



# City of Los Angeles Deferred Compensation Plan

First Quarter 2019 Review



PLAN | INVEST | PROTECT



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# **Goals and Metrics**



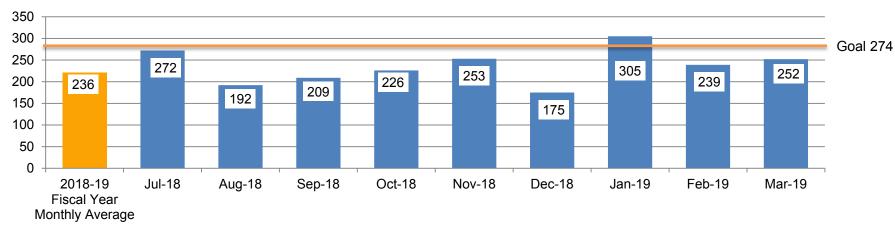
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# **Participant Outcomes: Increase Participation**

### As of March 31, 2019 CITY OF LOS ANGELES

#### Goal: Increase the number of new enrollments by 6%

For the 2018-19 fiscal year, the Board adopted a goal of increasing the number of new enrollments by 6% versus the prior fiscal year, which translates to 3,292 new enrollments. To meet this goal, the Plan would need to enroll an average of 274 new participants each month. The Plan is not currently on pace to reach this goal, but new enrollments continue to occur at a high level with 2,123 new enrollments so far this year.



#### 2018-19 Fiscal Year New Enrollments by Month

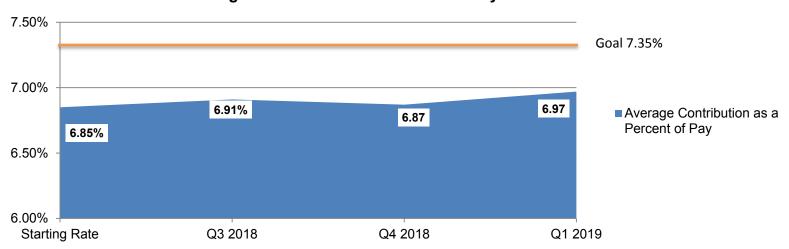
	Fiscal Year	Total Enrollments	Monthly Average
~	2018-19 YTD	2,123	236
Prior Year Enrollments	2017-18	3,106	259
llne Ilne	2016-17	2,190	183
nro nro	2015-16	1,997	166
ФШ	2014-15	1,502	125

# **Participant Outcomes: Increase Contributions**

### As of March 31, 2019 CITY OF LOS ANGELES

Goal: Increase average contribution as a percent of pay by 0.5%

For the 18/19 fiscal year, the Board adopted a goal of increasing contributions as a percent of pay by 0.5%. The fiscal year started with an average contribution rate of 6.85% and the goal is to reach 7.35%.



Average Contribution as a Percent of Pay

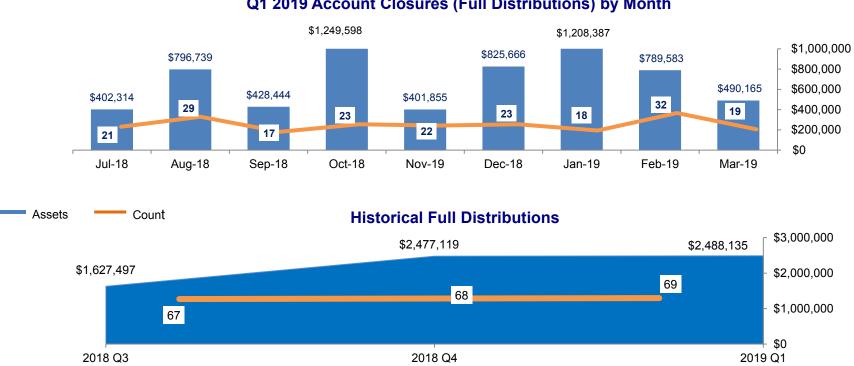
Thus far, participant contributions as a percent of pay have risen to 6.97%. The Plan is not on pace to reach this goal. Annual contribution limit increases and promotion of the percent-of-pay feature may help boost contributions in 2019.

## Participant Outcomes: Reduce Distributions

### As of March 31,2019 CITY OF LOSANGELES

Goal: Reduce the percent of retirees who close their account by 0.5% versus the prior year.

In Fiscal Year 2017/18, 361 individuals took full distributions of their accounts. In Fiscal Year 2018-19, the goal is to reduce the number of full distributions from 3.1% of the retiree population to 2.6%, or from 361 full distributions to approximately 299. During the guarter, 69 participants took full account distributions. Year to date, 204 retirees have taken full distributions, which represents 1.68% of the retiree population (12,121 retirees). The Plan is on track to reach this goal.



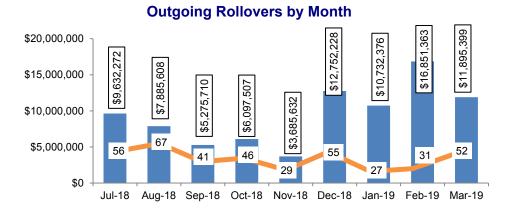
Q1 2019 Account Closures (Full Distributions) by Month

## **Participant Outcomes: Reduce Distributions**

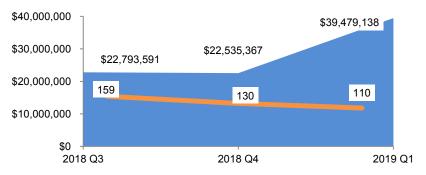
### As of March 31,2019 CITY OF LOSANGELES

Goal: Reduce the number of outgoing rollovers as a percentage of retirees by 0.5% versus the prior year.

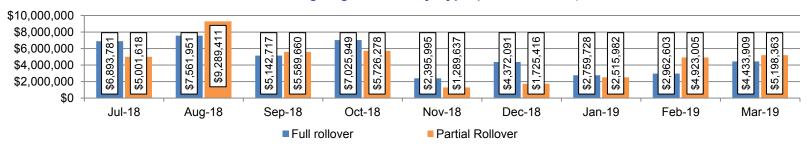
The Board adopted a goal of reducing the number of retirees who choose to transact full or partial outgoing rollovers by 0.5% versus the prior year (excluding rollovers to the three City pension systems). The 18/19 goal is to reduce this figure to 4.8%, or approximately 465 outgoing rollovers. Thus far, 399 participants have rolled assets out of the Plan, translating to approximately 3.29% of retirees. The Plan is on pace to narrowly miss this goal.



#### **Outgoing Rollovers by Quarter**



#### Outgoing Rollover by Type (Full vs Partial)



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

# **Plan Highlights**

### As of March 31, 2019

#### CITY OF LOS ANGELES

As of Quarter End	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	National Benchmarks <sup>1</sup>
Plan assets	\$6,220,471,067	\$6,365,267,927	\$6,623,087,594	\$6,037,310,346	\$6,571,683,343	
Participants with a balance	45,537	46,028	46,488	46,904	47,407	21,136 Median # of participants
Average account balance	\$136,487	\$138,282	\$142,476	\$128,655	\$139,103	\$53,822
Median account balance	\$57,443.67	\$57,662	\$57,941	\$53,587	\$56,846	\$15,734
Average loan balance per borrower	\$14,628	\$14,911	\$14,885	\$14,990	\$14,796	\$7,530.54 <sup>2</sup>
Total contributing participants	31,958	32,236	32,288	32,175	32,552	
Total Participation Rate	65%	72%	72%	72%	73%	65%
Average Percent of Pay deferral rate		5% I Year Average	6.91%	6.87%	6.97%	
Average Pre-Tax deferral rate	7.7% \$303.90	7.5% \$305.30	8.6% \$310.56	7.7% \$307.32	7.7% \$309.80	6.3% <sup>2</sup>
Average Roth deferral rate	5.89% \$161.89	5.5% \$161.75	5.3% \$164.96	5.4% \$167.93	5.5% \$172.37	

<sup>1</sup>2018 NAGDCA Perspectives in Practice Survey Report (Based on 2017 results)

<sup>2</sup> Voya Universe Benchmarking

# **Cash Flow Summary**

January 1, 2019 to March 31, 2019

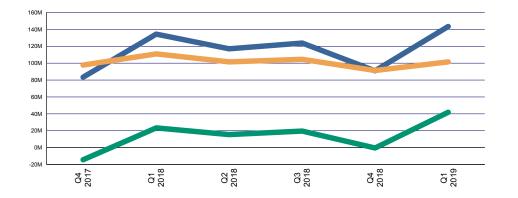
### CITY OF LOS ANGELES

#### Cash In

9,627,023.97
38,639,461.72
24,122,242.97
6,514,719.71

**Total Cash In** 

\$143,403,957.72



**Cash Out** 

\$98,015,473.19

\$110,891,129.42

\$101,517,515.75

\$104,456,615.25

\$91,262,133.16

\$101,591,174.73

\$607,734,041.50

**Net Cash** 

-\$14,480,234.82

\$23,429,205.06

\$15,596,698.37

\$19,482,496.73

-\$238,079.04

\$41,810,320.02

\$85,600,406.32

**Cash In** 

\$83,535,238.37

\$134,320,334.48

\$693,334,447.82

#### **Cash Out**

Total Cash Out	(\$101,591,174.73)
Other	6,514,719.71
Fees	933,042.38
Loans Issued	20,014,629.09
Rollovers	27,501,146.00
Distributions	46,627,637.55

933,042.38 6.514,719.71	Q2 2018	\$117,114,214.12
(\$101,591,174.73)	Q3 2018	\$123,939,111.98
(+ ,	Q4 2018	\$91,024,054.12
\$41,812,782.99	Q1 2019	\$143,401,494.75

Q4 2017

Q1 2018

Net Cash Flow

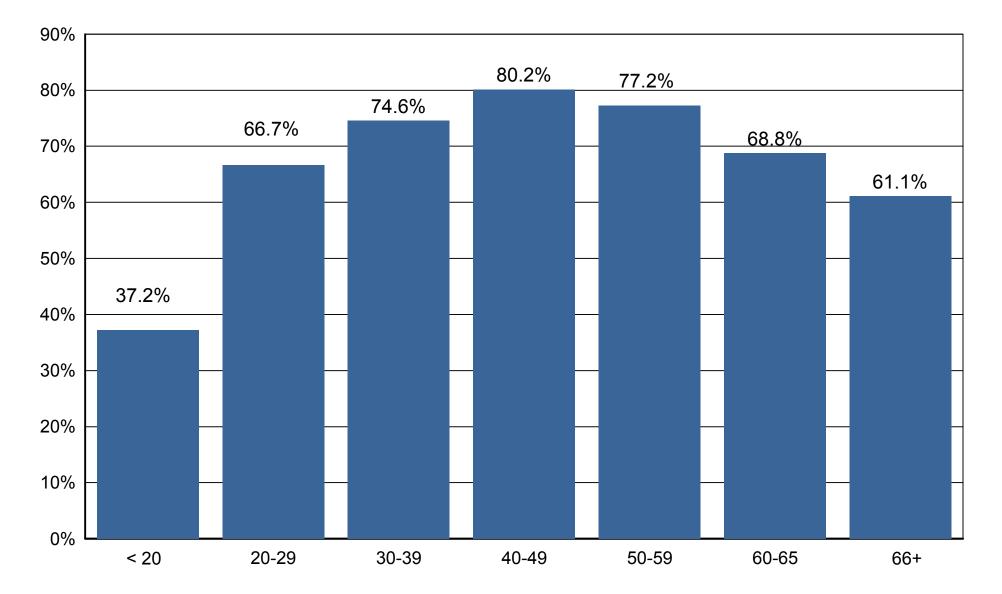
"Other" activity represents all inter-participant transfer activity, which includes decedent/beneficiary activity, QDRO splits and Alternate

participant transfers.

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

# Participation Rate - Age (Full-Time Employees)

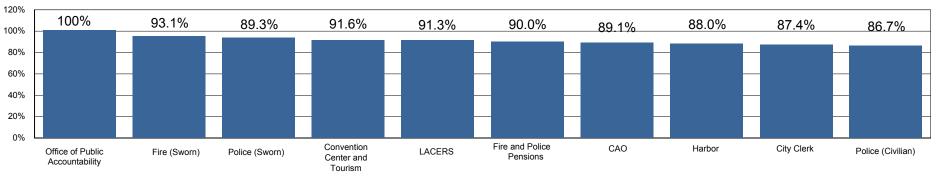
As of March 31, 2019



## Participation Rate - Department (Full-Time Employees)

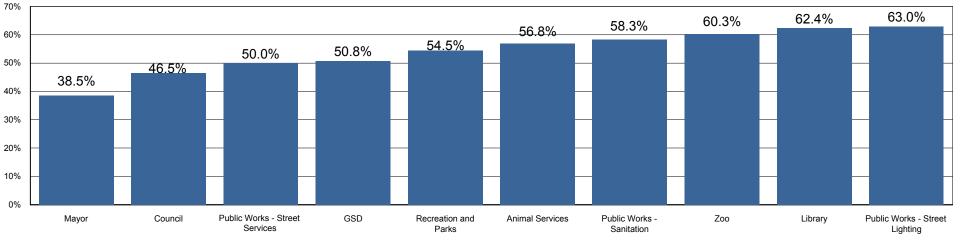
### As of March 31, 2019

#### CITY OF LOS ANGELES



Top 10 Departments by Total Participation

#### Bottom 10 Departments by Total Participation



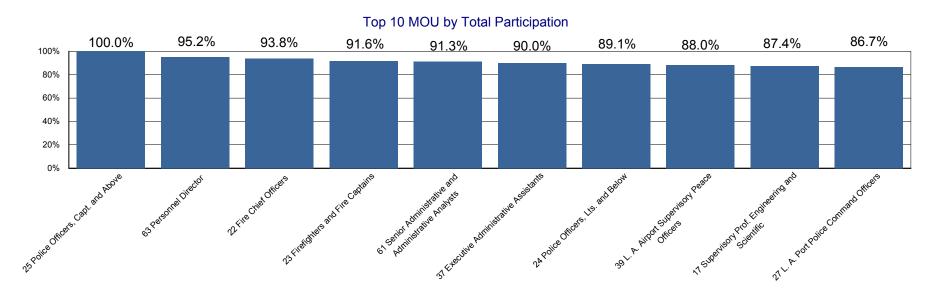
With greater than 50 eligible participants

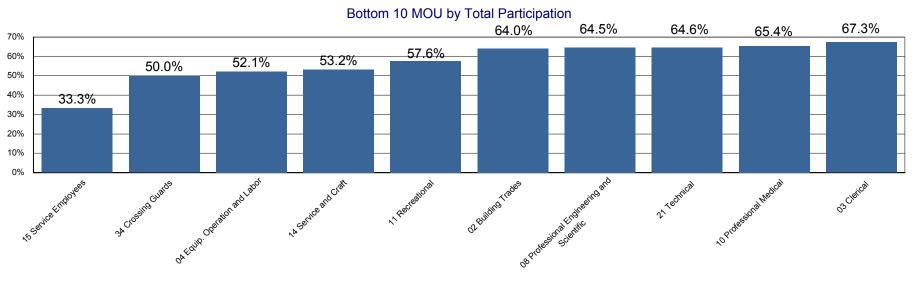
# Participation Rate - Department (Full-Time Employees) As of March 31, 2019 CITY OF LOS ANGELES

Department	Active	Eligible but not Participating	Total	Participation Rate
Office of Public Accountability	4	0	4	100.00%
Fire (Sworn)	3,180	236	3,416	93.09%
Police (Sworn)	9,005	1,083	10,088	89.26%
Convention Center and Tourism	7	1	8	87.50%
LACERS	119	31	150	79.33%
Fire and Police Pensions	91	25	116	78.45%
CAO	93	26	119	78.15%
Harbor	704	211	915	76.94%
City Clerk	81	25	106	76.42%
Police (Civilian)	2,326	734	3,060	76.01%
ITA	293	95	388	75.52%
Public Works - Board	85	28	113	75.22%
Aging	27	9	36	75.00%
Transportation	1,019	343	1,362	74.82%
Public Works - Engineering	600	215	815	73.62%
Office of Finance	223	87	310	71.94%
City Attorney	698	279	977	71.44%
Personnel	368	150	518	71.04%
Fire (Civilian)	267	109	376	71.01%
Controller	102	43	145	70.34%
Water and Power	7,323	3,121	10,444	70.12%
Public Works - Contract Administration	228	108	336	67.86%
Planning	254	124	378	67.20%
Economic and Workforce Development	82	41	123	66.67%
Employee Relations	2	1	3	66.67%
Housing	404	208	612	66.01%
Ethics	17	9	26	65.38%
Airports	2,256	1,210	3,466	65.09%
Building and Safety	586	342	928	63.15%
Public Works - Street Lighting	187	110	297	62.96%
Library	523	315	838	62.41%
Zoo	138	91	229	60.26%
Emergency Management	14	10	24	58.33%
Public Works - Sanitation	1,670	1,193	2,863	58.33%
Animal Services	183	139	322	56.83%
Neighborhood Empowerment	16	13	29	55.17%
Recreation and Parks	799	667	1,466	54.50%
GSD	712	690	1,402	50.78%
Public Works - Street Services	549	548	1,097	50.05%
El Pueblo	4	4	8	50.00%
Cultural Affairs	31	32	63	49.21%
Council	175	201	376	46.54%
Mayor	82	131	213	38.50%
Cannabis Regulation	5	8	13	38.46%
Disability	8	13	21	38.10%
Disability	0	10	21	50.1070

### Participation Rate - MOU (Full-Time Employees)

### As of March 31, 2019



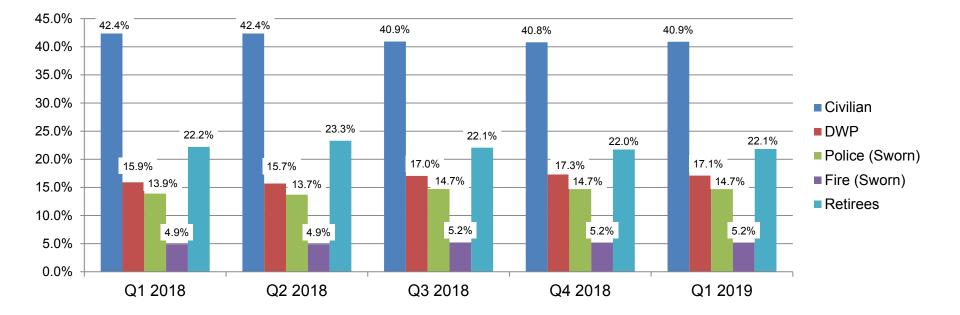


# Participation Rate - MOU (Full-Time Employees) As of March 31, 2019 CITY OF LOS ANGELES

Department	Active	Not Participating	Total	Participation Rate
25 Police Officers, Capt. and Above	110	1	111	99.10%
22 Fire Chief Officers	90	1	91	98.90%
63 Personnel Director	20	1	21	95.24%
23 Firefighters and Fire Captains	3,088	234	3,322	92.96%
61 Senior Administrative and Administrative Analysts	42	4	46	91.30%
37 Executive Administrative Assistants	90	10	100	90.00%
24 Police Officers, Lts. and Below	8,888	1,084	9,972	89.13%
39 L. A. Airport Supervisory Peace Officers	66	9	75	88.00%
17 Supervisory Prof. Engineering and Scientific	458	66	524	87.40%
27 L. A. Port Police Command Officers	13	2	15	86.67%
26 Port Pilots	12	2	14	85.71%
38 L. A. Port Police Assoc.	100	17	117	85.47%
40 Airport Police Command Officers	5	1	6	83.33%
20 Supervisory Administrative	1,125	234	1,359	82.78%
36 Management Employees	564	156	720	78.33%
16 Supervisory Librarians	86	24	110	78.18%
28 L. A. General Services Police Officers	17	5	22	77.27%
19 Supervisory Technical	220	66	286	76.92%
32 Management Attorneys	13	4	17	76.47%
29 Deputy City Attorneys	373	121	494	75.51%
64 Not Represented	2,350	784	3,134	74.98%
30 L. A. Airport Peace Officers	321	120	441	72.79%
06 Librarians	516	201	717	71.97%
12 Supervisory Blue Collar	595	239	834	71.34%
13 Supervisory Building Trades	100	41	141	70.92%
09 Plant Equip. Operation and Repair	245	106	351	69.80%
01 Administrative	1,592	689	2,281	69.79%
07 Recreation Assistants	921	416	1,337	68.89%
05 Inspectors	599	278	877	68.30%
18 Safety - Security	996	470	1,466	67.94%
31 Confidential Attorneys	25	12	37	67.57%
03 Clerical	3,379	1,642	5,021	67.30%
10 Professional Medical	51	27	78	65.38%
21 Technical	755	414	1,169	64.59%
08 Professional Engineering and Scientific	3,805	2,097	5,902	64.47%
02 Building Trades	1,064	599	1,663	63.98%
11 Recreational	194	143	337	57.57%
14 Service and Craft	489	431	920	53.15%
04 Equip. Operation and Labor	1,869	1,719	3,588	52.09%
34 Crossing Guards	1	1	2	50.00%
15 Service Employees	293	588	881	33.26%

# **Population Composition**

As of March 31, 2019



	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Civilian	42.4%	42.4%	40.9%	40.8%	40.9%
DWP	15.9%	15.7%	17.0%	17.3%	17.1%
Police (Sworn)	13.9%	13.7%	14.7%	14.7%	14.7%
Fire (Sworn)	4.9%	4.8%	5.2%	5.2%	5.2%
Retirees	22.1%	23.3%	22.1%	22.0%	22.1%



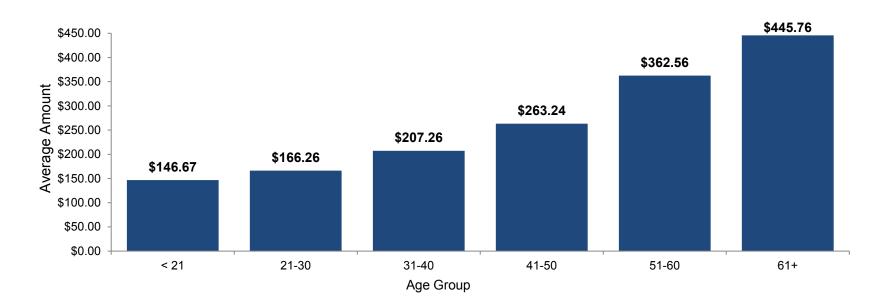
# Participant Contributions Analysis



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## Fixed Dollar Contributions by Age Group

As of March 31, 2019 CITY OF LOS ANGELES

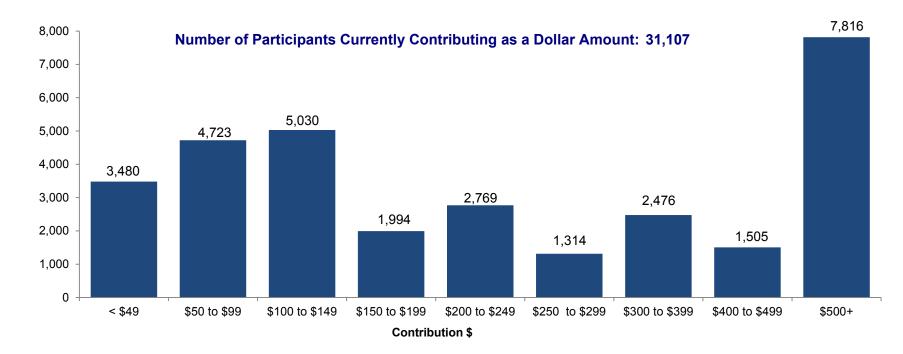


#### Average Contribution \$ by Quarter

Age Group	Q1 2018	Q2 3018	Q3 2018	Q4 2018	Q 2019
< 21	\$187.20	\$174.43	\$174.38	\$118.89	\$146.67
21-30	\$152.46	\$156.97	\$161.05	\$163.68	\$166.26
31-40	\$185.08	\$206.99	\$209.63	\$206.11	\$207.26
41-50	\$214.96	\$257.90	\$260.58	\$258.71	\$263.24
51-60	\$300.19	\$358.86	\$364.84	\$361.77	\$362.56
61 +	\$348.40	\$419.88	\$439.01	\$442.42	\$445.76
Overall	\$232.90	\$275.72	\$280.33	\$278.80	\$281.10

# **Fixed Dollar Contribution Summary**

### As of March 31, 2019 CITY OF LOS ANGELES

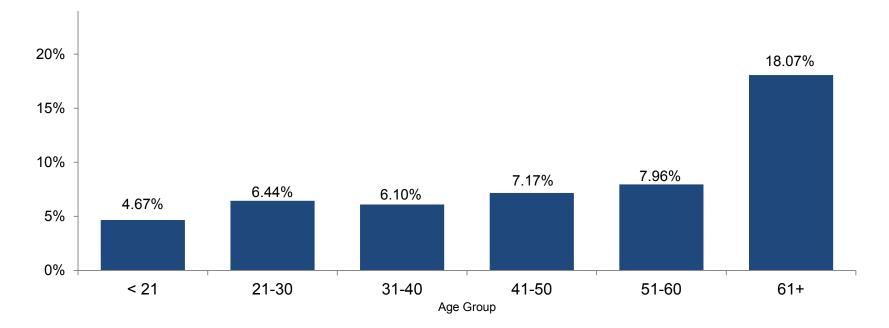


#### **Participant Counts by Quarter**

Total Deferral \$	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
< \$49	3,785	3,767	3,591	3,573	3,480
\$50 to \$99	4,905	4,919	4,845	4,783	4,723
\$100 to \$149	5,104	5,103	5,094	5,094	5,030
\$150 to \$199	2,059	2,068	2,019	1,984	1,994
\$200 to \$249	2,756	2,779	2,772	2,787	2,769
\$250 to \$299	1,411	1,382	1,357	1,354	1,314
\$300 to \$399	2,462	2,489	2,516	2,447	2,476
\$400 to \$499	1,486	1,488	1,513	1,467	1,505
\$500 +	7,432	7,732	7,755	7,629	7,816
Total Participants Contributing	31,400	31,527	31,462	31,118	31,107

### Average Percent of Pay Contribution by Age Group

As of March 31, 2019 CITY OF LOS ANGELES

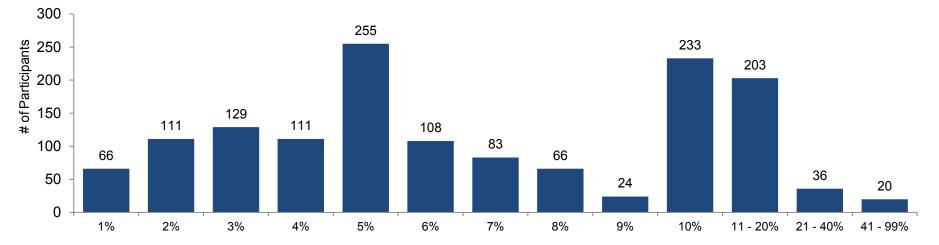


#### **Total Contribution % by Quarter**

Age Group	Q1 2018	Q2 3018	Q3 2018	Q4 2018	Q 2019
< 21	5.00%	2.33%	1.00%	0.00%	4.67%
21-30	7.40%	7.36%	6.54%	6.97%	6.44%
31-40	6.25%	6.20%	6.10%	6.89%	6.10%
41-50	4.85%	5.31%	8.72%	5.78%	7.17%
51-60	8.30%	8.49%	8.79%	8.70%	7.96%
61+	12.25%	14.04%	12.10%	20.68%	18.07%
Overall	6.81%	6.81%	7.31%	7.07%	6.87%

### Percent of Pay Contributions Summary

### As of March 31, 2019 CITY OF LOS ANGELES



#### Number of Participants Currently Contributing as a Percent of Pay: 1,445

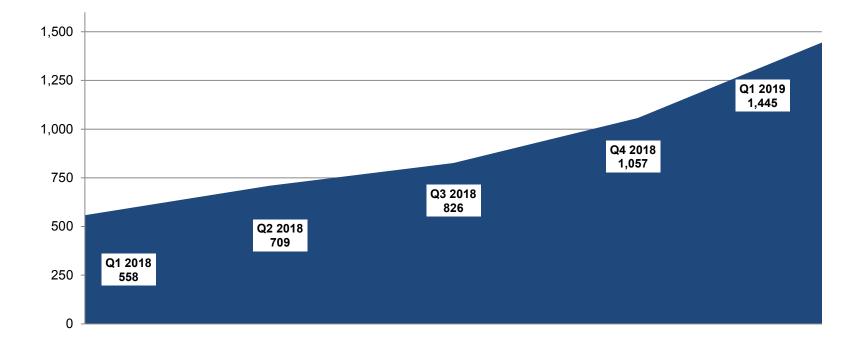
#### **Total Participant Counts by Quarter**

Total Deferral %	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1%	23	36	39	55	66
2%	50	59	70	86	111
3%	40	54	72	98	129
4%	31	44	55	66	111
5%	102	127	146	183	255
6%	45	55	69	85	108
7%	19	24	24	44	83
8%	33	31	33	44	66
9%	10	9	13	13	24
10%	100	137	157	183	233
11 - 20%	78	106	117	160	203
21 - 40%	19	19	21	22	36
41 - 99%	8	8	10	18	20
Fotal Contributing %	558	709	826	1,057	1,445

## Percent of Pay Contribution Trending

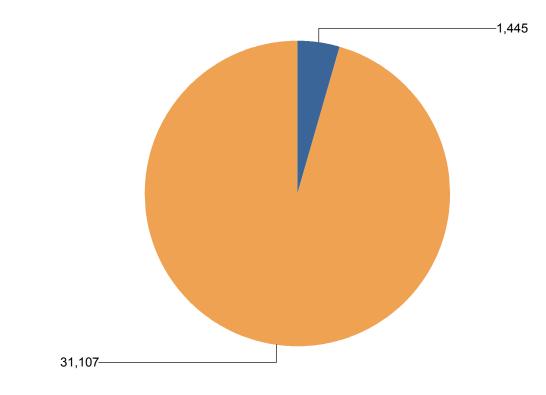
As of March 31, 2019 CITY OF LOS ANGELES

887 participants decided to save using percent of pay contributions between January 2018 and March 2019



### Fixed Dollar Amount versus Percent of Pay - All Participants

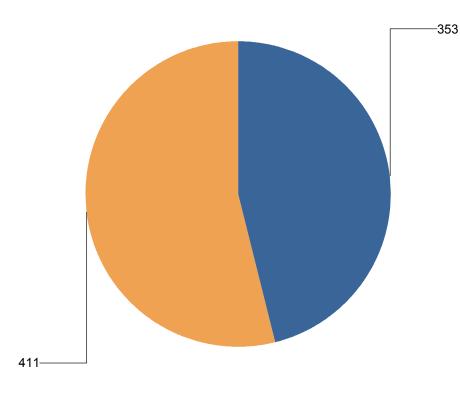
As of March 31, 2019 CITY OF LOS ANGELES



Percent of Pay Deferrals	1,445 4.4%
Fixed Dollar Amount Deferrals	31,107 95.6%
Total:	32,552 100.0%

### Fixed Dollar Amount versus Percent of Pay - New Enrollees

January 1, 2019 to March 31, 2019 CITY OF LOS ANGELES



Percent of Pay Deferrals	353	46.2%
Fixed Dollar Amount Deferrals	411	53.8%
Total:	764	100.0%



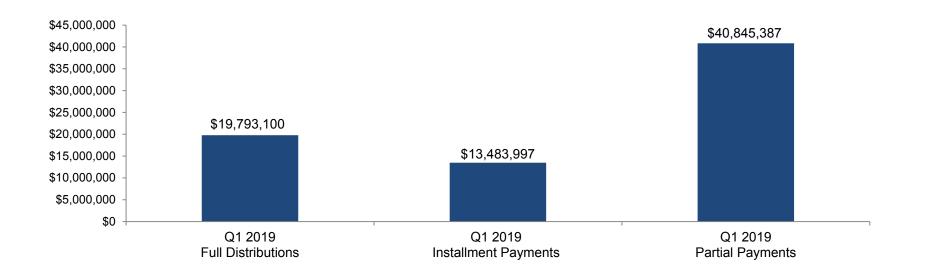
# **Participant Distributions Analysis**



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### **Distributions**

As of March 31, 2019 CITY OF LOS ANGELES

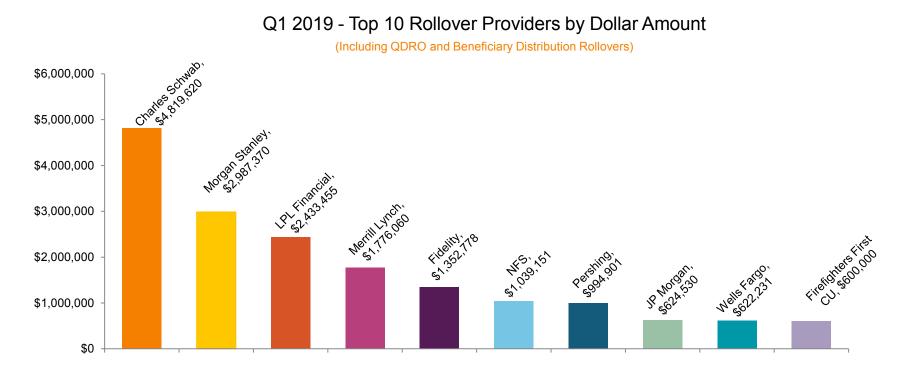


#### **Distributions by Quarter**

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Full Distribution					
Number of Distributions	275	196	242	213	233
Total Distributions	\$29,834,922	\$24,192,499	\$30,434,265	\$21,593,899	\$19,793,100
Installment Distribution					
Number of Distributions	4,406	4,580	4,557	4,950	4,646
Total Distributions	\$8,593,818	\$11,522,104	\$11,174,179	\$13,596,153	\$13,483,997
Partial Distribution					
Number of Distributions	1,382	1,601	1,451	2,809	1,777
Total Distributions	\$41,885,021	\$35,124,065	31,847,073	28,690,218	\$40,845,387

# **Rollover Activity**

### As of March 31, 2019 CITY OF LOS ANGELES



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

# **Rollover Activity Historical Data**

### As of March 31, 2019 CITY OF LOS ANGELES

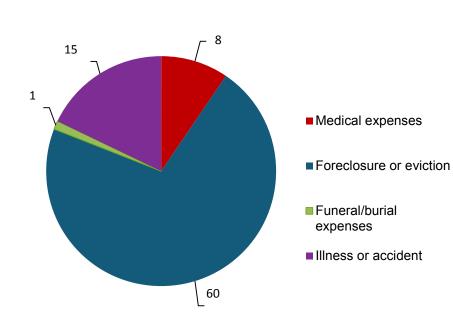
#### Partial and Lump Sum Rollovers by Quarter (Based on Account Type and Payee)

					Partial Ro	llove	r				Full Roll	ove	r		
			Other		LAFPP		LACERS		WPERP		Other		LACERS		QTR Total
		#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt
	Active	2	\$3,913	130	\$1,524,483	33	\$301,151	8	\$81,821	-	-	-	-		
Q1 2018	Term	62	\$13,641,429	-	-	5	\$445,000	-	-	107	\$22,777,001		-	365	¢44 070 077
Q1 2010	QDRO	-	-	-	-	-	-	-	-	4	\$318,744	-	-	305	\$41,278,877
	Bene	-	-	-	-	-	-	-	-	14	\$2,185,335	-	-		
	Active	1	\$304,157	164	\$620,120	36	\$318,993	11	\$170,723						
Q2 2018	Term	59	\$9,427,888	-	-	11	\$1,702,608	-	-	101	\$21,358,749	5	\$1,250,489	397	\$36,638,382
Q2 2010	QDRO	-	-	-	-	-	-	-	-	5	\$748,114	-	-		
	Bene	1	\$246,903	-	-	-	-	-	-	3	\$489,638	-	-		
	Active	2	\$54,457	196	\$693,444	21	\$306,481	7	\$48,064						
Q3 2018	Term	80	\$13,769,944	-	-	4	\$361,989	-	-	109	\$25,728,983	2	\$113,113	444	\$42,921,325
Q3 2010	QDRO	2	\$21,118	-	-	-	-	-	-	7	\$576,724	-	-	444	
	Bene	5	\$255,251	-	-	-	-	-	-	9	\$991,755	-	-		
	Active	1	\$1,200	120	\$1,026,003	26	\$226,371	9	\$87,632						
Q4 2018	Term	49	\$7,338,918	-	-	1	\$225,000	-	-	90	\$15,733,102	-	-	311	\$27,285,697
Q4 2010	QDRO	-	-	-	-	-	-	-	-	6	\$989,214	-	-	511	φ <i>21</i> ,205,097
	Bene	1	\$150,000	-	-	-	-	-	-	8	\$1,508,257	-	-		
	Active	2	\$125,381	104	\$364,715	26	\$174,455	2	\$83,024	-	-	-	-	260	
Q1 2019	Term	61	\$10,156,241	-	-	4	\$198,629	-	-	49	\$12,637,350	-	-		\$24,871,778
QI 2019	QDRO	-	-	-	-	-	-	-	-	2	\$121,113	-	-		ψ <b>24</b> ,071,770
	Bene	3	\$463,392	-	-	-	-	-	-	7	\$547,478	-	-		

# Unforeseeable Emergency Withdrawal Summary

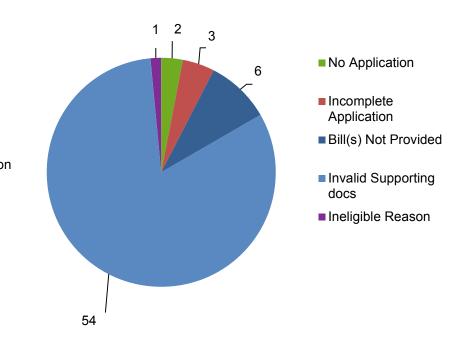
### As of March 31, 2019 CITY OF LOS ANGELES

Total Participants Requests	150
Approved	84
Denied	66



Withdrawal Reasons





# Unforeseeable Emergency Historical Data

As of March 31, 2019 CITY OF LOS ANGELES

Total Participants Requests	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Total Received	116	104	112	192	150
Approved	64	86	85	121	84
Denied	52	18	27	71	66
Withdrawal Reasons					
Medical expenses	9	17	5	12	8
Repair of principal residence	3	5	1	4	0
Mortgage foreclosure or eviction	41	60	34	88	60
Funeral/burial expenses	1	2	1	1	1
Illness or accident	10	13	8	16	15
Rejection Reasons					
No Application	2	1	1	4	2
Incomplete Application	12	3	5	6	3
Bill(s) Not Provided	7	6	1	18	6
Invalid Supporting docs	13	6	6	43	54
No Supporting docs	15	2	14	0	0
Ineligible Reason	3	0	1	0	1

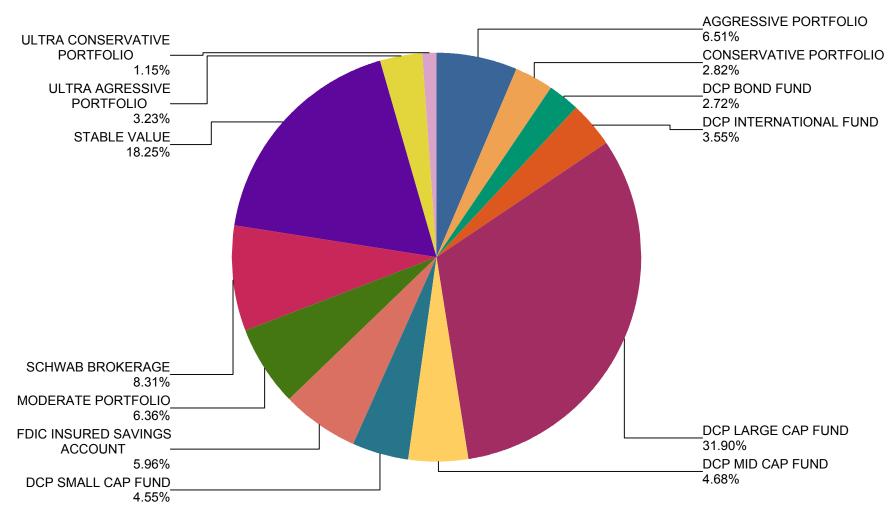


# **Asset Analysis**



PLAN | INVEST | PROTECT

### Balance by Investment As of March 31, 2019 CITY OF LOS ANGELES



**Percentage of Plan Assets** 

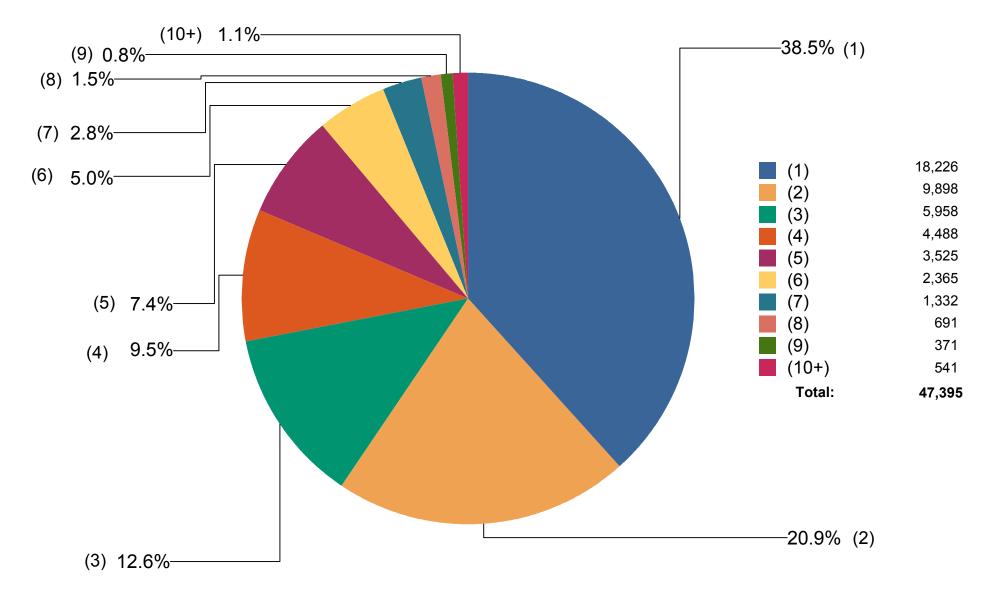
# Balances by Investment

As of March 31, 2019

Investment	Investment Balance	Number of Participants	Average Participant	Percentage of Plan Assets
SCHWAB BROKERAGE	\$532,119,834.86	3,556	\$149,640.00	8.3%
FDIC INSURED SAVINGS ACCOUNT	\$381,614,394.06	13,425	\$28,425.65	6.0%
STABLE VALUE	\$1,167,812,348.31	13,930	\$83,834.34	18.2%
ULTRA CONSERVATIVE PORTFOLIO	\$73,555,500.07	2,137	\$34,419.98	1.1%
CONSERVATIVE PORTFOLIO	\$180,212,517.15	4,665	\$38,630.76	2.8%
MODERATE PORTFOLIO	\$407,259,360.67	11,316	\$35,989.69	6.4%
AGGRESSIVE PORTFOLIO	\$416,648,132.58	13,777	\$30,242.30	6.5%
ULTRA AGRESSIVE PORTFOLIO	\$207,018,510.77	8,931	\$23,179.77	3.2%
DCP BOND FUND	\$173,864,884.31	7,394	\$23,514.32	2.7%
DCP LARGE CAP FUND	\$2,041,766,646.68	21,686	\$94,151.37	31.9%
DCP MID CAP FUND	\$299,597,683.78	8,577	\$34,930.36	4.7%
DCP SMALL CAP FUND	\$290,998,569.09	10,340	\$28,143.00	4.5%
DCP INTERNATIONAL FUND	\$227,386,832.73	10,091	\$22,533.63	3.6%
Total Investment Balance:	\$6,399,855,215.06			
Total Loan Fund:	\$171,828,128.18			

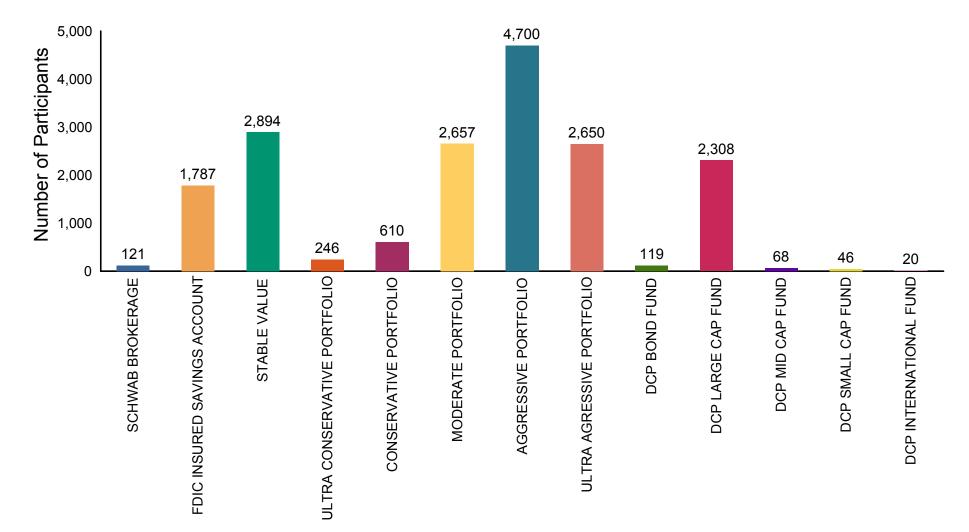
# Participants with Balances by Number of Investments

As of March 31, 2019



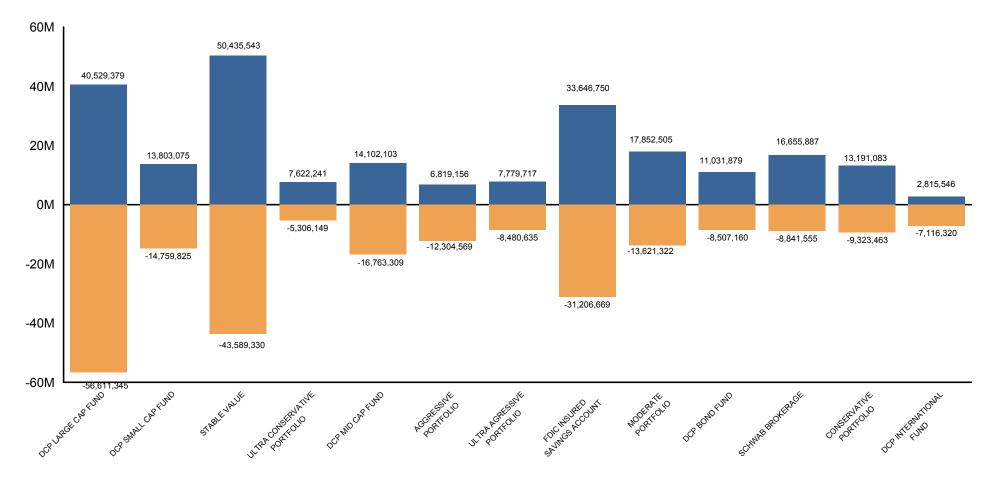
# Participants with a Balance in a Single Investment

As of March 31, 2019



# **Transfer Activity by Investment**

January 1, 2019 to March 31, 2019



## **Transfer Activity by Investment**

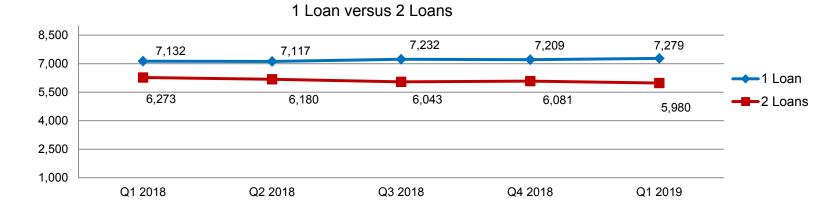
January 1, 2019 to March 31, 2019

Investment Name	Transfers In	Transfers Out	Net
SCHWAB BROKERAGE	\$16,655,887	\$-8,841,555	\$7,814,332
FDIC INSURED SAVINGS ACCOUNT	\$33,646,750	\$-31,206,669	\$2,440,081
STABLE VALUE	\$50,435,543	\$-43,589,330	\$6,846,213
ULTRA CONSERVATIVE PORTFOLIO	\$7,622,241	\$-5,306,149	\$2,316,093
CONSERVATIVE PORTFOLIO	\$13,191,083	\$-9,323,463	\$3,867,620
MODERATE PORTFOLIO	\$17,852,505	\$-13,621,322	\$4,231,182
AGGRESSIVE PORTFOLIO	\$6,819,156	\$-12,304,569	-\$5,485,414
ULTRA AGRESSIVE PORTFOLIO	\$7,779,717	\$-8,480,635	-\$700,918
DCP BOND FUND	\$11,031,879	\$-8,507,160	\$2,524,719
DCP LARGE CAP FUND	\$40,529,379	\$-56,611,345	-\$16,081,966
DCP MID CAP FUND	\$14,102,103	\$-16,763,309	-\$2,661,206
DCP SMALL CAP FUND	\$13,803,075	\$-14,759,825	-\$956,750
DCP INTERNATIONAL FUND	\$2,815,546	\$-7,116,320	-\$4,300,775

## Loan Trending

#### As of March 31, 2019

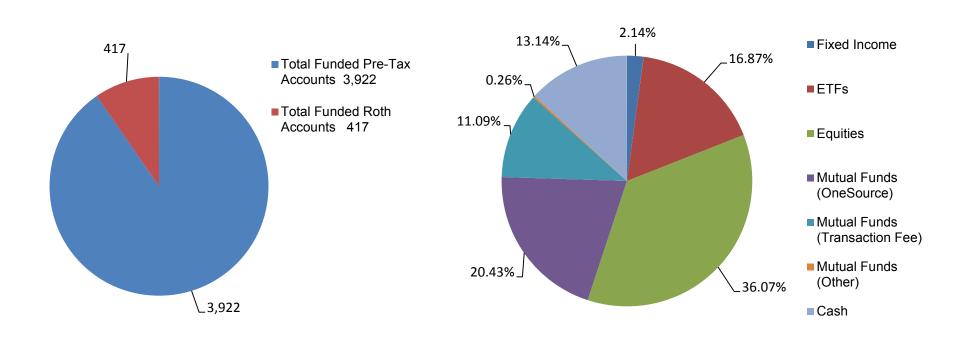
#### CITY OF LOS ANGELES



	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Total Participants with Loans:	13,406	13,297	13,275	13,290	13,259
Total Number of Outstanding Loans:	19,681	19,477	19,318	19,371	19,239
Number of General Loans:	17,780	17,594	17,436	17,506	17,410
Number of Residential Loans	1,901	1,886	1,885	1,868	1,832
Total Outstanding Loan Balance	\$195,556,916	\$197,308,202	\$196,454,202	\$191,251,375	\$188,655,840
General Loan Balance:	\$156,738,931	\$162,736,394	\$156,824,370	\$157,905,055	\$155,813,319
Residential Loan Balance:	\$33,788,785	\$34,571,808	\$33,650,304	\$33,346,320	\$32,842,522
Number of Re-amortized:	221	266	185	187	144
Number of Loan Defaults:	289	173	171	108	113
New Loans Initiated:	1,297	1,627	1,511	1,524	1,417
New Loans Active Participants:	1,232	1,561	1,449	1,447	1,354
New Loans Retirees:	65	66	62	77	63

## **SDBA Summary**

As of March 31, 2019 CITY OF LOS ANGELES



Total Funded Pre-Tax Accounts: 3,922 Total Funded Roth Accounts: 417 PCRA accounts opened this quarter: 153 Total Advisor Managed Funded SDBO Accounts: 882

## **SDBA Historical Data**

As of March 31, 2019 CITY OF LOS ANGELES

Plan Profile Information	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Total Funded Pre-Tax Accounts:	3,506	3,592	3,717	3,813	3,922
Total Funded Roth Accounts	329	346	373	396	417
PCRA accounts opened during quarter	118	101	136	114	153
Total Advisor Managed Funded	643	689	752	820	882

Market Value Allocation - All Assets	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Fixed Income	0.81%	0.88%	1.04%	1.57%	2.14%
ETFs	15.60%	15.33%	15.53%	16.61%	16.87%
Equities	36.21%	37.53%	37.63%	34.60%	36.07%
Mutual Funds (OneSource)	21.56%	20.88%	21.04%	21.00%	20.43%
Mutual Funds (Transaction Fee)	11.66%	10.85%	10.85%	10.99%	11.09%
Mutual Funds (Other)	0.31%	0.30%	0.30%	0.29%	0.26%
Cash	13.85%	14.22%	13.61%	14.94%	13.14%



# **Participant Services**



PLAN | INVEST | PROTECT

# Web Enrollment Report Enrollment Journey

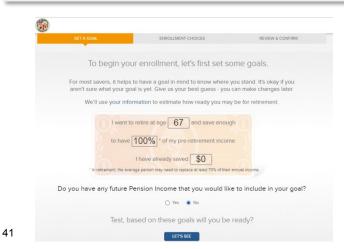
#### **Enroll Web**

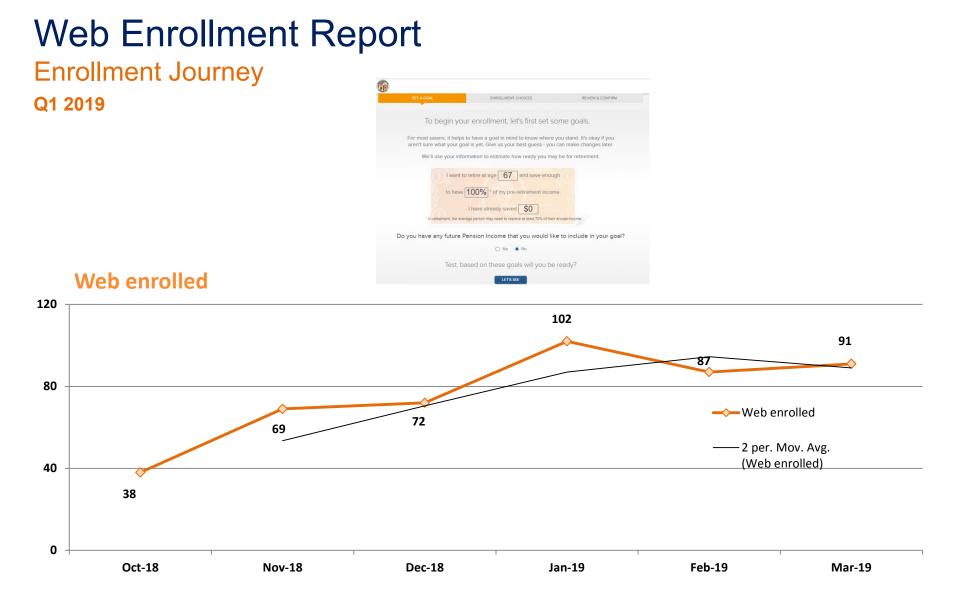
## 65 % of participants enrolled after visiting the contribution page

- 83% of participants established percent-of-pay contributions (231)
  - 7.6% average contribution percentage
- 17% of participants established fixed dollar amount contributions (49)
  - \$637 average contribution amount
- 30% enrolled in rate escalate

Activity	Number of Participants
Total Visitors	428
Total Web Enrollments	280 (65%)

Savings Election	Number of Participants
Pre-tax	246 (88%)
Roth	63 (23%)





# Digital Engagement Report Retirement Calculator

# ActivityNumber of<br/>ParticipantsIng theLogged in with access to the<br/>Retirement Calculator20,871Inf 6.0% toEngaged and interacted with<br/>the Retirement Calculator6,922 (49%)Int fromTook Action after using the<br/>Retirement Calculator1,582 (23%)

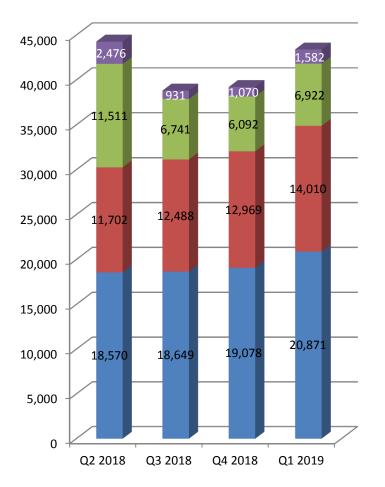


#### **Retirement Calculator Engagement**

## 23 % of participants took action after using the Retirement Calculator

- 303 participants changed deferral rates from 6.0% to 7.3%
- 2,876 participants changed deferral amount from \$341 to \$372
- 472 participants changed fund allocation
- 32 participants rolled money into the Plan

## Digital Engagement Report Retirement Calculator



- Took action after using Retirement Calculator
- Engaged and interacted with Retirement Calculator
  Viewed Retirement Calculator



	Q2	Q3	Q4	Q1
	2018	2018	2018	2019
Viewed Retirement Calculator	63%	67%	68%	67%
Engaged and interacted with Retirement				
Calculator	98%	54%	47%	49%
Took action after using Retirement Calculator	22%	14%	18%	23%

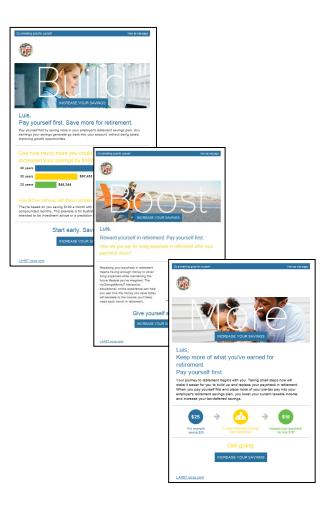
## Save More Journey Results

## Q1 2019

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

- 5 participants are saving an average of 1% more per pay period (from 3.2% to 4.2%)
- 42 participants are saving an average of \$11 more per period (from \$203 to \$214)

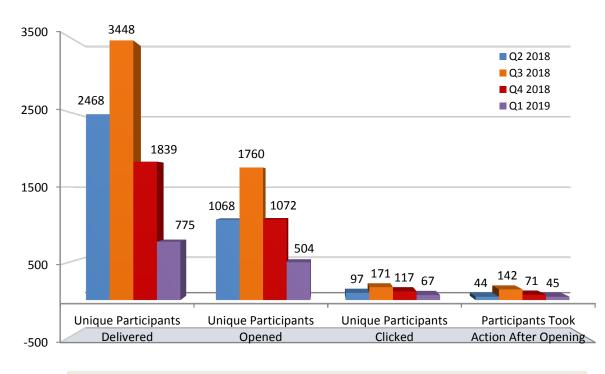
Unique Participant Activity	As of 04/05/2019
Participants reached (Delivered)	775
Participants interested (Opens)	504 (65%)
Participants engaged (Email clicks)	67 (13%)
Participants took action after opening	45 (9%)



Taking an action refers to making a contribution change Data is as of 04/5/2019

## Save More Journey Results

#### Q2 2018 - Q1 2019



	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Percent Opened	43%	51%	58%	65%
Percent Clicked	9%	10%	11%	13%
Percent Action Taken	4%	8%	7%	9%



Taking an action refers to making a contribution change Data is as of 04/5/2019

## **Restart Savings Journey Results**

#### Q1 2019

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

- 3 participants are saving an average of 2.0% more per pay period (from 0.0% to 2.0%)
- 23 participants are saving an average of \$209 more per pay period (from \$0 to \$208)

Unique Participant Activity	As of 04/05/2019
Participants reached (Delivered)	536
Participants interested (Opens)	293 (55%)
Participants engaged (Email clicks)	45 (15%)
Participants took action after opening	25 (9%)

Don't miss the opportunity to get your retirement savings back on track.	View in browser
Help get your retirement savings on track.	back
RESTART YOUR SAVINGS	
Do you need help understanding how your savings now tr income during retirement? Use the myOrangeMoney® interactive online experience to help you ur income you'll likely need each month in retirement and the estimated p already made towards that goal, so you can feel better prepared for tom Log in to your retirement account today to get your retirement account b restart your savings. Have questions? Call us at <u>1-844-523-2457</u>	iderstand the rogress you've prrow.
Vora.com   Privacy Policy   Terms of Use   Unsubscribe 3053852 X.P © 2019 Voya Services Company. All rights reserved. CN/0518-45001-1020D	

## Digital Engagement Report Loans Q1 2019

#### 629 participants used loan guidance

- 269 (43%) used loan guidance and didn't take a loan
- 352 (57%) participants used loan guidance and went on to take a loan

#### 428 skipped guidance and clicked on "request a loan"

- 99 (23%) participants skipped guidance and didn't take a loan
- 329 (77%) 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.



# **Digital Engagement Report**

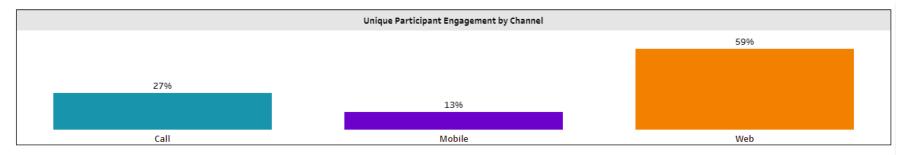
## **Retirement Metrics that Matter**

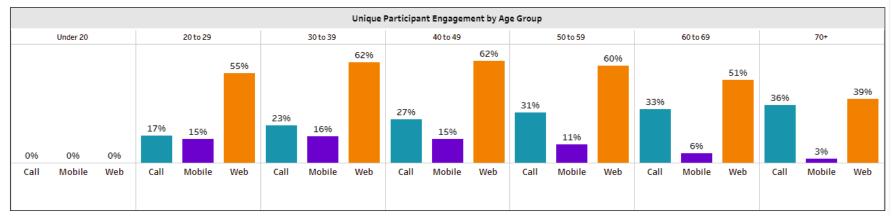
As of 03/31/2019

## Engagement

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

58% of plan participants have digitally engaged over the last 12 months





# **Digital Engagement Report**

## **Retirement Metrics that Matter**

As of 03/31/2019

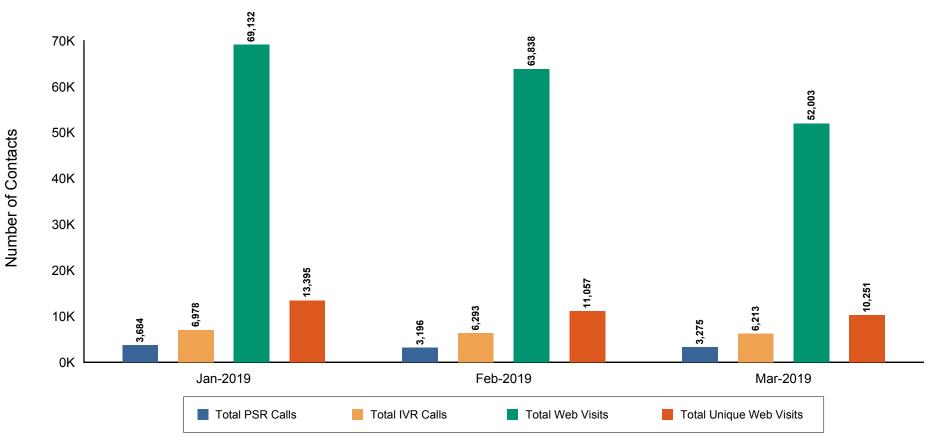
## Engagement



## **Participant Contact Summary**

January 1, 2019 to March 31, 2019

#### CITY OF LOS ANGELES

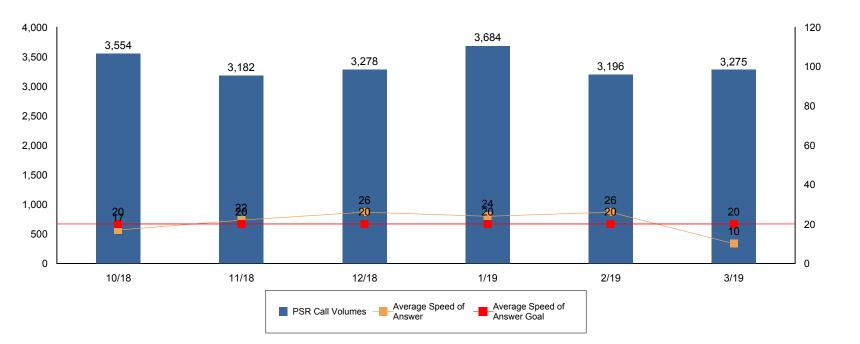


## Participant Service Representative (PSR) Activity

October 01, 2018 to March 31, 2019

#### CITY OF LOS ANGELES

**PSR Call Volumes** 



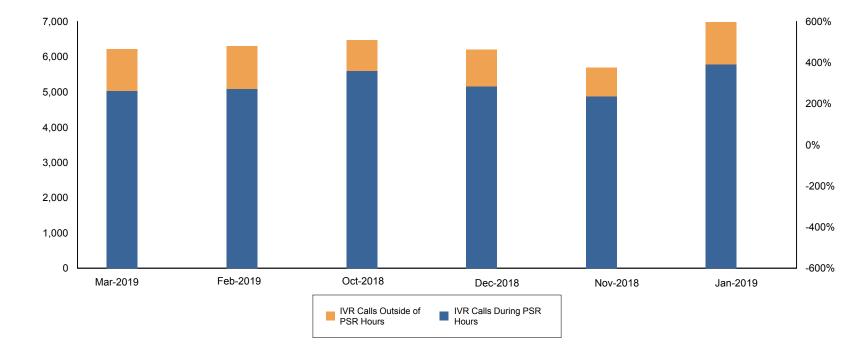
Reporting Period	PSR Call Volume	Average Speed of Answer (Seconds)	Average Call Length (Minutes)
Oct-2018	3,554	17	6.53
Nov-2018	3,182	22	6.52
Dec-2018	3,278	26	6.32
Jan-2019	3,684	24	6.73
Feb-2019	3,196	26	6.52
Mar-2019	3,275	10	6.55

## **IVR** Activity

October 01, 2018 to March 31, 2019

#### CITY OF LOS ANGELES

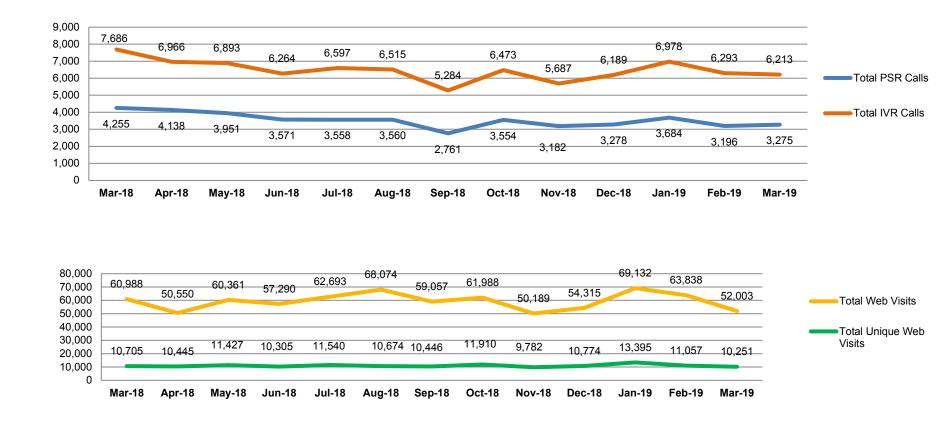
Number of IVR Calls



Date	Total IVR Calls	IVR Calls During PSR Hours	IVR Calls Outside of PSR Hours	IVR Calls Transferred to PSR
Oct-2018	6,473	5,592	881	3,582
Nov-2018	5,687	4,876	811	3,223
Dec-2018	6,189	5,151	1,038	3,327
Jan-2019	6,978	5,775	1,203	3,730
Feb-2019	6,293	5,084	1,209	3,246
Mar-2019	6,213	5,023	1,190	3,294

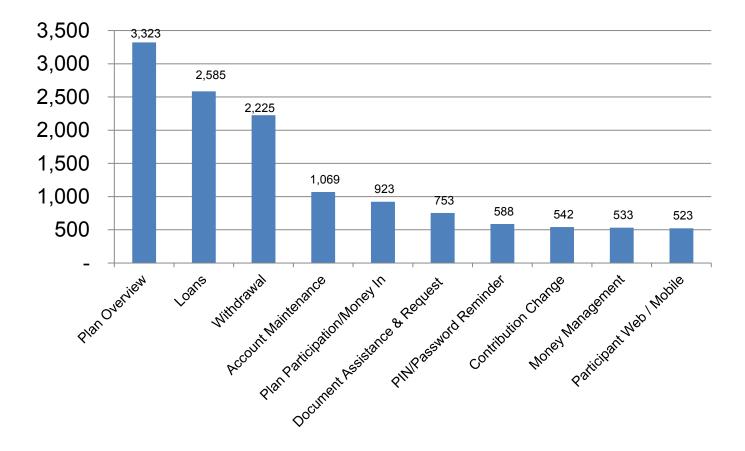
## Participant Contact Trending

As of March 31, 2019 CITY OF LOS ANGELES



## Participant Service Representative Activity: Top Ten Call Reasons

January 1, 2019 to March 31, 2019 CITY OF LOS ANGELES



## Participant Service Representative Activity: Top Ten Call Reasons Trending

As of March 31, 2019

CITY OF LOS ANGELES

Call Type	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Plan Overview	4,982	3,281	2,976	2,808	3,323
Loans	3,296	2,946	2,508	2,375	2,585
Withdrawal	2,374	2,133	1,914	1,800	2,225
Account Maintenance	1,752	1,031	1,168	982	1,069
Plan Participation/Money In	-	753	732	840	923
Document Assistance & Request	482	892	672	700	753
Money Management	853	505	577	533	533
Participant Web / Mobile	1,365	766	524	483	523
PIN/Password Reminder	-	-	487	493	588
Contribution Change	1,692	507	447	572	542
Contact Information	651	572	-	523	-
Account Balance	430	_	_	-	-

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

## **Service Center Stats**

As of March 31, 2019 CITY OF LOS ANGELES

Month	Calls Entered	Calls Accepted	Average Speed Answered	Service Level	Average Abandoned	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Rate
Mar	4,342	4,255	0:35	81.10%	2.00%	8:38	98.40%	91.70%	591	13.89%
Apr	4,205	4,139	0:28	85.80%	1.60%	8:19	96.50%	91.50%	406	9.81%
May	3,972	3,951	0:08	95.90%	0.50%	7:44	97.20%	91.60%	583	14.76%
Jun	3,575	3,571	0:03	98.90%	0.10%	7:52	97.50%	92.50%	713	19.97%
Jul	3,999	3,976	0:09	95.70%	0.60%	7:59	97.80%	91.70%	805	20.25%
Aug	3,602	3,579	0:10	95.10%	0.60%	8:06	97.80%	92.80%	741	20.70%
Sep	2,815	2,788	0:15	92.60%	0.90%	8:05	98.00%	92.80%	562	20.16%
Oct	3,598	3,570	0:17	92.50%	0.80%	8:15	97.10%	91.40%	777	21.76%
Nov	3,251	3,210	0:22	90.30%	1.30%	8:35	96.40%	91.60%	750	23.36%
Dec	3,378	3,328	0:26	89.90%	1.50%	8:19	98.30%	93.20%	688	20.67%
Jan	3,778	3,732	0:24	89.60%	1.10%	8:48	97.80%	94.00%	790	21.17%
Feb	3,279	3,227	0:26	87.70%	1.10%	8:27	97.60%	93.20%	699	21.66%
Mar	3,302	3,282	0:10	95.40%	0.40%	8:33	97.70%	92.00%	806	24.56%

## Paperless Transactions by Channel (IVR/PSR/WEB/MOB Combined)

January 1, 2019 to March 31, 2019

#### CITY OF LOS ANGELES

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



# **Local Service Center**



PLAN | INVEST | PROTECT

## Local Retirement Counselors January 1, 2019 – March 31, 2019



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

## Highlights from 1Q 2019

#### Library Outreach

• Conducted 7 meetings at various libraries

## **New: Public Works – Street Services**

Conducted 5 meetings at actual street worksites

#### **New: General Services – Custodial Services**

• Conducted 4 meetings at City Hall & the Police Administration Building

New: Economic Workforce & Development and Housing Departments

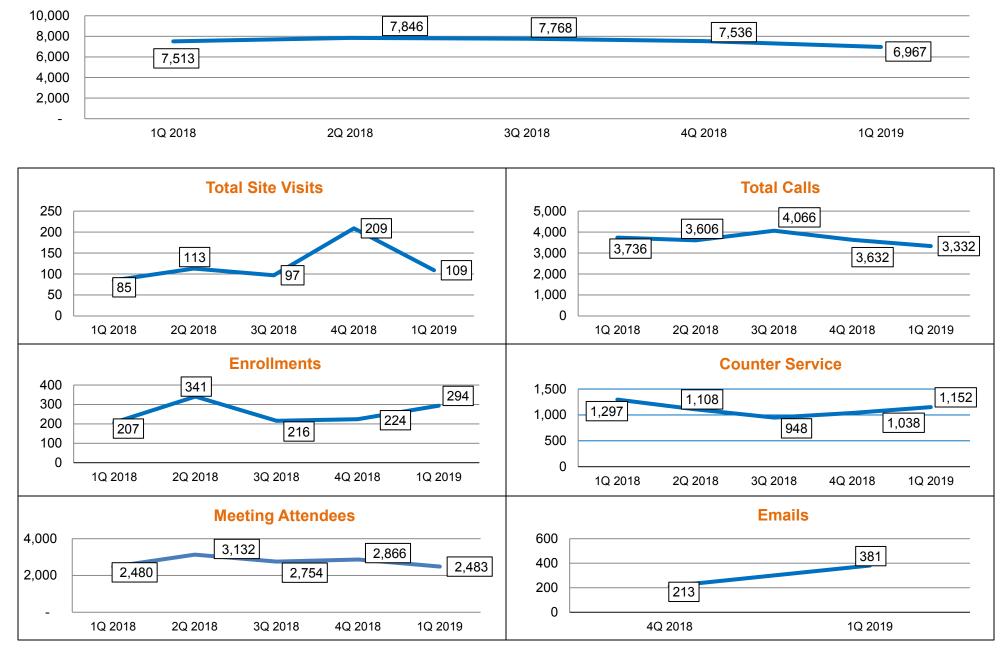
• Conducted Table Service 2 at each location for a total of 4 visits.

## Activity by Quarter

1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
85	113	97	92	109
207	341	216	224	294
2,480	3,132	2,754	2,866	2,483
3,736	3,606	4,066	3,632	3,332
1,297	1,108	948	1,038	1,152
-	-	-	213	381
7,513	7,846	7,768	7,536	6,967
	85 207 2,480 3,736 1,297	85   113     207   341     2,480   3,132     3,736   3,606     1,297   1,108	85     113     97       207     341     216       2,480     3,132     2,754       3,736     3,606     4,066       1,297     1,108     948	85     113     97     92       207     341     216     224       2,480     3,132     2,754     2,866       3,736     3,606     4,066     3,632       1,297     1,108     948     1,038       -     -     -     213

## Local Retirement Counselors As of March 31, 2019

#### **Total Participant Interaction**



## Local Retirement Counselors As of March 31, 2019

## Site Visits by Quarter

Location	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Animal Services	3	3	_	-	-
Building & Safety	-	-	1	_	-
City Hall	3	1	2	-	-
Council	-	-	1	2	1
DWP	19	20	21	19	18
Economic Workforce & Development Department	-	-	_	_	2
Farmer's Market	_	9	-	-	-
Fig Plaza	-	2	_	_	5
General Services	_	1	-	-	4
Housing	-	-	-	_	2
LACERS	13	11	11	14	11
LAFD (Civilian)	-	1	1	-	-
LAFD (Sworn)	1	1	-	2	1
LAFPP	4	6	4	7	4
LAPD (Civilian)	2	8	4	3	1
LAPD (Sworn)	4	9	2	6	3
LAPPL	4	5	6	5	6
LAWA LAX	12	14	15	13	14
LAWA Van Nuys	1	-	1	-	-
LA Zoo & Botanical Gardens	-	-	1	-	2
Library	4	3	1	2	7
Marvin Braude Building	-	1	3	3	3
Office of Finance	-	-	-	3	-
Personnel	1	-	-	-	5
Port of Los Angeles Harbor	3	3	3	4	3
Public Works Building	-	1	1	-	-
Public Works – Contracts Administration	1	-	2	1	1
Public Works- Engineering	2	-	-	1	-
Public Works- Sanitation	1	5	4	-	5
Public Works-Street Lightning	1	-	-	-	-
Public Works- Street Services	1	1	-	-	5
Public Works- Urban Forestry	-	-	-	1	-
Rec & Park	_	3	12	2	1
SEUI 721	-	-	-	_	1
Transportation	6	4	1	4	4
Wellness Fair (City Hall)	_	1			
Total On-site Visits	86	113	97	92	109

## Local Retirement Counselors As of March 31, 2019

## Feedback Highlights

"Keep the good people and service in place." -Raul, helped by Steve "Leslie is very knowledgeable and helpful. She really helped me understand my retirement options." Lloyd, helped by Leslie

"The DC team has always been very helpful. They've always answered all my questions." Hector, helped by La Tanya "Our rep was courteous friendly and informative. A pleasure to work with and made us very comfortable."-Cole, helped by Leslie

"The Representative was very informative and knowledgeable. Able to answer an array of questions by our group and was willing to sit with our wives to explain the program if needed." Kim, helped by Carol "Steve Harmen was exceptionally professional and accommodating in helping me during a retirement predicament which required special

retirement predicament which required special attention. Steve got it done just in time! Thank you Steve!" - Michael, helped by Steve "Vincent was awesome and very helpful." -Dennis, helped by Vince "Carol Say is very friendly, very knowledgeable and very helpful." - Ngu, helped by Carol "I am very satisfied with the way the Personnel assists employees. Good customer service!" -Josephine, helped by La Tanya

"Very knowledgeable and courteous staff. Thumbs up." - William, helped by Vince

"My enrollment in DCP was last minute, in order to purchase service credit. I'm unable to fairly judge the benefits. However, my visit far exceeded my expectations. I was extremely satisfied with the person helping me. Everything was presently clearly and concise. She was well organized and efficient. She clearly explained the entire process and did a recap at the end. I'm thoroughly pleased with my visit." - Danny, helped by Leslie

"The staff is unbelievably friendly and knowledgeable... glad I went by!" - James, helped by Leslie





# **Thank You**



PLAN | INVEST | PROTECT



# Appendix



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# *charles* SCHWAB

## CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

## As of 3/31/2019

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Plan Profile Information	
Plan Type	457B
Total PCRA Assets	\$534,982,469
Total Funded PCRA Accounts	3,922
Total Roth Assets	\$10,132,251
Total Funded Roth Accounts	417
Total Advisor Managed PCRA Assets	\$168,663,885
Total Advisor Managed Funded PCRA Accounts	882
PCRA Accounts Opened This Quarter	153
PCRA Assets In and Out This Quarter*	\$12,237,668
Average PCRA Account Balance	\$136,406

#### Assets and Accounts (Trailing 4 Quarters)



\* Assets In and Out includes contributions and distributions.

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PCRA Participant Profile Information	
Average Participant Age	52
Percent Male Participants	83%
Percent Female Participants	17%

Total Assets by Category	
Cash Investments	\$70,315,650
Equities	\$193,005,222
ETFs	\$90,280,721
Fixed Income	\$11,449,830
Mutual Funds	\$169,999,903
Other	-\$68,857

Average Positions Per Account	
Cash Investments	1.0
Equities	4.5
ETFs	1.8
Fixed Income	0.1
Mutual Funds	2.0
Other	0.0
Total	9.5

Average Trades Per Account	
Equities	3.5
ETFs	1.5
Fixed Income	0.1
Mutual Funds	3.0
Other	0.1
Total	8.2

#### Top 10 Mutual Fund Holdings\*\*

Name	Category	Symbol	OS*	\$MF Assets	%MF Assets
T ROWE PRICE COMM AND TECH FUND INV	Specialized Funds	PRMTX	Y	\$4,353,717	2.63%
PROFUNDS ULTRA NASDAQ 100 INV CL	Specialized Funds	UOPIX	Y	\$3,201,614	1.94%
DFA GLBL ALLOC 60/40 PORT INST	Hybrid Funds	DGSIX	Ν	\$2,964,789	1.79%
BLACKROCK HEALTH SCIENCE OPPTY CL INSTL	Specialized Funds	SHSSX	Ν	\$2,884,114	1.74%
PIMCO INCM INST CL	Taxable Bond Funds	PIMIX	Ν	\$2,861,565	1.73%
DFA US CORE EQTY 2 PORT INSTL	Small Capitalization Stock Funds	DFQTX	Ν	\$2,838,322	1.72%
RISKPRO DYNAMIC 15 TO 25 FD CL R	Hybrid Funds	PFDPX	Y	\$2,705,993	1.64%
SCHWAB S&P 500 INDEX FD	Large Capitalization Stock Funds	SWPPX	Y	\$2,509,298	1.52%
JANUS HENDERSON GLBL TECH T	Specialized Funds	JAGTX	Y	\$2,445,335	1.48%
RISKPRO PFG AGGRESSIVE 30 PLUS FD CL R	International	PFSUX	Y	\$2,418,315	1.46%

## Top 10 Fund Families

Name	\$MF Assets	%MF Assets
DFA	\$22,091,358	13.36%
JANUS	\$11,376,804	6.88%
T ROWE PRICE	\$8,489,707	5.14%
SCHWAB	\$7,550,756	4.57%
VANGUARD	\$6,420,136	3.88%
PROFUNDS	\$5,063,490	3.06%
PIMCO FUNDS	\$5,054,616	3.06%
BLACKROCK	\$4,875,830	2.95%
FIDELITY	\$4,495,359	2.72%
OPPENHEIMER	\$4,073,539	2.46%

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

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

#### **Top 10 Equity Holdings**

Name APPLE INC	Category Information Technology	Symbol AAPL	<b>\$EQ Assets</b> \$21,424,816	%EQ Assets 11.10%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$13,868,481	7.19%
FACEBOOK INC CLASS A	Communication Services	FB	\$6,666,600	3.45%
ALIBABA GROUP HOLDING FSPONSORED ADR	Consumer Discretionary	BABA	\$4,782,379	2.48%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$4,479,219	2.32%
BANK OF AMERICA CORP	Financials	BAC	\$4,320,462	2.24%
NETFLIX INC	Communication Services	NFLX	\$3,693,605	1.91%
BERKSHIRE HATHAWAY CLASS B	Other	BRKB	\$3,518,789	1.82%
BP PLC FSPONSORED ADR	Energy	BP	\$2,931,675	1.52%
NVIDIA CORP	Information Technology	NVDA	\$2,906,714	1.51%

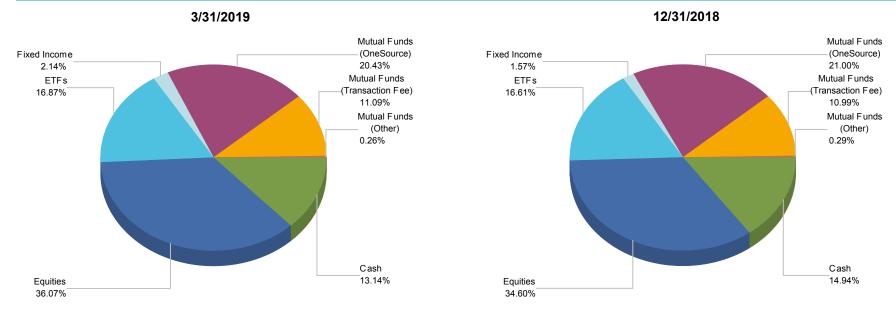
#### Top 10 ETF Holdings

Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
SCHWAB US BROAD MARKET ETF	US Equity	SCHB	Y	\$5,561,776	6.16%
SCHWAB INTERNATIONAL EQUITY ETF	International Equity	SCHF	Y	\$3,827,462	4.24%
ISHARES SHORT TERM CORPORAT BD ETF	US FI	IGSB	Y	\$3,798,286	4.21%
SCHWAB US SMALL CAP ETF	US Equity	SCHA	Y	\$2,667,616	2.95%
ISHARES INTERMEDT TERM CORP BOND ETF	US FI	IGIB	Y	\$2,572,667	2.85%
ISHARES CORE S&P 500 ETF	US Equity	IVV	Ν	\$2,167,501	2.40%
SCHWAB US DIVIDEND EQUITY ETF	US Equity	SCHD	Y	\$2,100,678	2.33%
CHARLES SCHWAB US MC ETF	US Equity	SCHM	Y	\$2,094,682	2.32%
SCHWAB US LARGE CAP GROWTH ETF	US Equity	SCHG	Y	\$2,040,358	2.26%
SCHWAB US LARGE CAP VALUE ETF	US Equity	SCHV	Y	\$1,905,542	2.11%

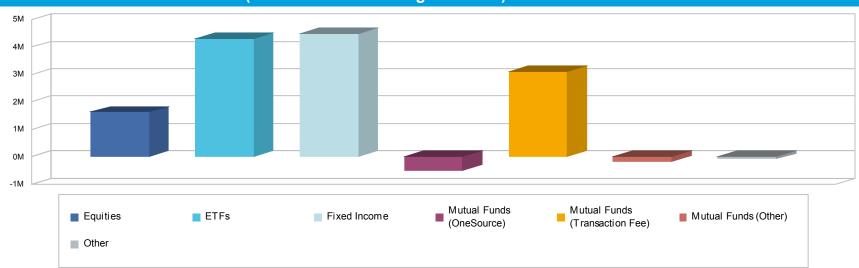
\*OS = OneSource, no transaction fee.

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#### 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.

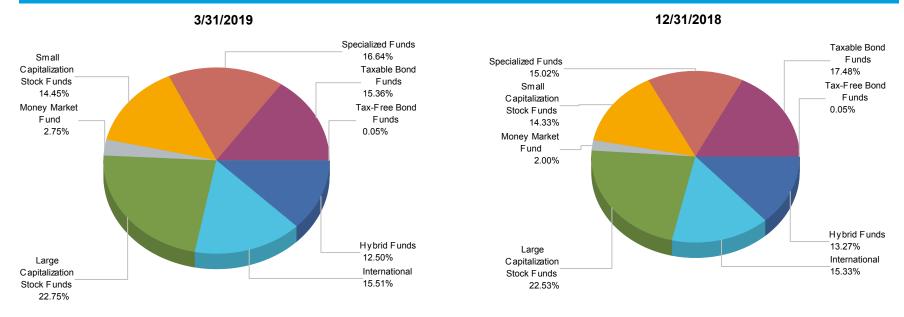


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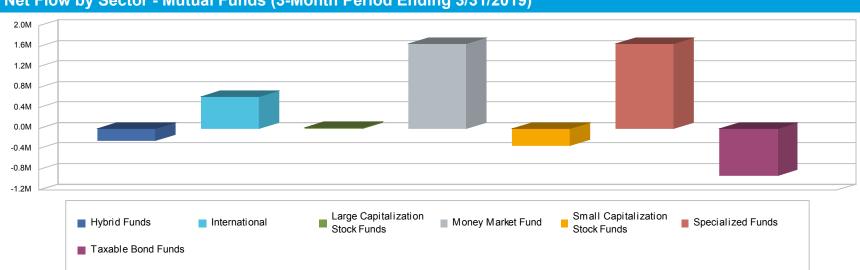
#### Net Flow - All Non-Cash Assets (3-Month Period Ending 3/31/2019)

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

#### 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.

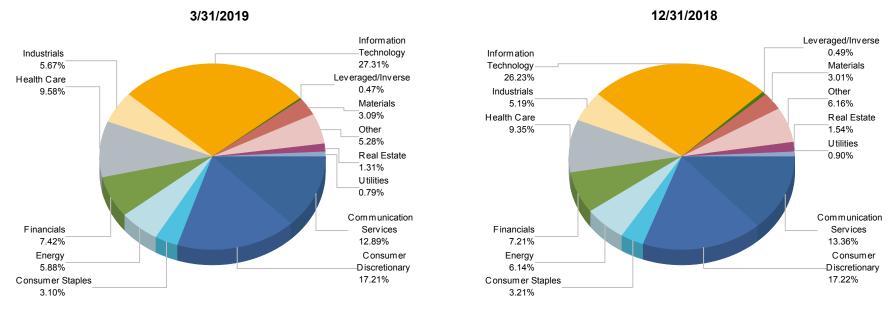


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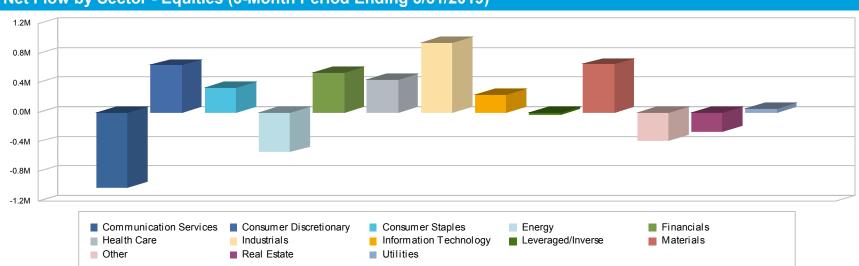
#### Net Flow by Sector - Mutual Funds (3-Month Period Ending 3/31/2019)

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

#### 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.



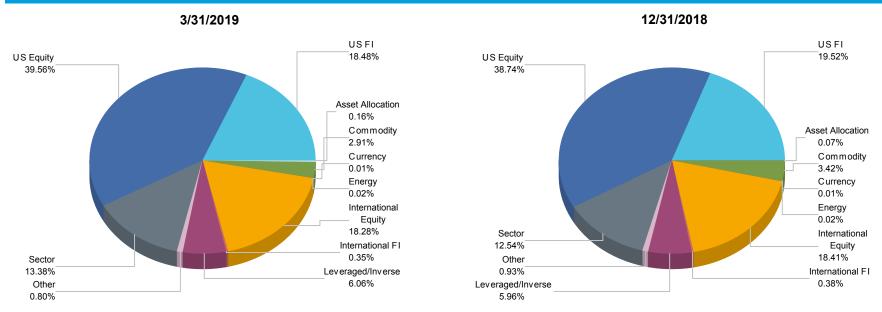
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#### Net Flow by Sector - Equities (3-Month Period Ending 3/31/2019)

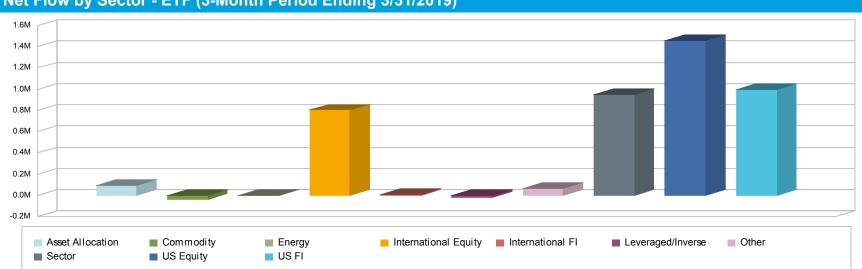
Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

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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.



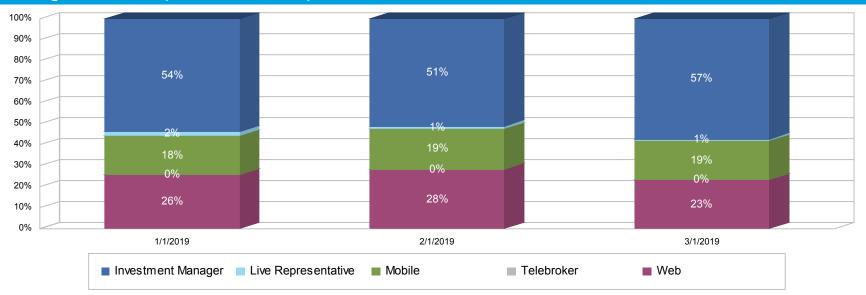
Net Flow by Sector - ETF (3-Month Period Ending 3/31/2019)

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

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



**Trading Channel Mix (Month over Month)** 



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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 shortterm 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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