loan Packet](#)

FOR DROP PARTICIPANTS

Information for sworn employees thinking about enrolling in or already enrolled in DROP.

If you are a sworn employee and are thinking about or already participating in DROP, consider rolling over your funds to the Deferred Compensation Plan when you are are faced with the challenge of deciding what to do with their DROP accounts. Leaving funds in DROP is not an option, and taking full cash distribution generally won't make good tax sense. Many participants roll their accounts to the City's Deferred Compensation Plan.

- Attend one of our monthly DROP informational seminars.
See when the next meeting is here: [DROP Seminar Calendar](#)
- Review [Your DROP Options and Rollover Information](#)
- Review information regarding retirement plan fees and DROP – [Comparing Investment Costs](#)

NEWSLETTERS

Missed any of our newsletters? Find them here.

[2012 – 3rd Quarter Newsletter](#)

[2012 – 2nd Quarter Newsletter](#)

[2012 – 1st Quarter Newsletter](#)

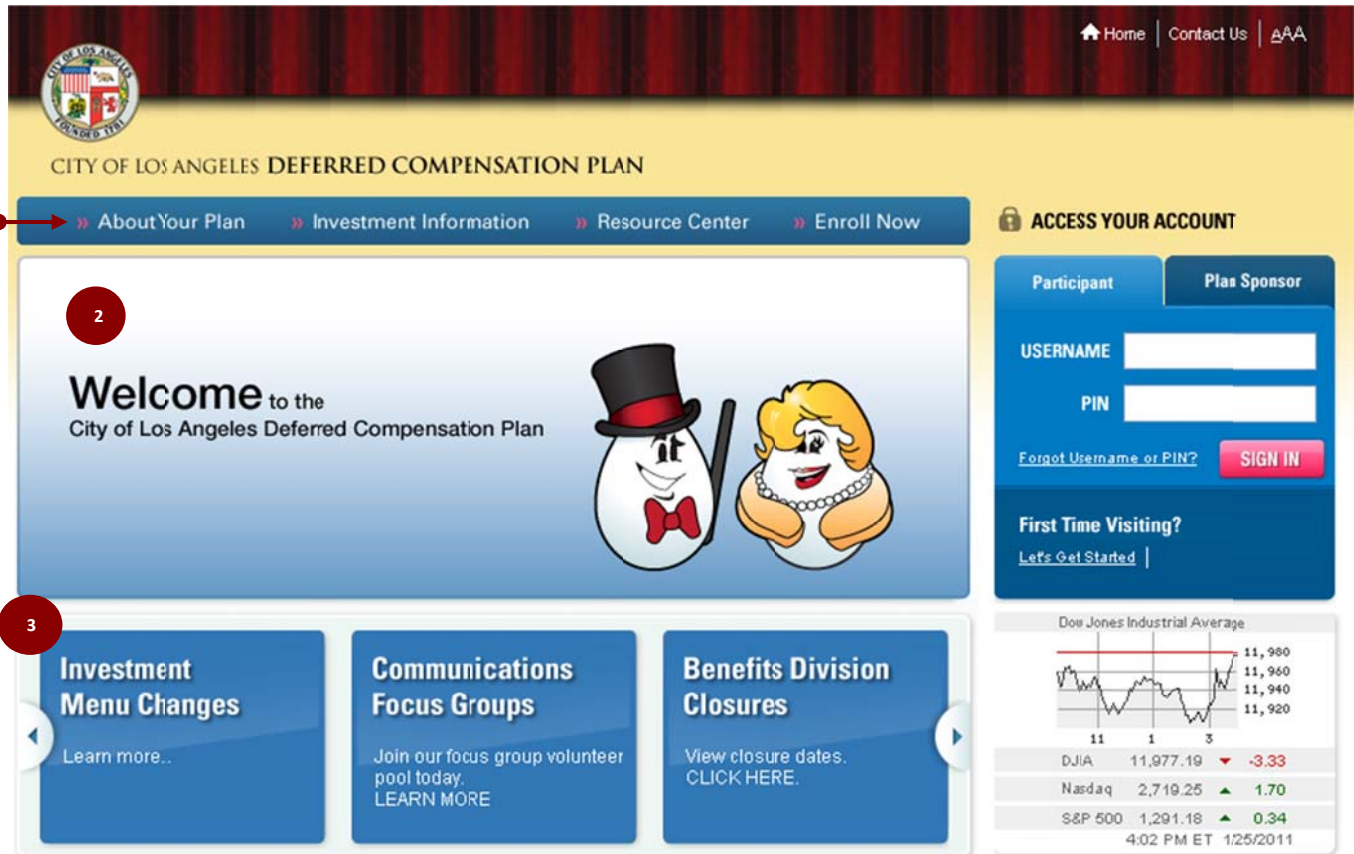
[2011 – 4th Quarter Newsletter](#)

[2011 – 3rd Quarter Newsletter](#)

[2011 – 2nd Quarter Newsletter](#)

[2011 – 1st Quarter Newsletter](#)

PRE LOG-IN HOME PAGE



Access to the automated voice response system and Web site may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/maintenance or other reasons.

Securities, when offered, are offered through GWFS Equities, Inc., a wholly owned subsidiary of Great-West Life & Annuity Insurance Company.

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Use of this site constitutes acceptance of these [Terms and Conditions](#).

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|---|---|---|
| <p>1 Level 2 Menus</p> <ul style="list-style-type: none"> - About Your Plan - Investment Information - Enroll Now - Contact Us | <p>2 Main Scrolling Banners</p> <ul style="list-style-type: none"> - Automatically advances - Timing - 7 seconds - Limited to 4 at any one time - Custom banners can be created 4 times a year | <p>3 Rotating Tiles</p> <ul style="list-style-type: none"> - Manually advance using arrows - Limited to 4 any one time - Custom tiles can be created 4 times a year |
|---|---|---|

About Your Plan	Investment Information	Enroll Now	Contact Us
Plan Highlights	Investments in the Plan		
Roth 457 Savings Option	Investment Performance		
Retirement Planning Guide	Self-Directed Brokerage		
Newsletters			
Plan Document			

The City of Los Angeles Deferred Compensation Plan is a powerful tool to help you reach your retirement dreams. As a supplement to your other City retirement/pension benefits, this voluntary Plan allows you to save and invest extra money for retirement.

The Plan provides two tax-advantaged ways to save, a variety of investment options from which to choose, and counselors to assist you at all stages of participation. Learn more about the Plan and how simple it is to enroll.

- [Plan Highlights](#) *(pdf pop-up)*
- [Roth 457 Savings Option](#) *(pdf pop-up)*
- [Retirement Planning Guide](#) *(pdf pop-up)*
- [Newsletters](#) *(direct to page with links)*
- [Plan Document](#) *(pdf pop-up)*

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Plan Document			

The City of Los Angeles Deferred Compensation Plan offers a variety of investment choices, including various savings investment options, bond mutual funds and stock mutual funds. The Plan also offers a self-directed brokerage option that provides access to additional mutual fund choices and individual securities for an additional fee.

[Investments in the Plan](#)

(direct to page with fund options and fund sheets, prospectus, and tickers)

[Investment Performance](#)

(pdf to pop-up)

[Self-Directed Brokerage](#)

(pdf to pop-up)

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Ready to enroll in the City of Los Angeles Deferred Compensation Plan?

Before making your selections, please take some time to review our:

[Retirement Planning Guide](#)

[Plan Highlights](#)

[Investment Information](#)

Once you've done that, enrolling is quick and easy. You have your choice of enrollment methods: online or the printed forms.

Online	Printed Forms
<p>To enroll online, click on "Let's Get Started" to the right and follow the directions.</p> <p>When prompted, use the Group Personal Identification Number (PIN) xxxx to register for the City of Los Angeles Deferred Compensation Plan.</p> <p>While enrolling, you will have the opportunity to create a personalized Username and password.</p>	<ol style="list-style-type: none"> 1. Print and complete the Enrollment Form. 2. If you are designating more than one primary or contingent beneficiary, print and complete the Beneficiary Form. 3. Submit your completed forms: <ul style="list-style-type: none"> <i>Via mail</i> Great-West Retirement Services P.O. Box 173764 Denver, CO 80217-3764 <i>Via fax, toll free:</i> Great-West Retirement Services (866) 745-5766 <i>In person, at our local service center:</i> City Hall, Room 867 200 N. Spring Street Los Angeles, CA 90012 <i>Open weekdays</i> <i>8:00 a.m. – 4:00 p.m.</i>

Other questions? Call Great-West at (888) 457-9460.

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Plan Document			

Website & Technical Issues

Email your Webmaster by clicking here:

<https://cityofla457.gwrs.com/static/CityOfLa/images/emailwebmaster.gif>

Questions Regarding Your Account Information Regarding Group or Individual Meetings

City of Los Angeles Service Center

Website: www.cityofla457.com

KeyTalk®: (888) 457-9460

City Hall, Employee Benefits Office
200 N. Spring Street, Room 867
Los Angeles, CA 90012
Open weekdays from 8:00 a.m. to 4:00 p.m.

Plan Governance and Administration

Oversight of the City’s Plan is provided by the City of Los Angeles Board of Deferred Compensation Administration. Staff support to the Board and program administration is provided by the City of Los Angeles Personnel Department. For information about the Board, Board meetings, Personnel administration, and other information related to the Plan rules, please visit the Plan's administrative website at: http://per.lacity.org/DeferredComp/Deferred_Comp_Main%20Page.htm

Should you have other questions or concerns, you may also contact:

Steven Montagna
Deferred Compensation Plan Manager
Steven.Montagna@lacity.org

Natasha Gameroz
Operations, Special Projects
Natasha.Zuvich@lacity.org

Esther Chang
Communications, Special Projects
Esther.Chang@lacity.org