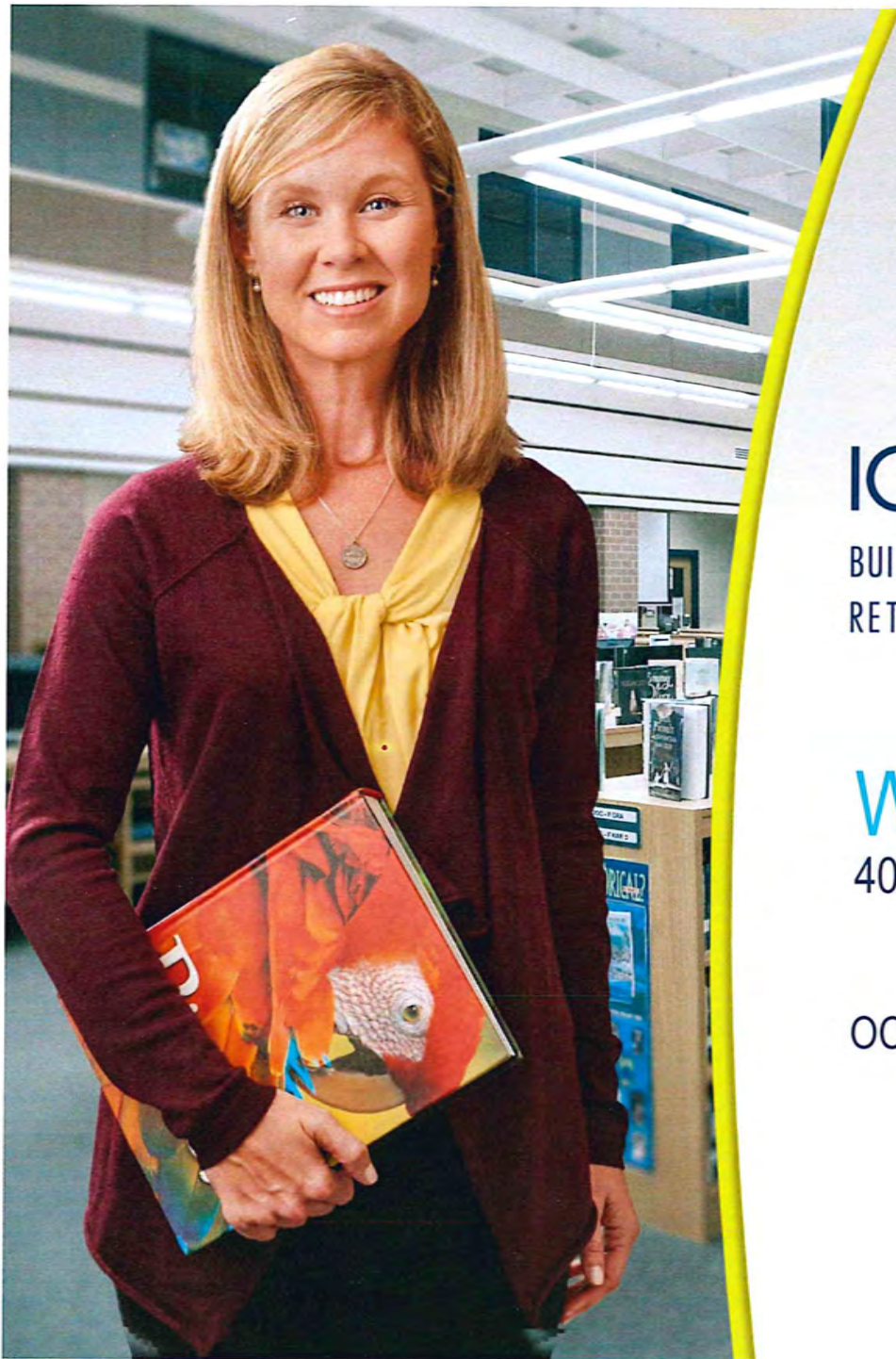




BUILDING PUBLIC SECTOR
RETIREMENT SECURITY

WASHOE COUNTY

401 / 457 Retirement Plan(s)

OCTOBER 31, 2018



PRESENTERS



ORNELLA GROSZ
Retirement Plans Specialist,
California/Nevada Territory



ZORAN LOZO
CERTIFIED FINANCIAL PLANNER™
Professional



SHAWN BAKER
Regional Sales Vice President,
California/Nevada Territory



MATT GILBRIDE
Senior Manager,
Relationship Management



MATT PRUITT
National Vice President,
Defined Contribution Markets



LAURA HEESE
Vice President Core Markets,
Western Region



PARTICIPANT
OUTREACH



COUNTY OF
WASHOE COMMITMENT

DISCUSSION TOPICS



TRANSITION &
PLAN ADMINISTRATION



BEST AND FINAL OFFER
PLUS GUARANTEES



INVESTMENTS



FOCUSED MISSION



UNIQUE PERSPECTIVE



LOCAL PRESENCE



WASHOE COUNTY FUTURE FORWARD

CHALLENGE:



ENGAGE

Increase participation and plan awareness



BUILD

Improve participant and plan health



REALIZE

Keep the plan attractive so participants don't want to leave



BUILDING BETTER OUTCOMES



Outreach



Technology



MATT GILBRIDE

Director, Relationship Management

YOUR POINT OF CONTACT

Provides a **SINGLE POINT OF CONTACT** responsible for quality control, resolving problems, and expediting services related to the overall **PERFORMANCE** of your contract

- ▶ Strategic planning
- ▶ A resource for fiduciaries
- ▶ Analysis & reporting



WASHOE COUNTY FUTURE FORWARD

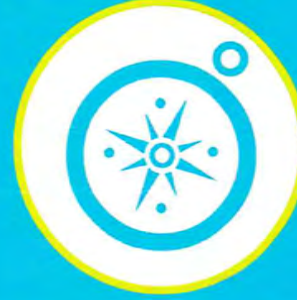
SOLUTIONS:



CREATIVE
EDUCATION
CAMPAIGNS



PROACTIVE
OUTREACH



INVESTMENT,
SAVINGS RATE,
AND DRAWDOWN
ADVICE²



EASY TO
USE TOOLS



HIGH TOUCH FIDUCIARY SUPPORT STRATEGIC PLAN

Action Items

ICMA-RC partners with you to develop tactics that help you achieve your specific short-term objectives. A standard review and an approval process to make you in creating your plan.

Action Items might include:

- Review current processes and resources
- Update current communication messages
- Utilize individual data files to develop targeted communications
- Re-deploy current field staff to focus on specific departments

The table below shows examples of action items that we might suggest, with the focus on the plan.

ACTION ITEM

SAMPLE 1: Develop ICMA-RC's "Start Seeing Now" — (and Online) HTML email and "Start of Plan" and "Small Change, Big Results" brochure, encouraging employees to participate in the plan.

SAMPLE 2: Highlight to plan participants relevant resources available on the retirement plan website.

SAMPLE 3: Provide ICMA-RC services and webinars for participants meeting and in retirement. Consult our Service Center to learn more.

View our [Interactive Education Tools](#) for an organized list of materials we make available.

ACTION ITEM



STRATEGIC PLAN

Plan Name:

ICMA-RC is dedicated to partnering with you to develop strategies that target the financial wellness needs of your employees and address your specific plan goals. We work with you to develop this Strategic Plan as a customized service that will allow you to: 1) pinpoint the specific topics most relevant to the needs of your plan and employees; and 2) identify education and communication strategies with those needs in mind.

As part of our commitment to the success of your plan, ICMA-RC will use an approach to education and communication that draws on more than 40 years of serving public sector employees. We work with you to develop targeted, results-oriented, measurable strategies that educate and communicate with your employees about your plan, as well as their goals and behavioral tendencies.

Your employees have a diverse set of retirement needs and communication preferences. With this in mind, we provide education through a range of channels and messages that resonate with employees at all points in their working and retirement years.

To complement the one-on-one guidance that your employees will receive from our representatives, ICMA-RC has developed a comprehensive library of award-winning educational resources, including easy-to-understand webinars, interactive calculators, online tools, educational and motivational videos, topic-specific brochures and newsletters, and our "Charting Your Course" brochure series that provides a more thorough overview of key retirement planning considerations.

We measure the success of our strategies using surveys, personal feedback, and data analysis to confirm that your employees are receiving helpful, inspiring education that truly assists them in building their retirement security.

Proposed Goals & Success Measures

Plan Name:

the financial strength of your plan. High financial strength can attract and retain employees.

Measure individuals who plan participating through targeted messages and engaging our plan. We expect success rate to be 10% or more. We evaluated among 85 plans of all fund plan sponsors could positively affect enrollment by more than 25 percent.

our retirement plan and the benefits of participating.

icipation and enrollment rates, we measure:

• ranges, especially younger participants

level

monitored if eligible files are provided.

contributing

ring in the plan

List us (for example, your website might include specific information on services).

materials we make available.

Due Date:

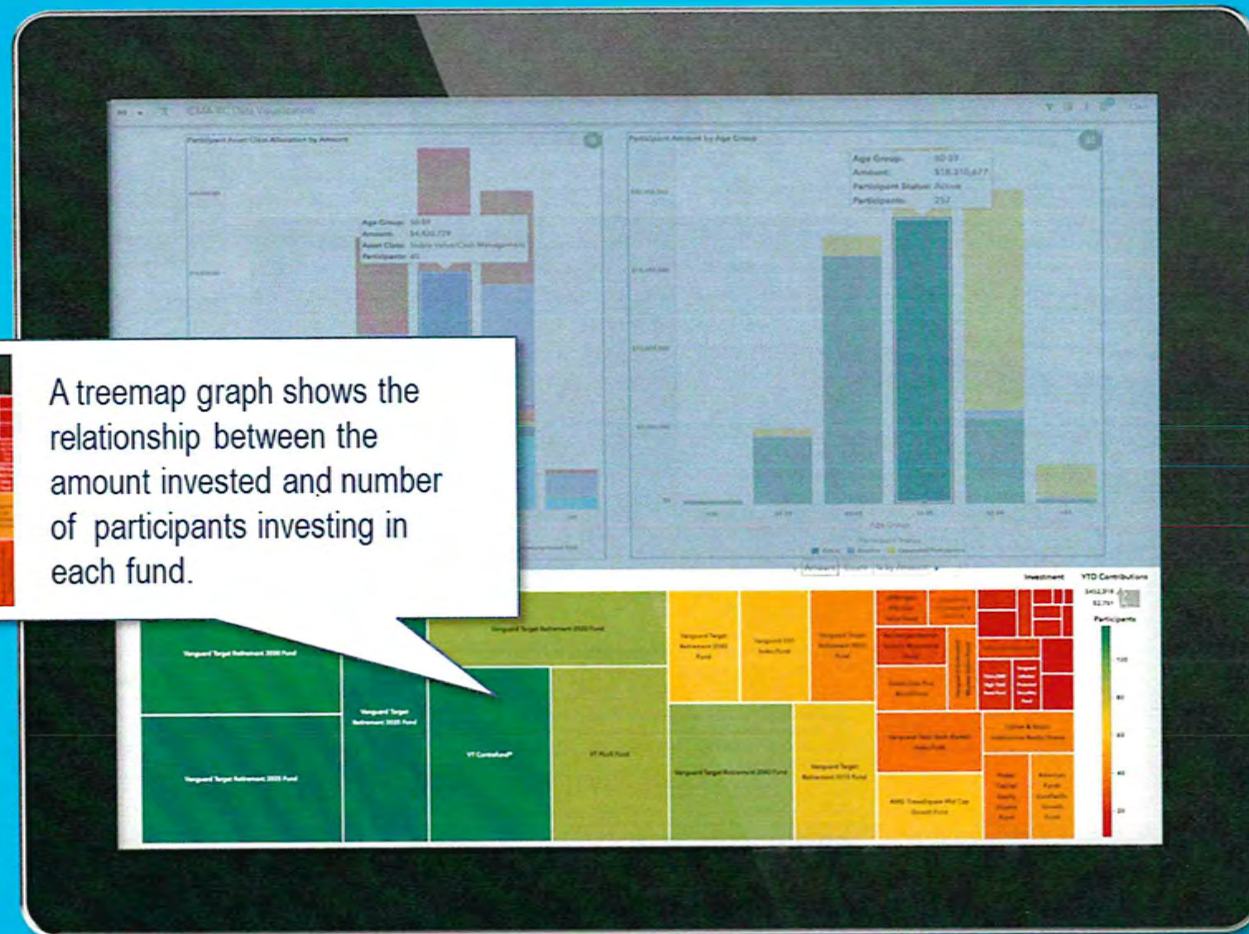
Owner:



HIGH TECH FIDUCIARY SUPPORT



A treemap graph shows the relationship between the amount invested and number of participants investing in each fund.



ONGOING COMMITTEE PLAN REVIEWS

Insights into your plan data as never seen before



PARTICIPANT OUTREACH





DYNAMIC MULTICHANNEL CAMPAIGNS DRIVE RESULTS





DYNAMIC EDUCATION APPLICATIONS



ORNELLA GRIFFIN
Retirement Plans
Specialist

- ▶ FULL-TIME employee of ICMA-PA
- ▶ Helps participants ESTABLISH GOALS and ACTION PLANS
- ▶ Focuses on ASSET ALLOCATION concepts and participant goals
- ▶ Helps participants determine FUTURE INCOME REPLACEMENT needs GAP ANALYSIS
- ▶ REVIEWS, EVALUATES, ADJUSTS as necessary



CFP® SEMINAR LINEUP SERIES



SEMINAR LINEUP

ICMARC
BUILDING PUBLIC SECTOR
RETIREMENT SECURITY

43

DIFFERENT SEMINAR
TOPICS





ICMA-RC FINANCIAL PLANS

	GOAL-SPECIFIC FINANCIAL PLANS*	COMPREHENSIVE FINANCIAL PLANS**
PARTICIPANT QUESTIONNAIRE	up to 5 pages	11 pages
REPORT LENGTH	20-30 pages	60+ pages

Fee-based financial planning services are offered through ICMA-RC, a federally registered Investment Adviser. Please read all disclosure documents carefully prior to initiating any plan. ICMA-RC does not provide specific tax or legal advice and does not guarantee results.

* Goal-Specific Financial Plans are free once annually for participants with minimum \$100,000 balance. Otherwise \$175 per financial plan.

** Comprehensive Financial Plans are free once annually for participants with minimum \$200,000 balance. Otherwise \$450 per financial plan.



RETIREMENT READINESS: GUIDED PATHWAYS^{®2}

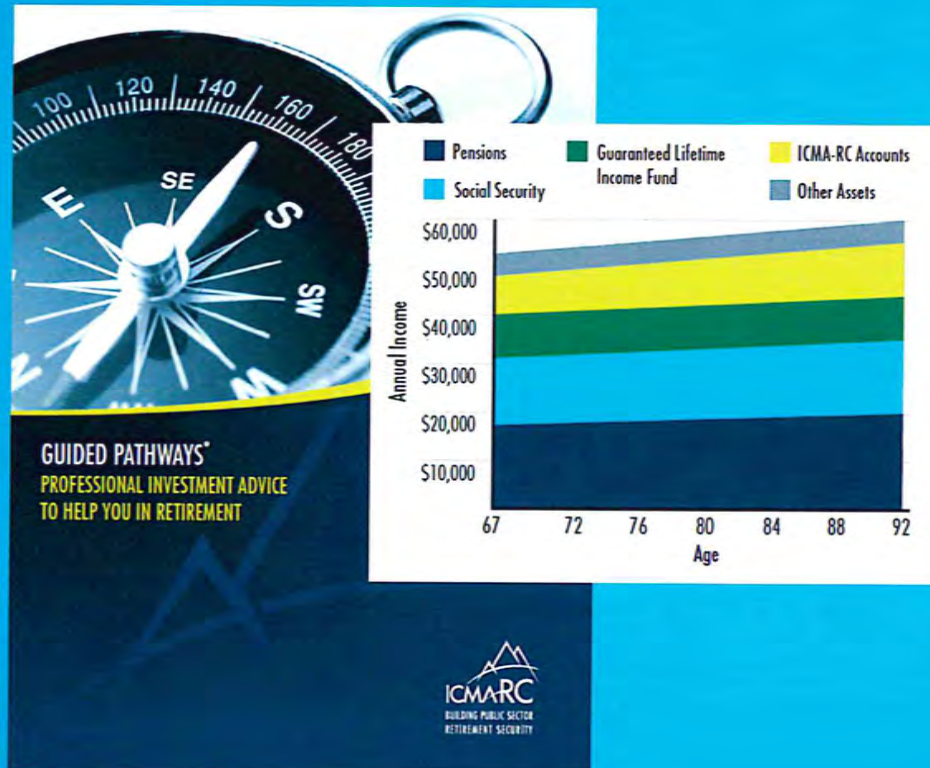
Three levels of service designed to help participants plan for meeting their retirement goals through savings, investment and retirement date recommendations

	ASSET CLASS GUIDANCE	FUND ADVICE	MANAGED ACCOUNTS
Develop retirement savings plan	✓	✓	✓
Determine asset class allocation	✓	✓	✓
Select appropriate funds		✓	✓
Monitor fund performance			✓
Manage my portfolio on an ongoing basis			✓
	No charge	\$20 annual fee**	Asset-based fee*

* Investment and plan administration costs apply to underlying funds

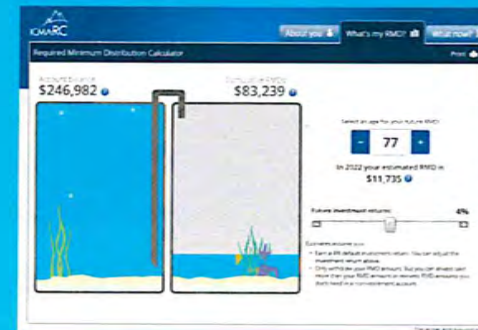
** Waived for Premier Services members

TOOLS TO REALIZE



MANAGED ACCOUNTS FOR RETIREES²

* Strategies are developed using software created by Social Security Solutions, Inc. and are based on participant provided information.



RMD CALCULATOR



CFP® EDUCATION



SOCIAL SECURITY OPTIMIZER*



RETIREMENT EDUCATION CENTER

The screenshot shows the Retirement Education Center website. At the top left is the ICMARC logo with the tagline 'BUILDING PUBLIC SECTOR RETIREMENT SECURITY'. To its right is the title 'Retirement Education Center' and the mission statement 'Helping public sector employees Engage, Build, and Realize Retirement®'. On the top right are social media icons for Facebook, Twitter, LinkedIn, and YouTube, followed by an 'Account Log In' link and a text input field for 'Enter User ID' with a right-pointing arrow.

Below the header, there is a link '← Return to search page'. The main heading is '10 Question Retiree Guide'. A paragraph follows: 'Transitioning into and through retirement means opportunities and challenges. Focus on these 10 key questions to guide you.'

A list of 10 questions is presented:

1. What Does Retirement Mean to Me?
2. How Much Will I Spend in Retirement?
3. How Will I Pay for Health Care?
4. What about Long Term Care Coverage?
5. What do I Need to Understand Pension Income?
6. What Do I Need to Understand Social Security?
7. Will My Savings Be Enough?
8. How Should I Manage Retirement Account Withdrawals and Taxes?
9. How Should I Manage My Investments in Retirement?
10. What Estate Planning Steps Do I Need to Consider?

At the bottom of the list is the text 'Next Steps'.



INTERACTIVE TOOLS: DESIGNED FOR RETIREES

Home Retirement Withdrawal Calculator

Retirement Income Planner

1 Retirement Withdrawal Calculator 2 Results

Modify Your Results

How much do you expect to need each year in retirement?
Original Selection: \$50,000

50000

How many years in retirement do you need to fund? Original Selection: 20 years

20

What rate of return do you expect on your savings in retirement? Original Selection: 5%

5

What rate of inflation do you expect during your retirement? Original Selection: 3.5%

3.5

Results

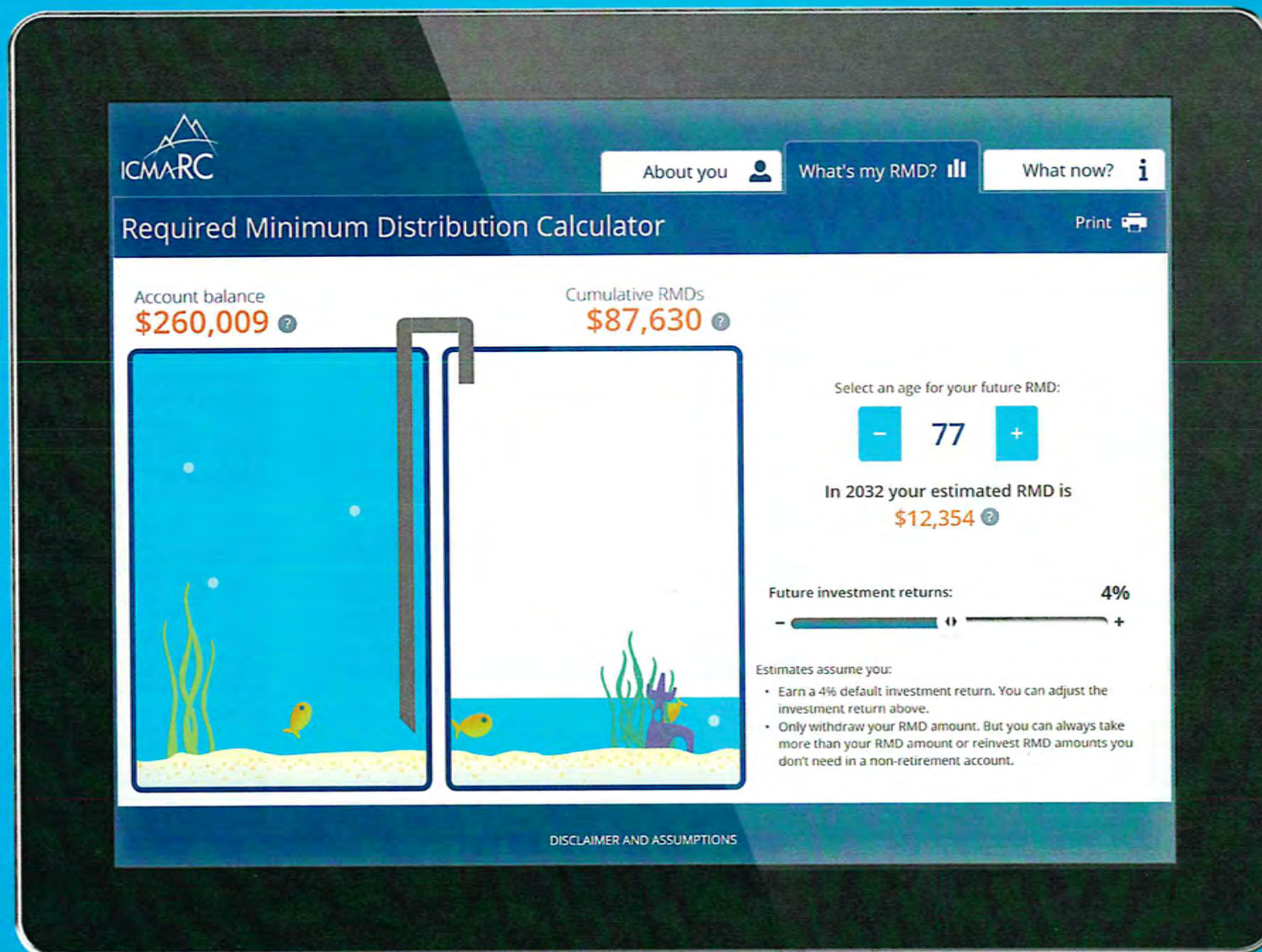
How much money do I need on my retirement date?

\$875,243



PREVIOUS RECALCULATE PRINT REPORT

INTERACTIVE TOOLS: DESIGNED FOR RETIREES





INTERACTIVE SERVICES: DESIGNED FOR RETIREES



RETIREE PREMIER SERVICES

SOCIAL SECURITY SOLUTIONS TOOL



* Strategies are developed using software created by Social Security Solutions, Inc. and are based on participant provided information.

RETIREE MEDICAL EXPENSES



[Help](#)
[Print](#)
[Close](#)

Retiree Health Cost Estimator

[Your Personal Information](#)
[Your Financial Information](#)

[Results](#)
[Annual Values](#)

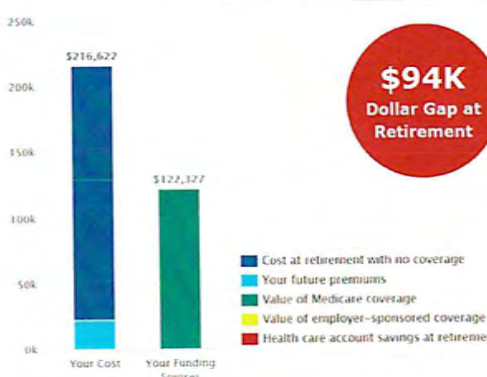
Future assumptions

	You	Spouse
Expected retirement age (or current age if already retired)	62	60
Planned retirement state	AL	AL
Expected years in retirement before death	20	20

Health plan information

	You	Spouse
Medicare eligibility at age 65?	Yes	Yes
Employer sponsored medical insurance in retirement?	None	None
Personal health care savings?	No	Yes
Health care savings balance?	10000	
Funding per year? (Include your funding as well as employer funding, if any)	2500	
Savings Growth Before Retirement?	0%	
Savings Growth During Retirement?	3%	

Show results for Employee only



\$94K Dollar Gap at Retirement

Results Details

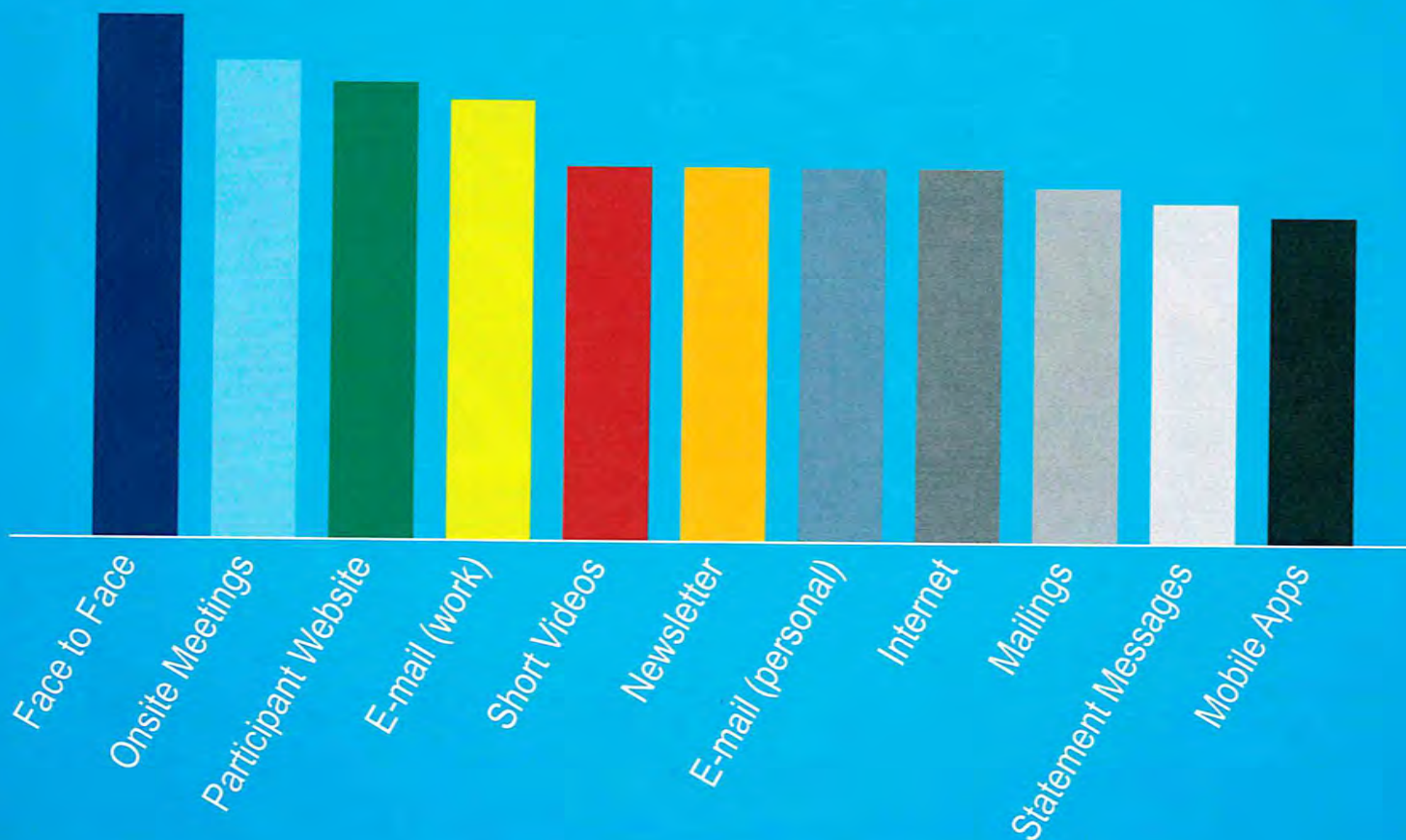
	Your Cost	Your Resources
Cost at retirement with no coverage	\$194,517	
Your future premiums	\$22,106	
Value of Medicare coverage		\$122,327
Value of employer-sponsored coverage		\$0
Value of HSA dollars		\$0
Total	\$216,622	\$122,327

[VIEW ASSUMPTIONS MADE BY THIS CALCULATOR](#)



CONTINUED IMPORTANCE OF HIGH TOUCH APPROACH

What are the best methods you've found to communicate with participants? ICMA-RC utilizes all of the approaches below.



Source: NAGDCA 2015 Survey of DC Plans. Showing 11 of 16 total methods of outreach.



RealizeRetirement® OUTCOMES

AVERAGE PARTICIPANT
DEFERRAL PERCENT INCREASE

11%*

CLIENT DEFERRAL MAXIMUM
PERCENT INCREASE

22%*

- ▶ Our 457 plan participants, on average, increased their deferral amounts by 11%
- ▶ Some of our clients experienced aggregate deferral increases as high as 22%

* Includes all 457 non-state clients with 200 or more participants contributing between 7/1/2016 to 6/30/2018.



RealizeRetirement® OUTCOMES

PLAN SPONSOR RETENTION RATE

▲ OVER

98%*

PARTICIPANT RETENTION RATE

▲ OVER

96%*

For the ninth consecutive year, ICMA-RC maintained a plan sponsor retention rate of over 98% and a participant retention level of over 96%.

*2009-2017



MOVE THE NEEDLE | HOW?

- ▶ Local outreach
- ▶ Custom education
- ▶ Mobility
- ▶ Push technology
- ▶ Gap analysis tools
- ▶ Financial planning

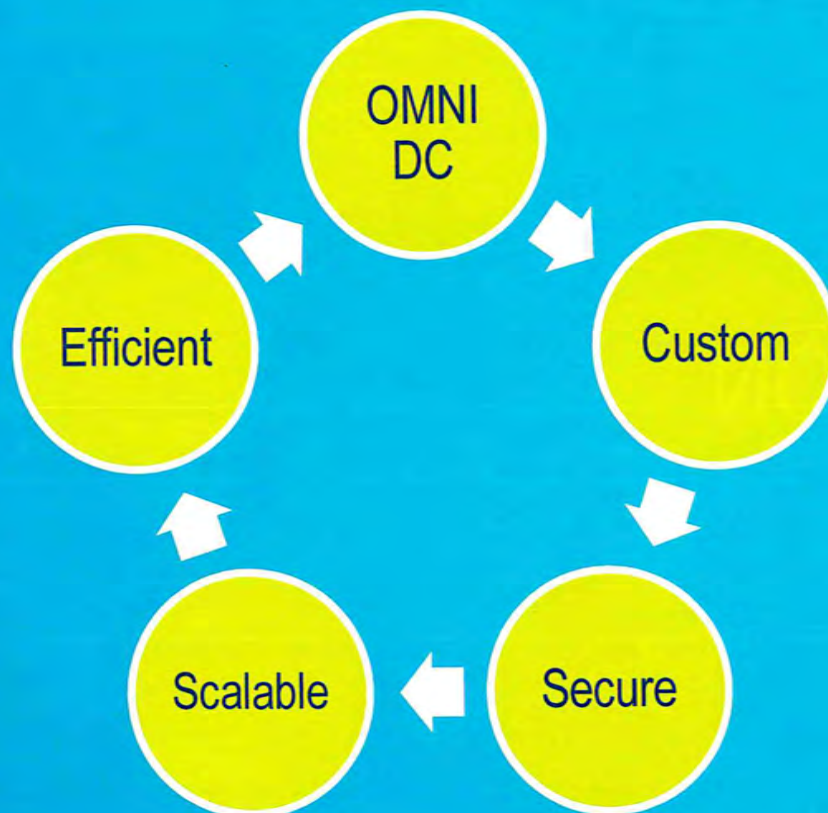




TRANSITION AND PLAN ADMINISTRATION



ICMA-RC PLAN ADMINISTRATION



- ▶ SECURE plan administration since 1972
- ▶ 1 SYSTEM, powered by world leader, FIS (formerly SunGard)
- ▶ FULLY OPERATIONAL SITES:
D.C. & Richmond
 - ▶ Access interference to our locations (Inauguration, Metro Delays/Outage, etc.)
- ▶ MULTI-FACTOR AUTHENTICATION based on risk for Account Access
- ▶ SALESFORCE – 360° view of the client



ICMA-RC CONTACT CENTER

43 SECONDS

Average speed of contact center answer

99.95%

Client-facing systems* availability

2.90%

Abandon rate, the goal is 4% or less

99.95%

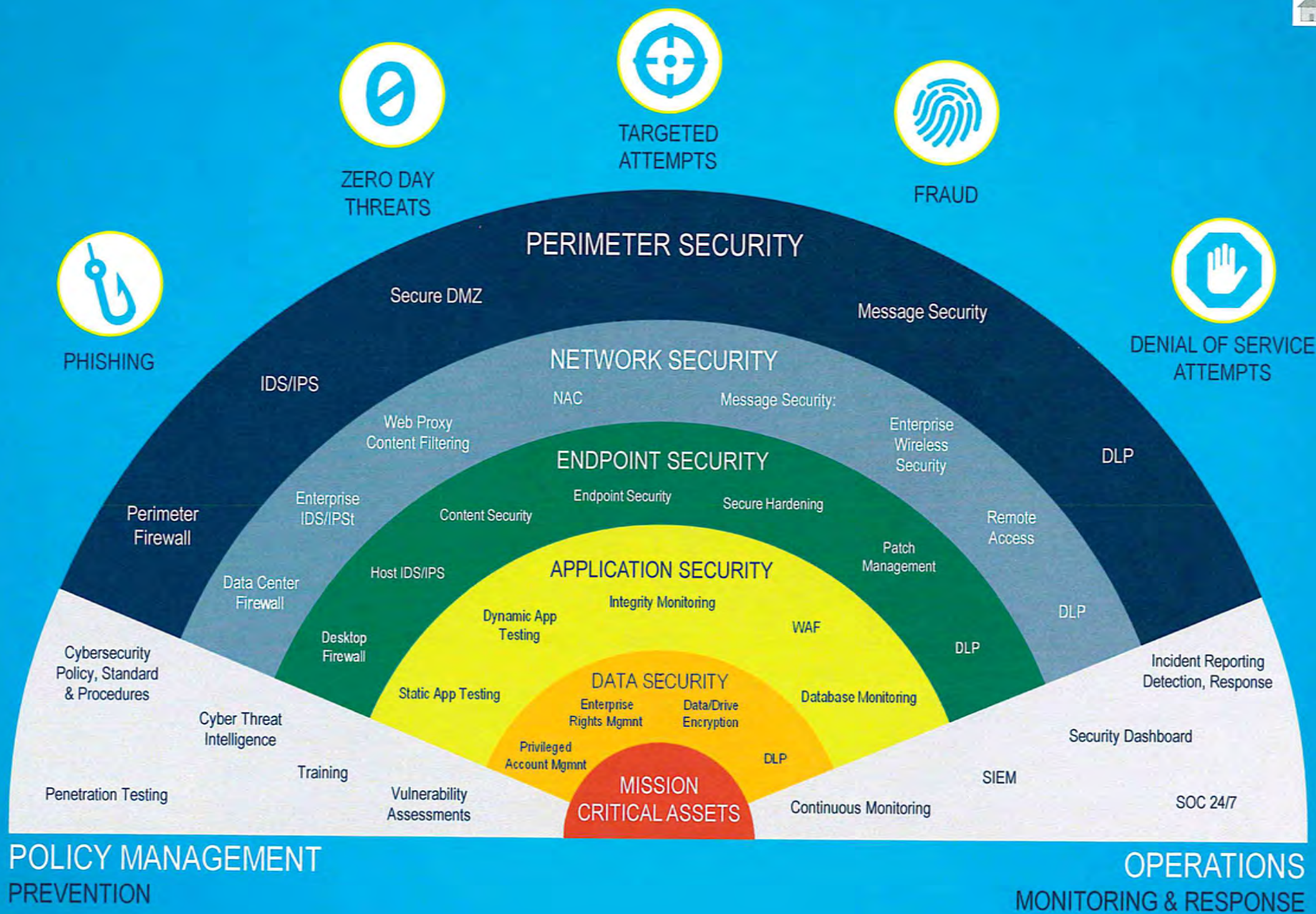
Transaction processing accuracy

As of December 31, 2017.

* Year-end average of availability for Account Access (99.97%) and EZLink (99.92%)

A police officer in a dark blue uniform and cap stands on a street. The background shows a white building and trees. A blue horizontal band is overlaid across the middle of the image. The text 'CYBER SECURITY' is written in white capital letters on this band. The officer is looking off to the side with a serious expression. He has a radio on his chest and keys on his belt. A street sign for 'KING ST' is visible in the background.

CYBER SECURITY





OUTSOURCING PLAN ADMINISTRATION TO ICMA-RC

SUPPORT TYPE	AVAILABLE	COST
Online Enrollment	✓	\$0
Deferral Changes	✓	\$0
Auto Rebalancing	✓	\$0
Online Withdrawals	✓	\$0
Beneficiary Designation and Updates	✓	\$0
Emergency Withdrawal Approval	✓	\$0
De Minimis Accounts	✓	\$0
ICMA-RC Plan Document Maintenance	✓	\$0
Employer Bulletin/Regulatory Updates	✓	\$0

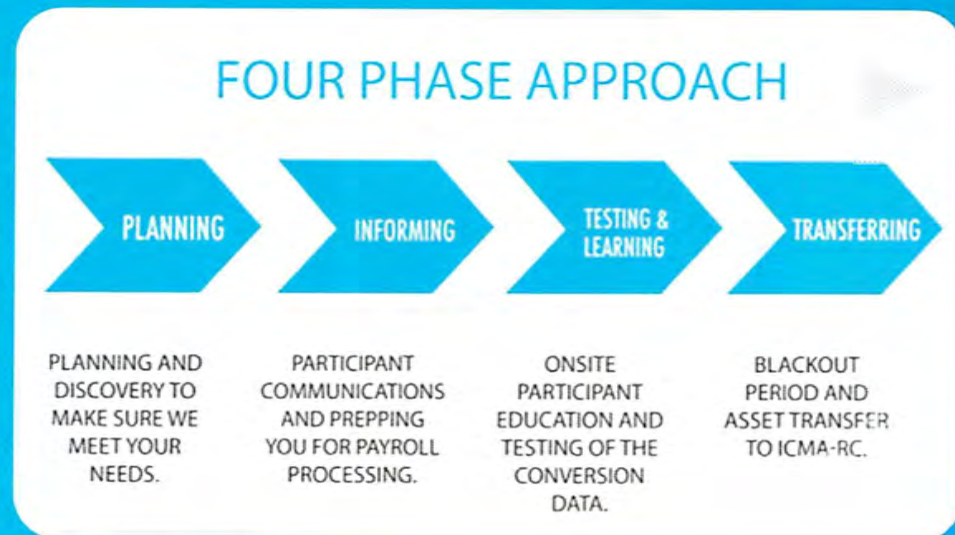


RELEVANT CONVERSION EXPERIENCE

- ▶ Extensive experience transitioning from multiple providers

- ▶ Keys to minimizing blackout period

- ▶ Understanding of incumbent record keeping platform
- ▶ Understanding of key milestones given multiple transitions
- ▶ Relationship with incumbent transition and fund administration teams
- ▶ Understanding of potential data issues



[VIDEO LINK](#)



“My highest compliment
is that on transition day,
**MY TELEPHONE WAS
QUIET AND MY E-MAIL
BOX WAS EMPTY.**

This is a standard of
success few endeavors
achieve.”

– Monroe County, NY



INVESTMENTS



VANTAGEPOINT PLUS FUND³

STRUCTURE & ALLOCATION

	As of June 30, 2018	Investment Vehicle	Investment Manager/ Fund	Issuer/ Wrap provider	Market-to-Book Ratio	Gross Rate/ Yield	Percent Allocation	Effective Duration*	Wtd Avg Credit Quality ^{4,5}
LIQUIDITY TIERS ↓ WITHDRAWAL HIERARCHY ↓ TOTAL RETURN TIER ↓	Tier 1 – Cash Buffer	STIF	JP Morgan STIF Northern Trust STIF		100.00%	2.20%	6.12%	0.09	Aaa/AAA/AAA
	Tier 2 – Shorter Duration	SAGIC**	NYL Investors	New York Life	98.39%	2.03%	9.24%	1.83	Aa2/AA-/AA
		Synthetic GIC	Pacific Asset Mgmt	Pacific Life					
		Synthetic GIC	Prudential Investment	Prudential Ins					
		Synthetic GIC	VT III Short Duration Bond Fd	Transamerica Prem.					
	Tier 3 – Laddered Maturities	Traditional GICs		Jackson National Lincoln National MetLife New York Life Principal Life Protective Life Prudential Ins	100.00%	2.49%	21.39%	0.00	Aa3/AA-/AA-
	Tier 4 – Total Return	SAGIC**	NYL Investors	New York Life	98.41%	2.69%	63.25%	4.16	Aa2/AA-/AA
		SAGIC**	Dodge & Cox Loomis Sayles	MassMutual Life Ins Co					
		Synthetic GIC	Pacific Asset Mgmt PIMCO Schroders Western Asset	Pacific Life					
		Synthetic GIC	Principal Global Invest.	Principal Life					
		Synthetic GIC	Prudential Investment	Prudential Ins					
		Synthetic GIC	DoubleLine Loomis Sayles BlackRock STIF	Transamerica Prem.					
	TOTAL				98.85%	2.55%	100.00%	2.81	Aa2/AA-/AA

* Effective duration measures the interest rate sensitivity of the underlying portfolio. For the portion of the Fund invested in Traditional GICs, effective duration is not applicable and a duration of zero is assigned since their current values are not impacted by interest rate changes. If a duration based on weighted average maturity or cash flows is assigned to the Traditional GICs, it would be 2.40 and the Fund's overall duration would be 3.32.

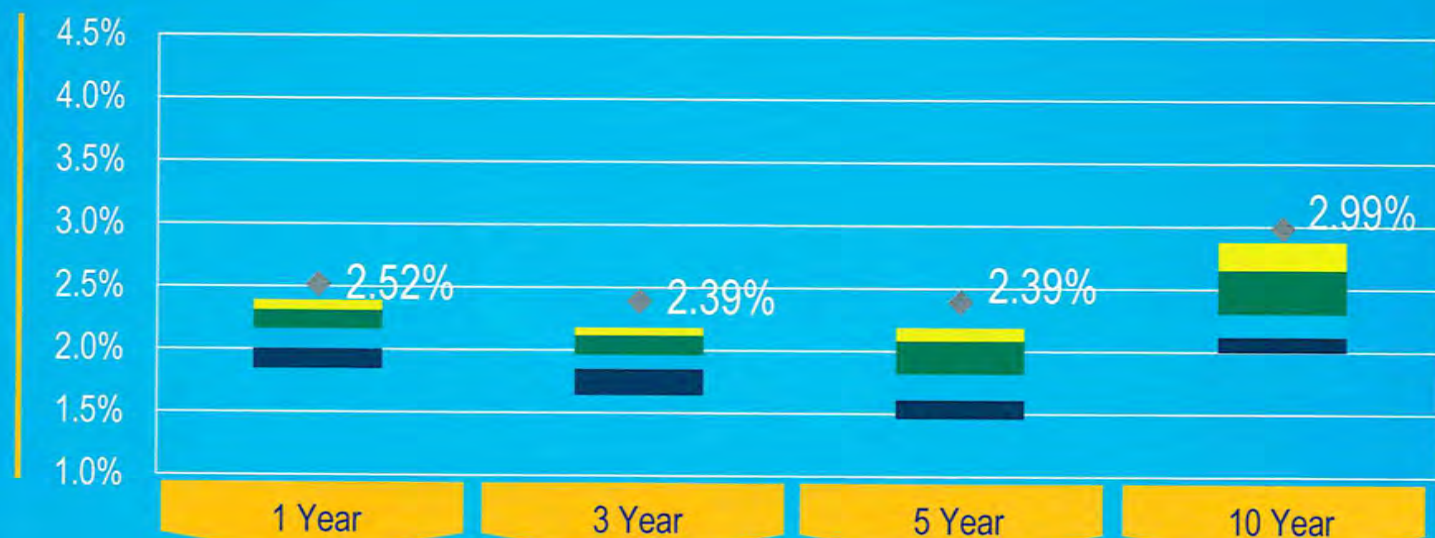
** SAGIC = Separate Account GIC



VANTAGEPOINT PLUS FUND³

COMPETITIVE PERFORMANCE⁶

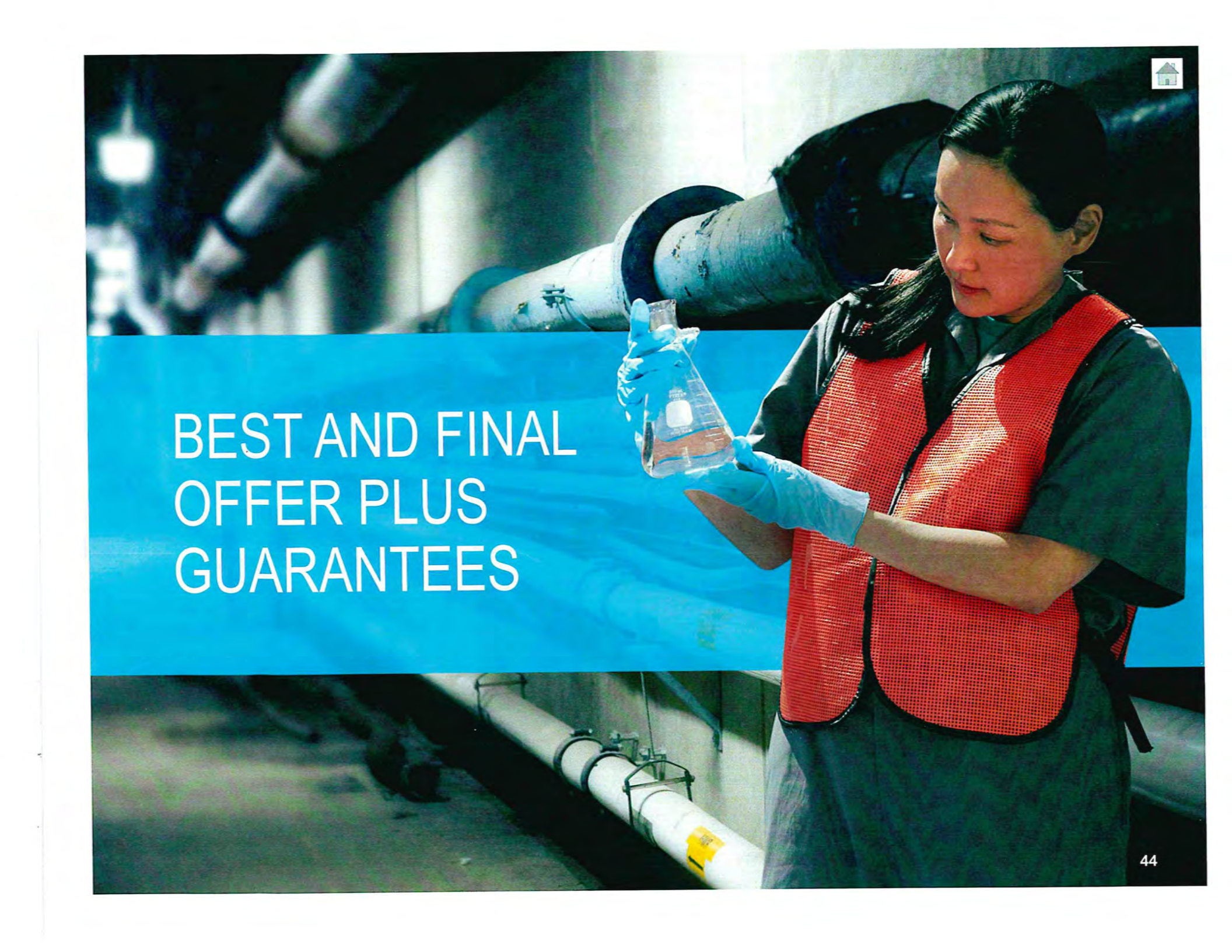
Universe: Hueler
Stable Value⁷ –
Gross Returns
Universe Percentiles
as of August 31, 2018



◆ Vantagepoint PLUS Gross* Return**	2.52%	2.39%	2.39%	2.99%
■ Vantagepoint PLUS R10* Return**	2.21%	2.08%	2.08%	2.68%
# Funds in Peer Group	16	16	16	14
■ 11-25 th Percentile	2.31 – 2.39	2.12 – 2.18	2.08 – 2.19	2.65 – 2.88
■ 26-50 th Percentile	2.16 – 2.31	1.96 – 2.12	1.82 – 2.08	2.31 – 2.65
■ 51-75 th Percentile	2.00 – 2.16	1.85 – 1.96	1.61 – 1.82	2.12 – 2.31
■ 76-90 th Percentile	1.85 – 2.00	1.64 – 1.85	1.46 – 1.61	2.00 – 2.12

* The VP PLUS Fund R10 total fee is 0.57% of assets. The fees included in the net return consist of: (i) Underlying VT III PLUS Fund fees of 0.41% of assets; (ii) ICMA-RC Fund Administration fees of 0.15% of assets; and (iii) Trust Operating Expenses of 0.01% of assets. The underlying VT III PLUS Fund fees consist of: (i) third-party manager fees of 0.09% of assets; (ii) third-party wrap provider fees of 0.16% of assets; (iii) third-party custody fees of 0.01% of assets; (iv) third-party acquired fund fees of 0.01% of assets; (v) ICMA-RC Advisory fees of 0.15% of assets; (vi) Trust Operating Expenses of 0.01% of assets; and (vii) expense reimbursements of -0.02% of assets. The PLUS Fund gross return only includes third-party fees that total 0.27% of assets and is reported in a manner consistent with stable value industry reporting practices. Fees are subject to change due to fixed income manager, wrap, allocation, or other changes.

** Periods greater than one year represent annualized performance and past performance, as shown, is no guarantee of future results.

A woman with dark hair, wearing a red safety vest over a dark green shirt and blue gloves, is holding a glass flask containing a clear liquid. She is looking down at the flask. The background is an industrial setting with large white pipes and machinery. A blue semi-transparent banner is overlaid on the left side of the image, containing the text "BEST AND FINAL OFFER PLUS GUARANTEES".

BEST AND FINAL OFFER PLUS GUARANTEES



BEST AND FINAL OFFER

	Asset Based Fee (%)	Per Participant Fee (\$)
Required Revenue: Non-Proprietary	0.120%	\$92
Required Revenue: Proprietary	0.069%	\$49

150 on-site days with Retirement Plans Specialist



HELPING WASHOE COUNTY EMPLOYEES

Engage,



Build,



and
RealizeRetirement[®]





APPENDIX



We Help Public Sector Employees Build Retirement Security

OVER 1.3 MILLION
public sector accounts

\$51.6 BILLION
in public sector assets

OVER 9,800
public sector plans

As of March 31, 2018. Includes 457, 401, Retirement Health Savings (RHS) plans, Employer Investment Program (EIP) plans, and affiliated IRAs.



INVESTOR SERVICES SECURITY



FRAUDSTERS FOCUS
ON CONTACT CENTER



ESTABLISH CALLER
AUTHENTICITY



ADVANCED TECHNOLOGY
& REGULAR TRAINING



MULTI-LAYER
APPROACH

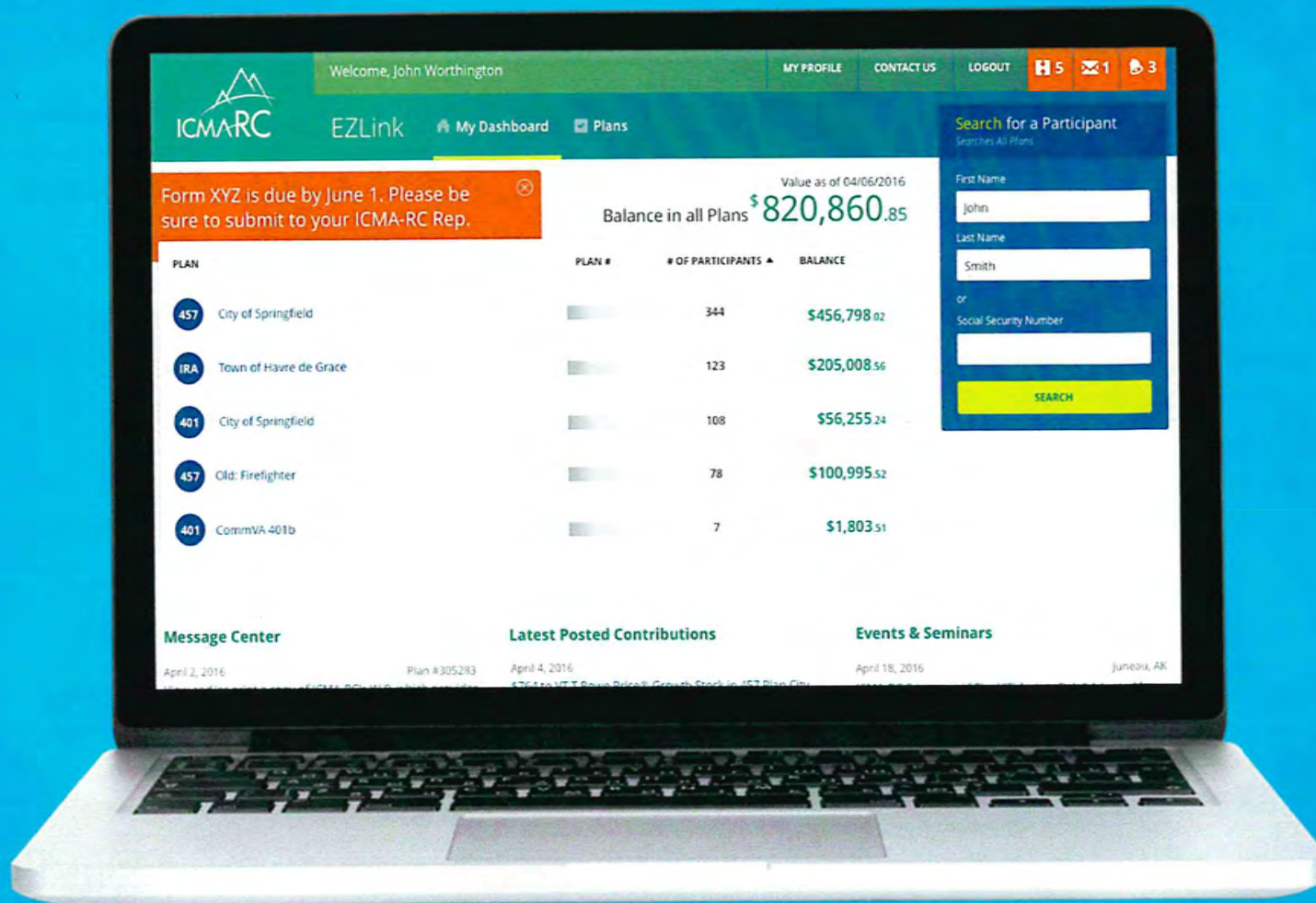


MAXIMIZE
SECURITY



PHONEPRINTING™
BY PINDROP SECURITY

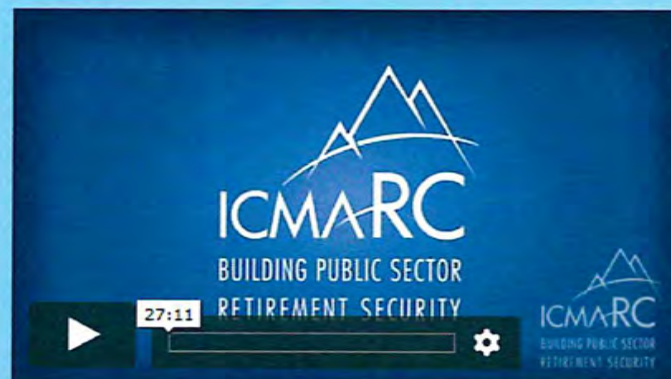
EZLINK: USER EXPERIENCE



Thank you for joining us for
the 2018 America Saves
Week Facebook Live discussion.



[Watch the archived video.](#)



TIP OF THE DAY
TUESDAY

BE CAREFUL USING CREDIT

Credit cards have lots of perks but can also lead you to spend more than you would if you paid in cash. And if you carry a balance on your cards, then credit can really cost you.

[LEARN MORE](#)

Pay \$250/month
Pay off in 5 Years
Pay \$3,950 in interest

Just pay minimum.
Pay off in 32 Years
Pay \$15,580 in interest

Carry a \$10,000 balance at 15% interest?

START YOUR BUDGET TODAY.

[TRY OUR CALCULATOR](#)



REALIZE RETIREMENT® TOUR

“Very creative and entertaining way to learn and get motivated about retiring!”

- REALIZE RETIREMENT® Tour Participant





REALIZE RETIREMENT® TOUR RESULTS



85%

would recommend the
Tour to others*

48%

said they are more likely to be
engaged in retirement savings*

10%

average increase in
457 enrollments**

* Tour survey results 1/1/17 to 7/14/17

** Two month period immediately following tour stop



INTRODUCING THE REALIZERETIREMENT® ADVENTURE



A fully immersive public sector escape game
with a mix of financial retirement education.

* Limited availability. When available, ICMA-RC will work with plan sponsor to schedule a tour stop or promote a regional stop as appropriate.



REALIZE RETIREMENT® ADVENTURE

**"FUN, INTERACTIVE WAY
FOR TEAM BUILDING AND
HELPING ONE ANOTHER
LEARN ABOUT RETIREMENT"**

**- REALIZE RETIREMENT® ADVENTURE
PARTICIPANT**



RealizeRetirement® Adventure Video

REALIZE RETIREMENT® ADVENTURE

Tour survey and activity results:

- ▶ 91% would recommend the Tour to others*
- ▶ 65% were more likely to increase their contribution, review their asset allocation or set a meeting with an ICMA-RC representative*
- ▶ 22% increased contributions to their 457 savings plan**

* Tour survey results September 2017 – July 2018

** Based on a sample of Tour participation activity between October 2017 – June 2018.





2018 SCHEDULE

WINTER

SPRING

SUMMER

FALL



▶ Florida

▶ Texas

▶ Arizona

▶ Southern
California

▶ Northern California

▶ Oregon

▶ Washington

▶ Missouri
(GFOA Conference)

▶ Michigan

▶ VA, MD, DC

▶ New England

▶ New York

▶ Delaware

▶ Utah

▶ Tennessee

▶ Florida

▶ Georgia

▶ North Carolina



ICMA-RC'S AUGMENTED REALITY (AR)

REALIZE RETIREMENT® TIME MACHINE

November Launch

- ▶ Highlights local representatives while promoting products, services and technology
- ▶ Education on compounding, inflation and other financial topics





HELPING PARTICIPANTS IN NEED



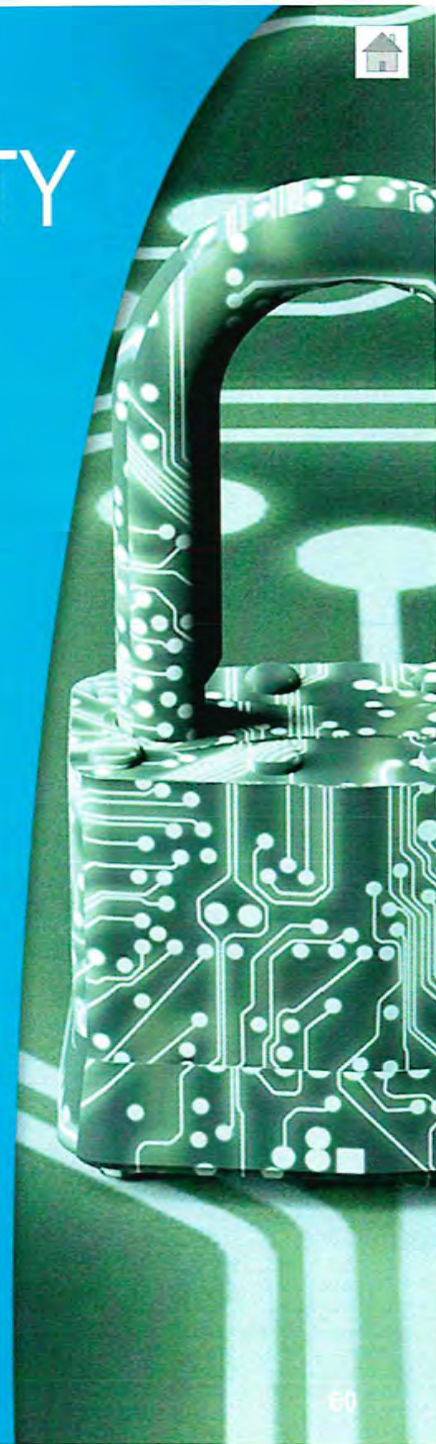
Actions ICMA-RC has taken regarding hurricanes:

- ▶ Outreach to affected plans
- ▶ Expediting emergency withdrawals per IRS relief rules, including plan sponsors' blanket approval of up to \$5,000
- ▶ Waiving the wire transfer fee typically associated with withdrawal requests
- ▶ Assistance provided, as of October 11:
 - ▶ Hurricane Irma – 1,300+ requests processed
 - ▶ Hurricane Harvey – 675+ requests processed
 - ▶ Financial donations from ICMA-RC and its associates
- ▶ California fires and Hurricane Maria
 - ▶ Received IRS guidance; Reaching out to affected employers

INVESTOR SERVICES SECURITY

- ▶ Phone contact presents challenge of establishing caller authenticity
- ▶ Fraudsters often focus on contact center as weakest link in an organization's security
 - ▶ In the past 12 months* we have stopped **100%** of all detected Contact Center fraud attempts
- ▶ Proactive, ongoing training and the use of advanced technology, delivers positive participant experience in a secure environment

* November 2017 – November 2018



TEAM BIOGRAPHIES

SHAWN BAKER

Regional Vice President,
California/Nevada Territory

Mr. Baker is the California/Nevada Regional Vice President for ICMA-RC and is supported by eight Retirement Plans Specialists in the territory. He is responsible for supervising the Retirement Plans Specialists who manage the day-to-day activities in the territory and provide service to clients.

Prior to his position as Regional Vice President, Mr. Baker was a Retirement Plans Specialist, Regional Manager, and Director for ICMA-RC. He was responsible for managing the day-to-day activities of public employer retirement plans including investment education and individual education in California.

Mr. Baker began his career with ICMA-RC as a Client Service Representative, where he learned the difference between a corporation and a partnership. During his time in Client Service, he worked on the development of our e-services capabilities. Prior to joining ICMA-RC in 1998, he worked as an Account Executive with Biltmore Securities.

Mr. Baker received a bachelor's degree in Business Administration from Paterson University. He is a Registered Retirement Plans Specialist, a Principal, and an insurance licensee in California.

TE

ORNELLA GROSS

Retirement Plans Specialist,
California/Nevada Territory



TEAM BIOGRAPHIES

MATT GILBRIDE

Vice President,
Relationship Management

Mr. Gilbride is responsible for the overall business relationship and retention of an assigned group of ICMA-RC's largest clients.

As Vice President, Relationship Management, Mr. Gilbride will serve as your primary contact at ICMA-RC. He is experienced in plan administration and retirement planning. As your plan's advocate, he will work closely with you to understand your special needs and develop strategies to meet them. Mr. Gilbride also works closely with the Client Services Team, composed of high-caliber professionals with specific roles and responsibilities to serve you and your employees. Mr. Gilbride is responsible for the on-site education and service of the plans within his region.

Mr. Gilbride has an 18-year career in positions that meet the entire scope of the record-keeping industry. Prior to joining ICMA-RC in 2017, his previous roles include: Marketing Manager (VALIC), Financial Advisor (VALIC), District Vice President (VALIC), Regional Director of Administration (VALIC), and Regional Vice President (Voya). He was responsible for on-site education and service in the Northern California area. He is a Registered Representative.



TEAM BIOGRAPHIES

MATTHEW S. PRUITT

National Vice President,
Defined Contribution Markets

Mr. Pruitt is responsible for the National Sales Teams. Together, the teams meet the needs of the government market by proactively understanding the goals and objectives of both new and current clients. Utilizing our unique capabilities, we provide plan sponsors with customized solutions and expand ICMA-RC's working relationships.

Mr. Pruitt brings over 20 years of experience in the financial services / employee benefits arena. His tenure at ICMA-RC includes the role of Director, Relationship Management as the program launched. He worked directly with several of ICMA-RC's largest plan sponsors and was responsible for relationships and retention of ICMA-RC's top clients. Mr. Pruitt then led the Core Market Sales team before adding the Institutional Sales team to his current responsibilities.

Before joining ICMA-RC in 2004, Mr. Pruitt served as Account Executive with Great West Life Retirement Services assisting plans in both California and Nevada. He was also a Registered Representative with Morgan Stanley from 1999 to 2002 serving as a Financial Advisor and Retirement Planning Specialist.

Mr. Pruitt studied Communications at Riverside Community College in Riverside California, before transferring to Cal State University, San Bernardino where he majored in Economics. He is a Registered Representative and is a Registered Principal.



TEAM BIOGRAPHIES

LAURA HEESE

Vice President Core Markets,
Western Region

Ms. Heese works with ICMA-RC's Regional Vice Presidents and Territory Managers to develop and implement territory-specific marketing strategies for new retirement health savings and employer investment plan business acquisitions. In this capacity, she manages prospect opportunities and fosters relationships with clients, field sales representatives, and headquarters personnel.

Ms. Heese previously served as an ICMA-RC Retirement Plans Specialist responsible for providing on-site services — including participant enrollment, investment education, and individual educational meetings.

Ms. Heese has been in the financial services field since 1997. Before joining ICMA-RC in 2006, she was employed at Linsco Private Ledger in Omaha, where she successfully worked with couples and families in outlining their goals, then creating and implementing a plan to achieve those goals. She has helped individuals in all stages of their financial lives, from starting on a budget to planning a major purchase to living off retirement savings.

Ms. Heese earned a Bachelor of Arts degree in English and Communications from Buena Vista University and Masters of Business Administration from the University of Nebraska. She is a Registered Representative.



GET TO KNOW YOUR 457 PLAN

Your pension and Social Security may go far, but you will likely need more income for a truly comfortable future. That's where your 457 deferred compensation plan comes in — see why it matters to you!

1 It's easy to contribute

- Make automatic payroll contributions.
- Change your contributions any time.

2 Get tax benefits along the way

- The tax advantages begin the day you start contributing — the impact will snowball before you're ready.
- Defute all taxes, so you take money out tax-free.

3 A wide range of investments are available

- You control investment decisions, choosing from available options.

HOW MUCH CAN I CONTRIBUTE?

For 2016, you can contribute as much as:

- \$20,000
- \$24,000 if age 50 or over
- \$16,000 if your employer has your retirement auto-pay contributions.

Remember, you must be able to contribute toward all retirement plans.

Can't save that much? Our small savings can really add up — even with as little as \$10 per paycheck.

The money you earn, like other pay, goes into your plan — see how at www.icsmrc.org/rolling.

Already enrolled? Log in now — see how at www.icsmrc.org/portal.

GET HELP ONLINE

- Manage your account — www.icsmrc.org
- Typical needs to help you save, invest, and retire — www.icsmrc.org/links

**YOUR
LOGO HERE**

Start Saving Now — Enroll Online

Contribute to your employer's retirement plan automatically each paycheck — a valuable step for your financial future.

Enrolling online is quick and easy!

1. Go to www.icsmrc.org/enroll
2. Enter your Social Security and plan number, which is on your plan number card.
3. Select your Enroll method.
 - **Express** — enter only your personal information. Later, through Account Access, you can submit your investment and beneficiary information.
 - **Comprehensive** — choose specific investment options and designate your beneficiaries.
4. Complete and submit the Contribution Form to your employer to initiate your enrollment.

You can also Express Enroll using ICMARC's Mobile App

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Small Change, Big Impact

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**YOUR
LOGO HERE**

FOR MORE INFORMATION
CONTACT US AT
1-800-457-4574

Once you're enrolled, see following resources:

- **Manage your account online**
- Get tips and tools to help you save and invest — www.icsmrc.org/links
- Review your savings and investing goals with your ICMARC representative (contact info on page 1)

Please do not sign in to the Small Change, Big Impact Account Access or Investment Plan. If you do, you will be unable to use the Small Change, Big Impact Account Access or Investment Plan. If you do, you will be unable to use the Small Change, Big Impact Account Access or Investment Plan. If you do, you will be unable to use the Small Change, Big Impact Account Access or Investment Plan.

ICMARC, 1775 North 17th Street, Suite 100, Phoenix, AZ 85016-4401. 800.457.4574. www.icsmrc.org
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2. Investment advice and analysis tools are offered to participants through ICMA-RC, a federally registered investment adviser. Investment advice is the result of methodologies developed, maintained and overseen by the Independent Financial Expert, Morningstar Investment Management LLC. Morningstar Investment Management LLC is a registered investment advisor and subsidiary of Morningstar, Inc. Morningstar, Inc. and Morningstar Investment Management LLC are not affiliated with ICMA-RC. All rights reserved. The Morningstar name and logo are registered marks of Morningstar, Inc.
3. Before investing, please read the applicable Fund Fact Sheet(s) and the Fund's Disclosure Memorandum carefully for a complete summary of all fees, expenses, investment objectives and strategies, and risks. This information is available when you log in at www.icmarc.org/login, or upon request by calling 800-669-7400.
4. Standard & Poor's ("S&P") is a Nationally Recognized Statistical Rating Organizations (NRSROs), which publishes credit opinions, research, and ratings on issuers of securities, fixed-income securities, and other credit obligations. S&P is not affiliated with ICMA-RC.
5. Moody's Investors Service ("Moody's") is a Nationally Recognized Statistical Rating Organizations (NRSROs), which publishes credit opinions, research, and ratings on issuers of securities, fixed-income securities, and other credit obligations. Moody's is not affiliated with ICMA-RC.
6. Past performance is no guarantee of future results. Before investing, please read the applicable Fund Fact Sheet(s) and the Fund's Disclosure Memorandum carefully for a complete summary of all fees, expenses, investment objectives and strategies, and risks. This information is available when you log in at www.icmarc.org/login, or upon request by calling 800-669-7400.
7. The Hueier Analytics Stable Value Pooled Fund Comparative Universe represents the performance returns of actual stable value pooled funds, and its Index is the stable value industry benchmark used by many institutional investors, consultants, advisors and plan sponsors for monitoring stable value pooled funds. Rankings are derived by ICMA-RC from data provided by Hueier Analytics, Inc., which is a technology and research firm covering stable value products and is not affiliated with ICMA-RC. ICMA-RC does not independently verify Hueier Analytics, Inc. data. Gross returns used in the Universe and in the Rankings do not include plan administration fees, adviser expenses, or other stable value fund costs – actual performance experienced by participants would be commensurately lower. The highest (or most favorable) percentile rank is 1 and the lowest (or least favorable) percentile rank is 100. The top-performing fund in a category will always receive a rank of 1. Past performance is no guarantee of future results.



SAMPLE EDUCATION & COMMUNICATIONS PLAN
Washoe County
457 and 401 Plans

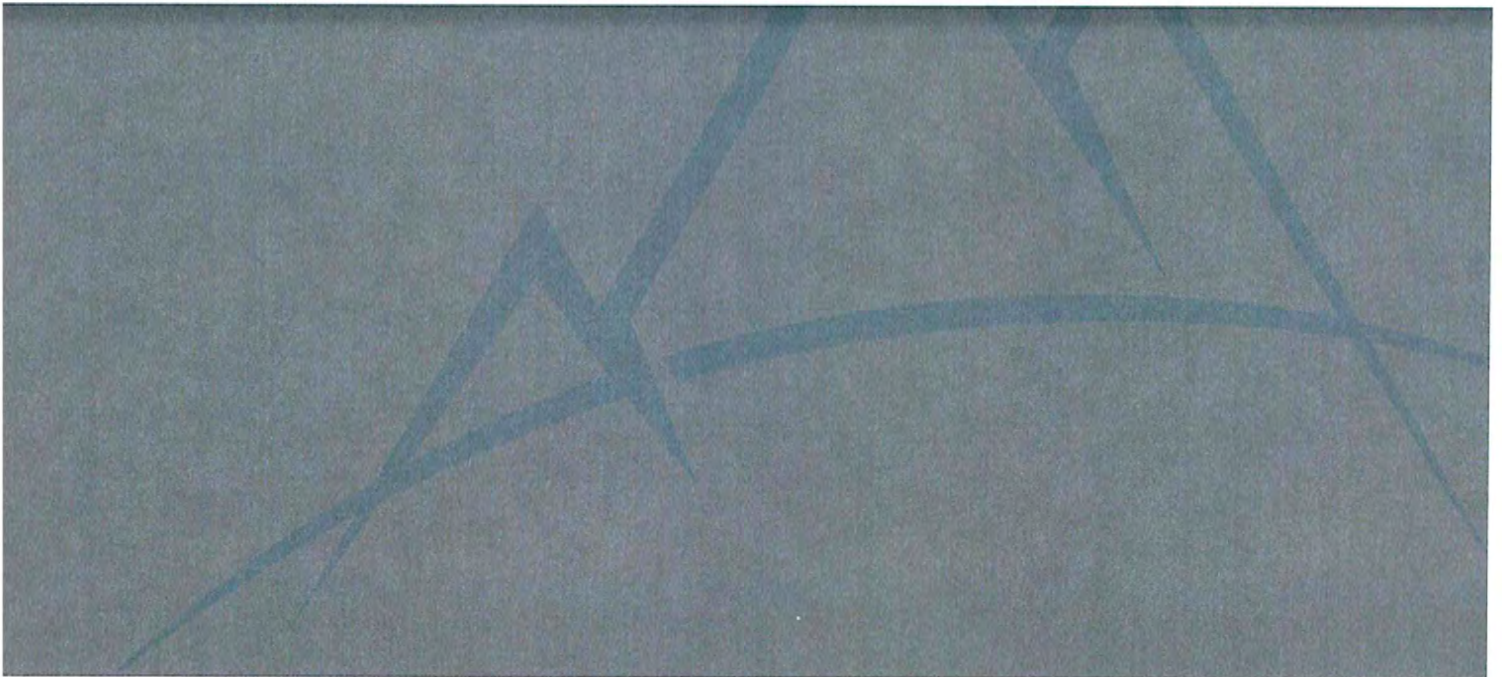


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Why ICMA-RC

Founded in 1972, ICMA-RC is a non-profit independent financial services corporation focused on providing retirement plans and related services to close to a million public sector participant accounts and approximately 9,000 retirement plans. ICMA-RC's mission is to help build retirement security for local and state government employees. The organization's mission is delivered through our RealizeRetirement® approach in which ICMA-RC representatives actively **engage** participants in their retirement programs, help them **build** their asset base toward a stated objective, and help them **realize** their retirement goals through a comprehensive retirement planning strategy. This plan incorporates education strategies and tactics that have proven successful to ICMA-RC's clients. ICMA-RC will work closely with Washoe County to develop an effective, education plan designed specifically to meet your plans' goals and the needs of your employees.

Our commitment to our plan sponsor clients and participants is reinforced by our track record:

- ▶ **99.3% average annual plan sponsor client retention rate¹**
- ▶ **96.5% average annual participation rate¹**
- ▶ **6.79% average participants savings rate increase¹**
- ▶ **160+ awards and recognitions since 2010¹**

We take pride in our service delivery platform, which is based on a dependable, value-added approach to meeting the retirement planning needs of your participants. As your partner in delivering these retirement planning services, we are committed to providing solutions that best address the unique needs of your plan.

The following factors are among the many that distinguish ICMA-RC's educational outreach and resources from other retirement plan providers:

- ▶ **Commitment to the Public Sector.** ICMA-RC is dedicated to providing retirement plans tailored to meet the needs of public sector employees.
- ▶ **Experienced Team.** Our goal is to ensure you and your participants receive prompt, accurate, and consistently exceptional service.
- ▶ **High-Tech and High-Touch Education.** ICMA-RC's website, www.icmarc.org/education, offers participants a wide range of technology-rich education in the format they prefer, including calculators, videos, and e-newsletters. This is complemented with a "high-touch" educational experience that includes in-person seminars and consultations, and assistance by knowledgeable contact center representatives.

Assisting your participants in saving for their retirement goals is a top priority for ICMA-RC. Our education plan is designed to give your participants the tools they need to achieve their goals.

¹ Average rates based on 2012-2017 data; award data based on years 2010-2017

ICMA-RC's Approach to Effective Communication

Proven, Results-Oriented Education Strategy

When ICMA-RC partners with a client, we are eager to take the lead in developing a strategic education plan. Our plan would evolve based on data and feedback we obtain as we evaluate our strategy in cooperation with the County. ICMA-RC would lead these phases in partnership with you. At each step, we would invite and incorporate your input, feedback, and approval.

Our approach consists of four phases:



Phase 1: Analysis – First, we ensure that we have an in-depth and clear understanding of the County's 457 and 401 Plans (the plans).

Phase 2: Strategy – ICMA-RC will develop key strategies and tactics based on information gathered during analysis. We tailor our approach to ensure that you achieve your defined goals.

Phase 3: Implementation – We will create and deliver education materials based on your approved strategies and tactics.

Phase 4: Evaluation – We will measure education initiatives to identify whether agreed-upon goals have been achieved. This process includes refining our strategy and tactics as the plan evolves.

Phase 1: Analysis

ICMA-RC will work with the County to analyze your current communication strategy and identify focus areas based on your goals. This includes conducting research on plan awareness, perception, and understanding as well as current participation rates and demographics.

Our plan highlights how we can **target information based on an employee's eligibility for the plans, career stage, and view of retirement**. We deliver information through seminars, online and printed materials, and emails to ensure that every employee is able to obtain the information they need using their preferred method of communication.

Here's a list of education audiences ICMA-RC has identified, followed by the goals of the materials we develop for each group. ICMA-RC will work with you to pinpoint any additional audiences that should be included in our approach.

Education Audiences

- ▶ **New Employees** – Provide new employees hired by the County with an understanding of the plans and retirement basics. (*Engage stage – employees join their plans and learn about available education resources.*)
- ▶ **Early-Career Employees** – Educate newer employees about investment options, how to select appropriate contribution amounts, risk, diversification, automatic savings, debt management, and long-term investing. (*Engage and Build stages – increase contributions, diversify asset allocation.*)
- ▶ **Mid-Career Employees** – Assist and guide participants as they start to think about retirement, set retirement goals, and determine whether they're making the best use of all available retirement options. Common investment topics include risk, market concepts, asset allocation, and rebalancing. (*Engage and Build stages.*)
- ▶ **Near-Retirement Employees** – Address expectations about retirement, budgeting expenses, catch-up provisions, pay-out options, rebalancing, asset consolidation, joint and survivor benefits, Social Security, and other benefits. (*Engage and Build stages; Realize stage – get ready for retirement.*)
- ▶ **Retirees** – Educate participants about investing, provide retirement-planning resources, and review relevant topics. (*Realize stage.*)

In order to effectively communicate to the County's identified audiences, we will conduct research and analysis to determine measures such as current participation rates and demographics; awareness, perception, and understanding of the plan's benefits and fund diversification; and, overall retirement-planning knowledge and priority level of retirement savings for participants.

The table below provides an example of a possible analysis we would conduct for the County.

Possible Analysis for the County

Factor to be Measured	Baseline Analysis
Current participation rates and demographics	▶ Examine historical participation rates ▶ Evaluate participant age and ethnicity demographics for devising education and communication strategies and tactics
Awareness and perception of the plans' benefits	▶ Examine the processes through which eligible employees learn about the plans – At point of initial hire? – During annual enrollment periods? – Via other events/promotion periods?
Understanding of the plans	▶ Examine potential barriers to understanding ▶ Determine whether there are language barriers ▶ Evaluate for appropriate reading level ▶ Identify any credibility or trust issues
Understanding of the plans' fund diversification and the choices that are generally the most appropriate for each career stage	▶ Review current plans' data showing the kinds of funds that participants in different career stages are choosing ▶ Identify groups of participants (e.g., early career, near retirement) who might benefit from learning more about asset allocation, diversification, time horizon, and risk tolerance that are generally the most appropriate for each career stage
Retirement-planning knowledge	▶ Gauge retirement-planning knowledge and interest in retirement-planning education during qualitative baseline analysis

In this phase, we will also work with you to establish goals and objectives based on our analysis and the County's primary focus. Specific goal measurements will be established in consultation with the County.

Examples of measurable goals and objectives we may establish include:

Measurable Goals and Objectives

Factor to be Measured	Goal/Objective
Current participation rates and demographics	▶ Increase total participation rates by year end ▶ Increase participation rate of early-career employees in first quarter
Awareness and perception of the plans' benefits	▶ Increase plan awareness by year end ▶ Increase positive perception of plan benefits by new employees by year end
Understanding of the plans	▶ Increase understanding of the plans throughout the year
Understanding of the plans' fund diversification and the choices that are generally the most appropriate for each career stage	▶ Increase overall response to targeted communication messages (topic-specific seminars, print and online materials) quarterly ▶ Increase asset allocation data at year end
Retirement-planning knowledge	▶ Increase participant knowledge from initial survey surrounding plan and retirement knowledge in follow-up survey at year end

Phase 2: Strategy and Tactic Development

Once analysis is completed and we have identified the County's goals and objectives, ICMA-RC will develop strategies and tactics that provide relevant, straightforward, consistent education for your participants.



Relevant messages acknowledge that employees are at varying career stages as they save for retirement.

Your education materials will reflect ICMA-RC's **Engage, Build, and Realize** education strategy. We *engage* participants by motivating them to be actively involved in the plans; next, we help them *build* retirement security; and finally, we're there for your retirees as they *realize* their retirement goals.

- ▶ **Engage**
- ▶ **Build**
- ▶ **Realize**

Straightforward education inspires employees to take action. ICMA-RC will design a curriculum that's motivational, uncomplicated, and simple. Employees benefit most from clear assistance that lays out concrete steps towards building a secure retirement, whether they're online, attending a group presentation, meeting with a locally-based Retirement Plans Specialist, or on the phone with an Investor Services representative.

Consistent messaging ensures that participants receive the same information regardless of their preferred method of communication. This avoids confusion and reinforces the importance of the message.

We maintain relevant, straightforward, consistent communication across all **channels**, including:

- ▶ **One-to-one interactions** — In person, on the phone
- ▶ **One-to-many communication** — Seminars, webinars
- ▶ **Publications** — Quarterly newsletter, brochures, etc.
- ▶ **Online** — Web resources, email, etc.

Communication Messaging Model

Each of our communications follows a similar messaging model. Strategies and tactics for the County will be developed from the analysis phase results and based on our overall communications strategy for desired participant actions in each career phase:

- ▶ **Join Your Plan** — Messaging targeted to employees in their first job, those who have never had a retirement plan before, or those who are new to public sector retirement plans. Communications focus on educating employees on the importance of retirement planning, plan benefits, and enrollment steps.
- ▶ **Save More** — Communications targeted to participants who have already enrolled and may not be maximizing the plan contribution limits and/or are looking for alternative ways to boost their savings. Messaging reminds participants of contribution limits, tools such as auto escalation, and introduces alternative plans and methods for saving more for the future.
- ▶ **Invest Wisely** — Targeted communications for new or existing participants focused on educating them about their investment options, including tools available for each investment approach: Manage My Own Account, Keep Investing Simple, and Manage My Account for Me.
- ▶ **Be Ready to Retire** — Communications specifically for those nearing retirement with messaging focused on maximizing annual contribution limits, establishing a comfortable budget in retirement, and how to receive your savings in retirement.
- ▶ **Live Well in Retirement** — Communication does not stop when our participants retire. Messages continue with topics focused on maintaining or adjusting your retirement budget and when to receive benefits like Social Security for optimal savings.

Communication Channels

One-to-One Interactions – In Person, On the Phone

ICMA-RC's **Retirement Plans Specialists** and **CERTIFIED FINANCIAL PLANNER™ (CFP®)** professionals educate and assist your participants in group and one-on-one settings.

- ▶ **Personalized Educational Counseling.** Our Retirement Plans Specialists are there to guide participants every step along the road to retirement. They are experts on your plans, and are able to fully convey features and benefits. Their goal is to ensure each participant maximizes the value of their retirement assets through informed distribution and asset-allocation decisions, both before and after retirement.
- ▶ **Illustrations.** We can generate benefit and tax-savings illustrations based on a participant's age, salary, employee pre-tax deferral rate (if applicable), the amount required at retirement, and disbursement schedule. These tools demonstrate the effects of various contribution and investment-allocation scenarios on potential benefits.
- ▶ **Investment Information.** Our Retirement Plans Specialists provide investment information that helps employees determine the best options or investment strategies given their level of risk tolerance and time horizon. We assist the participant in determining a desired return rate and optimum target amounts to save.

One-to-Many Communication — Proactive Outreach and Education Seminars³

ICMA-RC's Retirement Plans Specialists form the dynamic core of your retirement education program. These associates are registered representatives who specialize in providing clear, effective presentations and information about retirement. They are able to fully convey specific features and benefits of your plans.

Our Retirement Plans Specialists take a **proactive approach to outreach**, visiting local agencies and offices to conduct seminars about relevant education topics and meeting individually with participants to discuss building retirement security. This active strategy has successfully boosted plan participation rates among ICMA-RC clients.

Presentations provided by Retirement Plans Specialists are designed for employees who need fundamental information about the basics of retirement planning and who wish to learn more about the specific products and services offered by your plans.

In addition, our CFP® professionals, help participants plan their overall financial future.

Print/Publications

ICMA-RC will provide the County with comprehensive **customized, print-on-demand Enrollment Kits** that detail specific features of your plans as well as retirement basics. These dynamically generated kits make it easier than ever to provide your participants with the enrollment materials they need on an ongoing basis.

We will also provide the County with **customized versions of the following materials:**

- ▶ **Enrollment (Online or Form)**
- ▶ **Investment Options Sheet**
- ▶ **Fee Disclosure**

ICMA-RC will work with you to share **e-flyers/HTML emails** for the County with your participants to highlight upcoming presentations, individual sessions, and other relevant topics.

³ ICMA-RC does not offer specific tax or legal advice. These presentations are offered for investment education purposes only and are not to be construed or relied upon as investment advice. It is recommended that individuals consult with their personal financial advisor prior to implementing any financial or tax strategy.

Online — Websites, Webinars, Videos, Calculators

We will create and conduct e-surveys for the County each year, including annual participant- and employer-satisfaction surveys. The e-surveys completed in the first year help us determine the level of overall knowledge about your plans, while e-surveys in years two to five allow us to measure the effectiveness of our education curriculum and identify potential areas in which we can increase knowledge and satisfaction.

Your participants can learn from **recorded webinars and Brainshark presentations** that provide plan- and retirement-related education. A few webinars we think your participants would find helpful include:

- ▶ 5 Reasons to Consider an IRA
- ▶ Investing in Volatile Markets
- ▶ Your Saving and Investing Goals
- ▶ Why Save Now?
- ▶ I Am Nearing Retirement. Now What?

Our plan highlights how we can **target information based on an employee's eligibility for the plans, career stage, and view of retirement**. We deliver information through seminars, online and printed resources, and emails to ensure that every employee is able to obtain the information they need using their preferred method of communication.

Our creative education team is excited to work with you to develop unique **custom branding** for the County. In addition to establishing a strong identity for the plans, we will develop communications that emphasize how your plans help participants prepare for their retirement. Design objectives might include:

- Generating a sense of energy and excitement around the plans.
- Communicating your plans in a simple, straightforward, distinctive manner, using a tagline that resonates with employees.

ICMA-RC Web Resources

We focus on making sure your participants receive an educational experience that's high-touch — providing them with in-person assistance instead of merely a computer or automated voice system. However, we've also developed an array of innovative online education materials that are available to all of our participants.

- ▶ **Transition Web Page:** ICMA-RC will create a transition web page with details about your transition to ICMA-RC. The web page can include an employee announcement outlining plan changes; answers to frequently asked questions; transition timelines; upcoming transition meetings; and fund lineup information.

- ▶ **ICMA-RC Website:** Our website offers a variety of tools and resources including:

- **Log In/Enroll in Your Plan** – Employees may enroll into the plan; participants can log in to access the plan.
- **Explore educational resources** – Extensive investment education is readily available, along with information on ICMA-RC's product and services.
- **Sign up for MarketView Mail** – MarketView Mail is a weekly e-newsletter created by ICMA-RC's investment

professionals. It contains market updates, a current economic indicator, and an investment-related chart to help participants increase their understanding of the economy and markets, as well as how current trends might affect their investments and long-term planning.

- **Download the mobile app** – Links to download the ICMA-RC mobile app gives participants the convenience of accessing their account on the go.
- **Access to the Retirement Education Center** – Visit ICMA-RC's Retirement Education Center, featuring brochures, flyers, interactive videos, calculators, webinars and more on a wide variety of retirement topics.

- ▶ **ICMA-RC Mobile App:** Our mobile application offers the following features:

- **Account Login/Enroll** – Participants can easily log in to their accounts or enroll in your plan(s) conveniently from through the mobile app.
- **TextAccess** – Using simple text commands, participants can request information via text about their accounts.
- **Savings Calculators** – The Small Change, Big Savings calculator and the Grow Your Savings calculator show participants the value of a saving a small amount of money today, and the impact their efforts can make on their total savings over time.
- **ICMA-RC newsfeed** – News from ICMA-RC that's relevant for public sector employees and retirees.
- **MarketView Chart of the Week** – These at-a-glance graphics help participants stay informed about the events shaping the future of their retirement savings.
- **Retirement Education Center video series** – Our video series features topics for participants at all career stages, including why younger participants should save for retirement, advantages of enrolling in their retirement plans, saving and investing for retirement, an overview of our investment-advisory service, and making the most of retirement.
- **Virtual Reality** – Participants experience thrilling moments in the days of three public sector employees.



The “Am I On Track” tool, available through the ICMA-RC website, enables participants to access how prepared they are for retirement by providing a retirement readiness score and proposed savings rate, retirement age, and asset allocation to help improve the score.

- **Your Future Animated Self** – Participants can create a fun, realistic avatar of their future selves to further imagine their life in retirement.

The mobile app also allows participants to access their accounts using their smartphones and tablets. Using our mobile app, participants may also manage their accounts as well as view fund balances, personal performance information with a graphic illustration, year-to-date account activity, and brief messages as applicable.

Additional Participant Services

- ▶ **Guided Pathways® Advisory Service:** With a focus on improving outcomes for participants, we offer Guided Pathways Advisory Service. Through our enhanced Guided Pathways Advisory Service, our ICMA-RC Advisers can help participants:

- Determine how much to save for retirement and provide guidance on how to get there
- Decide how to invest their assets
- Determine when to retire, based on their personal financial situation
- Create an asset withdrawal strategy for their retirement years

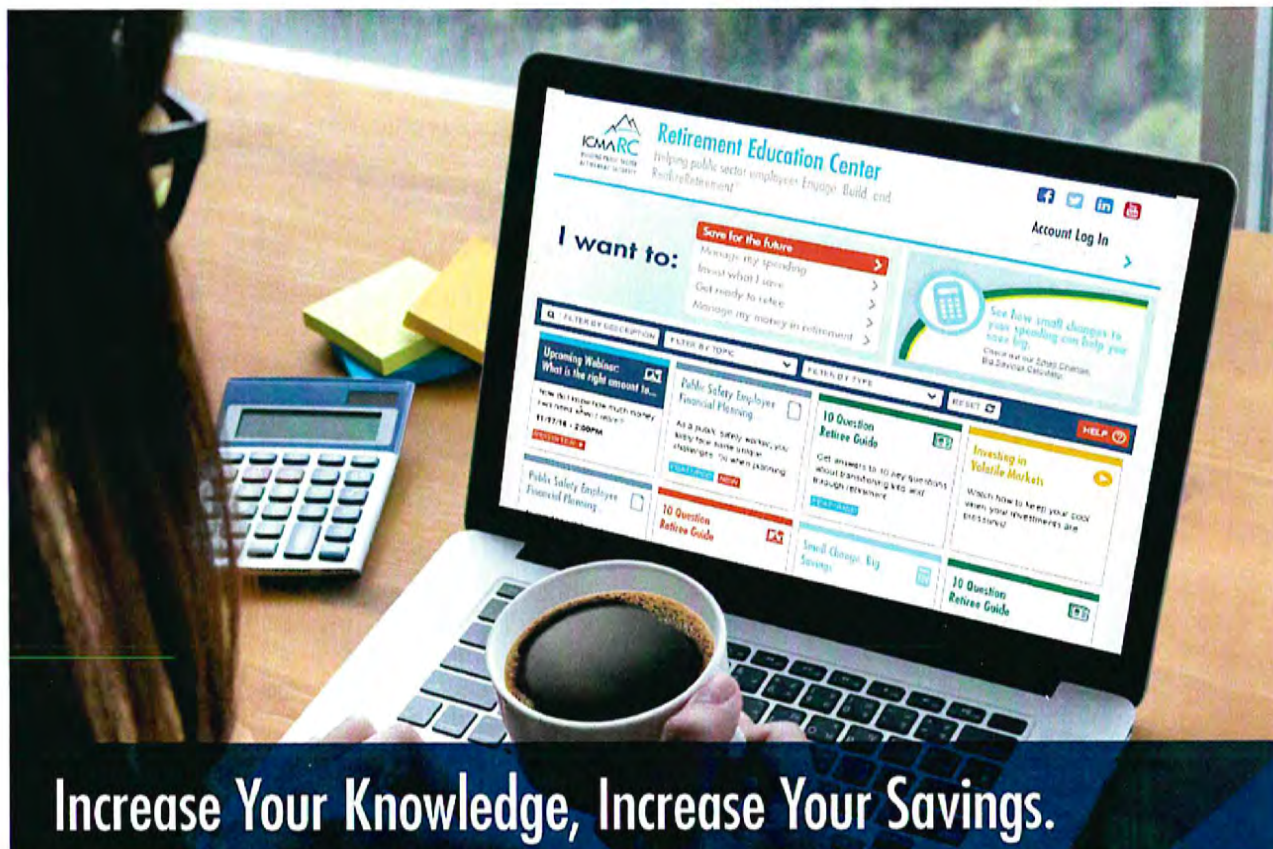
In addition to continued support from ICMA-RC Retirement Plans Specialists, our Guided Pathways® Advisory Service includes:

- Consultations by phone with Guided Pathways Advisers to help participants address their personal retirement planning and investment needs when it's most convenient for them.
- Proactive outreach to select plan participants directly through targeted email, by mail, and by phone to create awareness of the service and encourage participants to schedule a free consultation to learn more and take steps towards realizing their retirement goals.

Guided Pathways Advisory Service is another example of how we partner with our plan sponsor clients to fulfill our mission of helping public sector employees build retirement security.

Investment advice and analysis tools are offered to participants through ICMA-RC, a federally registered investment adviser. Investment advice is the result of methodologies developed, maintained, and overseen by the Independent Financial Expert, Morningstar Investment Management LLC. Morningstar Investment Management LLC is a registered investment adviser and subsidiary of Morningstar, Inc. Morningstar, Inc. and Morningstar Investment Management LLC are not affiliated with ICMA-RC. All rights reserved. The Morningstar name and logo are registered marks of Morningstar, Inc. Guided Pathways' Managed Accounts and Fund Advice are fee-based services.





Increase Your Knowledge, Increase Your Savings.

ICMA-RC's Retirement Education Center is stocked with a variety of tools and materials to increase your financial smarts to make your retirement a reality.

The Retirement Education Center features...



Savings
calculators



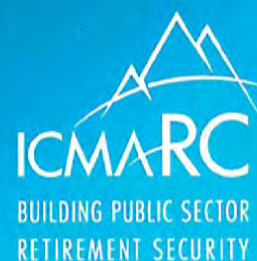
Interactive
videos



Educational
webinars



Print
materials



Visit the Retirement Education Center at www.icmarc.org/education.

Phase 3: Implementation

Once we've identified and outlined the best education strategies and tactics for your upcoming needs and goals, ICMA-RC will implement the education and communication plan.

Transition Communications

ICMA-RC will provide a comprehensive range of resources during the transition of the plans to educate participants about the upcoming change in providers. These materials will clearly communicate key time frames, changes to the plans, and resources available to participants.

Your participants will receive two communications during the transition period:

- ▶ **Announcement email:** introduces the upcoming change and provides an overview of when major milestones will occur
- ▶ **Welcome mailing:** includes a welcome letter, a list of frequently asked questions (FAQs), a detailed timeline for the transition (including information about the black-out, upcoming participant transition meetings, and contact information), and information about your plans' funds

ICMA-RC will conduct on-site **group-transition presentations** for current employees as well as terminated participants and individuals in distribution. These presentations will reinforce the information participants received in the two mailings and will give them the opportunity to ask questions and discuss the plans in an in-person, group setting.



Welcome Plan Participants!

April 23, 2018

Dear Plan Participant:

ICMA-RC has been selected as the provider for the City's 457 Deferred Compensation Plan. The transition of your plan from your current provider, scheduled on May 31, 2018, is an opportunity to review your account and retirement savings goals.

Transition Checklist

- ▶ **Key Dates.** While your account records and assets are transferred from Nationwide Retirement Solutions beginning May 23, 2018 through May 31, 2018, you will not be able to make any changes to your account. No action is required on your part but the transition is an opportunity to review your account information, such as beneficiary designations. Once the transition is complete, you will be able to make any necessary updates. ICMA-RC will mail you information along the way to help keep you informed.
See the Transition Schedule and Mailings in this packet for an outline of key steps that will occur.
- ▶ **Education Meetings.** An ICMA-RC representative will be available on-site to review the transition, new investment options, and the retirement planning services available to help you. Please bring your last statement from Nationwide to these meetings.
See the Education Meeting Schedule in this packet for a listing of dates and times.
- ▶ **Investments.** Your assets at your current provider will be transferred automatically to similar replacement funds at ICMA-RC.
- ▶ **Questions.** For more information about the transition:
 - Visit www.icma-rc.org/citysite
 - Contact your ICMA-RC representative at (866) 833-6767 or rep@icma-rc.org
 - Upon completion of the transition, call ICMA-RC Investor Services at 800-669-7400 (press "0" to speak with a representative), Monday through Friday, 8:30 a.m. to 9:00 p.m. Eastern Time.

On behalf of ICMA-RC, we look forward to serving your retirement needs and helping you build retirement security.

Sincerely,

ICMA-RC

About Us: Serving the public sector

Founded in 1972, ICMA-RC is a non-profit independent financial services corporation focused on providing retirement plans and related services for over a million public sector participants accounts and approximately 9,000 retirement plans (including 457s and various health savings). Our mission is to help local and state government employees build retirement security. We deliver on our mission by helping public sector employees engage, build, and sustain retirement. All of our retirement programs, administrative services, and educational tools have been developed specifically for public sector retirement plan administrators and participants. For more information, visit www.icma-rc.org.

401-379-1400

Ongoing Education & Communications

ICMA-RC proposes providing the County with a team of **fully registered, dedicated, salaried representatives** (i.e., these professionals are not paid on commission to only recommend specific products and services) who will provide ongoing education to your employees. We provide **ongoing education** to emphasize the importance of saving for retirement and will encourage employees to enroll in or increase contributions to their plans. ICMA-RC will also help participants increase their basic knowledge of investing and financial-planning principles.



Phase 4: Evaluation

For truly effective participant education, ICMA-RC believes in evaluating the established goals and objectives to determine whether your plans' goals are being met and your employees are informed, involved, and engaged in the plans.

Monitor and Measure Progress Annually

ICMA-RC will develop a success metric dashboard to track results and evaluate progress on an ongoing basis. If results fall short of expectations, we use targeted measurement and educational tactics to pinpoint the cause and adjust our approach accordingly.

Below is a sample of the results gathered at regular, predetermined intervals; quantitative results help us determine our overall effectiveness and where to focus future efforts.

Fiduciary Support and Data Visualization

With regard to fiduciary support and committee interaction, ICMA-RC will utilize a business intelligence tool powered by SAS. This dynamic data visualization tool enables you to identify, measure, and detect patterns and relationships in data that may not have been initially evident. It offers interactive reporting capabilities, which are combined with advanced analytics so users can track trends and discover insights from any size and type of data to help you fulfill your fiduciary responsibility. Additionally, this tool makes data



available as early as five business days following quarter end so that education and outreach campaigns can be more current and relevant for your participants.

Determining the Result of Goals/Objectives

The plan will evolve based on new data and feedback we obtain. Each year we will present an annual plan to the County for approval.

Thank You

Thank you for this opportunity to share this sample Education & Communications Plan with you. We would be happy to discuss this Education & Communications Plan with you in more depth, and most importantly, we welcome the opportunity to serve the County and your participants.

AC: 36639-0617



Book Value Equalizer Service

A Solution from ICMA-RC

For Institutional Investors Only

Does your fixed fund have a lengthy exit provision? Is the market value to book value of your plan's stable value fund below 100%? **ICMA-RC has a solution for you.**

Solution: The ICMA-RC Book Value Equalizer

Using the ICMA-RC Book Value Equalizer, ICMA-RC investment professionals will work with you to assemble a portfolio comprised of the Vantagepoint PLUS Fund (PLUS Fund) paired with one or more traditional guaranteed investment contracts (GICs), the "GIC Equalizer." Proceeds from the outgoing portfolio are transferred into the new portfolio, maintaining book value.

How does it work?

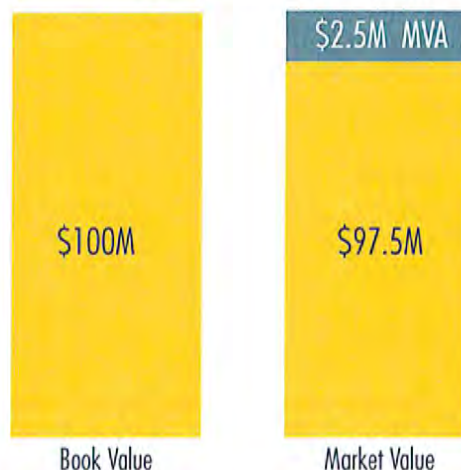
At launch, the rate of the traditional GICs that comprise the GIC Equalizer are reduced to account for the market value adjustment. Within the portfolio, purchases and redemptions are allocated to the PLUS Fund first to mitigate any cash movements for the GIC Equalizer. Over the course of three to five years, the GIC Equalizer absorbs the outgoing portfolio's market value to book value difference and as the GIC Equalizer matures, all assets in the portfolio will be invested in the PLUS Fund.

Why ICMA-RC?

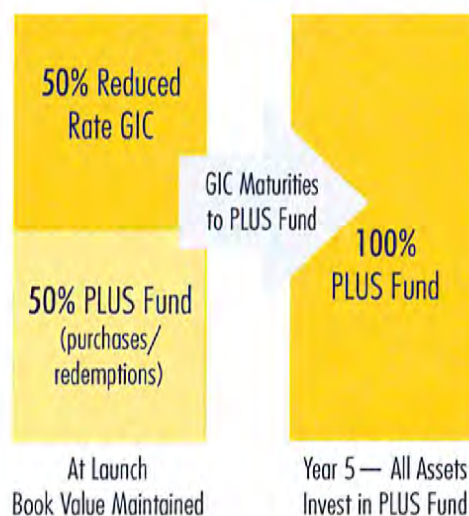
ICMA-RC is one of only a few investment managers who regularly purchase traditional GICs in our stable value portfolio. With stable value fund management dating back to 1991 and over \$10 billion¹ in assets under management in the PLUS Fund, we have longstanding relationships with stable value product issuers and can leverage our purchasing power to construct a portfolio that:

- » **Maintains book value** — for plan sponsors
- » **Offers an alternative** — to staying with a fund manager, or record keeper because of large market value adjustments, or multi-year payout terms
- » **Provides a cost-effective solution** — amortizing market value to book value differences
- » **Offers participants the option to invest in a top-performing stable value fund** — such as the PLUS Fund,² based on its performance in the Hueler Analytics universe for 1-, 3-, 5- and 10-year periods³

Current Fund Manager



Book Value Equalizer



Disclosures:

¹ PLUS Fund assets as of September 2018.

² Before investing, please read the applicable Fund Fact Sheet(s) and the Fund's Disclosure Memorandum carefully for a complete summary of all fees, expenses, investment objectives and strategies, and risks. This information is available when you log in at www.icmarc.org/login, or upon request by calling 800-669-7400.

³ Huebel Analytics, Inc. data. The Huebel Analytics Stable Value Pooled Fund Comparative Universe represents the performance returns of actual stable value pooled funds, and its Index is the stable value industry benchmark used by many institutional investors, consultants, advisors and plan sponsors for monitoring stable value pooled funds. Rankings are derived by ICMA-RC from data provided by Huebel Analytics, Inc., a technology and research firm covering stable value products that is not affiliated with ICMA-RC. ICMA-RC does not independently verify Huebel Analytics, Inc. data. Gross returns used in the Universe and in the rankings do not include plan administration fees, adviser expenses, or other stable value fund costs – actual performance experienced by participants would be commensurately lower.

⁴ There is no guarantee that the Book Value Equalizer Service will achieve its investment objective. Example is for illustrative purposes only, is not guaranteed and does not reflect past performance, present market conditions, available traditional guaranteed investment contract rates, or negotiated management fees by ICMA-RC or its subadvisers.

This information is intended for institutional use only and is not intended for individual investors or the general public.

This does not constitute investment, tax, or legal advice. Reference to any fund or asset class is not a recommendation to buy, sell, or hold that fund or asset class. Neither ICMA-RC nor its subsidiaries are responsible for any investment action taken as a result of the information provided herein or the interpretation of such information. Investors should carefully consider their own investment goals, risk tolerance, and liquidity needs before making an investment decision.

The PLUS Fund is a collective investment trust fund (CIT) established and maintained by VantageTrust Company, LLC (VTC), a wholly owned subsidiary of ICMA-RC. ICMA-RC provides investment advisory and management services to VTC with respect to the PLUS Fund. ICMA-RC receives asset based fees from the PLUS Fund. Please see ICMA-RC's Form ADV, available at www.adviserinfo.sec.gov, for more information.

Learn more at www.vantagepointfunds.org.

ICMA-RC SERVICE GUARANTEES

BENCHMARK		AMOUNT AT RISK
PHONE		
Plan sponsor services response time:	Calls picked up within an average of less than 45 seconds, annualized and in aggregate for Call Center. Note: Measurement will not include days in which extraordinary events occur beyond the control of ICMA-RC that increase daily call volumes by 25% above the average daily call volume for the year.	\$1,000 per year in which this does not occur.
Participant services response time:	Calls picked up within an average of 45 seconds or less, annualized and in aggregate for Call Center. Note: Measurement will not include days in which extraordinary events occur that increase daily call volumes by 25% above the average daily call volume for the year.	\$1,000 per year in which this does not occur.
Return all calls to plan sponsor within:	Calls returned within one business day.	Our financial penalty will be based upon emails. We find that our plan sponsors communicate more through email, and this is tracked. \$1,000 per year in which less than 99% of emails sent from plan sponsor are not responded to within one business day.
Return all calls to participants within:	Calls returned within one business day.	Not applicable. Participants can make phone calls to various personnel at the local level and at headquarters. We would like to discuss alternatives with the Washoe County.
STATEMENTS		
Participant statement mail time:	Quarterly statements in aggregate delivered electronically within 12 business days, unless performance returns received late due to factors beyond ICMA-RC's control.	\$2,500 per year in which less than 99% of statements in aggregate meet the deadline due to circumstances under ICMA-RC control.
Sponsor plan statement mail time:	Plan sponsor-level statements made available on EZLink within 12 business days.	\$2,500 per year in which less than 99% of statements in aggregate meet the deadline due to circumstances under ICMA-RC control.
Participant online statement posting:	Quarterly statements in aggregate delivered electronically within 12 business days, unless performance returns received late due to factors beyond ICMA-RC's control.	\$2,500 per year in which less than 99% of statements in aggregate meet the deadline due to circumstances under ICMA-RC control.
Sponsor online statement posting:	Plan sponsor-level statements made available on EZLink within 12 business days.	\$2,500 per year in which less than 99% of statements in aggregate meet the deadline due to circumstances under ICMA-RC control.

(over)



ICMA-RC SERVICE GUARANTEES *(continued)*

BENCHMARK		AMOUNT AT RISK
PARTICIPANT SERVICES		
Number of on-site individual meetings:	Mutually agreed-upon number of on-site individual educational meetings.	\$1,000 per year in which the target number of seminars is not met.
Number of on-site group meetings:	Mutually agreed-upon number of on-site seminars.	\$1,000 per year in which target number of seminars is not met.
Financial planning services:	Mutually agreed-upon number of group seminars or days on-site.	\$1,000 per year in which target number of seminars is not met.
TRANSITION		
Timeline:	Transition of assets to ICMA-RC by agreed upon deadline and reconciliation of assets within five business days. ¹	\$2,500 if delay caused by factors controllable by ICMA-RC.
Deliverables:	Establish key milestones and deliverables mutually agreed upon between the Washoe County the current record keeper, and ICMA-RC.	\$1,000 if project plan is not provided which covers key milestones and deliverables.
On-site meetings:	Mutually agreed-upon number of transition seminars based on the scenario determined by the Washoe County.	\$1,000 if agreed-upon number of transition seminars does not occur.
ADMINISTRATION		
Contribution posting:	If received in good order before 4:00 p.m. Eastern Time on a normal business day, contributions will post as of the close of business that day.	\$1,000 per year in which at least 26 payrolls are submitted and in which 2 or more payrolls received in good order are not processed within benchmark due to ICMA-RC error.
Withdrawals processed:	Requests for lump sum payments/rollovers/transfers are sent no later than three business days following the date the request is received, provided the request is in good order.	\$500 for each year in which at least 20 lump sum payments are made and in which less than 95% are processed within benchmark due to ICMA-RC error.
Emergency withdrawals processed:	Payments sent no later than two business days following the date of receipt, if received by 4:00 p.m. Eastern Time with complete supporting documentation and plan sponsor approval.	\$500 for each year in which at least 20 emergency payments are made and in which less than 95% are processed within benchmark due to ICMA-RC error.
Rollovers/transfers out:	Please refer to withdrawals processed; this measurement is included in withdrawals processed.	See above
Loan processing (if applicable):	If received in good order by 4:00 p.m. Eastern Time on a normal business day, loan requests submitted via Account Access will be processed as of the close of business that day.	\$1,000 per year in which less than 99% is not met.

⁽¹⁾ The industry standard transition timeframe is defined as five business days. ICMA-RC's transition guarantee is to complete the transition blackout period no later than five business days from the date of receipt of reconciled assets and records. The transition guarantee is only for factors within ICMA-RC's control.

ICMA-RC SERVICE GUARANTEES *(continued)*

BENCHMARK		AMOUNT AT RISK
Report delivery:	Monthly reports available within EZLink within seven business days after end of calendar month	\$500 per year if this is not met.
Training:	Mutually agreed upon training for the Washoe County's benefits staff	\$500 per year in which the training is requested and not met
OVERALL SATISFACTION		
Draft and distribute survey:	Survey schedule to be mutually agreed upon between the Washoe County and ICMA-RC.	\$500 if survey is not distributed based upon mutually agreed upon schedule.
Satisfaction survey score:	Measurement system to be mutually agreed upon between the Washoe County and ICMA-RC.	\$1,000 per year based upon mutually agreed upon measurement is not met.

ADDITIONAL DETAILS:

- ICMA-RC measures service performance against standards for all our defined contribution clients. Should Washoe County determine that our service is not satisfactory; they may provide ICMA-RC with written notice within 30 days of the service deficiency. If ICMA-RC fails to resolve the deficiency within 30 days, the Washoe County may request the service guarantee be paid not to exceed \$5,000 annually for all combined service deficiencies. If we are selected as the provider for the Washoe County we will be happy to discuss the specifics of the service guarantees.

