



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



City of Los Angeles

Deferred Compensation Plan

Second Quarter 2021 Review



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CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Executive Summary

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Executive Summary

As of June 30, 2021

CITY OF LOS ANGELES

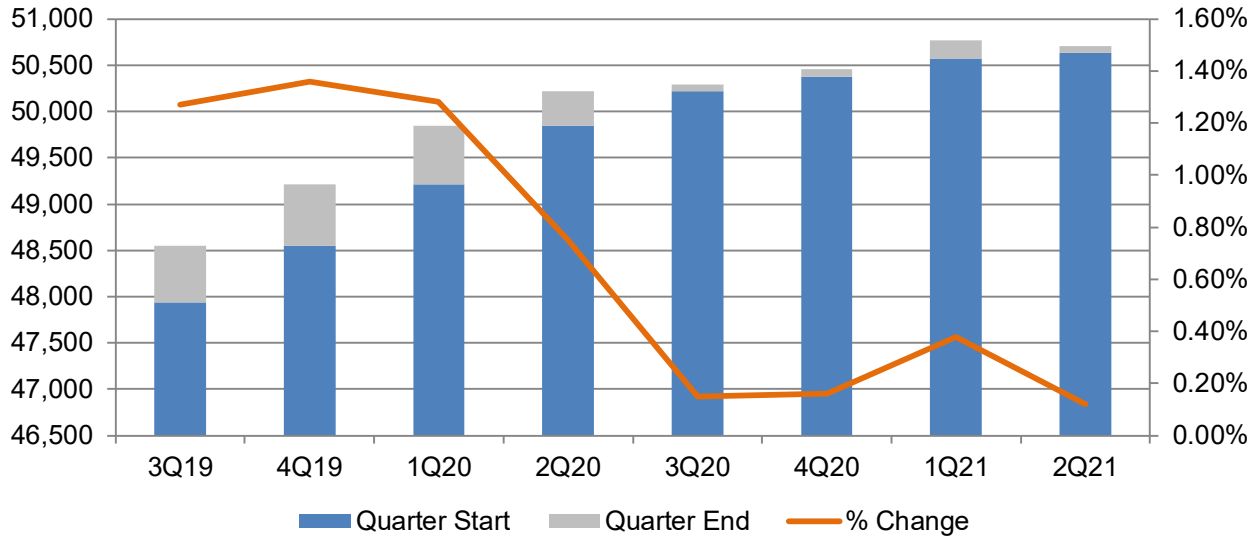
Plan Participants	Total	% Change from Prior Period
As of September 30, 2019	48,548	1.27%
As of December 31, 2019	49,209	1.36%
As of March 31, 2020	49,841	1.28%
As of June 30, 2020	50,215	0.75%
As of September 30, 2020	50,292	0.15%
As of December 31, 2020	50,377	0.16%
As of March 31, 2021	50,572	0.38%
As of June 30, 2021	50,637	0.12%

Asset Growth	Total	% Change from Prior Period
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%
As of June 30, 2021	\$8,821,660,034	5.68%

Executive Summary- Plan Participants

As of June 30, 2021

CITY OF LOS ANGELES

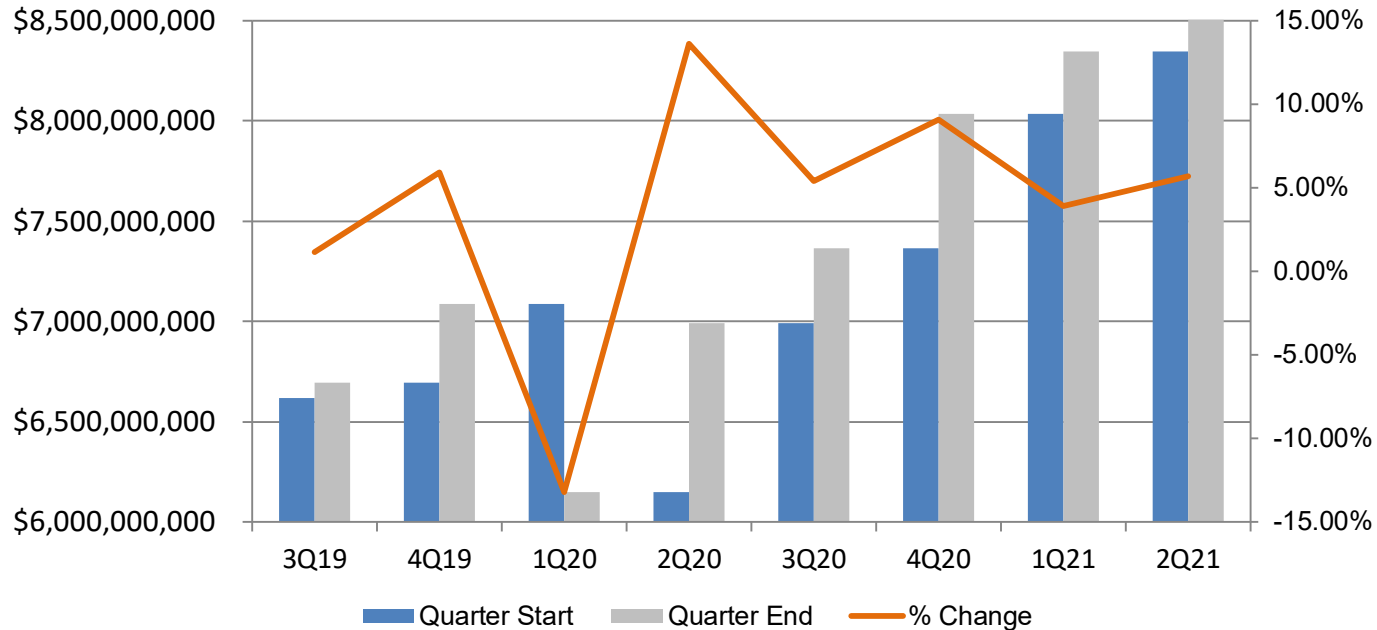


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Executive Summary- Asset Growth

As of June 30, 2021

CITY OF LOS ANGELES



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Cash Flow Summary

April 1, 2021 to June 30, 2021

CITY OF LOS ANGELES

Cash In

Pre-tax Contributions	74,281,157.52
Roth Contributions	14,575,622.77
Rollover Contributions	26,338,064.29
Loan Repayments	23,658,763.84
Other	16,034,756.89

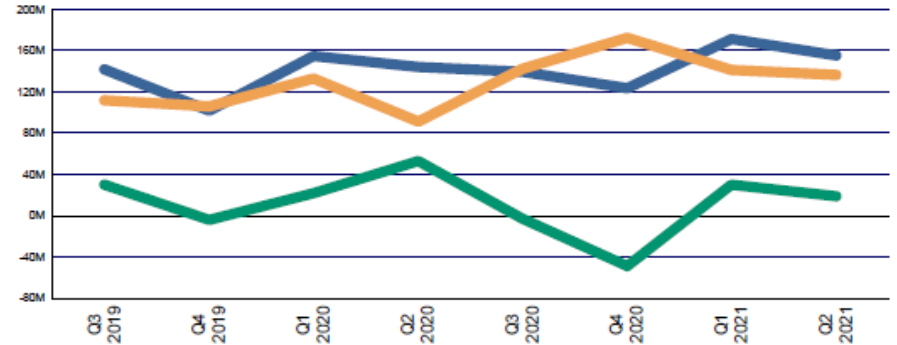
Total Cash In **\$154,888,365.31**

Cash Out

Distributions	42,224,026.17
Rollovers	55,303,889.41
Loans Issued	20,703,711.16
Fees	1,039,188.23
Other	16,034,756.89

Total Cash Out **(\$135,305,571.85)**

Net Cash Flow **\$19,582,793.46**



	Cash In	Cash Out	Net Cash
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
Q1 2021	\$154,888,365.31	\$135,305,571.85	\$19,582,793.46
	\$1,129,124,835.01	\$1,027,895,061.21	\$101,229,773.80

"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

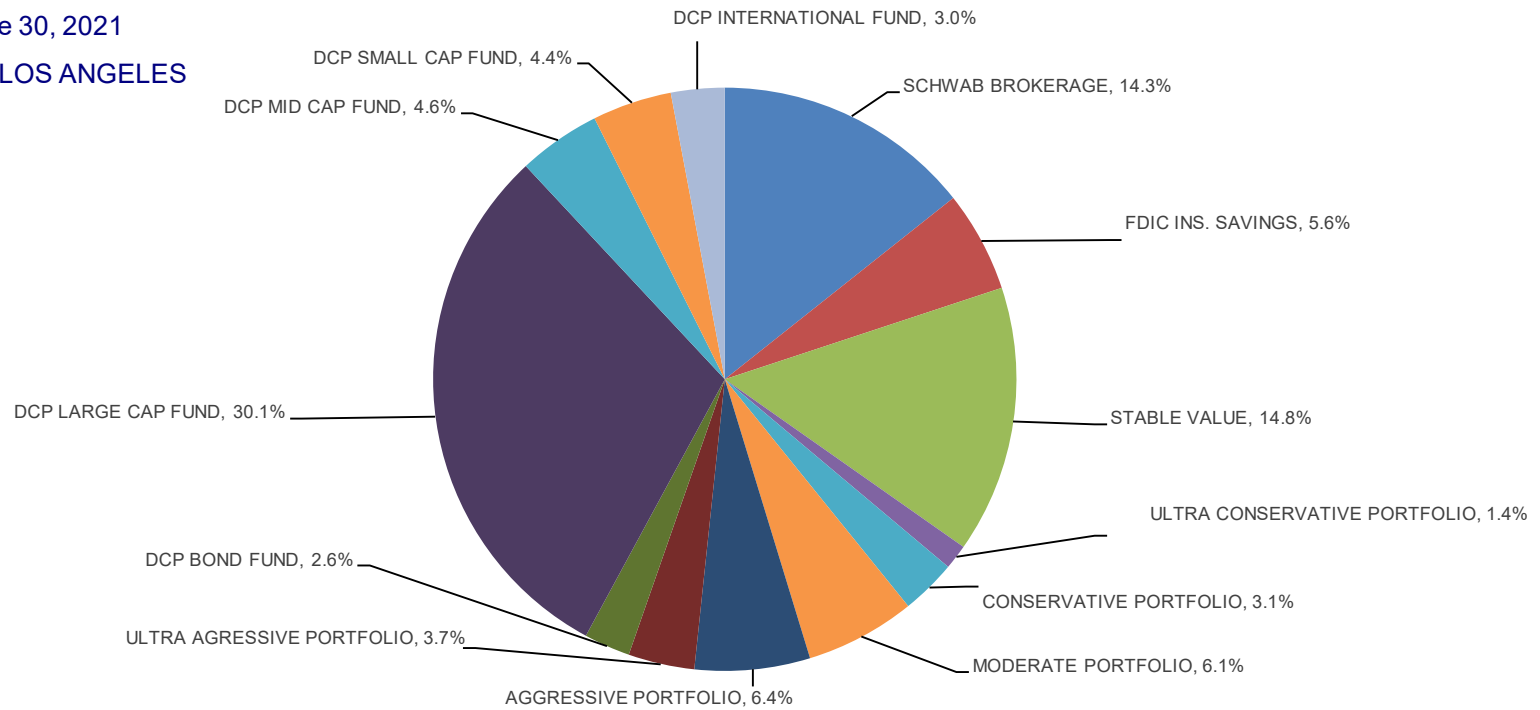


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Percentage of Plan Assets

As of June 30, 2021

CITY OF LOS ANGELES



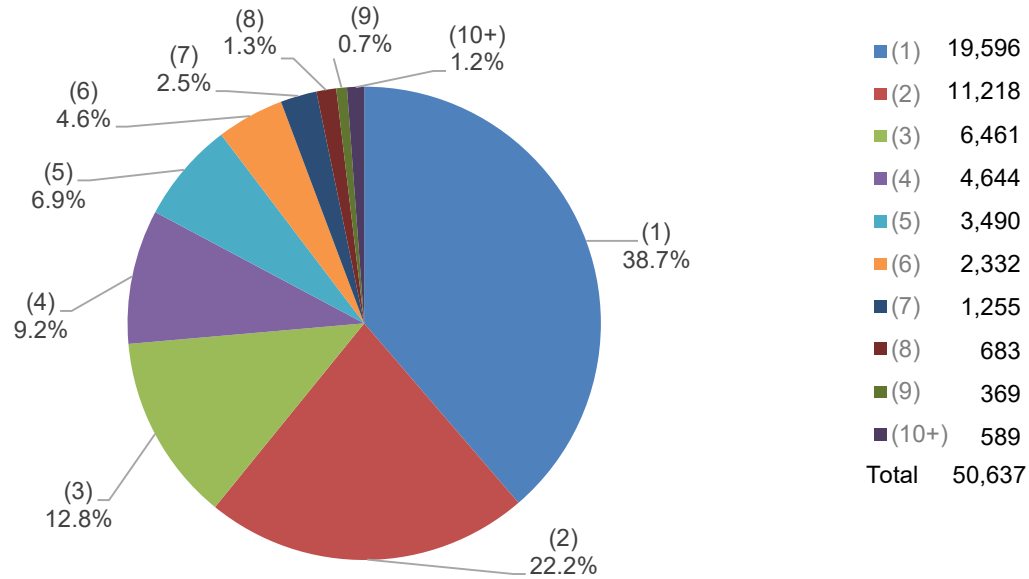
Balances by Investment

Investment Name	Investment Balance	Number of Participants	Average Participant	Percent of Plan Assets
SCHWAB BROKERAGE	\$1,263,466,340.40	5,983	\$211,176.06	14.3%
FDIC INSURED SAVINGS ACCOUNT	\$494,326,250.87	12,771	\$38,706.93	5.6%
STABLE VALUE	\$1,307,589,429.98	13,495	\$96,894.36	14.8%
ULTRA CONSERVATIVE PORTFOLIO	\$120,808,000.02	2,807	\$43,038.12	1.4%
CONSERVATIVE PORTFOLIO	\$269,836,552.22	5,416	\$49,822.11	3.1%
MODERATE PORTFOLIO	\$538,414,388.92	12,126	\$44,401.65	6.1%
AGGRESSIVE PORTFOLIO	\$564,030,525.39	14,570	\$38,711.77	6.4%
ULTRA AGGRESSIVE PORTFOLIO	\$323,924,053.10	10,661	\$30,384.02	3.7%
DCP BOND FUND	\$225,980,999.79	7,308	\$30,922.41	2.6%
DCP LARGE CAP FUND	\$2,659,077,405.93	22,041	\$120,642.32	30.1%
DCP MID CAP FUND	\$404,197,638.91	8,873	\$45,553.66	4.6%
DCP SMALL CAP FUND	\$388,300,693.75	10,098	\$38,453.23	4.4%
DCP INTERNATIONAL FUND	\$261,707,755.01	9,321	\$28,077.22	3.0%
Total Investment Balance:	\$8,821,660,034.29			
Total Loan Fund:	\$178,661,708.71			

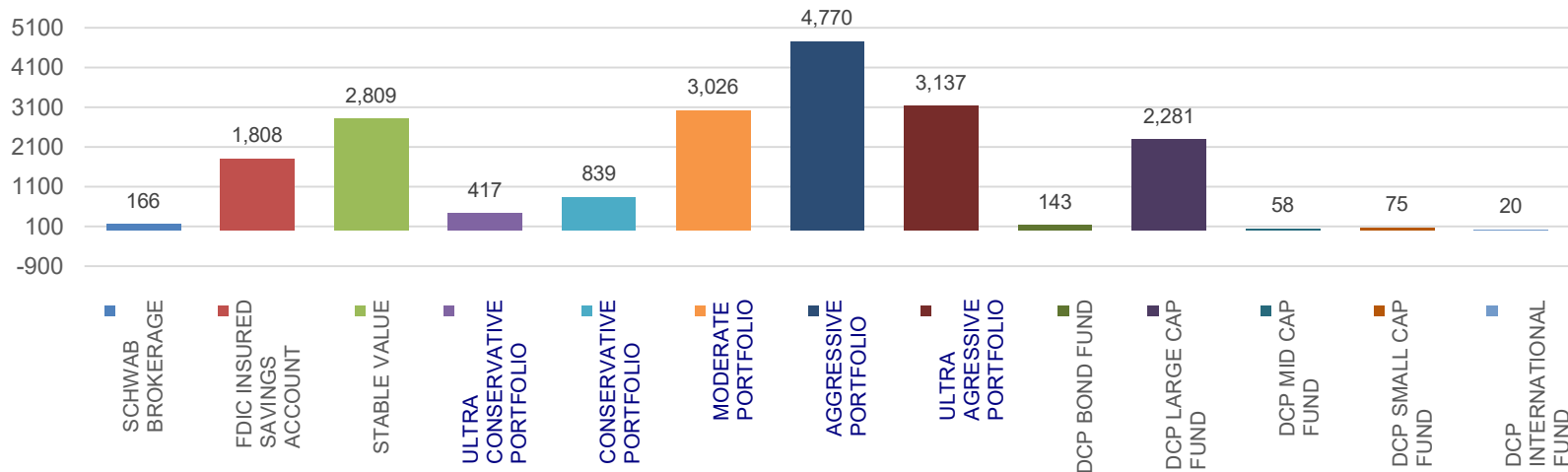
Participants with a Balance by Number of Investments

As of June 30, 2021

CITY OF LOS ANGELES



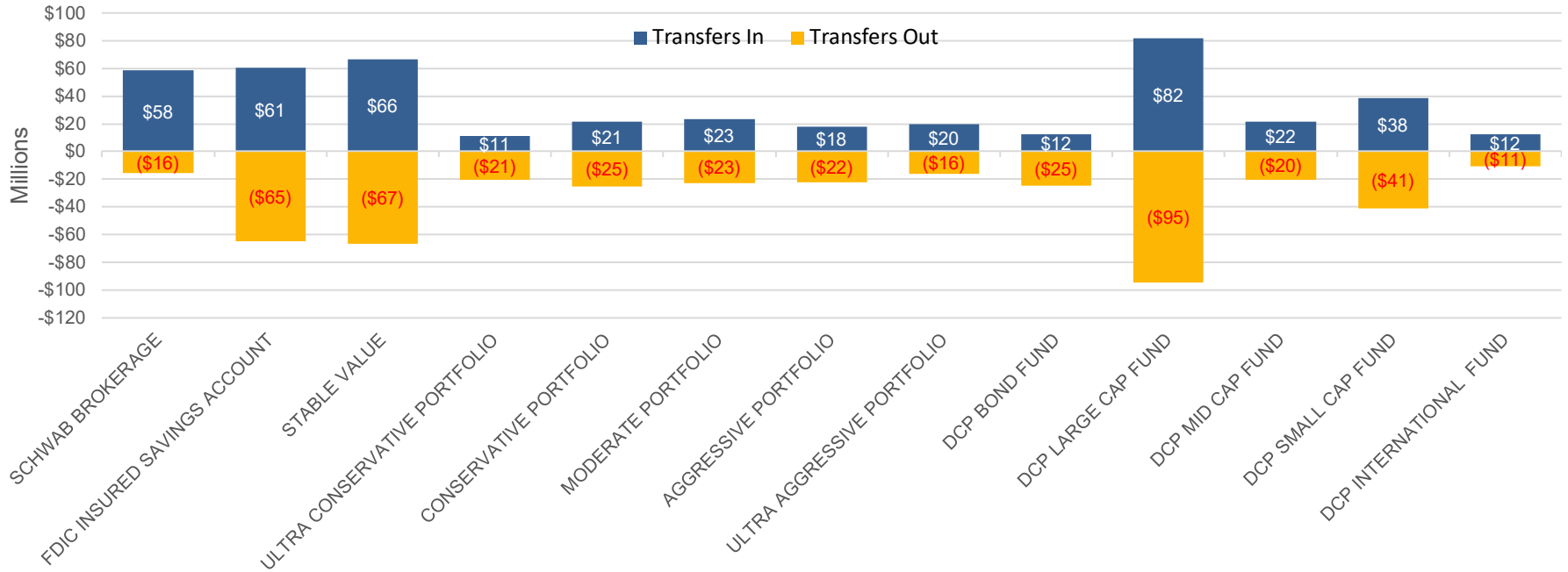
Participants with a Balance in a Single Profile



Transfer Activity by Investment

As of June 30, 2021

CITY OF LOS ANGELES

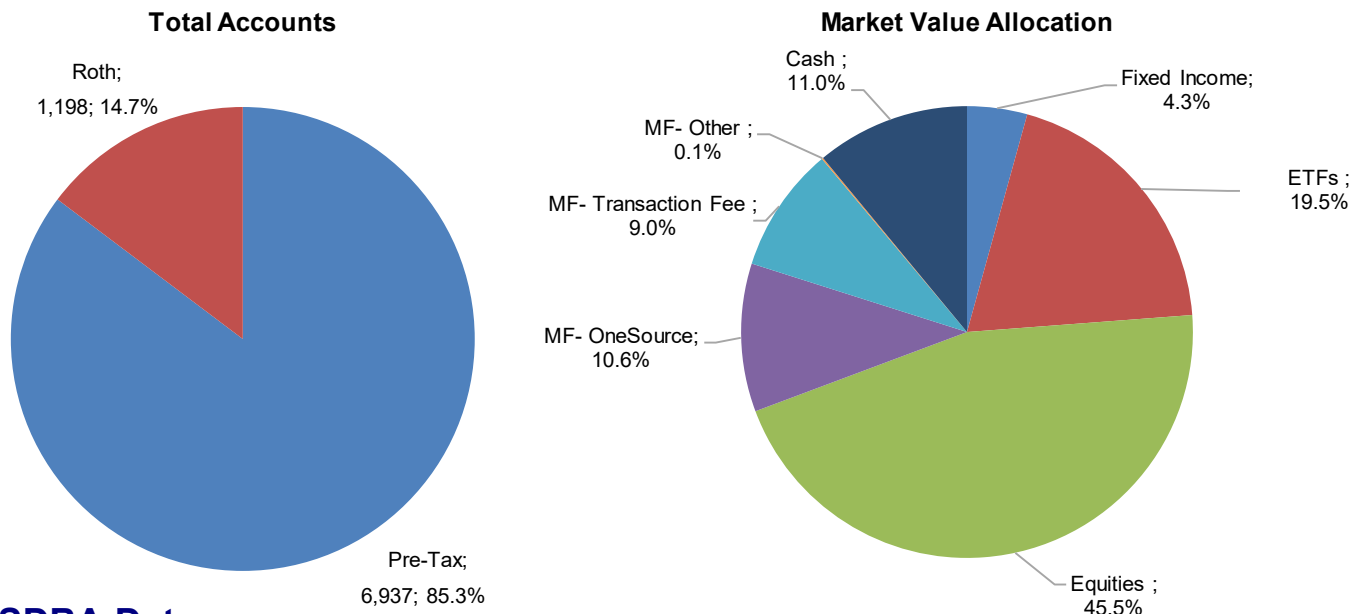


Investment Name	Transfers In	Transfers Out	Net
Schwab Brokerage	\$58,374,883	(\$15,625,586)	\$42,749,297
FDIC Insured Savings Account	\$60,740,363	(\$64,626,096)	(\$3,885,734)
Stable Value	\$66,378,605	(\$66,730,569)	(\$351,964)
Ultra Conservative Portfolio	\$11,296,704	(\$20,625,184)	(\$9,328,480)
Conservative Portfolio	\$21,461,113	(\$25,192,765)	(\$3,731,652)
Moderate Portfolio	\$23,445,327	(\$22,674,389)	\$770,938
Aggressive Portfolio	\$18,052,865	(\$22,374,664)	(\$4,321,799)
Ultra Aggressive Portfolio	\$19,757,243	(\$16,129,703)	\$3,627,541
DCP Bond Fund	\$12,340,494	(\$24,696,761)	(\$12,356,267)
DCP Large Cap Fund	\$81,613,218	(\$94,610,428)	(\$12,997,211)
DCP Mid Cap Fund	\$21,632,278	(\$20,147,223)	\$1,485,056
DCP Small Cap Fund	\$38,318,977	(\$41,099,778)	(\$2,780,802)
DCP International Fund	\$12,146,111	(\$10,890,987)	\$1,255,124

SDBA Summary

As of June 30, 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	Q2 2021
Total Funded Pre-Tax Accounts	4,296	4,575	4,940	5,301	5,609	5,968	6,556	6,937
Total Funded Roth Accounts	513	592	706	773	841	941	1,094	1,198
PCRA Accounts Opened	275	316	466	323	421	416	661	456
Total Advisor Managed Funded	1,208	1,468	1,692	1,844	1,985	2,214	2,490	2,801
Market Value Allocation - All Assets	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Fixed Income	3.4%	3.9%	4.7%	4.1%	4.1%	3.6%	3.8%	4.3%
ETFs	17.9%	18.7%	16.7%	17.8%	18.3%	17.8%	19.4%	19.5%
Equities	34.2%	35.3%	32.0%	37.1%	40.9%	44.9%	45.2%	45.5%
Mutual Funds (OneSource)	19.0%	18.2%	15.2%	15.3%	12.9%	12.0%	11.0%	10.6%
Mutual Funds (Transaction Fee)	11.2%	11.8%	10.6%	9.9%	9.7%	9.3%	9.4%	9.0%
Mutual Funds (Other)	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
Cash	14.2%	12.1%	20.7%	15.7%	14.1%	12.3%	11.2%	11.0%



CITY OF *Los Angeles*
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Participation and Contributions Analysis

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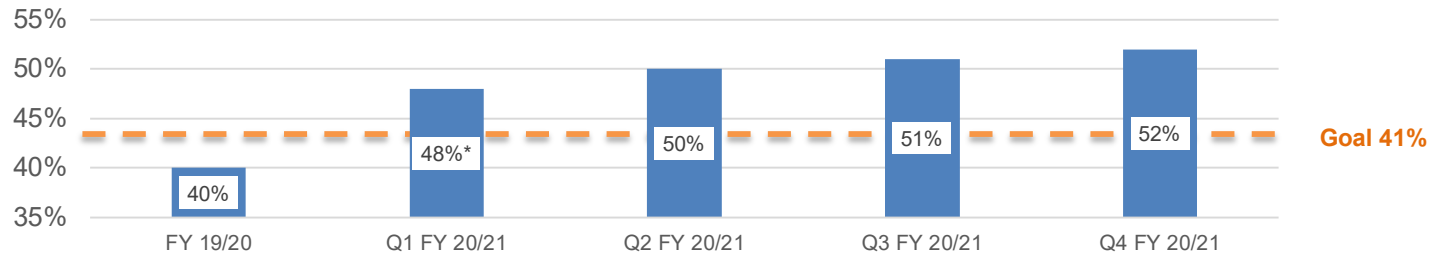
Participant Outcomes: Participation

As of June 30, 2021

CITY OF LOS ANGELES

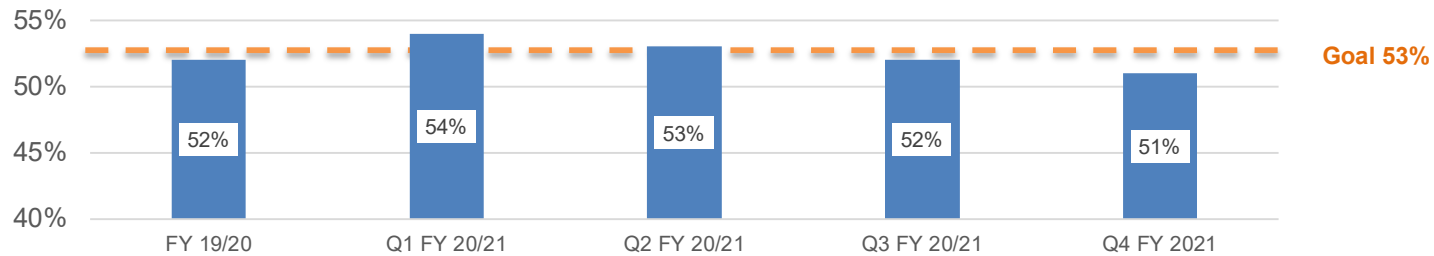
For the 2020-21 fiscal year, the Board adopted two targeted goals to increase participation for employees with less than three years of City service.*

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%.



*At its meeting on July 20, 2021, the Board approved the measurement of DCP participant goals on a calendar year basis starting with calendar year 2021. A final report regarding the outcomes of calendar year 2021 participant goals will be presented to the Board in the first quarter of 2022.

Participant Outcomes: Department Participation

As of June 30, 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%	63%
■ Public Works- Street Svcs (55%)	54%	55%	55%	55%	56%
■ General Services Division (54%)	53%	53%	54%	54%	56%
■ Council (47%)	46%	46%	43%	45%	44%
■ Mayor's Office (43%)	42%	41%	43%	44%	42%

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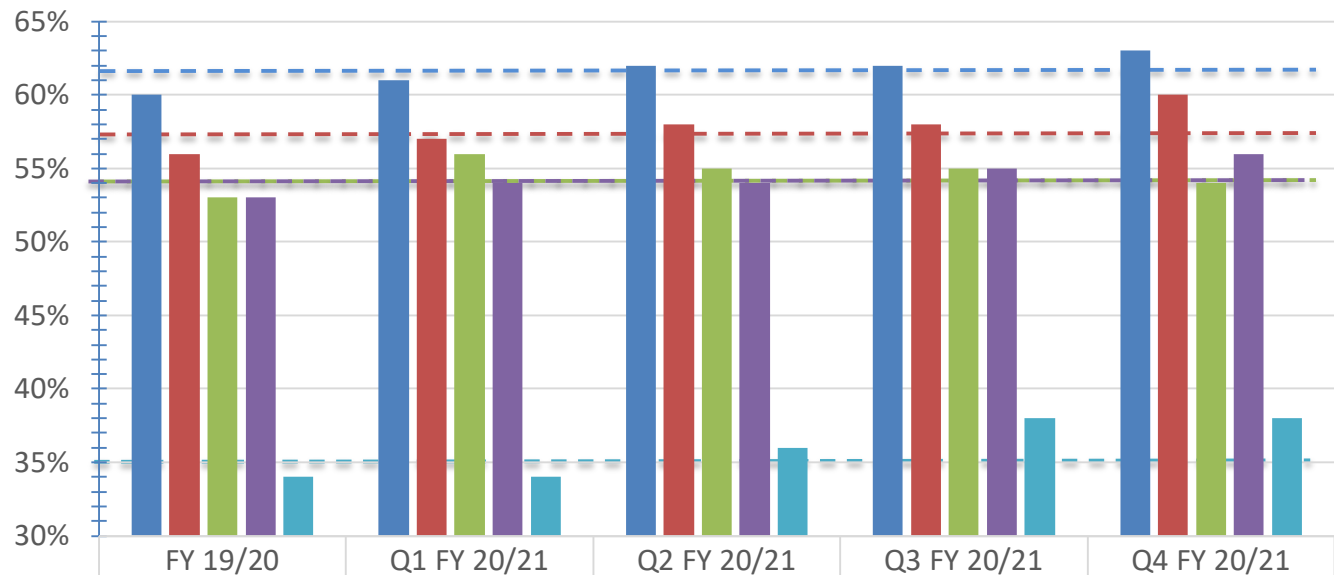
Participant Outcomes: Labor Organization Participation

As of June 30, 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%:



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Participant Outcomes: Contributions

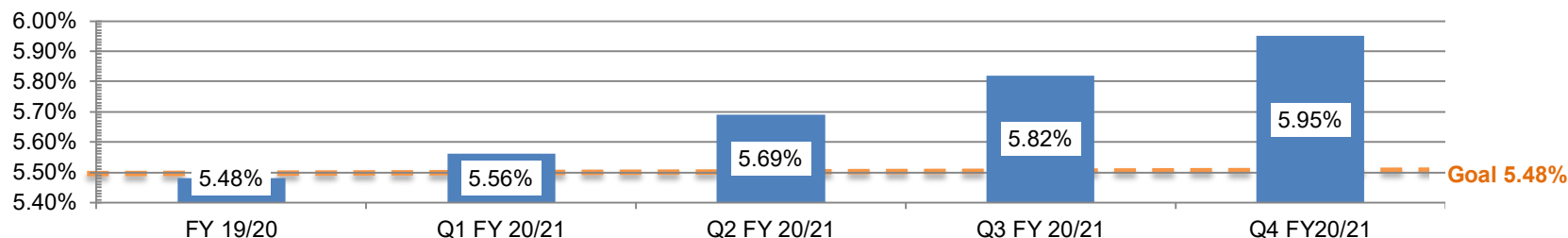
As of June 30, 2021

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.*

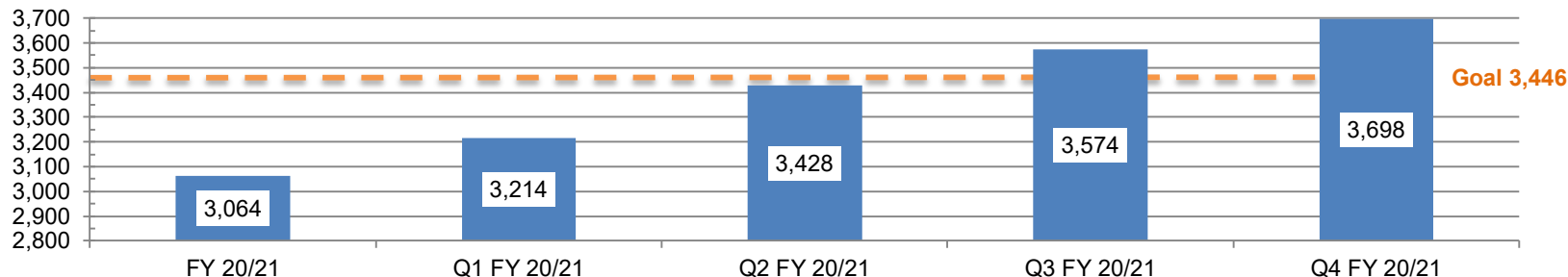
Goal: Maintain average employee contributions at the current 5.48%, calculated to include all full-time employees eligible for the DCP.

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



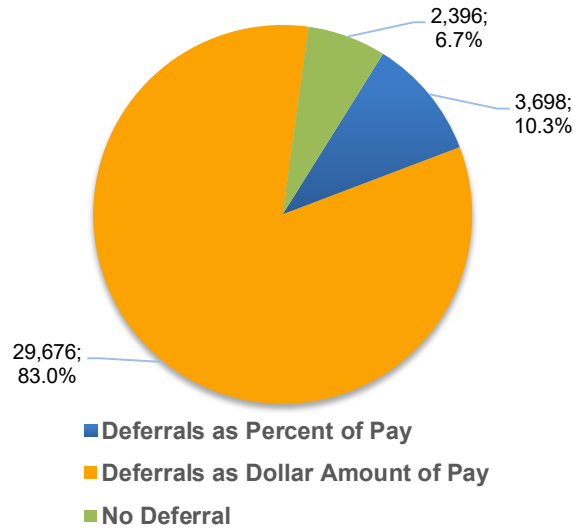
*At its meeting on July 20, 2021, the Board approved the measurement of DCP participant goals on a calendar year basis starting with calendar year 2021. A final report regarding the outcomes of calendar year 2021 participant goals will be presented to the Board in the first quarter of 2022.

Percent of Pay Contribution Trending

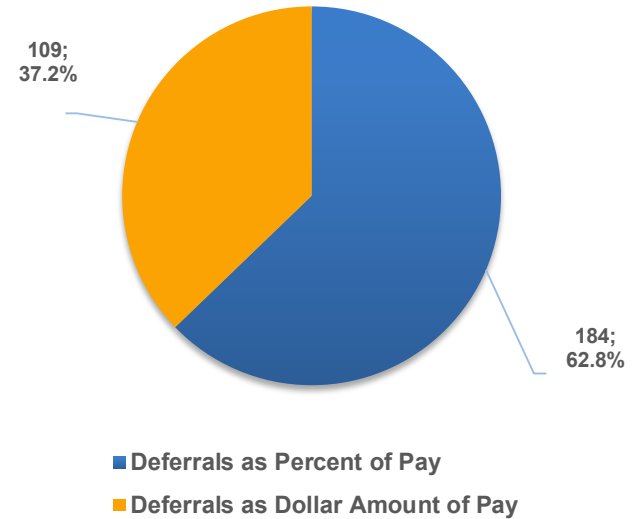
As of June 30, 2021

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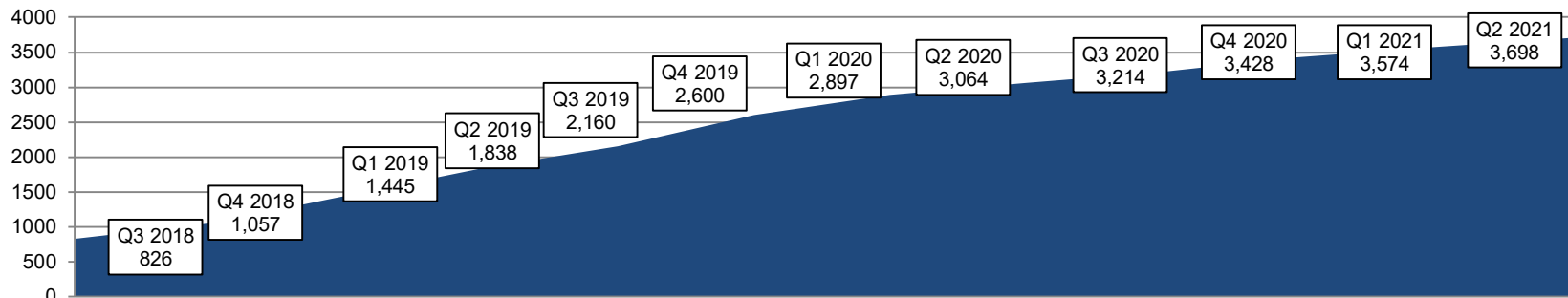
Fixed Dollar Amount versus Percent of Pay - All Participants Q2 2021



Fixed Dollar Amount versus Percent of Pay - New Enrollees Q2 2021



2,872 participants decided to save as a percent of pay contribution between July 2018 and June 2021

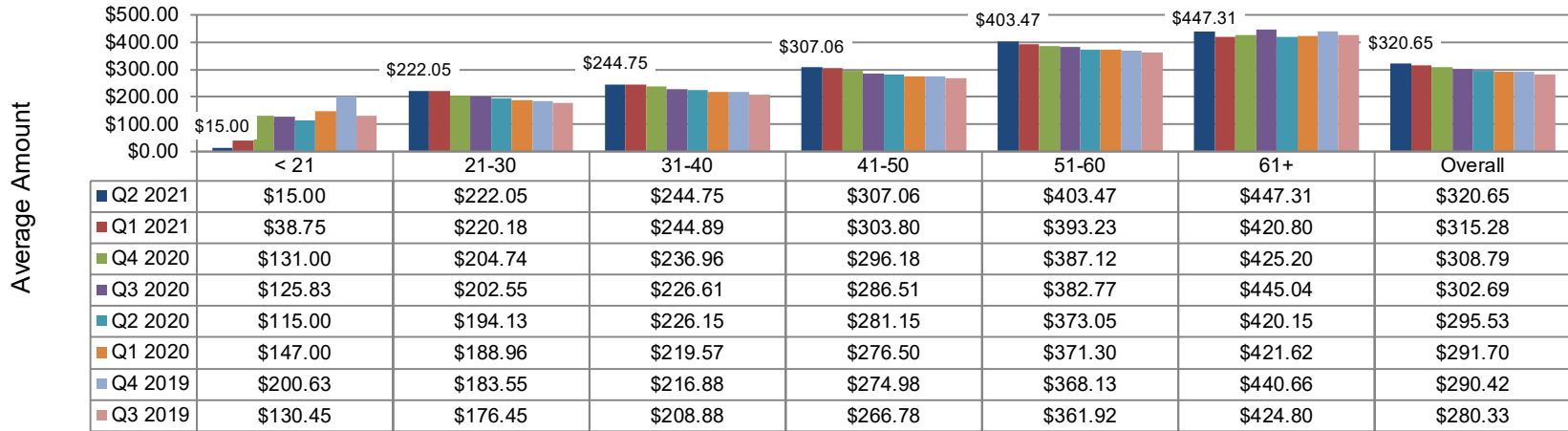


Fixed Dollar Contributions

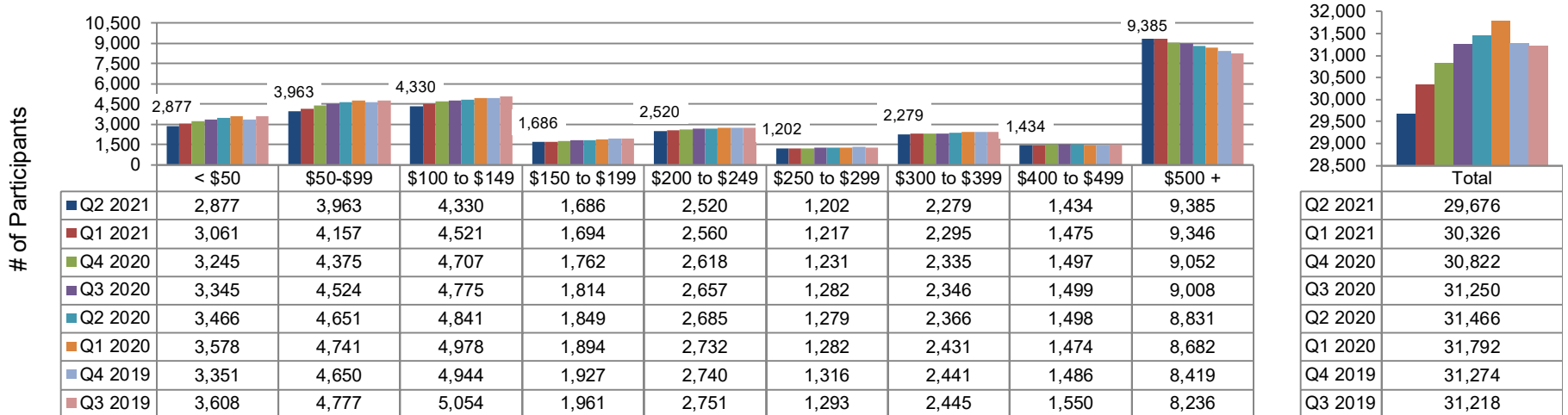
As of June 30, 2021

CITY OF LOS ANGELES

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



Fixed Dollar Contribution Summary- Contributing Participants Only

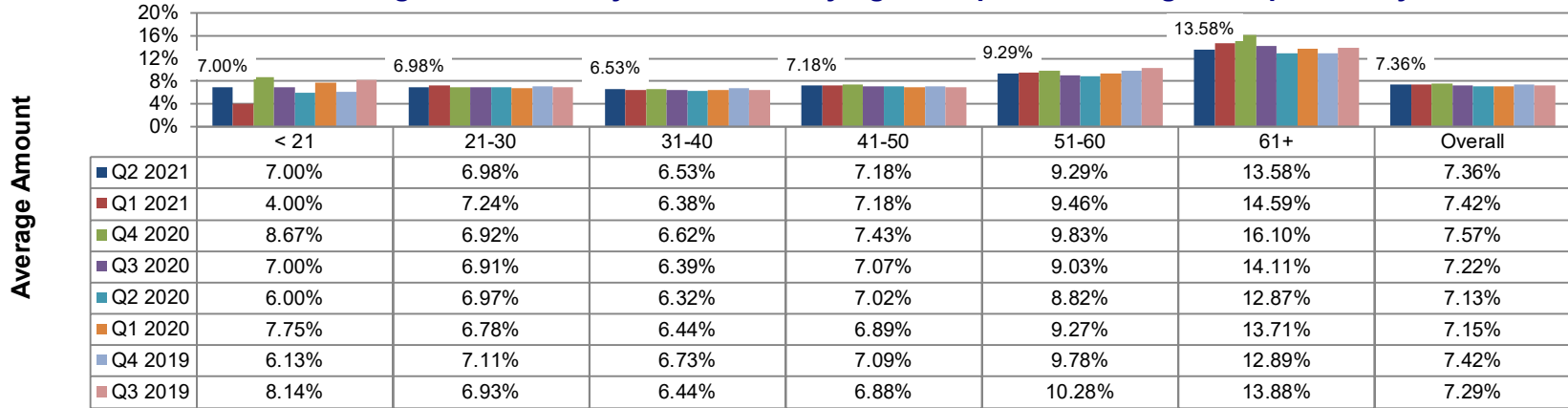


Percent of Pay Contribution

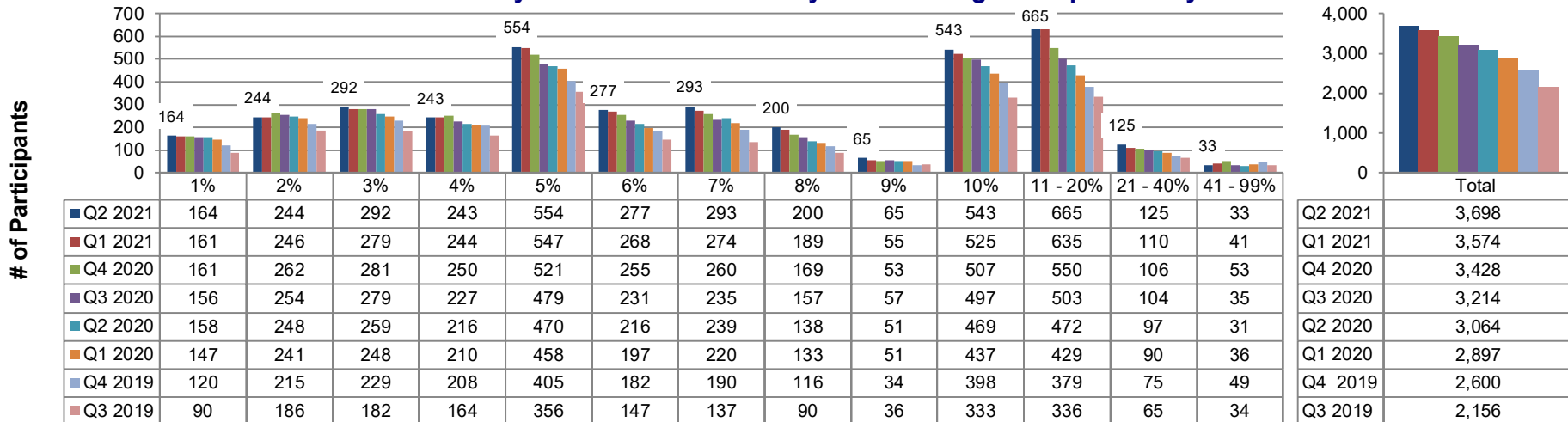
As of June 30, 2021

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

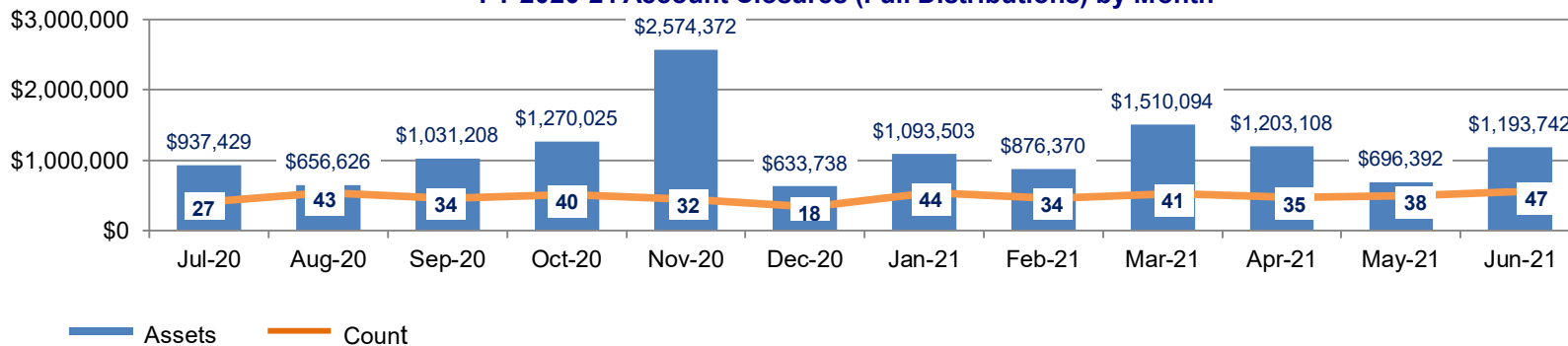
As of June 30, 2021

CITY OF LOS ANGELES

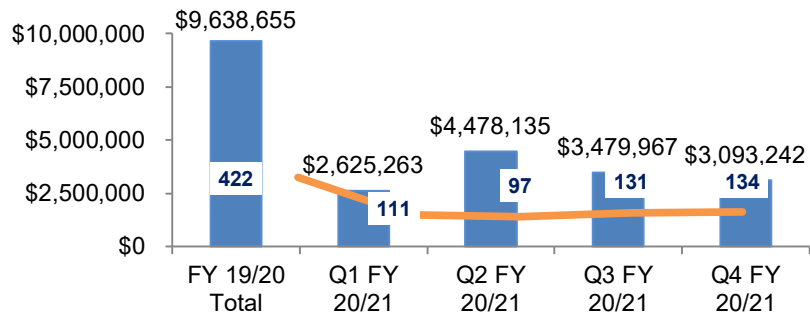
For the 2020-21 fiscal year, the Board adopted two goals aimed at retaining the assets of participants who have separated from City service.*

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



Historical Full Distributions



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	\$3,093,242	134	120	0.5%

*At its meeting on July 20, 2021, the Board approved the measurement of DCP participant goals on a calendar year basis starting with calendar year 2021. A final report regarding the outcomes of calendar year 2021 participant goals will be presented to the Board in the first quarter of 2022.

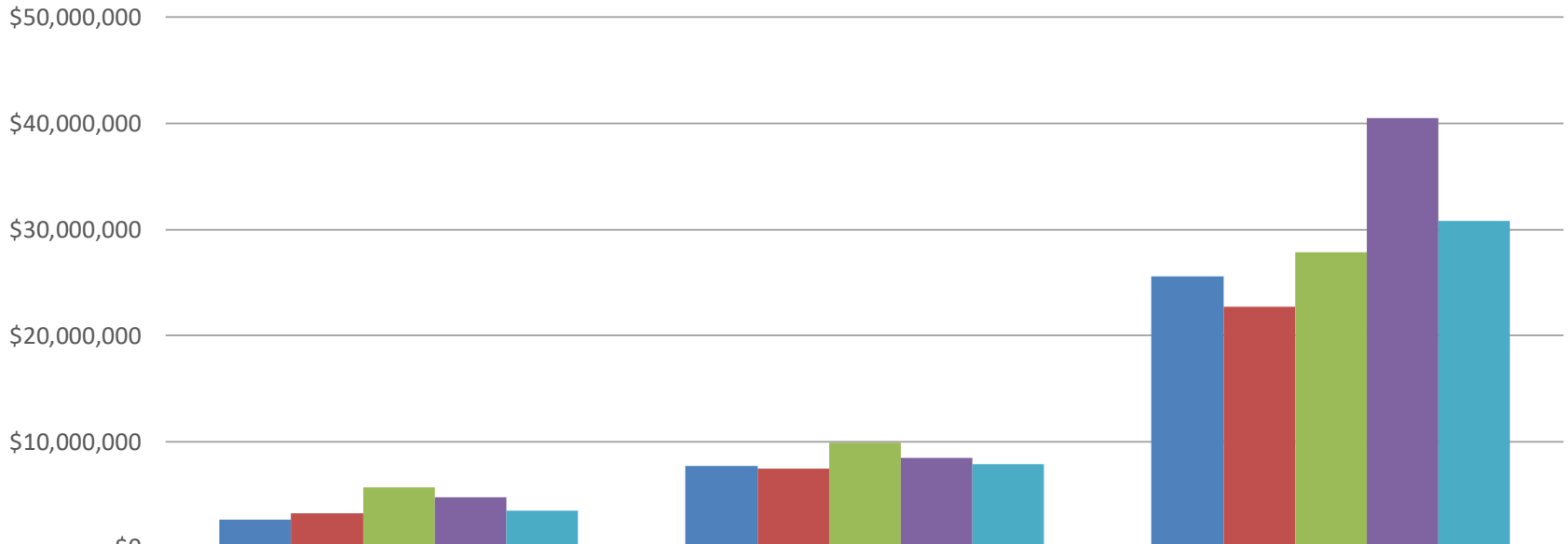
This data excludes distributions from beneficiary and QDRO accounts

Distributions

As of June 30, 2021

CITY OF LOS ANGELES

Distribution Types by Quarter



	Full	Installment	Partial
■ 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
■ Q2 2021	\$3,516,512	\$7,876,186	\$30,831,329

This data includes distributions from beneficiary and QDRO accounts

Participant Outcomes: Asset Retention

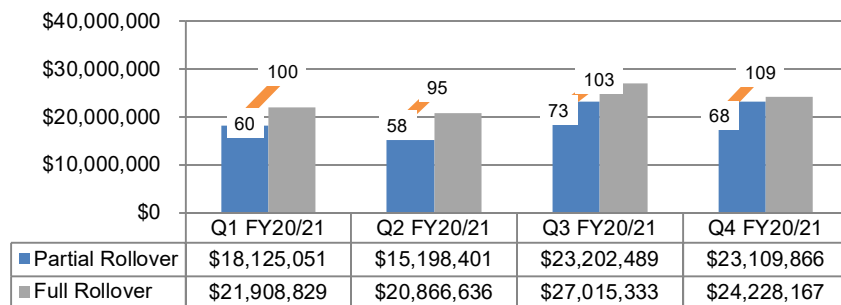
As of June 30, 2021

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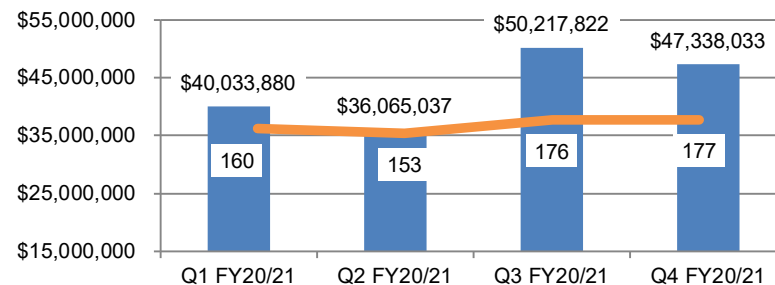
For the 2020-21 fiscal year, the Board adopted two goals aimed at retaining the assets of participants who have separated from City service.*

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).

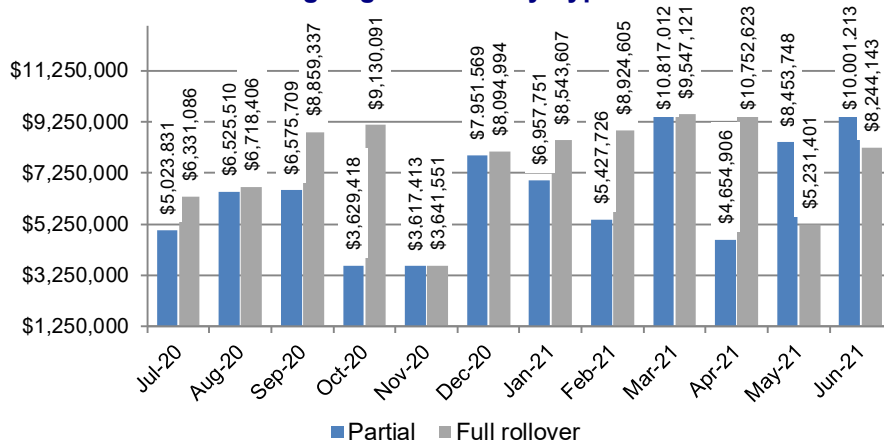
Outgoing Rollovers by Type and Quarter



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	\$47,338,033	200	177	0.69%

*At its meeting on July 20, 2021, the Board approved the measurement of DCP participant goals on a calendar year basis starting with calendar year 2021. A final report regarding the outcomes of calendar year 2021 participant goals will be presented to the Board in the first quarter of 2022.

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

Rollover Activity

As of June 30, 2021

CITY OF LOS ANGELES

Partial and Lump Sum Rollovers by Quarter

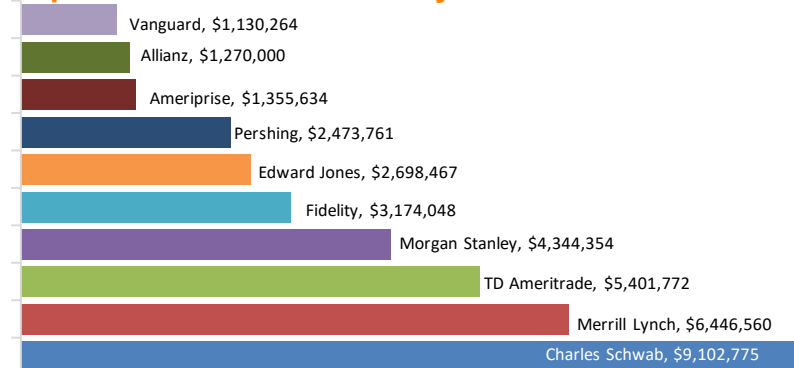
(Based on Account Type and Payee)

		Partial Rollover								Full Rollover				QTR Total	
		Other		LAFPP		LACERS		WPERP		Other		LACERS			
		#	Amt	#	Amt	#	Amt	#	Amt	#	Amt	#	Amt		
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				
Q2 2021	Active	3	\$286,870	108	\$1,324,829	47	\$732,155	21	\$276,086					409	\$55,303,889
	Term	83	\$24,881,959			7	\$391,000			122	\$24,228,167	1	\$452,943		
	QDRO									4	\$337,204				
	Bene									13	\$2,392,677				

Top 10 Rollover Providers by Quarter

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

Top 10 Rollover Providers by Dollar Amount- Q2 2021

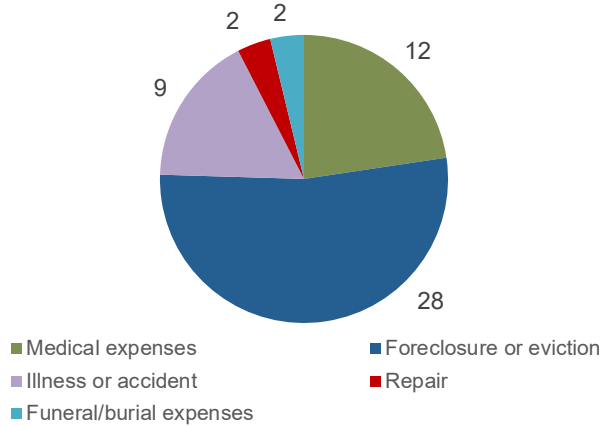


Unforeseeable Emergency Withdrawal Summary

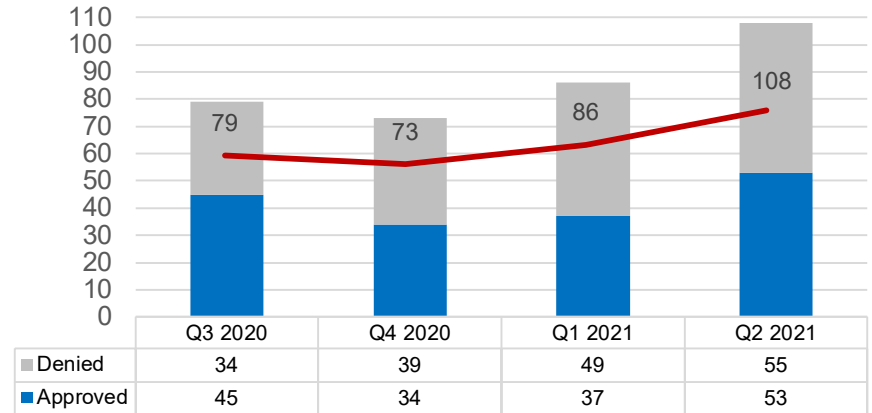
As of June 30, 2021

CITY OF LOS ANGELES

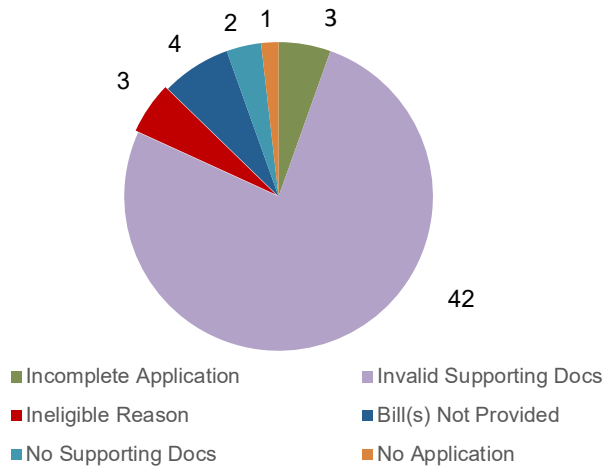
**Q2 2021 Withdrawal Reasons
(completed applications)**



Q2 2021 Total Requests		108
Approved		53
Denied		55



Q1 2021 Rejection Reasons



Total Requests	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Withdrawal Reasons				
Medical Expenses	10	9	4	12
Repair of Principal Residence	1	1	0	2
Foreclosure or Eviction	26	20	26	28
Funeral/ Burial Expenses	0	1	1	2
Illness or Accident	8	3	6	9
Rejection Reasons				
No Application	2	0	0	1
Incomplete Application	5	8	0	3
Bill(s) Not Provided	2	5	2	4
Invalid Supporting docs	18	20	42	42
No Supporting docs	5	1	2	2
Ineligible Reason	2	5	3	3

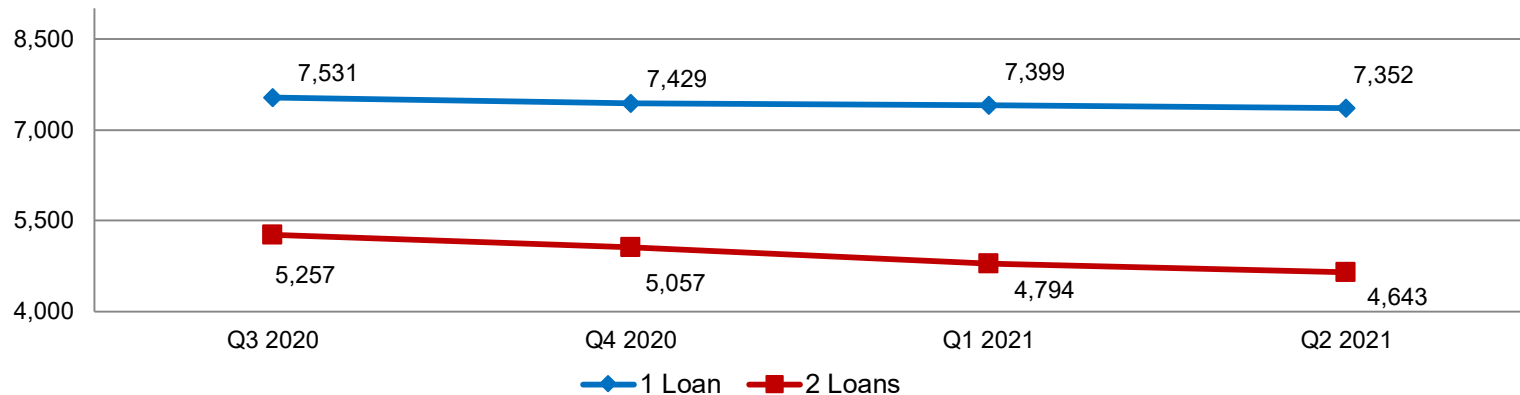
Loan Trending

As of June 30, 2021

CITY OF LOS ANGELES

	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Total Participants with Loans	12,786	12,486	12,193	11,995
Total Number of Outstanding Loans	18,048	17,546	16,987	16,638
Number of General Loans	16,356	15,870	15,332	14,994
Number of Residential Loans	1,692	1,676	1,655	1,644
Total Outstanding Loan Balance	\$186,938,105	\$180,026,276	\$174,383,897	\$172,571,913
General Loan Balance	\$156,139,365	\$149,848,848	\$145,075,804	\$143,448,091
Residential Loan Balance	\$30,798,740	\$30,177,428	\$29,308,093	\$29,123,822
Average Loan Balance per Borrower	\$14,621	\$14,418	\$14,302	\$14,387
Number of Re-amortized	366	256	526	404
Number of Loan Defaults	125	186	199	264
Total New Loans Initiated	1,430	1,176	1,062	1,350
New Loans Active	1,220	1,128	1,009	1,267
New Loans Retirees	72	48	53	83
New Loans CARES Act	139	-	-	-

1 Loan versus 2 Loans





CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Participant Services



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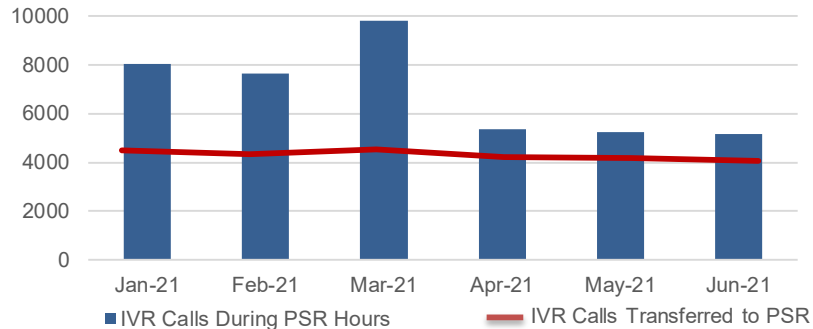
Service Center Stats

As of June 30, 2021

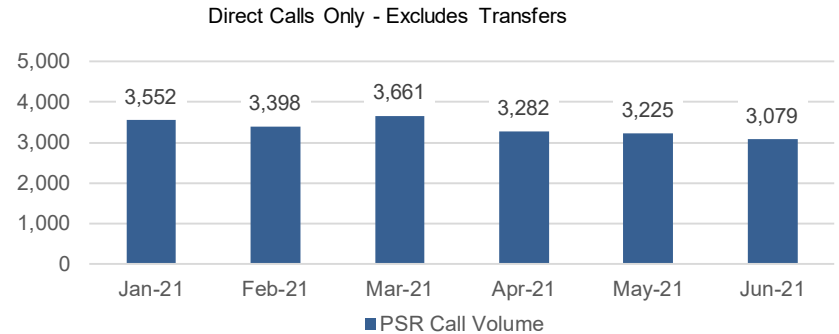
CITY OF LOS ANGELES

Month	Calls Entered	Calls Accepted	Average Speed Answered	Average Handle Time	Customer Satisfaction	First Call Resolution	Number of Surveys	Survey Rate
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%
Apr- 21	2,751	2,728	0:19	8:14	98.0%	93.0%	487	17.85%
May- 21	3,288	3,258	0:18	8:21	98.3%	93.5%	639	19.61%
Jun- 21	3,092	3,084	0:02	8:02	96.8%	91.3%	623	20.2%

IVR Call Volume



PSR Call Volume



	Total IVR Calls	IVR Calls During PSR Hours	IVR Calls Outside of PSR Hours	IVR Calls Transferred to PSR
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
Apr-21	6,779	5,348	1,431	3,305
May-21	6,521	5,239	1,282	3,254
Jun-21	6,384	5,190	1,194	3,087

	PSR Call Volume	Average Speed of Answer (Seconds)	Average Call Length (Minutes)
Jan-21	3,552	91	7.00
Feb-21	3,398	73	6.90
Mar-21	3,661	48	6.75
Apr-21	3,282	18	6.90
May-21	3,225	18	6.72
Jun-21	3,079	3	6.55

VOYA INNOVATION LAB: Digital by Design

Optimizing participant experiences



Introducing myVoyage – Voya’s personalized participant experience

Newly launched, myVoyage describes Voya’s personalized participant experience, backed by science and designed to engage employees, helping them be on track for retirement and more confident along the way. myVoyage places each employee at the center of the participant experience, bringing together all the tools, guidance and resources needed to inspire confidence about where they stand today and what they need to do next to achieve the future they envision.



An evolution of employee engagement

Participant Text Nudges: Live September, 2021

Text nudges* are the newest addition to Voya's journeys designed to deliver personalized, targeted messages for engaging employees in taking steps to improve their retirement readiness and overall financial wellness.

Employees will have the opportunity to receive select financial wellness nudges via text (in addition to email). The three nudges that will be available via text are:

- Add Beneficiary
- Restart Savings
- Save More.



VOYA INNOVATION LAB: Digital by Design

An evolution of employee engagement

Participant Text Nudges: Communication Plan, 2021

10/22/2021, DCP Newsletter announcement

10/29/2021, Voya Email

11/05/2021, PWeb announcement

11/09/2021, LA457.com Banner

11/09/2021, LA457.com Blog



Personalized messaging – Text nudges



Text nudges align with email nudges.

Current nudges:

- 1) Add Beneficiary
- 2) Restart Saving
- 3) Save More

SAMPLES

Voya Financial: You are not currently contributing to your retirement savings. Visit <https://my3.accp.voya.com/voyasso/index.html?domain=voyaretirement.accp.voya.com> to start saving and get back on track. Reply STOP to unsubscribe

- In order for employee to receive text nudges, their employer must be enrolled in personalized messaging.
- Employer has text nudges enabled
- Employee provides their mobile phone number and opts into text nudges through their profile post log in.

Voya Financial: Thanks for joining Voya Account Alerts. 5msgs/mo. Reply HELP for help. Reply STOP to cancel. Msg&Data Rates May Apply.

How can Voya communicate with you?

Staying engaged with your account and tracking progress towards your goals is easy.



Go paperless with e-delivery



Text message alerts

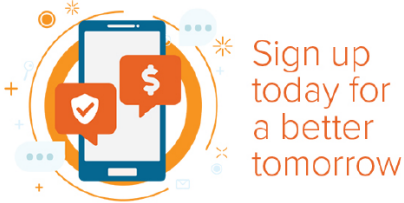
Sign up today:

Log in to your retirement account and go to **My Profile > Communication Preferences**

Text Nudges: Rollout Communications

Follow these steps to help you plan for your tomorrow [weblink:HTML]

[edit:Voyalogo]



Sign up today for a better tomorrow

Receiving important text messages about your retirement account can help you keep your account secure and take the next best step to better your financial future.

Signing up is easy and only takes a minute. Log in and click on [My Profile > Communication Preferences > Notifications](#)

[Sign up now](#)

[p:first_name] [p:last_name][p:designation,""] [p:designation] [edit:logo]
[p:title]
[p:phone]
[var:Enter Email Here]
[p:url]

[f](#) [t](#) [in](#) [@](#)

Text messages aren't just for checking in with family and friends anymore. Sign up today, for text alerts to check in on your retirement account.

Email

Participant messaging for newsletters, emails, etc.

Text Nudges: Rollout Communications

Stay in the know! Don't miss out on opportunities to help better your financial future. Sign up to receive text messages that can provide some possible next steps for your retirement savings account. Visit **My Profile > Communications preferences** to sign up today.

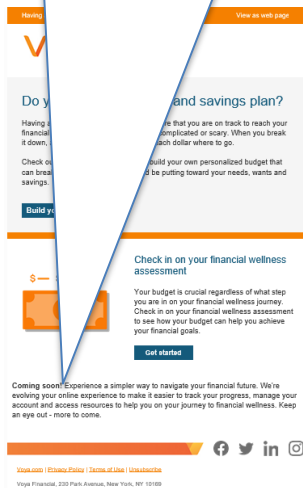
Don't miss out!

Stay up-to-date on your account notifications and important messages regarding your retirement savings account.

Visit **My Profile > Communication Preferences** to sign up today!

Pweb
Messaging

Updates to Personalized
messaging journeys.



Digital Engagement Report

Retirement Calculator

Q2 2021

Retirement Calculator Engagement

18% of participants took action after using the Retirement Calculator:


- **208** participants increased saving an average of .4% (from 6.8% to 7.2%).
- **683** participants are saving an average of \$88 more per pay period (from \$296 to \$385).
- **291** participants changed fund allocation.
- **16** participants rolled money into the Plan.

Activity	Number of Participants
Logged in with access to the Retirement Calculator	24,044
Engaged and interacted with the Retirement Calculator	5,523 (31%)
Took Action after using the Retirement Calculator	1,008 (18%)

- 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)

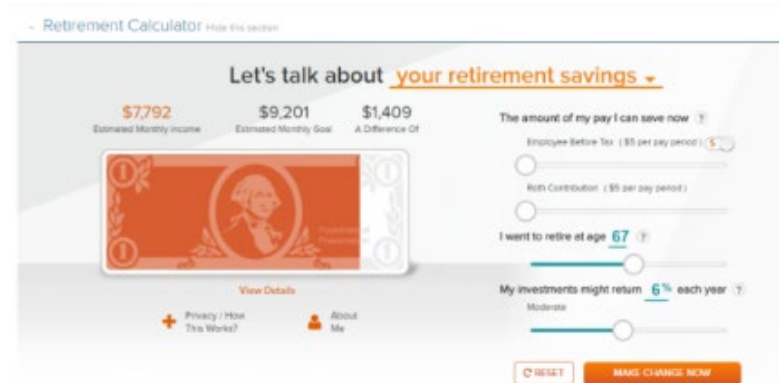
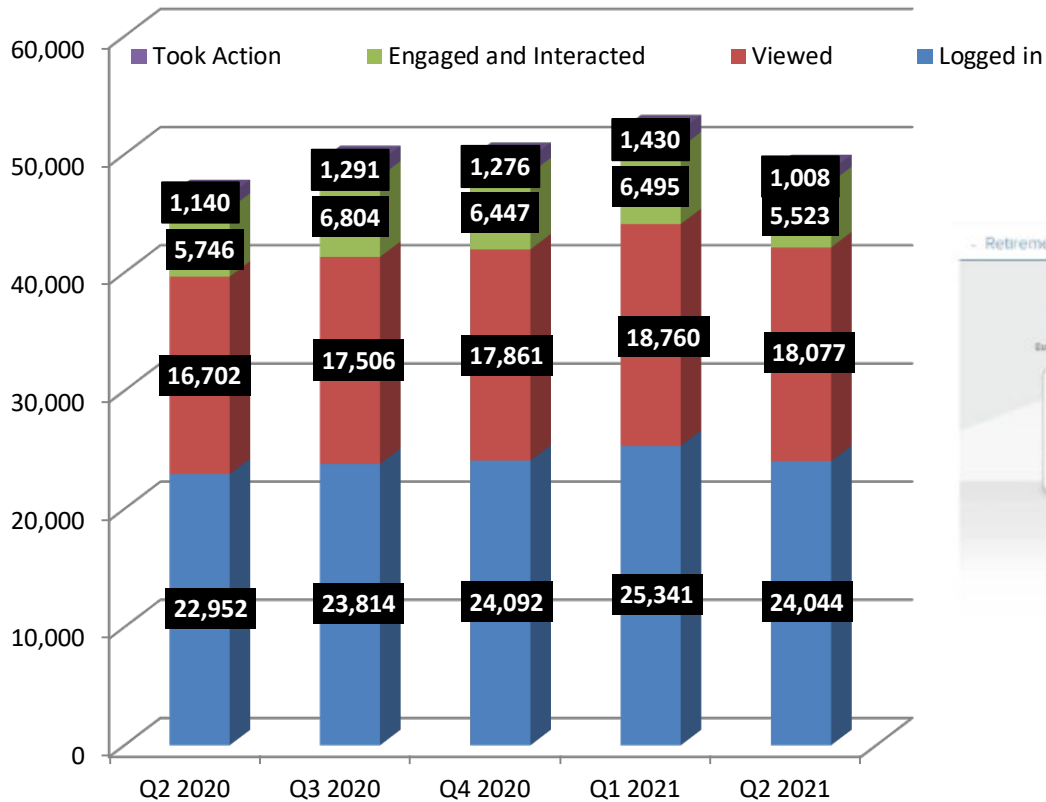
Roth Contribution (\$5 per pay period)

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

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

Digital Engagement Report

Retirement Calculator



	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Viewed Retirement Calculator	73%	74%	74%	74%	75%
Engaged and interacted with Retirement Calculator	34%	39%	36%	35%	31%
Took action after using Retirement Calculator	20%	19%	20%	22%	18%

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

The image displays three overlapping screenshots of a retirement savings campaign email. The top screenshot features a 'Boost' section with a woman on a plane. The middle screenshot features a 'More' section with a family. The bottom screenshot features a flow diagram: \$25 (For example saving \$25) -> In your retirement savings after taxes (with a thumbs up icon) -> \$18 (Impacts your paycheck by only \$18*). A 'Get going INCREASE YOUR SAVINGS' button is at the bottom.

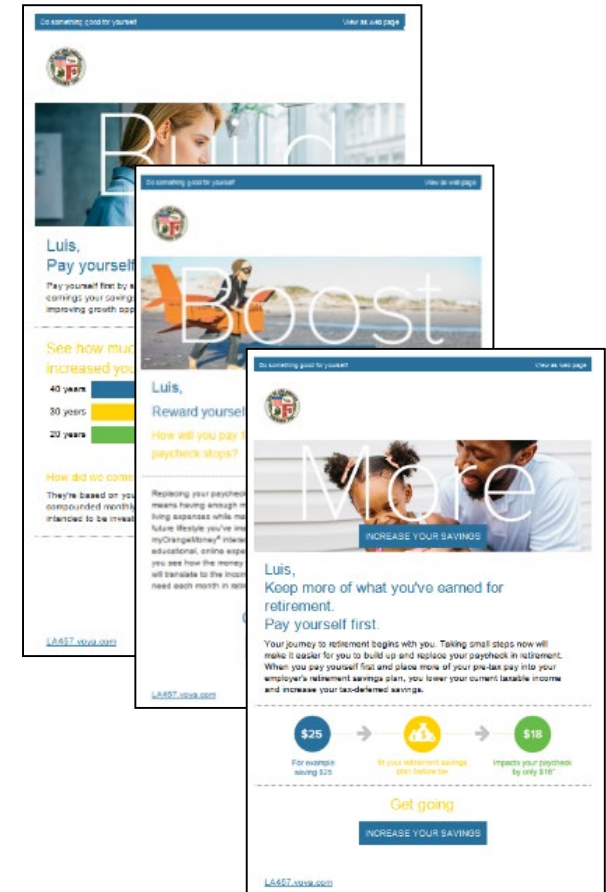
Save More Journey Results

Q2 2021

142 (9%) of participants targeted took action after receiving the Save More Journey:

- 35 participants are saving an average of 0.1% more per pay period (from 7.5% to 7.6%).
- 117 participants are saving an average \$75 more pay period (from \$196 to \$272).

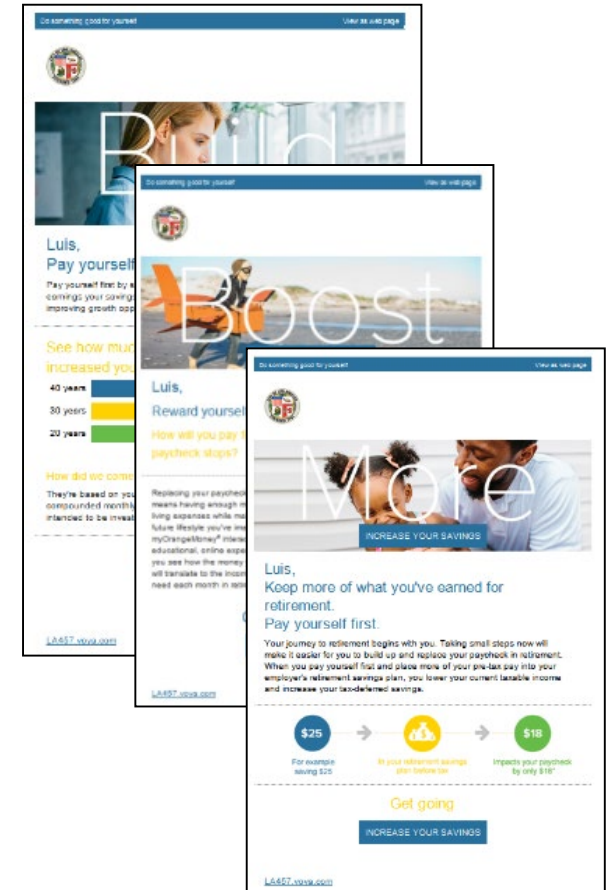
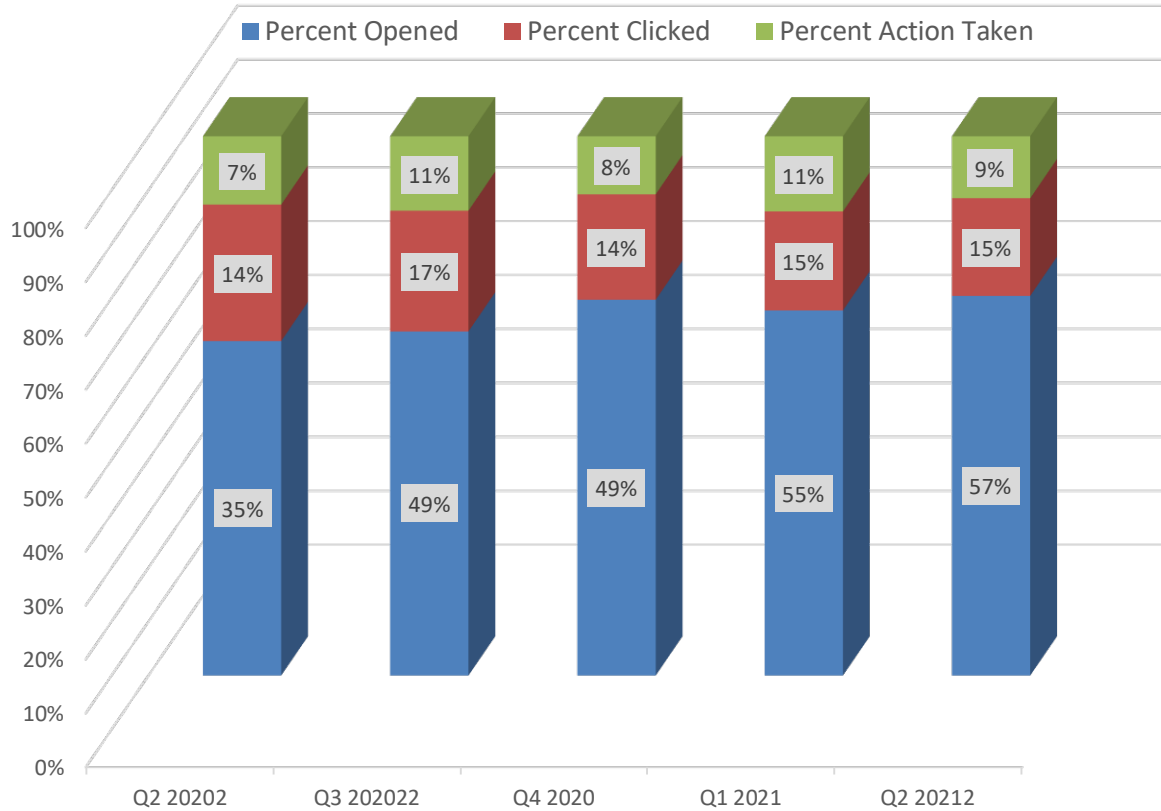
Unique Participant Activity	As of June 30, 2021
Participants reached (Delivered)	2,689
Participants interested (Opens)	1,530 (57%)
Participants engaged (Email clicks)	224 (15%)
Participants took action after opening	142 (9%)



Taking an action refers to making a contribution change. Data is as of 06/30/2021.

Save More Journey Results

Q2 2020 – Q2 2021



	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Participants interested (Opens)	35%	49%	55%	45%	57%
Participants engaged (Email clicks)	14%	17%	14%	15%	15%
Participants took action	7%	11%	8%	11%	9%
Participants reached (Delivered)	40	780	6,363	8,158	2,689

Taking an action refers to making a contribution change. Data is as of 06/30/2021.

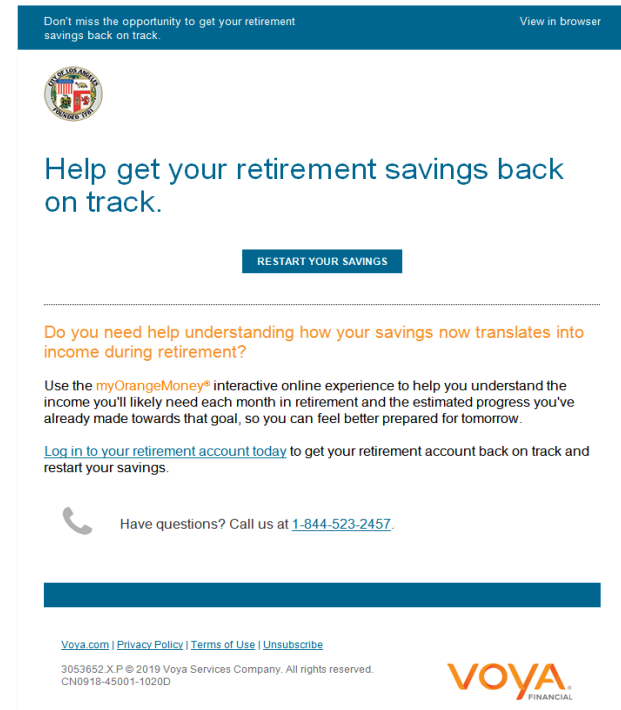
Restart Savings Journey

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



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




Help get your retirement savings back on track.

[RESTART YOUR SAVINGS](#)

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


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

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

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

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CN0918-45001-1020D



Restart Savings Journey Results

Q2 2021

8 (10%) of participants targeted resumed contributions after opening a Restart Savings email:


3 participants are saving an average of 4.7% more per pay period (from 0% to 4.7%).

5 participant changed their deferral amount.

Unique Participant Activity	As of June 30, 2021
Participants reached (Delivered)	178
Participants interested (Opens)	83 (47%)
Participants engaged (Email clicks)	9 (11%)
Participants took action after opening	8 (10%)

Taking an action refers to making a contribution change. Data is as of 06/30/2021.

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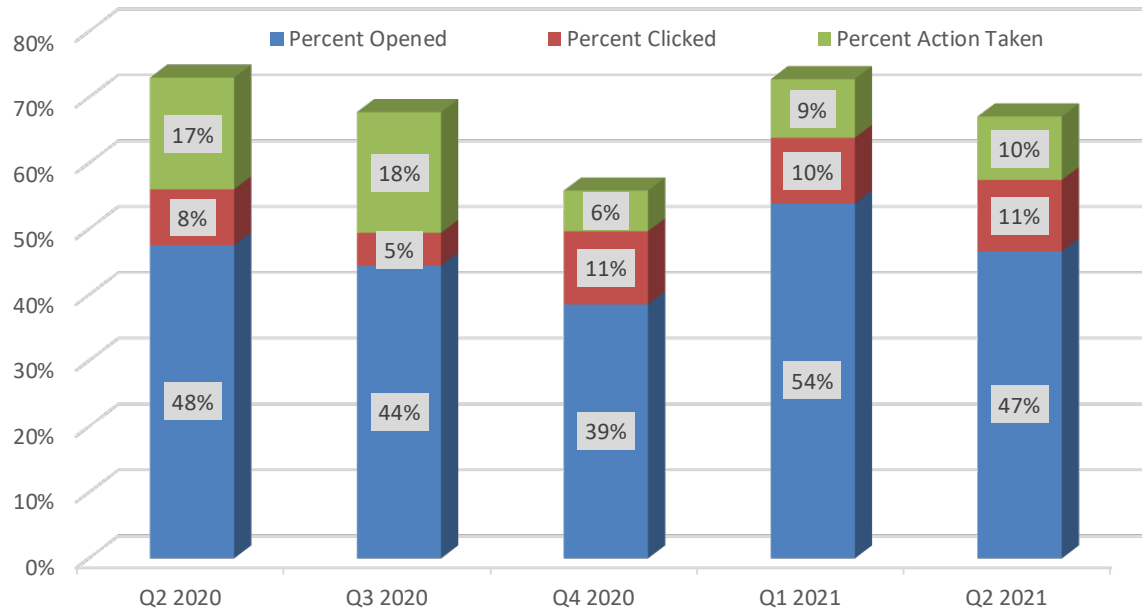
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CN0918-45001-10200



Restart Savings Journey Results

Q2 2020 – Q2 2021



	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Participants reached (Opened)	48%	44%	39%	54%	47%
Participants engaged (Email clicks)	8%	5%	11%	10%	11%
Participants took action	17%	18%	6%	9%	10%
Participants reached (Delivered)	124	135	210	167	178

Taking an action refers to making a contribution change. Data is as of 06/30/2021.

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](#)

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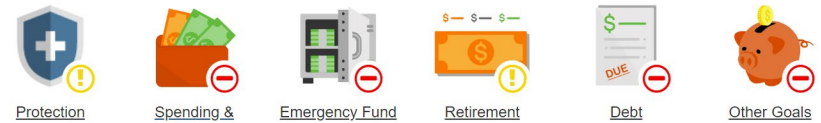


Financial Wellness

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



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

Good Money Habits

LEARN MORE

Financial Wellness Journey Dashboard

Financial Wellness Experience

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

The screenshot shows the user interface of the Financial Wellness Journey Dashboard. At the top, there is a navigation bar with the City of Los Angeles logo, "My Retirement Account", and "Financial Wellness" with a dropdown arrow. A user profile icon shows "Hi," and there are icons for a phone and a search function. Below the navigation bar, the main content area is titled "City of Los Angeles DC Plan" and "As of September 10, 2021". A "More Resources" button is visible. A dropdown menu for "My Financial Wellness" is open, showing options: "Life Stage Guidance", "Education Topic Library", "Tools & Calculators", and "Retire Better Blog". Below this, there are three main sections: "Overview" (highlighted), "Investments & Research", "Loans & Withdrawals", and "Plan Details". At the bottom of the dashboard, there is a large banner titled "Let's talk about your retirement savings" with a dropdown arrow. The banner displays three values: "\$X,XXX Estimated Monthly Income", "\$X,XXX Estimated Monthly Goal", and "\$XXX A Difference Of". Below these values is a graphic of a banknote labeled "Hypothetical Presentation". A "View Details" link is at the bottom of the banner. To the right of the banner, text states: "The myOrangeMoney® feature is currently only available for participants."

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

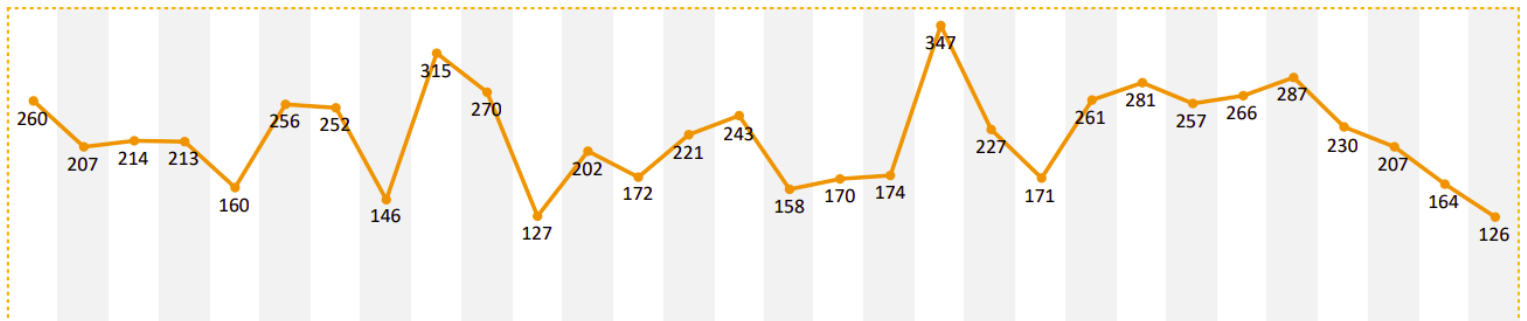
Individuals also have the ability to engage with a wide variety of topics, articles, life stage guidance and tools across the six financial wellness pillars through the resource center..

Financial Wellness Journey Dashboard

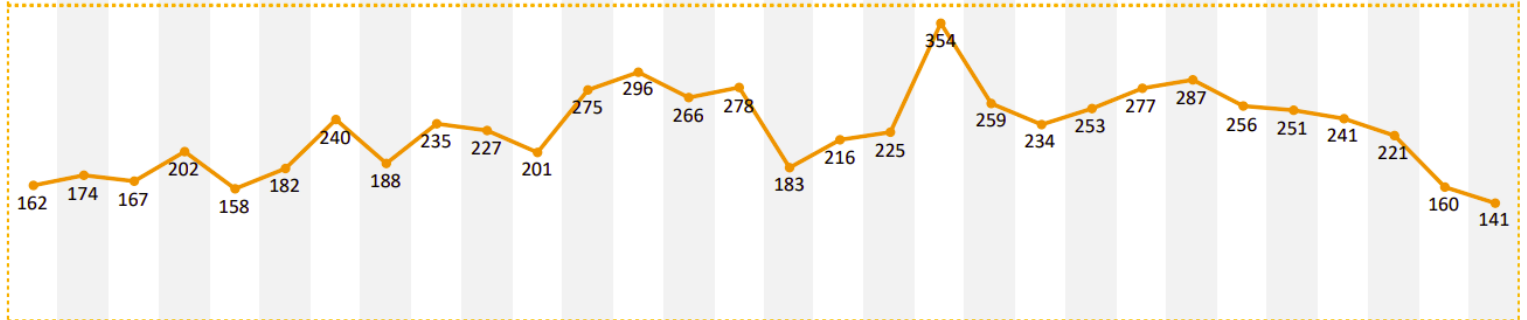
Financial Wellness Journey: Participant Engagement

January 2019 – June 2021	# of Participants	% of Participants	Voya Book of Business
Started Financial Wellness Assessment	5,292	-	-
Completed and viewed results	4,714	89%	89%
Viewed Dashboard after completing Assessment	4,126	88%	84%

Completed Assessment
(includes participants who retook the assessment)



Returned to Dashboard



Jan 19 Feb 19 Mar 19 Apr 19 May 19 Jun 19 Jul 19 Aug 19 Sep 19 Oct 19 Nov 19 Dec 19 Jan 20 Feb 20 Mar 20 Apr 20 May 20 Jun 20 Jul 20 Aug 20 Sep 20 Oct 20 Nov 20 Dec 20 Jan 21 Feb 21 Mar 21 Apr 21 May 21 Jun 21

Financial Wellness Journey Dashboard

How confident are your participants about their financial affairs?

As of June 30, 2021

Your employees



6.6

Voya book of business



6.3

1
not confident

10
very confident

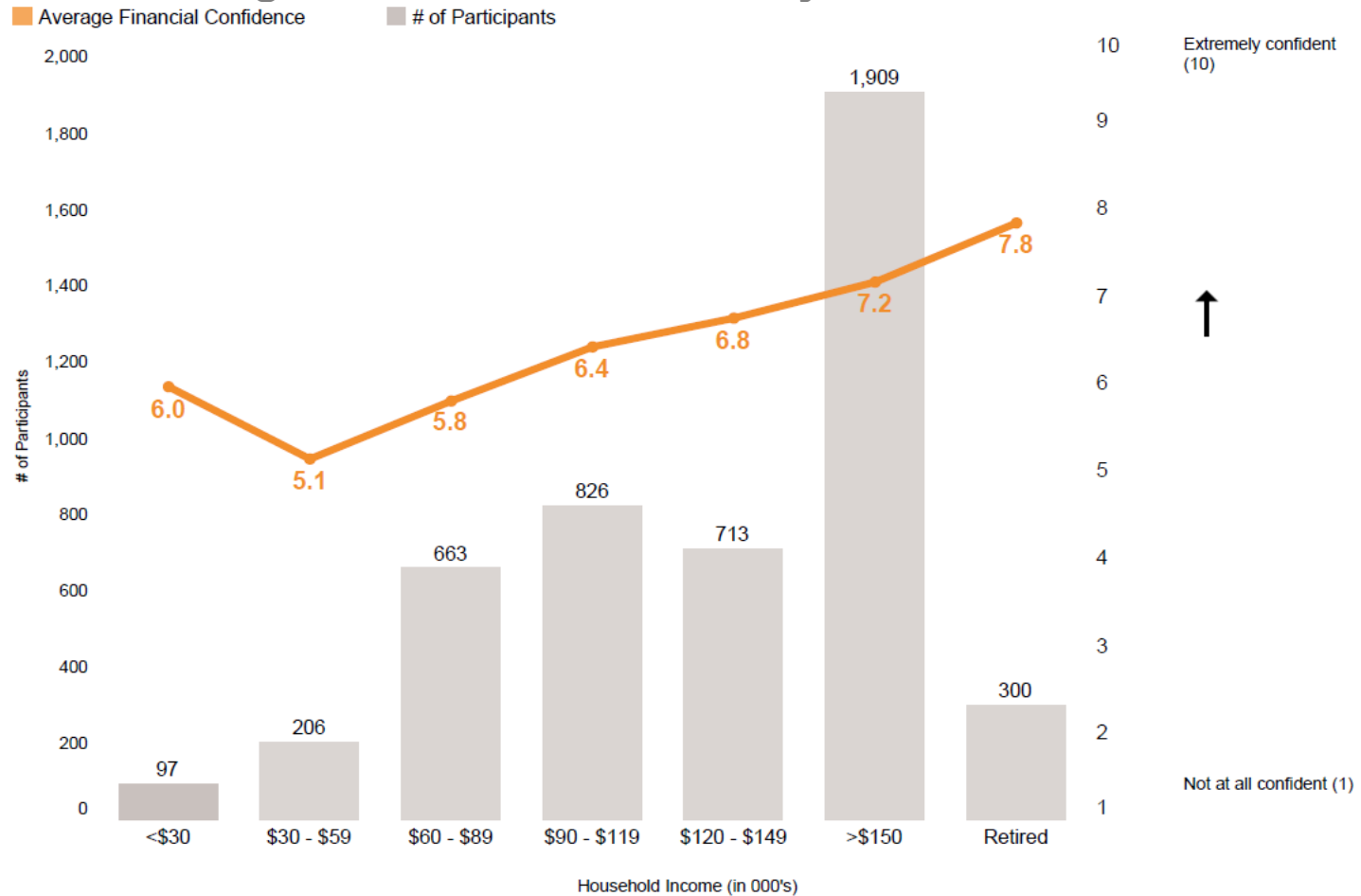
61% have a financial confidence of 7 or more
(Voya book of business: **54%**)

Financial Wellness Journey Dashboard

How confident are your participants by household income?

As of June 30, 2021

Average financial confidence by household



7
Median
Financial
Confidence

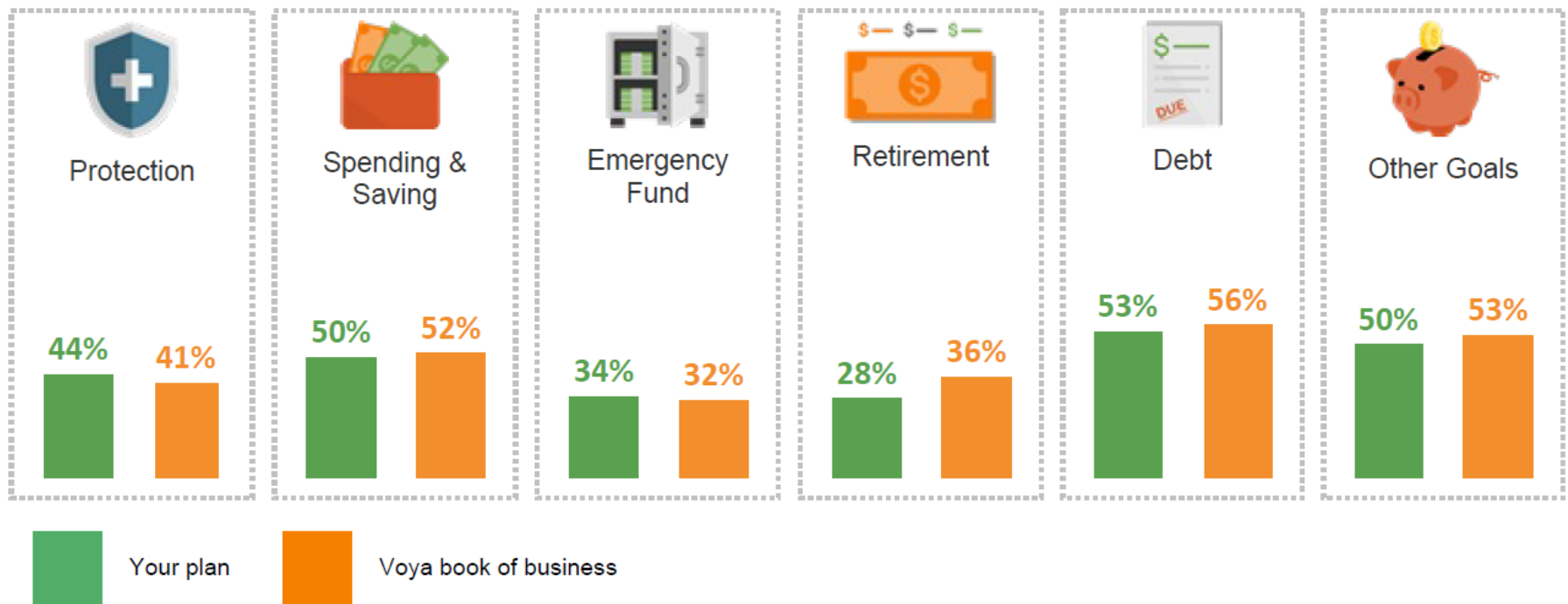
6.6
Average
Financial
Confidence

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric

As of June 30, 2021

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



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

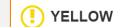
We don't have a retirement income estimate for you



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

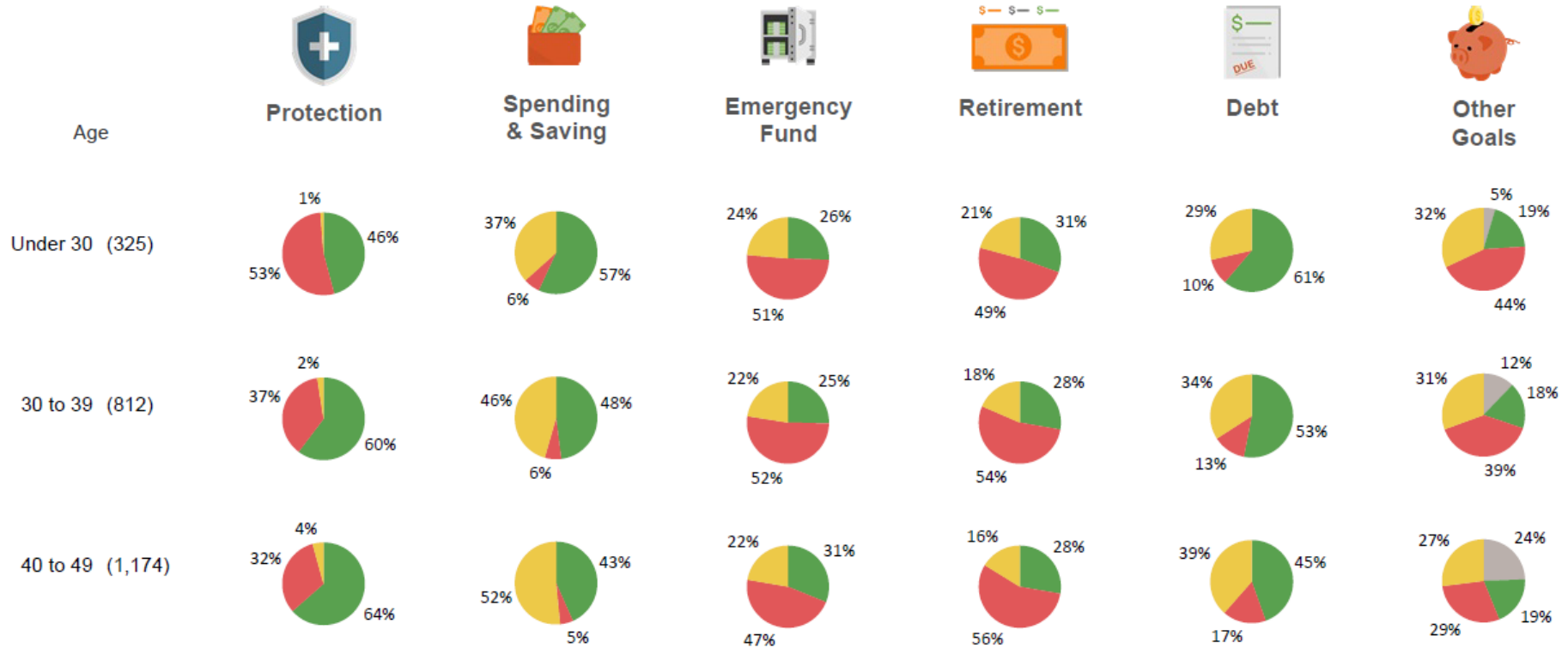
I haven't started saving for at least one of my other savings goals

Your current score

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric: Age and Pillar

As of June 30, 2021

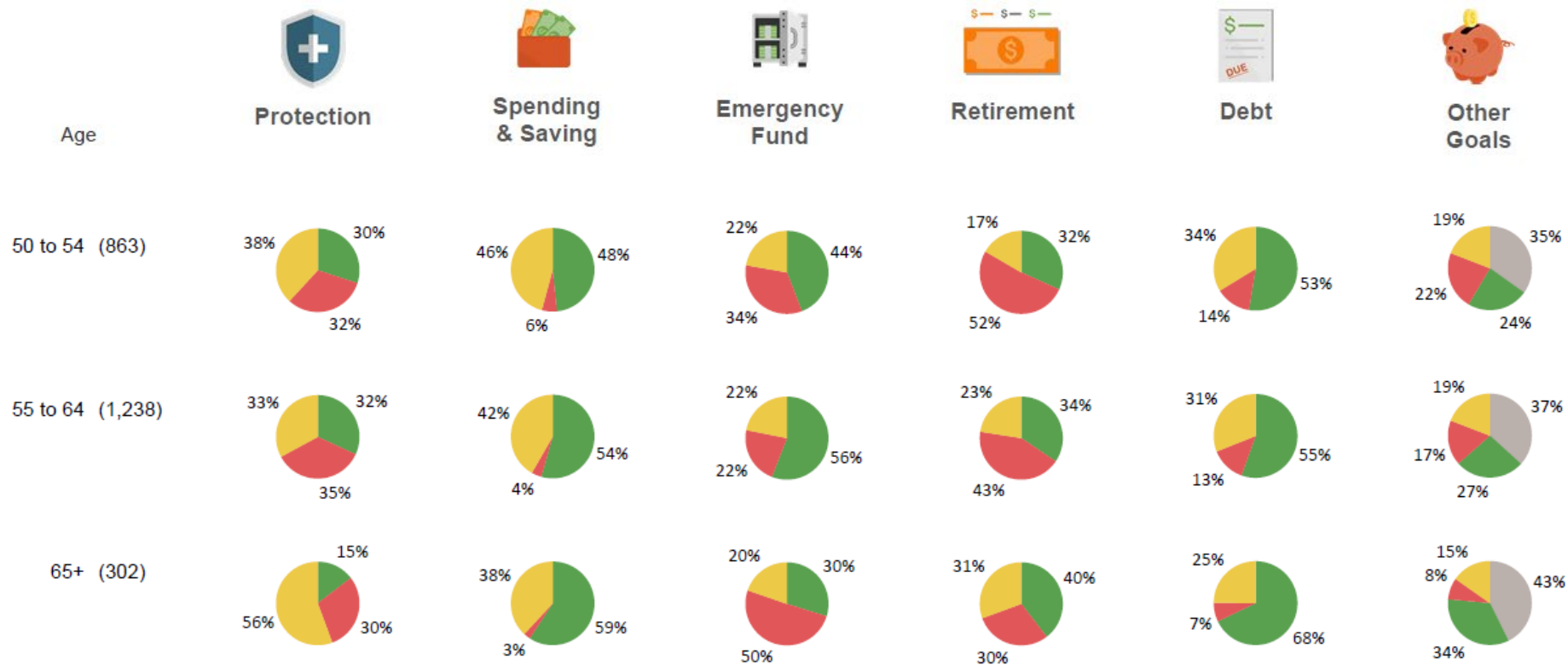


- Not meeting objectives
- Meeting some objectives
- Meeting objectives

Financial Wellness Journey Dashboard

Financial Wellness Summary Metric: Age and Pillar

As of June 30, 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](#)




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

Q2 2021

22 (6%) of participants named a beneficiary after opening.

Unique Participant Activity	As of June 30, 2021
Participants reached (Delivered)	704
Participants interested (Opens)	375 (53%)
Participants engaged (Email clicks)	60 (16%)
Participants took action after opening	22 (6%)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Participants interested (Opens)	68%	53%	53%	53%
Participants engaged (Email clicks)	18%	14%	15%	16%
Participants took action	7%	7%	5%	6%

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



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

Q2 2021

15 (1%) participants diversified their account after opening.

Unique Participant Activity	As of June 30, 2021
Participants reached (Delivered)	1,694
Participants interested (Opens)	1,016 (60%)
Participants engaged (Email clicks)	123 (12%)
Participants took action after opening	15 (1%)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Participants interested (Opens)	64%	53%	55%	60%
Participants engaged (Email clicks)	17%	17%	13%	12%
Participants took action	3%	3%	3%	1%

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

Q2 2021

553 participants used loan guidance

- 202 (37%) used loan guidance and didn't take a loan
- 351 (63%) participants used loan guidance and went on to take a loan

434 skipped guidance

- 92 (21%) participants skipped guidance and didn't take a loan
- 342 (79%) participants skipped guidance and went on to take a loan

	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Used loan guidance and didn't take a loan	43%	40%	34%	37%
Used loan guidance and went on to take a loan	57%	60%	66%	63%
Skipped guidance and didn't take a loan	22%	25%	17%	21%
Skipped guidance and went on to take a loan	78%	75%	83%	79%

Data is as of 06/30/2021.

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



[FIND OUT HOW](#)

Forget the bumps, I need a loan!

[Request a Loan](#)

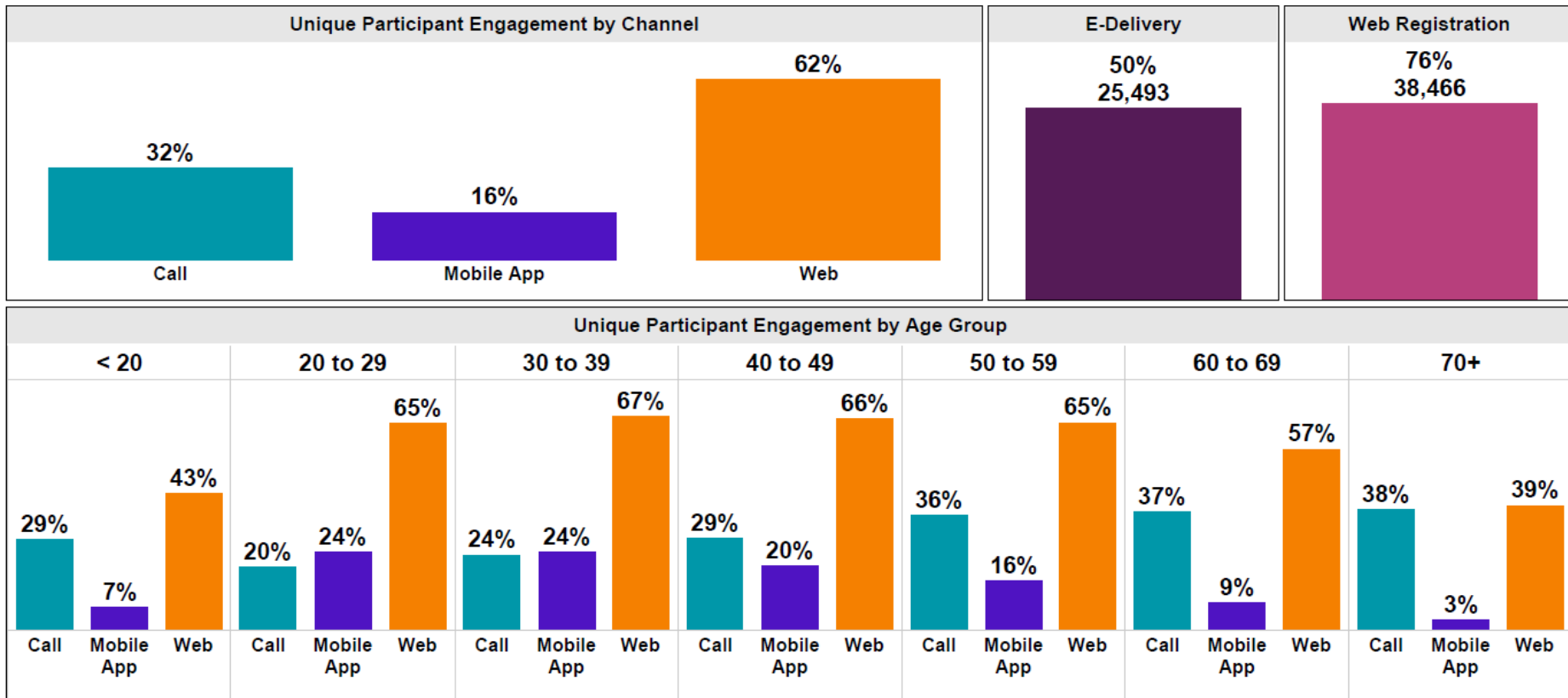
Digital Engagement Report

Retirement Metrics that Matter

As of June 30, 2021

Engagement

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



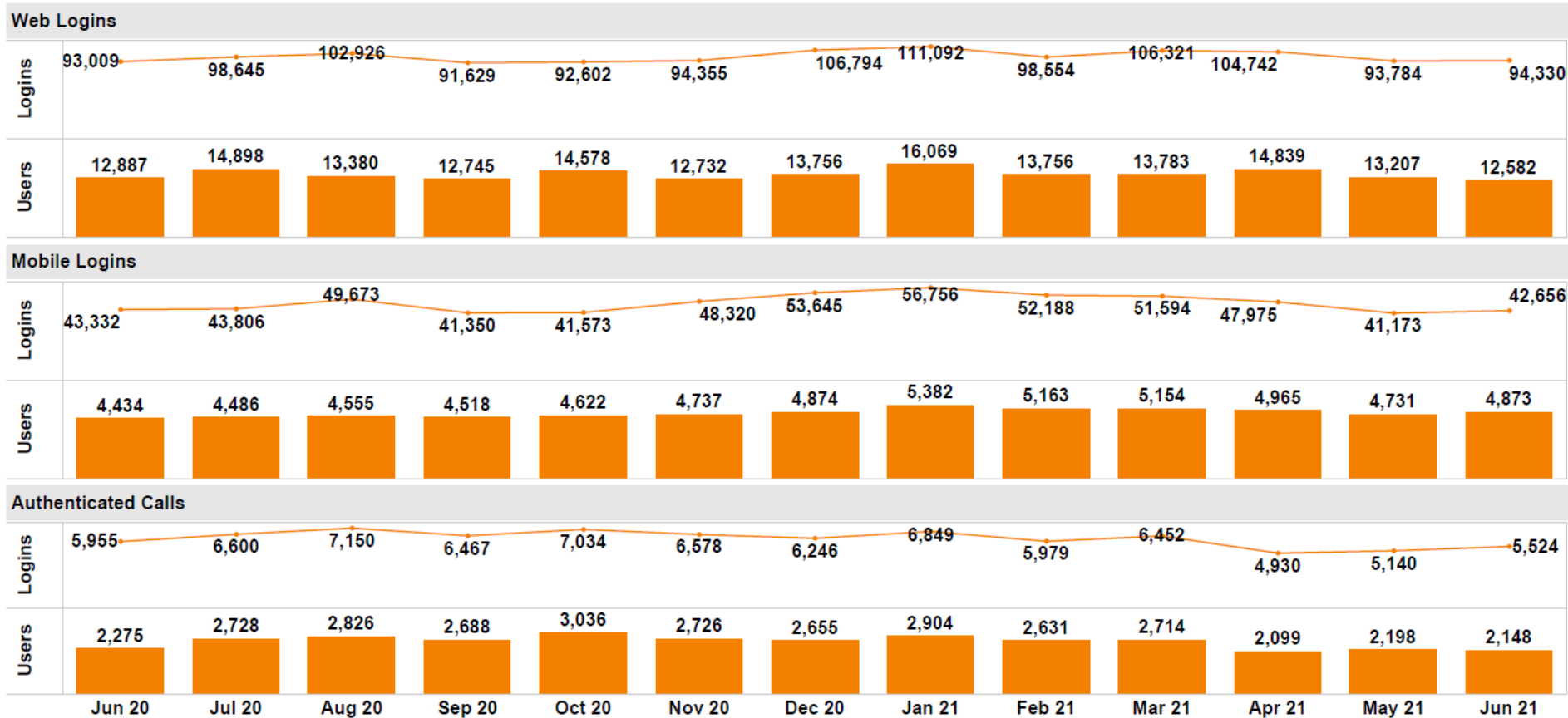
*Call data includes CSA and VRU calls. Call data is reflective of those participants who enter their SSN into phone system to authenticate. Callers who did not enter their SSN or whom no longer have a balance as of report refresh are not included in the 12-month look back analysis.

Digital Engagement Report

Retirement Metrics that Matter

June 2020 – June 2021

Engagement



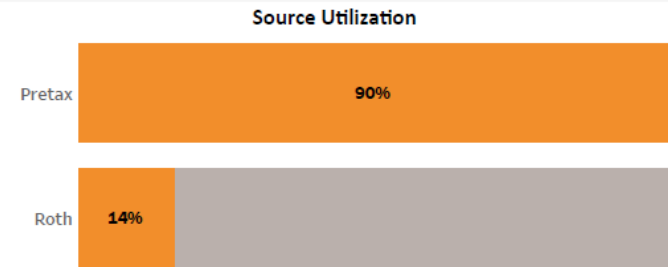
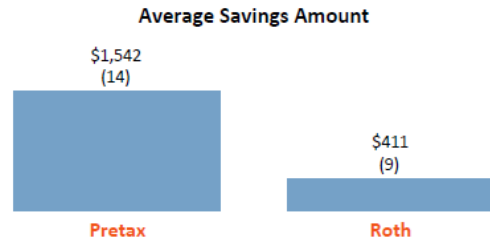
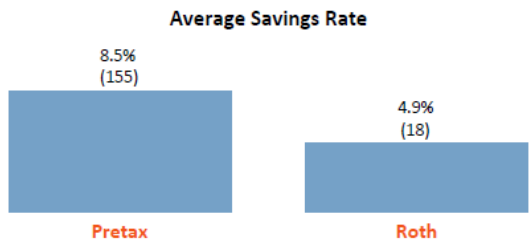
Digital Engagement Report

Enrollment

Q2 2021

Web Enrollments	Average Savings %	Average Savings \$	Rate Escalate
188	8.5% (166)	\$1204 (21)	32.4% (61)

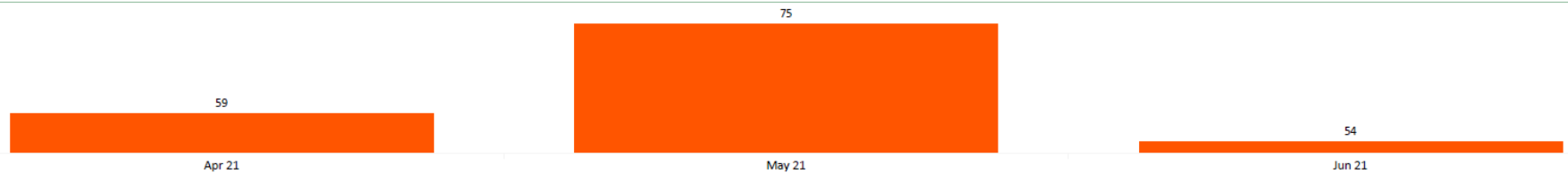
Savings Election by Source



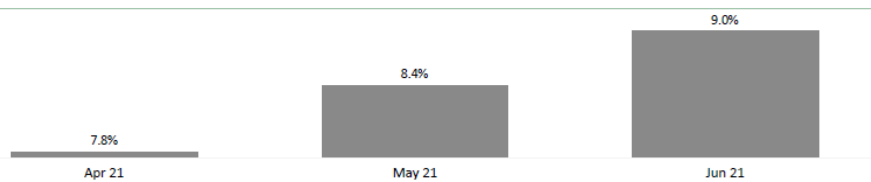
Percents are out of those eligible only

Trending

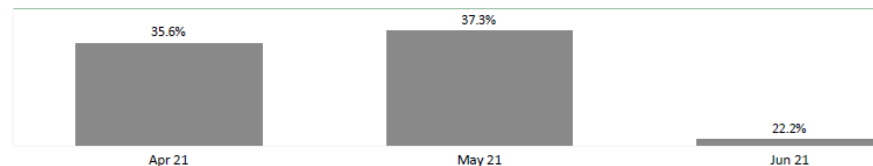
Web Enrollments



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 June 30, 2021
CITY OF LOS ANGELES



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

Highlights from 2Q 2021

Conducted 6 Money Matters Virtual Office Hours

- 2 Separation Incentive Program (SIP)
- 1 Updating Beneficiaries
- 1 Enrollment
- 1 Distribution Options
- 1 Nearing Retirement

DWP Financial Literacy Lunch and Learn Presentation Series

Activity by Quarter

	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
Virtual Meetings	4	16	23	25	31
Meeting Attendees	85	911	1,459	1,194	987
Call Totals	2,413	3,001	3,384	3,544	2,989
Emails	983	1,308	1,539	2,166	1,788
Total Participant Interaction	3,485	5,236	6,405	6,929	5,795
Enrollments	35	73	47	39	45

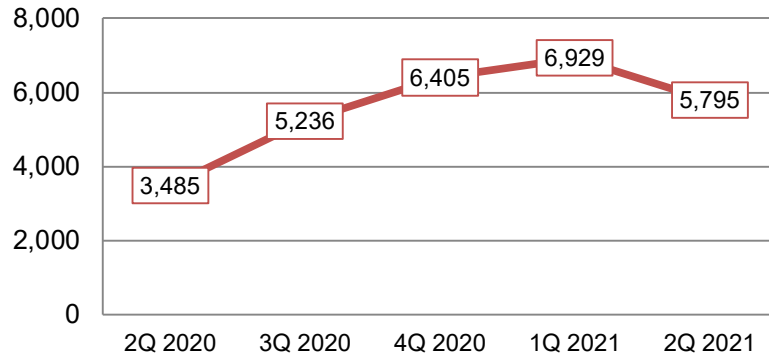
*Site Visits & Counter Service Grids reflect zero for the last year as of 2nd Quarter 2021

Local Retirement Counselors

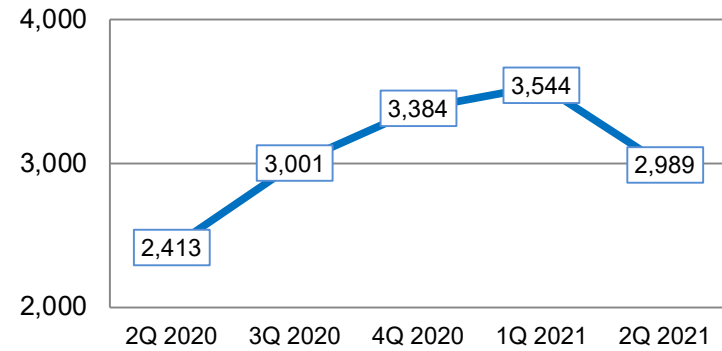
As of June 30, 2021

CITY OF LOS ANGELES

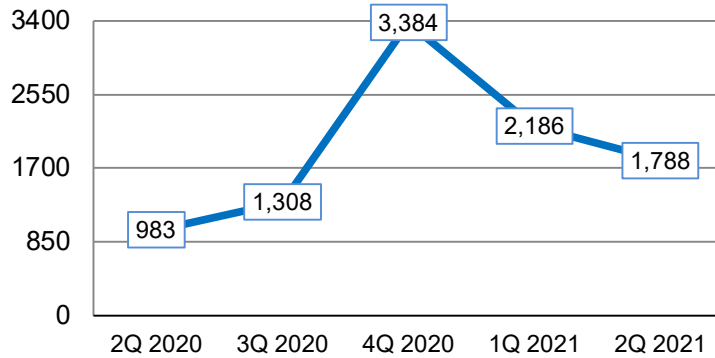
Total Participant Interaction



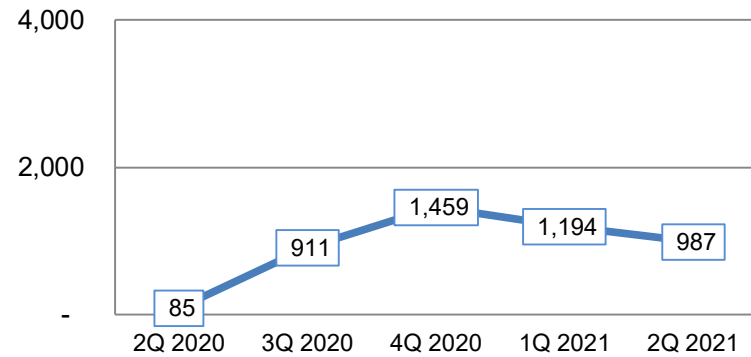
Total Calls



Emails



Meeting Attendees

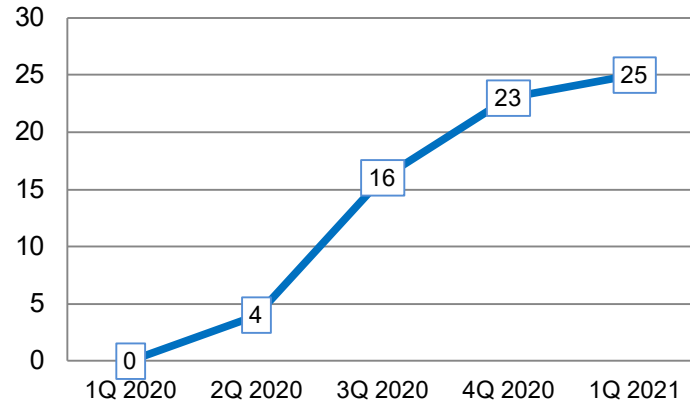


Local Retirement Counselors

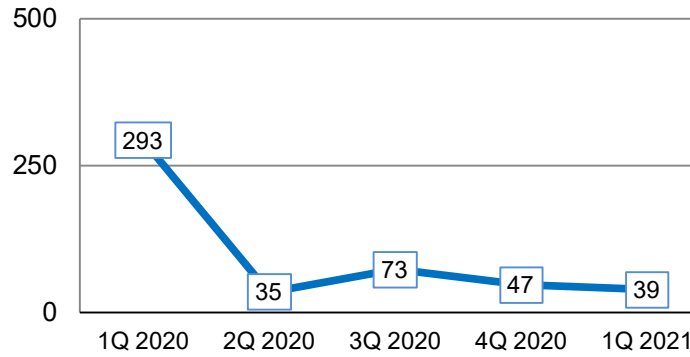
As of June 30, 2021

CITY OF LOS ANGELES

Total Virtual Visits



Enrollments



Local Retirement Counselors

As of June 30, 2021

CITY OF LOS ANGELES

Site and Virtual Visits by Quarter

Locations	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
Animal Services	-	-	-	-	-
Building & Safety	-	-	-	-	-
City Hall	-	-	-	-	-
Council	-	-	-	-	-
DCP Virtual Office Hours	-	-	5	6	6
DWP	3	4	4	6	6
Economic Workforce & Development Dept.	-	2	2	2	2
Fig Plaza	-	-	-	-	-
General Services	-	-	-	-	-
Housing	-	-	-	1	-
ITA	-	-	-	-	-
LACERS	-	7	11	7	11
LAFD (Civilian)	-	1	-	-	1
LAFD (Sworn)	-	-	-	-	-
LAFPP	-	-	3	2	3
LAPD (Civilian)	-	-	-	1	1
LAPD (Sworn)	-	-	-	-	-
LAPPL	-	-	-	-	-
LAWA LAX	-	-	-	-	-
Library	-	-	-	-	-
Los Angeles Filipino Assoc. City Employees	-	-	1	-	-
Marvin Braude Building	-	-	-	-	-
Personnel	-	-	-	-	-
Port of Los Angeles Harbor	-	-	-	-	-
Public Works Building	-	-	-	-	-
Public Works- Engineering	1	-	-	-	-
Public Works- Sanitation	-	-	-	-	-
Public Works- Street Lighting	-	-	-	-	-
Public Works- Street Services	-	-	-	-	-
Public Works- Urban Forestry	-	-	-	-	-
Rec & Park	-	-	-	-	1
Transportation	-	1	1	-	-
Total Visits	4	15	27	25	31



CITY OF *Los Angeles*
DEFERRED COMPENSATION PLAN



Thank You



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Appendix



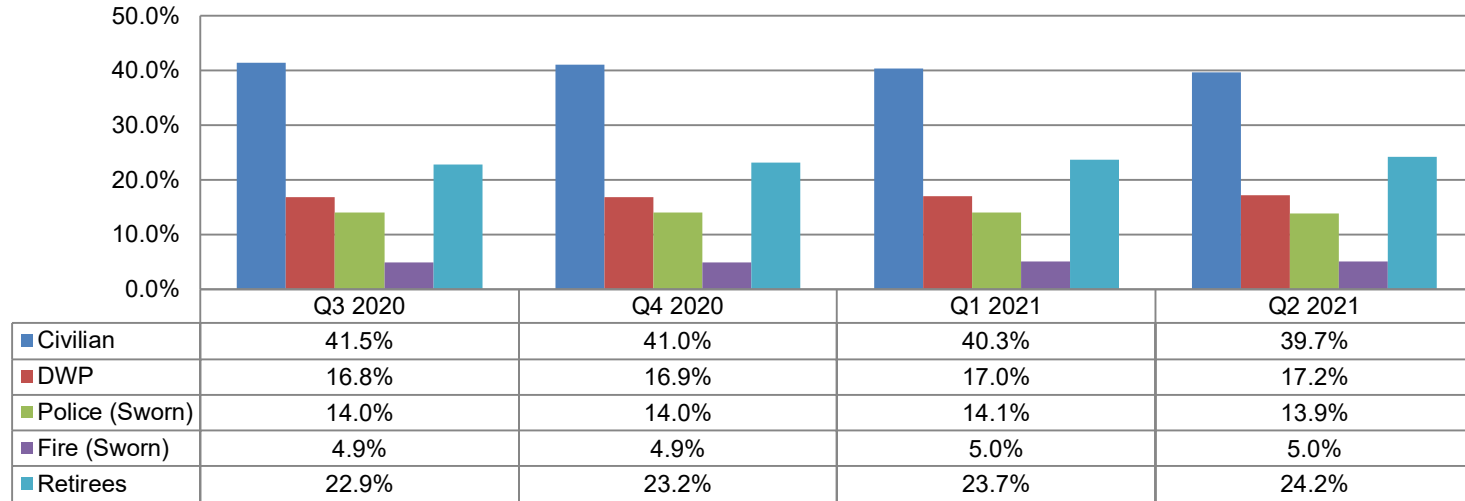
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Population Composition and Participation Rate by Age

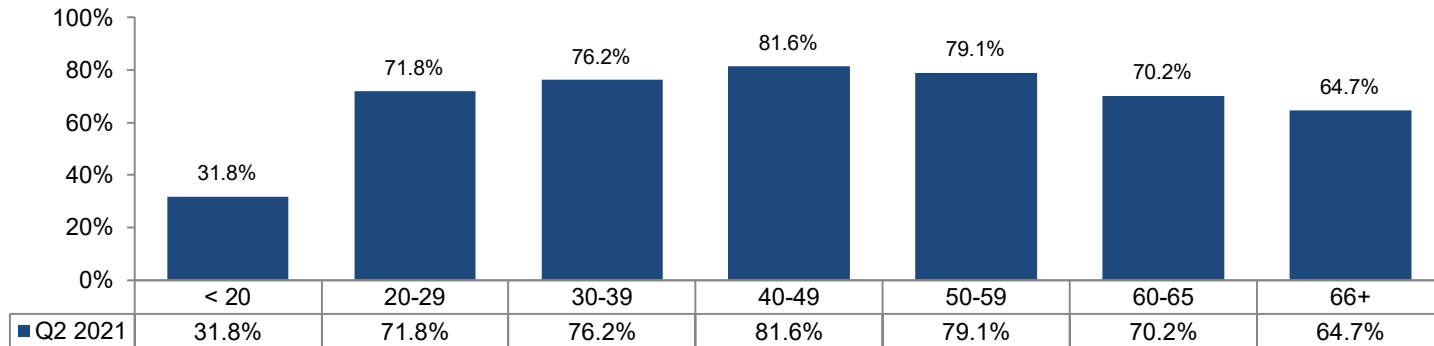
As of June 30, 2021

CITY OF LOS ANGELES

Plan Population Composition



Participation Rate – Age (Full-Time Employees)

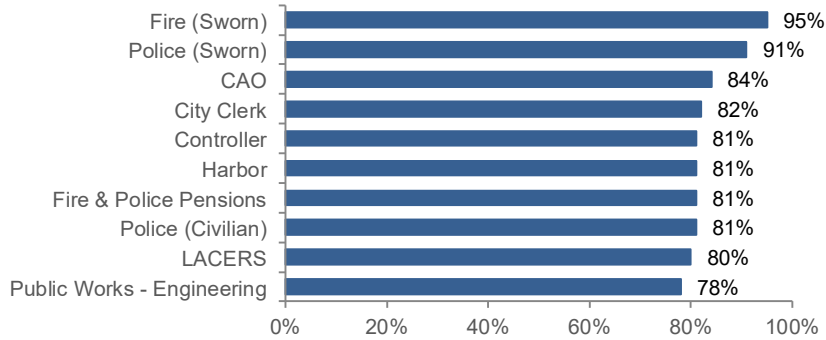


Participation Rate - Department Top 10 and Bottom 10 (Greater than 50 Full-Time eligible participants)

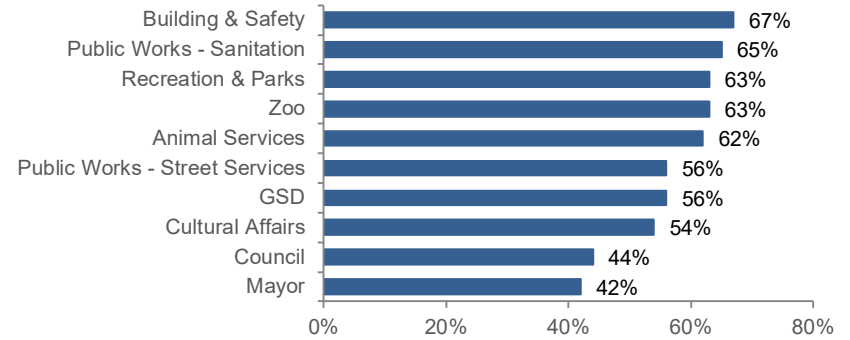
As of June 30, 2021

CITY OF LOS ANGELES

Top 10 Departments by Total Participation



Bottom 10 Departments by Total Participation

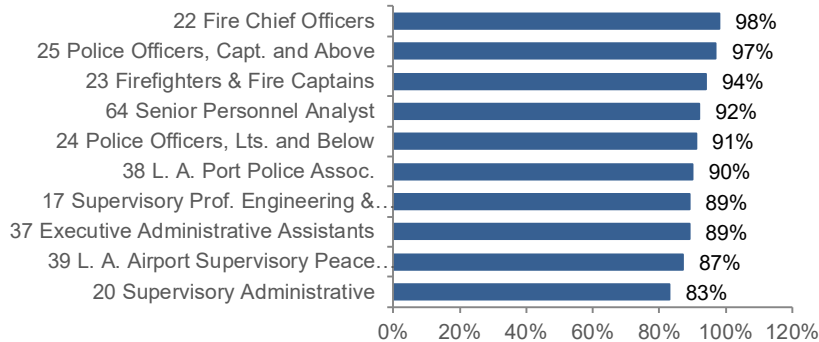


Participation Rate - MOU Top 10 and Bottom 10 (Greater than 50 Full-Time eligible participants)

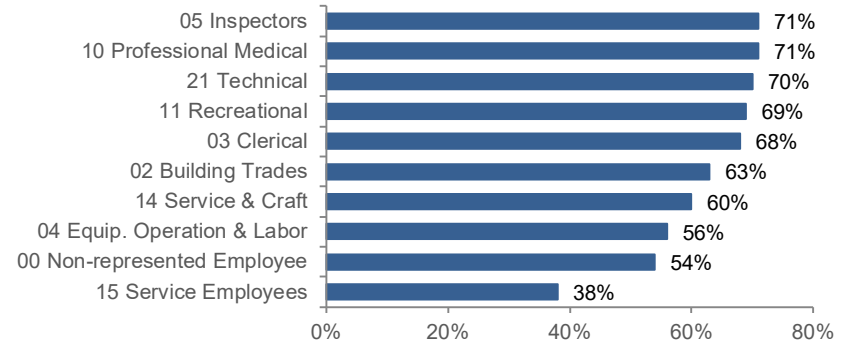
As of June 30, 2021

CITY OF LOS ANGELES

Top 10 MOU by Total Participation



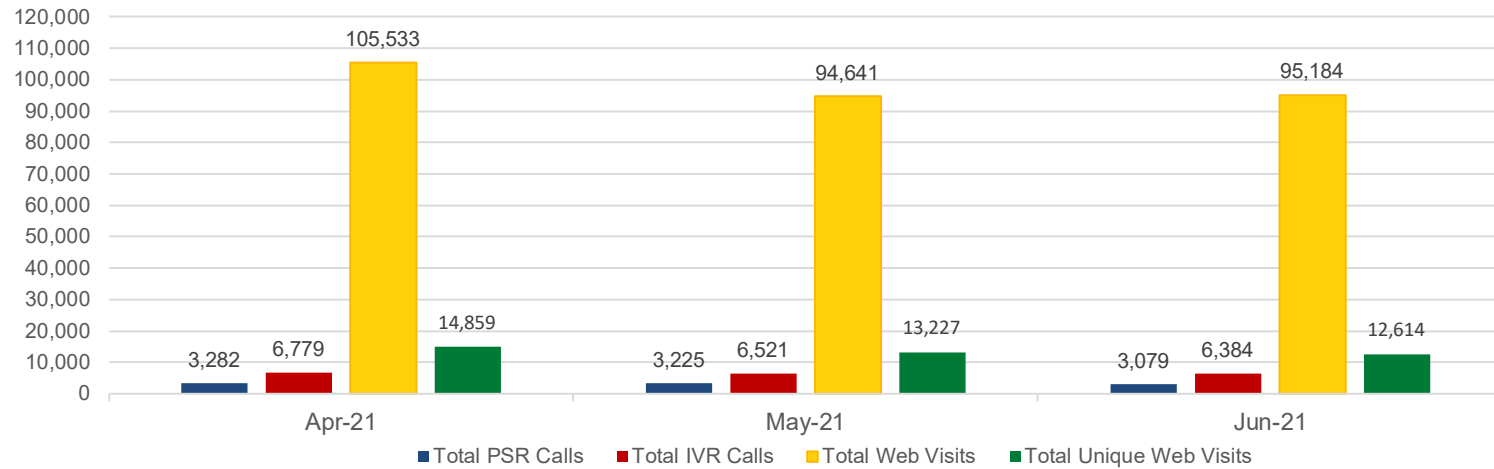
Bottom 10 MOU by Total Participation



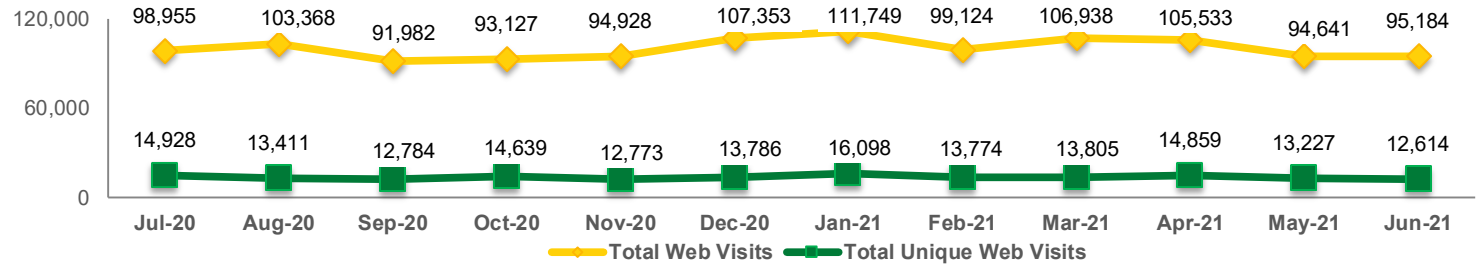
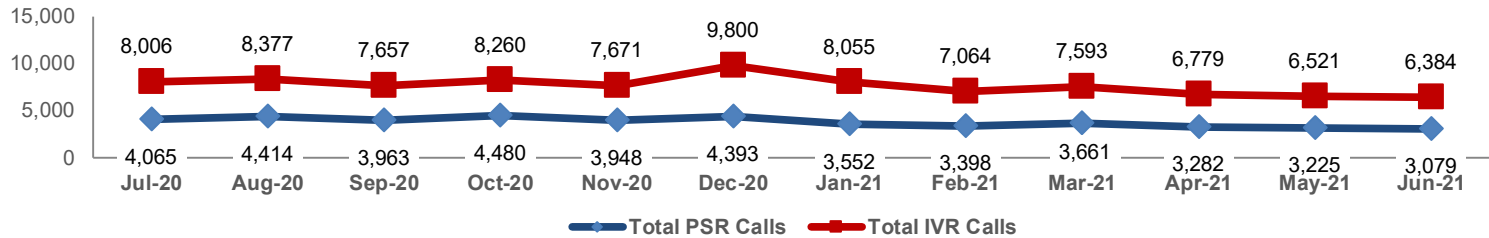
Participant Contact Summary

As of June 30, 2021

CITY OF LOS ANGELES



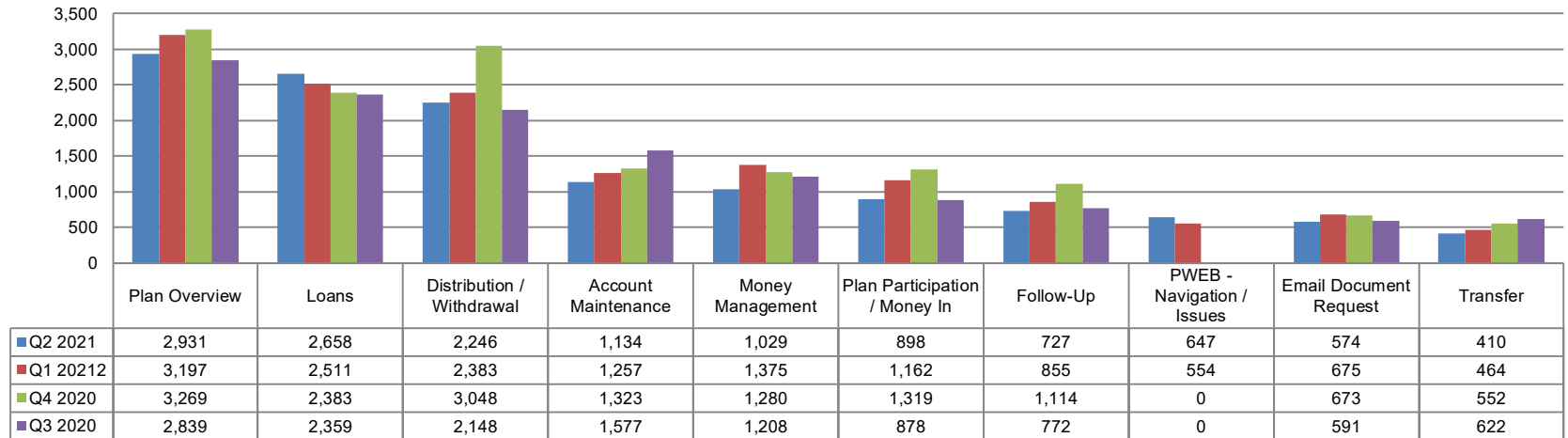
Participant Contact Trending



Participant Service Representative Activity: Top Ten Call Reasons and Trending

As of June 30, 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 2020	Q4 2020	Q1 2021	Q2 2021
Address Change	356	425	348	336
Banking Information	824	796	712	692
Beneficiary Election	624	705	739	621
Contribution Rate Change	6,091	6,336	7,573	5,373
Contribution Rate Escalator	0	35	31	16
Enrollments	224	292	250	216
Document/ Package Request	202	189	203	169
Fund to Fund Transfer	4,733	4,765	5,342	3,895
In-service Withdrawal	1,021	1,061	1,391	1,436
Investment Election Change	2,361	2,396	3,229	2,228
Investment Reallocation	1,808	1,893	2,374	1,526
Rebalance Election	50	37	49	41
Loan Repayment ACH Election	53	64	106	69
New Loans Issued	1,225	1,291	1,190	1,425
Online Loan Payoff via ACH	1,493	1,155	1,145	1,210
Termination Distribution	189	172	220	226



CITY OF LA 457 DEFERRED COMP

Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

As of 6/30/2021

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 6/30/2021

Plan Profile Information

Plan Type	457B
Total PCRA Assets	\$1,261,513,836
Total Funded PCRA Accounts	6,937
Total Roth Assets	\$46,924,145
Total Funded Roth Accounts	1,198
Total Advisor Managed PCRA Assets	\$544,863,835
Total Advisor Managed Funded PCRA Accounts	2,801
PCRA Accounts Opened This Quarter	456
PCRA Assets In and Out This Quarter*	\$54,735,549
Average PCRA Account Balance	\$181,853

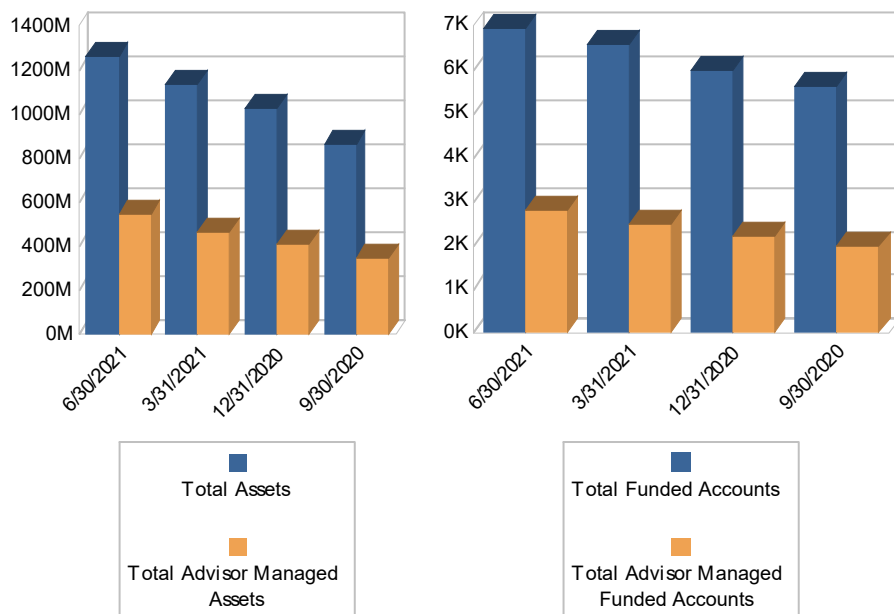
PCRA Participant Profile Information

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

Total Assets by Category

Cash Investments	\$138,748,552
Equities	\$574,756,812
ETFs	\$245,931,713
Fixed Income	\$54,354,240
Mutual Funds	\$248,240,306
Other	-\$517,780

Assets and Accounts (Trailing 4 Quarters)



Average Positions Per Account

Cash Investments	1.0
Equities	9.9
ETFs	3.5
Fixed Income	0.3
Mutual Funds	2.0
Other	0.1
Total	16.9

Average Trades Per Account

Equities	9.4
ETFs	2.3
Fixed Income	0.1
Mutual Funds	6.7
Other	0.3
Total	18.8

* 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 6/30/2021

Top 10 Mutual Fund Holdings**

Name	Category	Symbol	OS*	\$MF Assets	%MF Assets
T. ROWE PRICE COMM & TECH I	Specialized Funds	TTMIX	N	\$23,753,311	9.79%
BLACKROCK HEALTH SCIENCES OPPS INSTL	Specialized Funds	SHSSX	N	\$17,874,673	7.37%
DAVIS FINANCIAL Y	Specialized Funds	DVFX	N	\$12,809,688	5.28%
INVESCO DEVELOPING MARKETS Y	International	ODVYX	N	\$10,176,858	4.19%
PFG AMERICAN FUNDS GROWTH STRATEGY R	Large Capitalization Stock Funds	PFGGX	Y	\$7,261,271	2.99%
GATEWAY Y	Specialized Funds	GTEYX	N	\$6,138,778	2.53%
SCHWAB S&P 500 INDEX FD	Large Capitalization Stock Funds	SWPPX	Y	\$4,007,504	1.65%
PFG JP MORGAN TACTICAL MODERATE STRAT R	Hybrid Funds	PFJDX	Y	\$3,351,514	1.38%
PFG ACTIVE CORE BOND STRAT R	Taxable Bond Funds	PFDOX	Y	\$3,266,128	1.35%
SCHWAB TOTAL STOCK MKT INDEX	Large Capitalization Stock Funds	SWTSX	Y	\$3,255,853	1.34%

Top 10 Fund Families

Name	\$MF Assets	%MF Assets
BLACKROCK	\$23,455,827	9.67%
SCHWAB	\$13,813,789	5.69%
DAVIS/SELECTED	\$12,820,342	5.28%
OPPENHEIMER	\$12,270,757	5.06%
DFA	\$11,713,272	4.83%
JANUS	\$10,983,823	4.53%
VANGUARD	\$8,393,734	3.46%
T ROWE PRICE	\$6,710,754	2.77%
NATIXIS	\$6,196,511	2.55%
COLUMBIA	\$4,644,231	1.91%

**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 6/30/2021

Top 10 Equity Holdings

Name	Category	Symbol	\$EQ Assets	%EQ Assets
TESLA INC	Consumer Discretionary	TSLA	\$60,231,977	10.48%
APPLE INC	Information Technology	AAPL	\$56,831,760	9.89%
AMAZON.COM INC	Consumer Discretionary	AMZN	\$24,675,693	4.29%
AMC ENTERTAINMENT CLASS A	Communication Services	AMC	\$17,183,327	2.99%
MICROSOFT CORP	Information Technology	MSFT	\$14,792,575	2.57%
ADVANCED MICRO DEVIC	Information Technology	AMD	\$13,543,491	2.36%
NIO INC FSPONSORED ADR	Consumer Discretionary	NIO	\$13,189,770	2.29%
FACEBOOK INC CLASS A	Communication Services	FB	\$11,052,745	1.92%
ALPHABET INC. CLASS C	Communication Services	GOOG	\$10,516,267	1.83%
NVIDIA CORP FORWARD SPLIT	Information Technology	NVDA	\$9,763,878	1.70%

Top 10 ETF Holdings

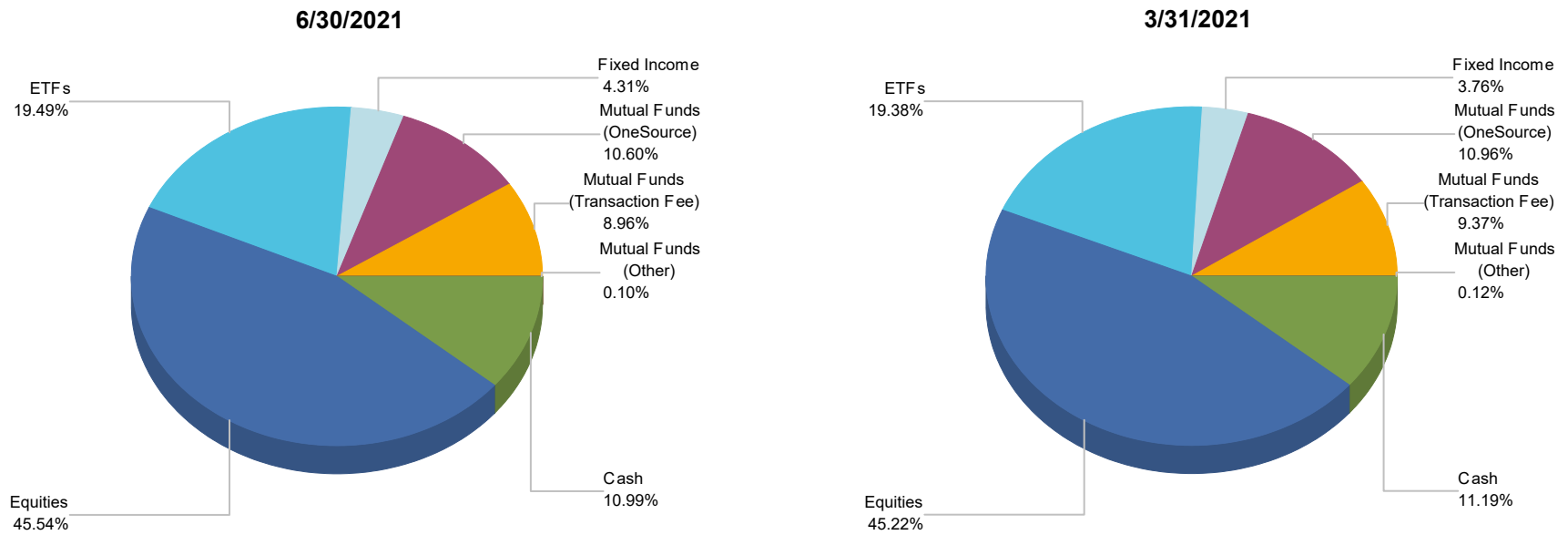
Name	Category	Symbol	OS*	\$ETF Assets	%ETF Assets
TECHNOLOGY SELECT SECTORS PDR ETF IV	Sector	XLK	N	\$10,619,445	4.32%
ISHARES TR IS 1 5 YR IN GR CR BD ETF	US FI	IGSB	N	\$8,773,875	3.57%
ISHARES CORE S&P 500 ETF IV	US Equity	IVV	N	\$8,452,681	3.44%
FIRST TRUST INTERNET INDEX CF ETF IV	Sector	FDN	N	\$8,266,718	3.36%
SELECT SECTOR HEALTH CARE SPD ETF IV	Sector	XLV	N	\$8,151,917	3.31%
INVESCO QQQ TRUST	US Equity	QQQ	N	\$7,985,151	3.25%
SELECT STR FINANCIAL SELECT S ETF IV	Sector	XLF	N	\$6,361,348	2.59%
WISDOMTREE US QLT DIV GRW ETF	US Equity	DGRW	N	\$5,909,001	2.40%
ISHARES S&P 500 VALUE ETF IV	US Equity	IVE	N	\$5,901,549	2.40%
VANGUARD TOTAL BOND MARKET ETF	US FI	BND	N	\$5,615,548	2.28%

*OS = OneSource, no transaction fee.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

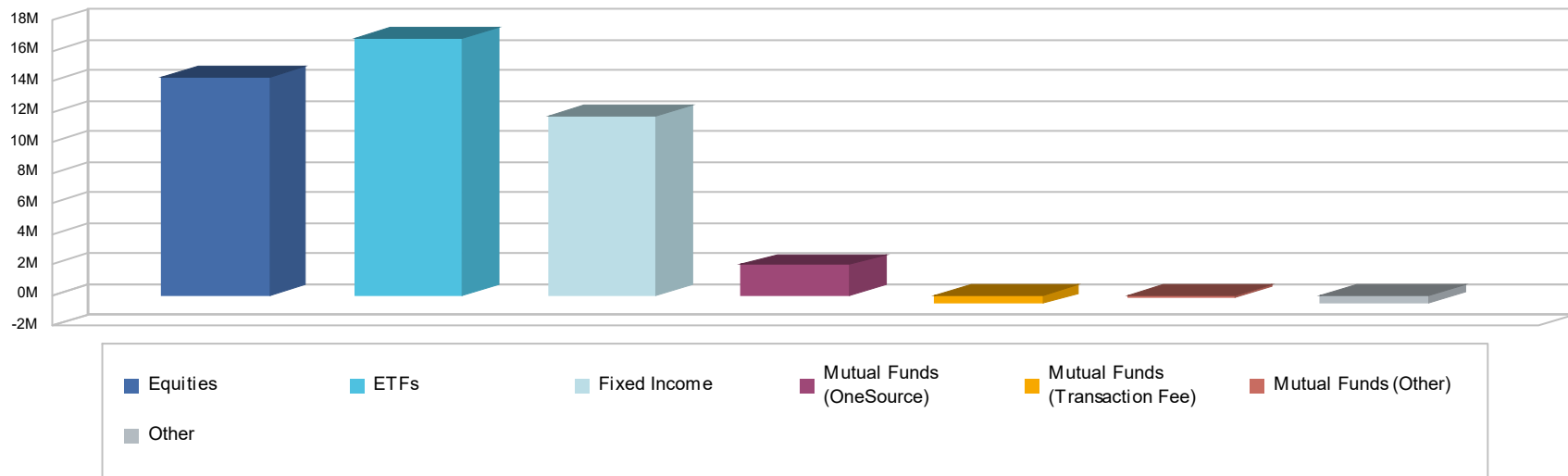
CITY OF LA 457 DEFERRED COMP as of 6/30/2021

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.

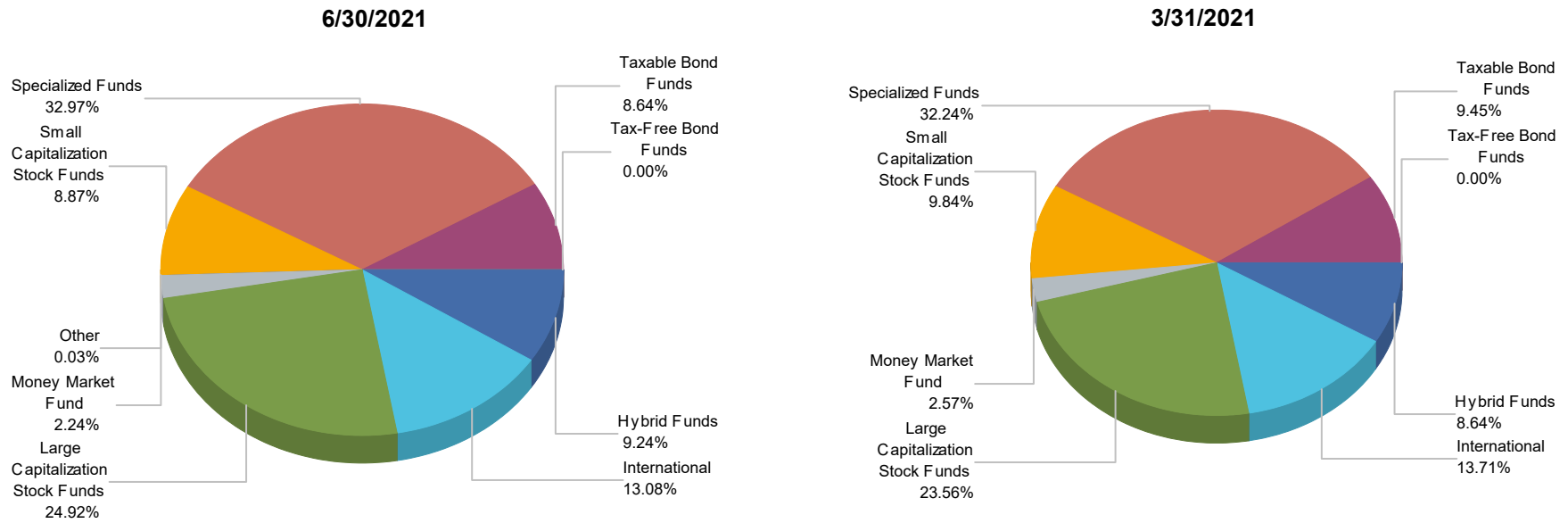
Net Flow - All Non-Cash Assets (3-Month Period Ending 6/30/2021)



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.

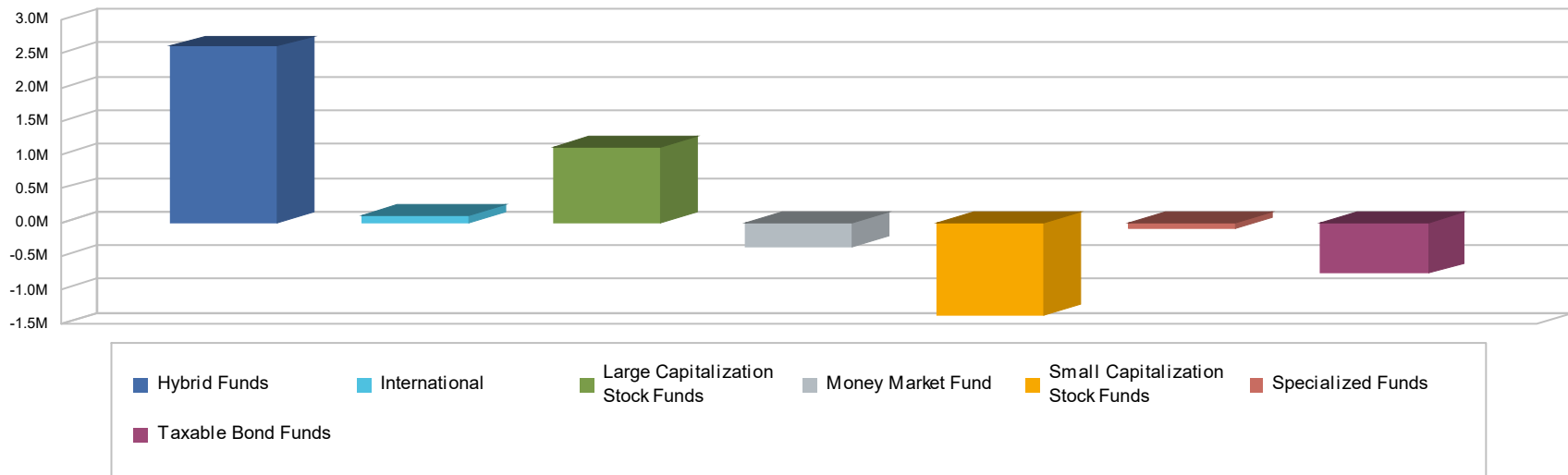
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report CITY OF LA 457 DEFERRED COMP as of 6/30/2021

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 6/30/2021)

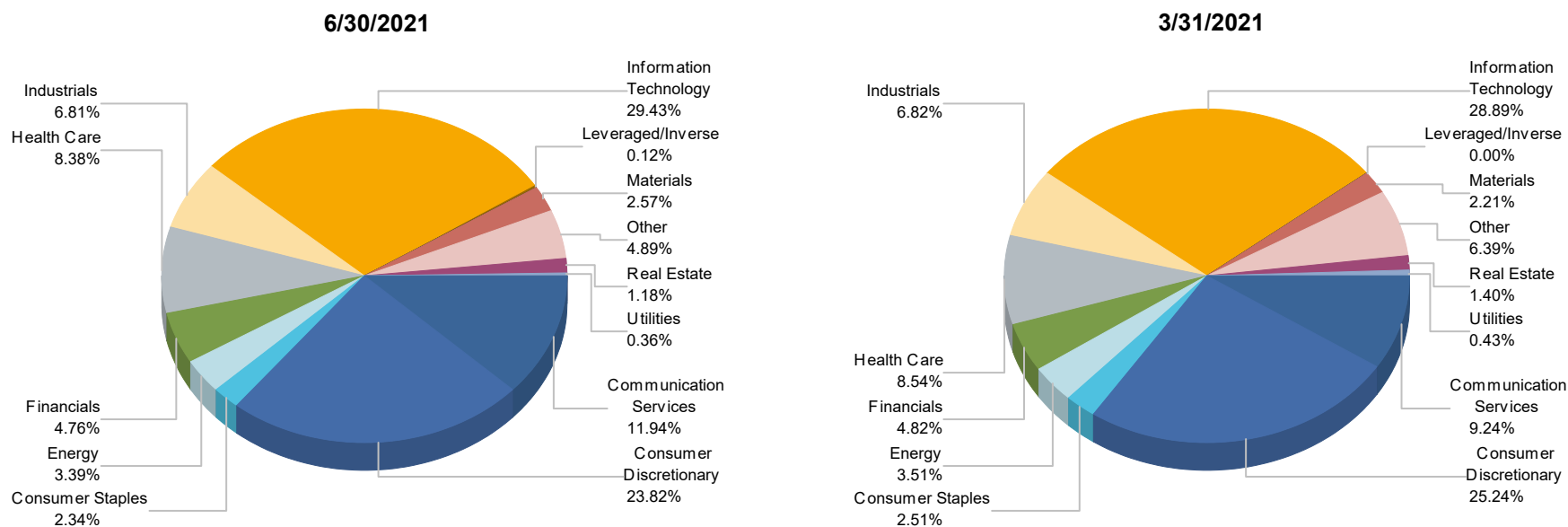


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

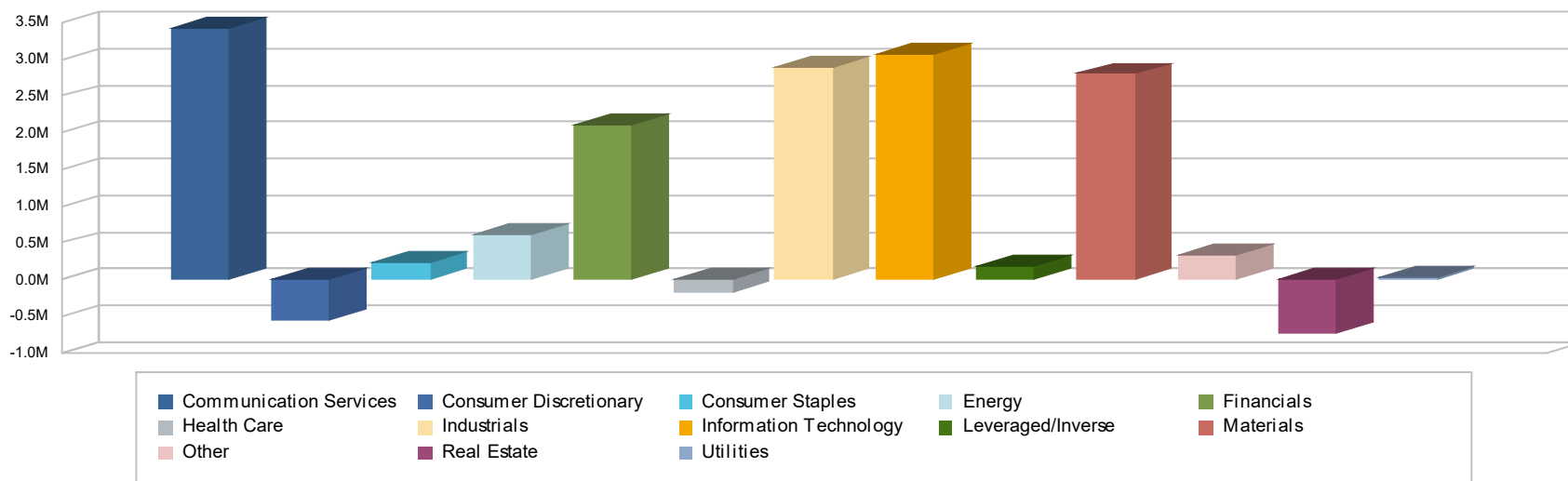
CITY OF LA 457 DEFERRED COMP as of 6/30/2021

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 6/30/2021)

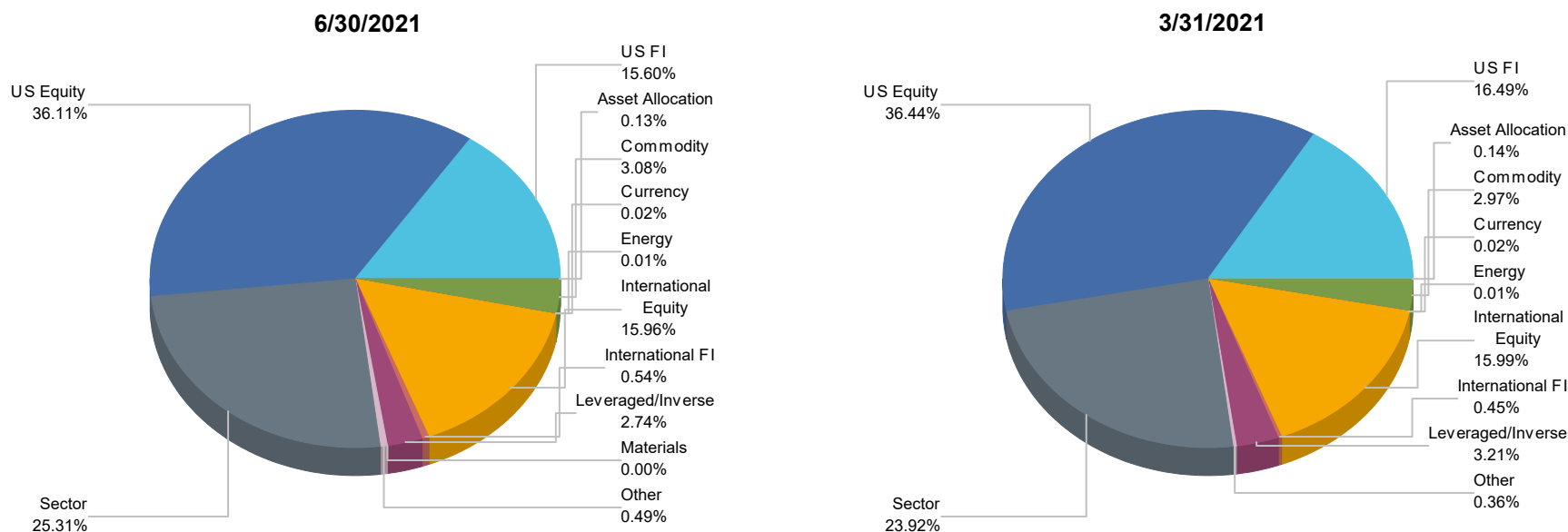


Net Flow is the net of all cash inflows and outflows in and out of financial assets; the performance of an asset or fund is not taken into account, only share redemptions, or outflows, and share purchases, or inflows.

The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

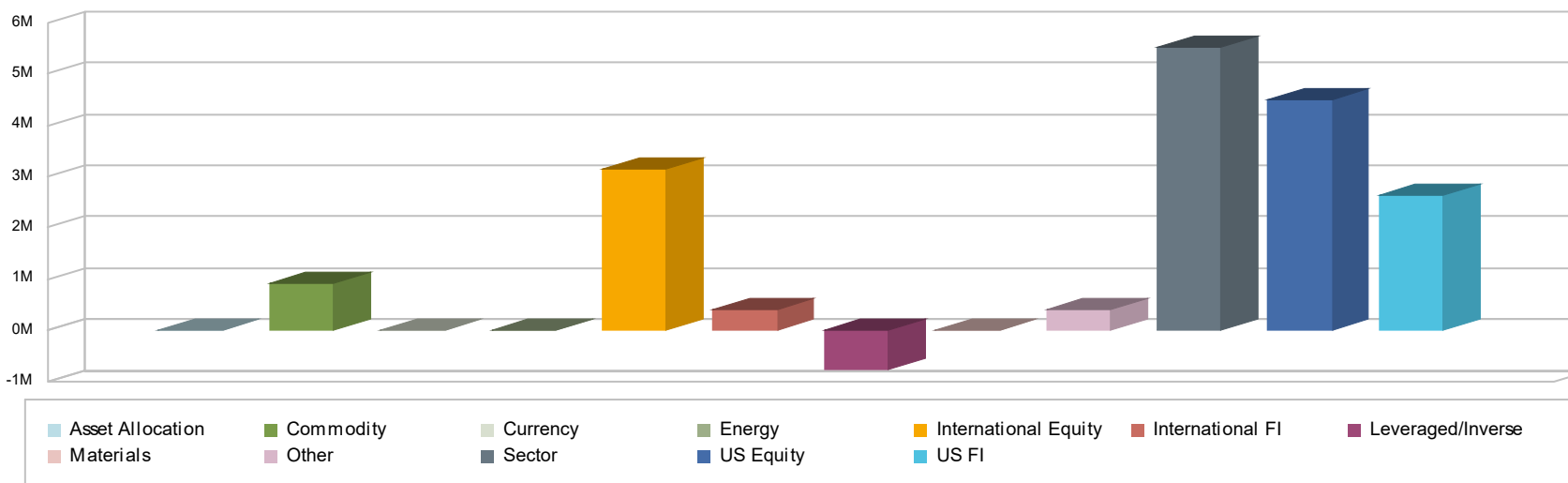
CITY OF LA 457 DEFERRED COMP as of 6/30/2021

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 6/30/2021)

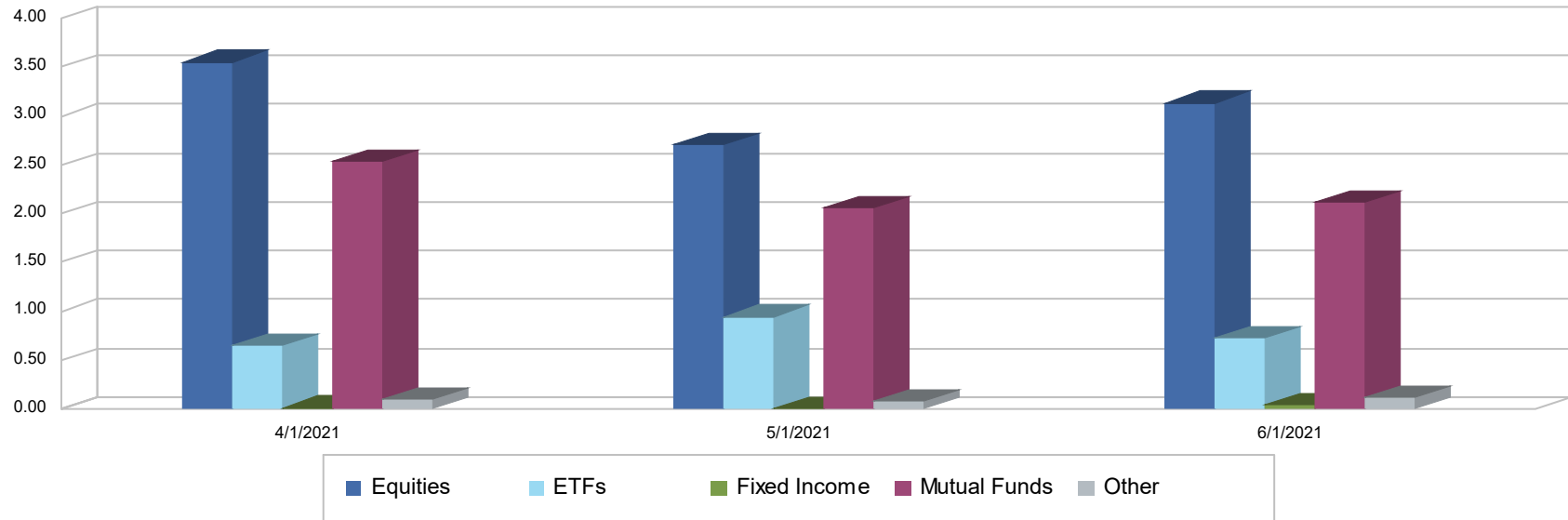


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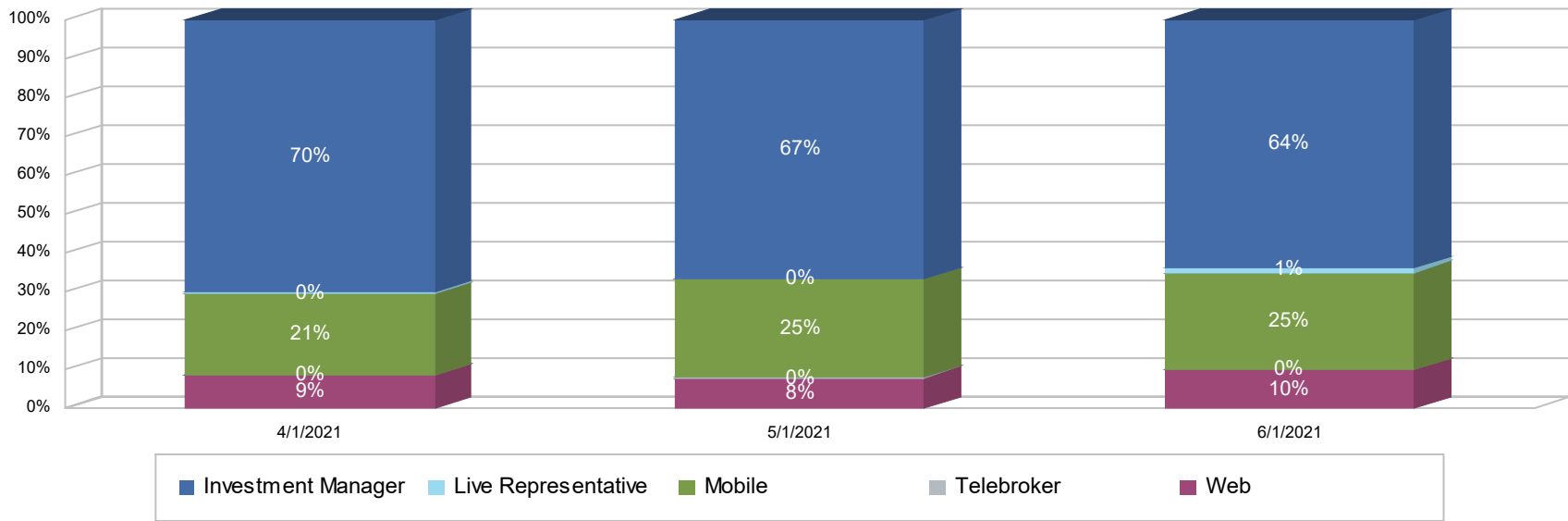
The Schwab Personal Choice Retirement Account (PCRA) Quarterly Report

CITY OF LA 457 DEFERRED COMP as of 6/30/2021

Average Monthly Trades Per Account (3-Month Period Ending 6/30/2021)



Trading Channel Mix (Month over Month)



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CITY OF LA 457 DEFERRED COMP as of 6/30/2021

Important Disclosures

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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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