



## California Secure Choice Retirement Savings Investment Board

September 23, 2019

George DuCasse, Ascensus



# CalSavers Ascensus Field Team

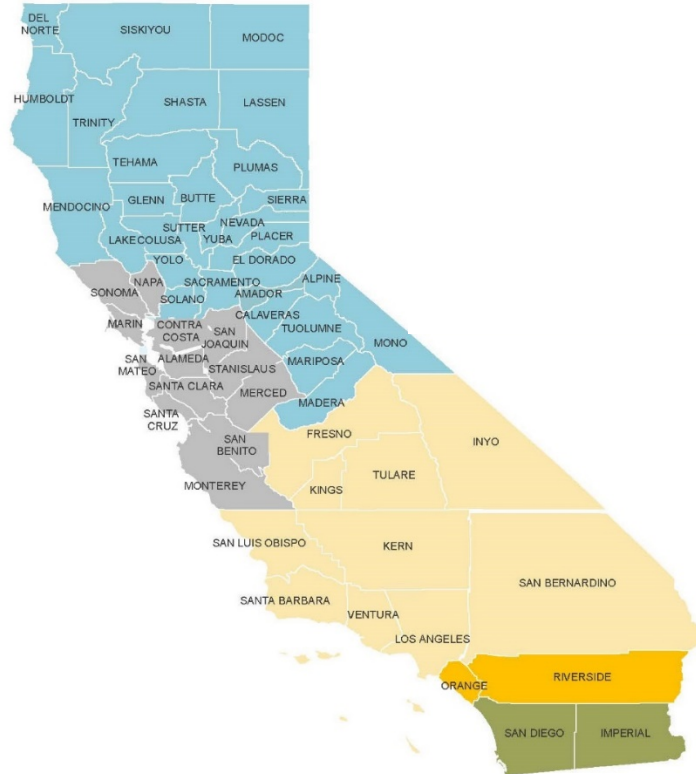


## Field team on boarding activities and hiring update

- 5 - Field Team representatives have been on boarded
  - Sacramento (1)
  - Los Angeles (2 bilingual)
  - Orange County (1)
  - San Diego (1 bilingual)
- July, August and September have focused on program outreach
  - Scheduling and conducting employer and employee meetings
  - Business Partner education and support
- Actively recruiting for position in San Francisco Bay Area



# CalSavers Ascensus Field Team



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# CalSavers Ascensus Field Team

## Field Outreach activities

- Coordinating closely with CalSavers staff outreach team
- Outreach to over 160 employers and conducted 30 educational meetings since July
  - Educating registered employers in their regions, offering onsite administrative support and education
  - Conducting employee meetings in both English and Spanish
- Actively reaching out to newly registered Employers via phone and email to create awareness and to provide timely support on a local basis



# System Development and Enhancements

## Spanish language employee transactional portal

- Scheduled for September 29<sup>th</sup>
- Spanish language public website currently live

## Self-enrollment

- Scheduled for this fall
- Will allow self-employed and employees at exempt employers to enroll

## Mobile app registration and opt out features

- Scheduled for this fall
- Increased functionality for the mobile app



# Initial Invitation for all Eligible Employers

## Timing

- During the month of October initial invitations will be emailed to eligible employers
- Invitations will be staggered for optimal balance between contacting employers as soon as possible and providing for positive experience on Client Services phones

## Volume

- Approximately 234,000 invitations will be sent to employers

## Field Team support

- On a daily basis the Field Team will be monitoring employer registrations and will reach out with assistance



# Payroll Provider Integration

## Goal

Develop an API (application programming interface) to allow automated data flow between Ascensus and payroll providers, or implement any other type of technology to further streamline experience for employers

## API integration status

- Paychex has been working with Ascensus to develop “industry standard” API solution
- Bi-Weekly meetings have been established with Paychex and Connect Pay to develop API solution
- Other payroll companies have agreed to adapt to industry standard once defined
- Timing for implementation is tentatively Q1 2019

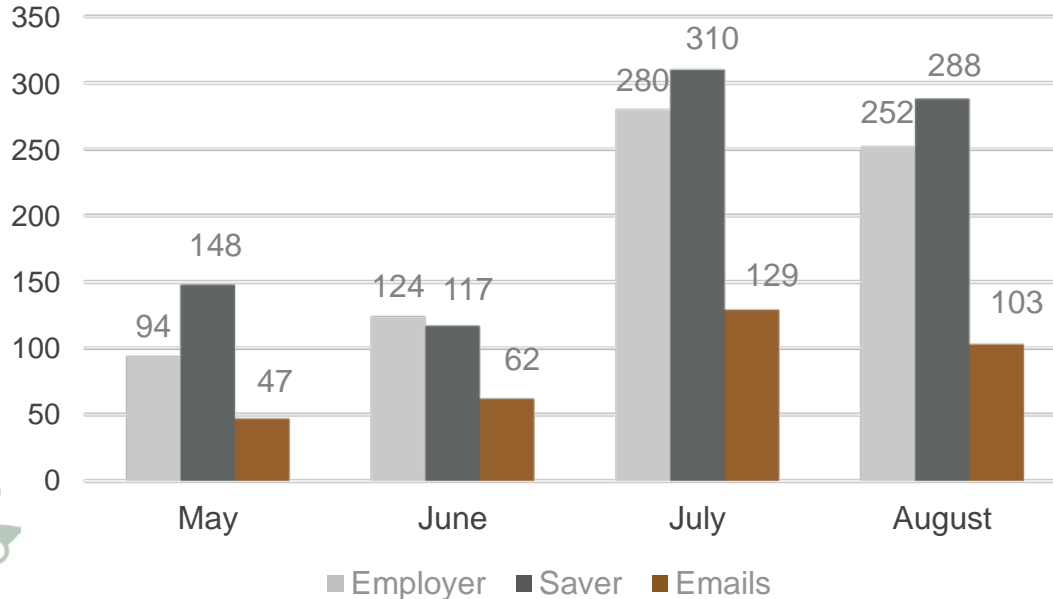




# Client Services

## Onboarding

CalSavers Call Center Volume



### Employer Trends

Registration inquiries	43%
Plan facilitation inquiries	13%
Payroll submission inquiries	9%
Adding/Editing payroll assistance	8%
Exemption inquiries	7%
General portal assistance	7%
Program overview inquiries	5%
Other	3%
Employee participation inquiries	4%
IRA specific inquiries	1%

### Saver Trends

Participation inquiries	70%
Distribution inquiries	11%
Balance inquiries	4%
Maintenance updates	4%
Password resets	4%
Other	3%
Contribution rate inquiries	2%
Program overview inquiries	1%
Web registration assistance	1%



# Administrative Benchmarks

## Per Service Level Agreement

	Category	Performance Standard	July Result	August Result
1	Call Center Abandon Rate - less than or equal to	2%	1.01%	0.92%
2	Call Center Answer Time - calls answered in 30 seconds	85%	89.09%	86.71%
3	Incoming mail or postal mail - reply by email when possible and postal mail when email is not available or appropriate - within 3 business days	100%	100.00%	100.00%
4	Notify Board of any correspondence or other communication from a legislator, government official, or any other elected official - within 1 business day	100%	N/A	N/A
5	Process all contributions and distributions in good order on the day of receipt before market close, or the following business day if received after market close	98%	100.00%	100.00%
6A	Employer portal available 24 hours/day and 7 days/week, not including maintenance windows	99.90%	100.00%	100.00%
6B	Employee portal available 24 hours/day and 7 days/week, not including maintenance windows	99.90%	100.00%	100.00%
7	Participant quarterly statements and/or annual statements available - within later of 20 days of quarter's end, or receipt of all materials i.e. inserts	N/A	100.00%	N/A
8	Deliver federal tax reporting documents to participants on or before deadline provided in Applicable Law(Only produced in January)	100%	N/A	N/A
9	Transmit federal tax files on or before the deadline provided in Applicable Law and promptly send, as necessary any subsequent files for corrections (Only remitted January, except for corrections)	100%	N/A	N/A
10	Provide all federal and state withholding remittance information to the appropriate federal or state entity by the deadline provided in Applicable Law	100%	100.00%	100.00%



# CalSavers Program Assets By Fund

As of August 31, 2019



Fund	Assets (\$)	% of Total Assets
Capital Preservation	510,970	89.9
Target Retirement Series	47,626	8.4
Global Equity	8,826	1.6
Core Bond	1,139	0.2
ESG (new)	0	0

