MARCH 23, 2023

AGENDA ITEM 9 INFORMATION ITEM

SCHOLARSHARE INVESTMENT BOARD

Marketing Update for ScholarShare 529

Background

TIAA-CREF Tuition Financing, Inc. (TFI), the program manager for ScholarShare 529 (Plan), has provided its "Q4 2022 Marketing Results" for the Plan. It includes an overview of the account and asset results for 2022 and outlines the budget and results for marketing activities completed in 2022, which include:

- Q4 2022 Achievements and Business Results
- 2022 Matching Grant Program
- CalKIDS Marketing, Paid Media, Social Media, and Tactics
- Campaigns, Results, and Creative
- Public Relations and Media Relations
- Social Media
- Employer Outreach
- Outreach Events
- 2022 Marketing Budget

In addition, the marketing update includes an overview of upcoming marketing activities planned for first quarter 2023.

Presenter

Doug Harrison, Senior Director, TIAA-CREF Tuition Financing, Inc.



Q4 2022 Marketing Results

March 23, 2023

Marketing Plan—Q4 2022 Achievements



	Goal	Strategy	Achievements
1	Gain New Accounts/AUM	Strategically use marketing resources to grow the plan by 39,270 new accounts and \$1.0158 billion in contributions.	 33,760 new accounts were opened in 2022 (86% of target) \$1.097 billion in contributions were received (107% of target) The Holiday Giftcard Promotion yielded 1,820 new accounts during 10-day promotional window. Compared to 2021's campaign results were down by 4.8%.
2	Launch 2022 Plan Enhancements	Communicate plan enhancements that include Lower-Cost Portfolios and new ESG investing options to demonstrate industry leadership and strong fiduciary management.	All year long, radio media outlets have requested interviews with Julio Martinez on plan enhancements and ESG investment options.
3	Increase Account Owner Diversity	Leverage the Matching Grant Program, CalKIDS, Local CSAs, strategic partnerships, and targeted media to increase the diversity of ScholarShare 529 account owners.	 Matching Grant and CalKIDS participation are having a positive effect on ethnic and income diversity in the ScholarShare account owner base.
4	Champion College Access	Implement new public relations strategy to further establish ScholarShare 529 and CalKIDS as champions of College Access.	In the second half of 2022, CalKIDS media outreach included coverage of College Access issues.
5	Grow plan via Employers/RIAs	Continue to build relationships with employers (public and private) and registered investment advisors to attract new account owners.	Supported TIAA Field Consultants and SIB Staff in gaining employer partnerships. Workplace Savings Program partnership additions for 2022: 54.
6	Enhance College Countdown	Manage the College Countdown program to serve the needs of mature account owners on the cusp of using their 529 savings.	• 95,974 visits since launch in Q3 2020 (96% of 100,000 target).
7	Launch CalKIDS	Promote the CalKIDS program to consumers and other stakeholders to increase awareness of this important stepping-stone for families.	Display ad and radio campaign in 4 largest California media markets in Q4 generated 37 million impressions and 20,535 website visits.





2022 results reflect market and environmental conditions.

Accounts and Contributions	December 31, 2021	December 31, 2022	% Change
Total New Accounts Opened	36,696	33,760	-8.0%
Total New Contributions Collected	\$1,202 million	\$1,097 million	-8.8%
Growth Rate	ScholarShare 529	Industry	% Difference
Annual Asset Growth Rate ¹	-3.52%	-11.81%	8.29%
Rollovers		YTD 2022	% Change
% of Plan Accounts Closed Due to Rollovers	< 2.0%	0.39%	-0.01%
Accounts and Assets	December 31, 2021	December 31, 2022	% Change
Total Open Accounts	374,083	390,596	4.4%
Total Assets ²	\$13.08 billion	\$11.56 billion	-11.7%
Market Share ³	4.805%	5.257%	0.452%

¹ ISS Market Intelligence – Q4 2022. Q4 Quarterly Growth Rate for ScholarShare 529 was 5.18%, versus 6.37% for all Direct Sold Plans. Excludes CalKIDS.

³ ISS Market Intelligence – Q4 2022. "Industry" represents all Direct Sold Plans.

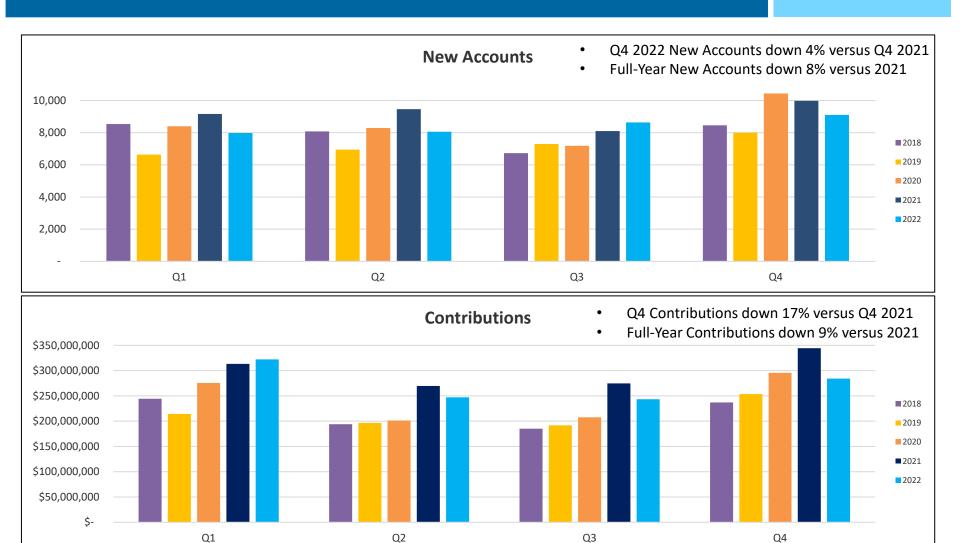




² Excludes CalKIDS.

New Accounts & Contributions*

Results



^{*}Excludes CalKIDS accounts and contributions.

Matching Grant Program - 2022

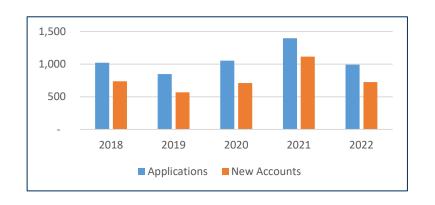
Engage Underserved Families

Program's fifth year successfully concluded on 12/31/2022.

Offer: \$200 dollar-for-dollar match for qualifying accounts opened in 2022. \$25 bonus for ACP set-up. **Target Audience:** Low- to moderate-income California families.

Results as of 12/31/2023:

- 993 applications received
- 726 new accounts
- \$826,607 in contributions
- \$89,839 in grant deposited in 450 accounts



Qualifications:





Matching Grant Program – 5 Year Summary

Engage Underserved Families

Overall Program Totals						
MGP year	Total MGP Amount Awarded					
2018	486	\$94,136				
2019	375	\$75,719				
2020	524	\$108,870				
2021	844	\$174,898				
2022	450	\$89,839				
TOTALS	2,680	\$543,462				

ACP Totals						
# of Accounts w/ ACP established same year as Acct was opened	# of Accounts Still Open w/ ACP as of 2/15/2023	% of Accounts Maintaining ACP as of 2/15/2023				
303	263	87%				
275	235	85%				
439	344	78%				
673	553	82%				
341	319	94%				
2,031	1,714	84%				

MGP Promotion Year	# of Accounts that Received MGP Promotion (Funded)	# of Accounts Still Opened as-of 12/31/2019	# of Accounts Still Opened as-of 12/31/2020	# of Accounts Still Opened as-of 12/31/2021	# of Accounts Still Opened as-of 12/31/2022	% of Accounts Still Opened as-of 12/31/2022
2018	486	475	461	455	452	93%
2019	375		360	356	345	92%
2020	524			522	512	98%
2021	844				837	99%
2022	450				450	100%
Total	2,679	475	821	1,333	2,596	97%

MGP Promotion Year	Total Assets of Accounts that Received the MGP Promotion	Assets as-of 12/31/2019	Assets as-of 12/31/2020	Assets as-of 12/31/2021	Assets as-of 12/31/2022	Growth of Assets since Promotion
2018	\$439,307	\$1,108,353	\$1,731,002	\$2,572,340	\$2,643,602	602%
2019	\$586,535		\$1,046,300	\$1,702,986	\$1,744,120	297%
2020	\$728,260			\$1,584,109	\$1,806,726	248%
2021	\$1,380,601				\$2,136,131	155%
2022	\$439,318				\$439,318	100%
Total	\$3,574,021	\$1,108,353	\$2,777,302	\$5,859,435	\$8,769,897	245%





Matching Grant Grantees - Insights

Grantees from 2018-2022:

- Have smaller households (45% 1-person household vs 31%)
- Are two times more often Hispanic (16% vs ~8%)
- Are younger than average account owners (23% <=34 vs 4% for AO's and 17% for New AO's)
- Are less likely to be married (48% vs 72% all AO's and 57% New AO's)
- Are half as likely to have a college degree (37% vs 75% all AO's and 68% New AO's)
- Are less affluent (avg household income \$87K vs \$151K all AO's and \$141K New AO's)
- Have less investment resources (23% > \$250K vs 69% all AO's and 60% New AO's)

Variable	MGP 2018	MGP 2019	MGP 2020	MGP 2021	MGP 2022	All MGP Grantees	Total Account Owners	New Account Owners (Past 12 Mos)
Ethnicity								
African American	1%	1%	1%	1%	2%	1%	1%	1%
Hispanic	21%	14%	14%	15%	18%	16%	8%	9%
East Asian	10%	10%	9%	9%	10%	10%	10%	10%
Western European	25%	26%	21%	20%	20%	22%	32%	27%
Eastern European	2%	2%	1%	2%	1%	2%	2%	2%
Other	41%	47%	54%	53%	50%	50%	47%	51%
Education								
Some High School	8%	8%	3%	5%	6%	6%	1%	1%
Completed High School	16%	17%	16%	18%	17%	17%	4%	7%
Some College	39%	38%	32%	30%	33%	34%	16%	24%
Completed College	33%	33%	34%	31%	29%	32%	55%	62%
Attended Graduate School	2%	1%	2%	2%	2%	2%	8%	6%
Household Income								
Average Household Income	\$82,768	\$83,636	\$82,108	\$92,084	\$87,792	\$86,800	\$151,049	\$141,165



Driving New Account Growth

Audience	Objective	Tactics and Channels	Cadence
Prospect	AwarenessInterestOpen new accounts	Search engine marketingWeb advertisingEmail (EM)Direct Mail (DM)	Seasonal and evergreen
Inquirers	Open new accounts	Search engine marketingWeb advertisingEmailDirect Mail	Seasonal and evergreen
New AO's	Fund and engage with account	• Email	Evergreen
Account Owners	 Continued engagement and support Fund accounts Open additional accounts New product engagement features 	Primarily email and displayLimited direct mailLimited web advertising	Seasonal and evergreen





Holiday Campaign – December 2022

Gain New Accounts/

The 2022 Holiday Campaign generated 1,820 new accounts, down by 4.8% versus 2021.

Strategy Drive account openings and contributions with a \$50

gift card bonus.

Target Audiences

Prospects, Inquirers, and Existing AOs.

Media Emails

Direct Mail Prospect

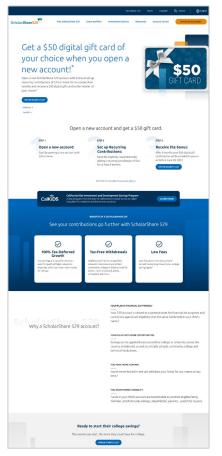
Display

Landing Page

Home Page Message











Tactical Results YoY

- Overall, the 2022 Holiday Promotion direct marketing tactics did not perform as well as in 2021, yet attributed new accounts were down just 4.8% versus 2021.
- A full analysis of the 2022 results was performed to identify opportunities for improvement in 2023.

Audience	2022 Q4 Engagement and Conversion Highlights	2021 Q4 Engagement and Conversion Highlight	YoY Q4 Comparison
Prospect	 Holiday Direct Mail/Email (DM/EM) generated 497 recurring contributions (RC) sign-ups 	Holiday DM/EM campaign generated 726 RC sign-ups	Recurring contribution sign-up decreased year over year (YoY).
Inquirers	 21% Email unique open rate 6.5% conversion rate with 172 new accounts generated 	 34% e-mail unique open rate 12.6% conversion rate with 326 new accounts generated 	 Q4 email engagement dropped in 2022. Q4 2022 saw a decrease in conversion rate from 2021.
New AO's	 35% email open rate 0.7% account upsell rate with 236 new accounts and 42% RC sign-up 	 51% email open rate 0.9% account upsell rate with 308 new accounts and 38% RC sign-up 	 Q4 email engagement declined. Account upsell rate and new accounts were flat YoY. Recurring contributions sign-up rate was up YoY.
Account Owners	Holiday DM/EM campaign had a contribution rate of 38.8% and average contribution of \$1,087	Holiday DM/EM campaign had a contribution rate of 52.7% and average contribution of \$1,354 to date	AO contribution rate dipped YoY and the average contributions decreased by \$267.



Persistency of new accounts from incentive campaigns

Each year since 2015, an incentive offer has been promoted to prospects and existing ScholarShare 529 account owners for 3-5 days around May 29 (529 Day):

Open a new ScholarShare 529 account with an initial deposit of \$50 and establish recurring contributions of \$25/month for 6 months and a match of \$50 will be deposited into the account.

91% of the accounts opened during the 529 Day promotions are still open

Balances in those accounts have grown **778%**, from \$12.8 million to \$112.4 million

79% of the accounts that registered for recurring contributions are still signed up

529 Day Year	# of Accounts Opened During the 529 Day Promotion (Funded)	# of Accounts Still Opened as-of 12/31/2015	# of Accounts Still Opened as-of 12/31/2016	# of Accounts Still Opened as-of 12/31/2017	# of Accounts Still Opened as-of 12/31/2018	# of Accounts Still Opened as-of 12/31/2020	# of Accounts Still Opened as-of 12/31/2021	% of Accounts Still Opened as-of 12/31/2022
2015	762	762	728	718	708	683	647	85%
2016	1,095		1,083	1,057	1,037	1,009	967	89%
2017	1,289			1,289	1,257	1,212	1,166	90%
2018	1,918				1,789	1,720	1,639	92%
2019	1,867					1,679	1,589	95%
2020	1,859						1,705	92%
2021	2,532						2,365	93%
Total	11,322	762	1,811	3,064	4,791	6,303	10,078	91%





Share It Forward Campaign – February 2023

Gain New Accounts/

Campaign ran February 14 - 28. Forty-nine new account owners included a promo code when opening the account.

Strategy Incentivize new account opening with a donation of \$100 per

new account to a select group of children's focused California-

based charities.

Target Audiences Prospects, Inquirers, and Existing AOs.

Media Emails

Direct Mail Display

Landing Page

Home Page Messages

Non-Profit Group	Cause
916 Ink Sacramento	Arts-based creative writing and literacy nonprofit working to transform youth into strong readers, confident communicators, and published authors.
DIY Girls Pacoima	Working to increase girls' interest and long-term success in technology and engineering.
The Heal Project Half Moon Bay	Uses experiential farm-based learning to build environmental and nutritional literacy.
Rewritten San Bernardino	Provides fatherless and underserved children with the support they need to become thriving adults.
United Through Reading Bakersfield	Helps deployed California military personnel stay close to their children back home through a remote read-aloud story time program.
Youth 2 Leaders Education Foundation Bakersfield	Helps low income and underrepresented students plan and pay for college.





Media relations initiatives through our PR agency drive coverage in print, online, and in broadcast. These mentions help prospects become familiar with our brand name and brand attributes.

Press releases are issued in both English and Spanish as we seek to gain attention in the English and Spanish press.



Category	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Insights
Mentions among top 10 direct- sold 529 plans	ScholarShare 529 was mentioned 188 times (34%) in the media nationally reaching over 388 million readers/viewers.	ScholarShare 529 was mentioned 86 times (30%) in the media nationally reaching over 220 million readers/viewers.	ScholarShare 529 was mentioned 239 times in the media nationally reaching more than 280 million readers/viewers.	ScholarShare 529 was mentioned 155 times (23%) in the media nationally reaching over 163 million readers/viewers.	Coverage of our investment line-up enhancements and reduction in fees fueled our mentions. English and Spanish media outlets are covering the brand regularly.

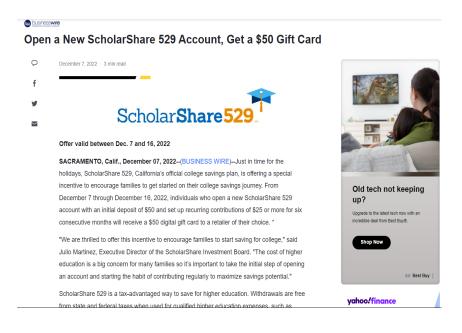


Press Releases Distributed:

December 6 – Open a New ScholarShare 529
 Account, Get a \$50 Gift Card (Spanish version also sent same day).

Interviews with Julio Martinez:

- Audacy: San Diego
- Cumulus Modesto/ Stockton
- Salem Radio LA
- Audacy Sacramento
- iHeart Media Sacramento





Social Media: Q4 Summary









Q4 Social media featured posts on College Countdown webinars, ScholarShare 529 as a savings resource, CalKIDS Program, Workplace Savings Program, the website refresh, and the Holiday Offer. Our social media efforts garnered approximately 170,000 impressions with 939 actionable clicks.

Goals & Objectives	 Showcase and promote webinars, general ScholarShare 529 cas Savings Program Partners. Build awareness and positive opinion of ScholarShare 529 as a impact in California. Provide social care to current and prospective customers. 	
Key Strategies	 Utilized Facebook and LinkedIn advertising for the promotion of and the Holiday Offer. Utilized social media platforms to engage with parents, family gatekeepers. Ceased all content creation/activity on Twitter be 	members with children relatives, and
Total KPI Results	 Total Followers – 77,389 Facebook (EN.): 61,051 Facebook (SPAN.): 12,336 Instagram: 831 LinkedIn: 273 Twitter: 2,898 Post Link Clicks – 939 minimum Impressions – 169,248 Facebook (EN.): 160,448 Facebook (SPAN.): 952 Instagram: 2,070 LinkedIn: 3,012 Twitter: 2,766 	 Engagements – 2,778 Facebook (EN.): 2,311 Facebook (SPAN.): 15 Instagram: 60 LinkedIn: 250 Twitter: 142 Messages Received: 123 Facebook (EN.): 33 Facebook (SPAN.): 0 Instagram: 26 LinkedIn: 3 Twitter: 61



CalKIDS – Q4 Marketing Summary



Paid media campaigns kicked off in Q4 and will continue in 2023.

	Q4-2022
Public Website Visits	155,566 in Q4 2022 485,754 in Q3 2022
Letters Mailed	15,000 in Q4 2022 1,735,000 planned for Q1 2023
Press Mentions / Audience	155 Mentions
	163 Million in Audience
Paid Advertising	Radio, Display Ads
Social Media	Paid Social Posts

2022 Press Coverage:

	Q1-2022	Q2-2022	Q3-2022	Q4-2022
# of mentions	188	86	239	155
Total audience #	338 Million	220 Million	280 Million	163 Million



CalKIDS – Q4 Paid Media



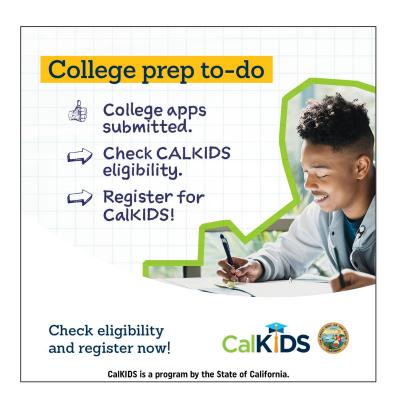
- Strategy: Establish awareness of and build trust in the CalKIDS brand among eligible families and influencers using radio and display ads
- Radio Ads
 - English and Spanish ads ran 11/14 to 12/25 in 4 major metro markets.
 - Ads generated a 41% lift in website visits over business-as-usual levels (typical lift for government or nonprofit campaigns is 8%).
- Display Ads: Click-Thru-Rates for Location-based and Audience-based targeting yielded a combined CTR of .19% --well above the standard benchmark for government campaigns of .1%-.15%.

Media	Impressions	Visits/Clicks
Radio	32,538,600	11,800
Display	4,607,270	8,735
Total	37,145,870	20,535



CalKIDS - Q4 Paid Social Media





- Executed paid social strategy mid-Nov with goal of raising program awareness
- Media budget focused on Instagram reels and posts and Facebook posts with the goal of driving audiences to check eligibility and register.



CalKIDS – Q1-Q2 2023 Marketing Tactics



- Continued focus on building CalKIDS name recognition and trust among eligible families
- Newborns
 - Partnership with BDG Parenting to engage parents of CA newborns to register for CalKIDS through display ads and social media.
- School-Age Students
 - Vector Media: Targeted outdoor media in strategic locations in LA – bus stop signage near colleges, high schools/elementary schools.
 - School News Roll Call: Digital ads in newsletters in select school districts based on household income.
- Continue with paid social media with emphasis on promotion of regional consumer mailings.







Employer Outreach – Q4 2022



New WPS Partners:

- 1. Gavilan College
- 2. CIRE Equity
- 3. Jurupa Community Services District
- 4. City of San Dimas
- 5. Lee's Pottery DBA Trendspot
- 6. Paul Hobbs Wines





Field Consultant Activity

New WPS Partners	6
WPS Introductory Meetings	12
WPS Employee Webinars	45
Benefits Fair	22
One-on-One Consumer Consultations	278
ScholarShare Consumer Webinars	5
ScholarShare HR Webinar	3







Outreach Events Summary

SIB Staff attended the following events in Q4 to promote ScholarShare 529 to California families.

Timing	Number of Events	Estimated Number of Attendees	List of Select Events
Fourth Quarter 2022	84	14,975	California Public Employees' Retirement System, Western Municipal Water District, California Institute of Technology and Jet Propulsion Laboratory, Claremont College, NetGear, Santa Clara University, California Retired County Employees' Association, Coachella Valley Water District, Yorba Linda Water District, San Diego State University, ProSites, San Diego County Water Authority, Sony Interactive Entertainment, Azusa Pacific University, Huntington Library, Diablo Country Club, County of Ventura, Community College League Of California Conference, California School Boards Association Annual Education Conference.



Appendix



2022 Marketing Budgets

Category	2022 Budget	Spending thru 12/31/22
ScholarShare 529	\$10,000,000	\$10,000,000
CalKIDS	\$1,000,000	\$1,000,000
CalKIDS/MGP Incentives	\$450,000	\$450,000
Total	\$11,450,000	\$11,450,000

CalKIDS:

Paid Media - Digital Display, Radio, Sponsorships	\$ 514,120
Public Website & Parent Portal - Design and Hosting	\$ 238,131
Agency/Staff - Creative & Project Management	\$ 154,525
Legal Fees	\$ 57,671
Letters to Schools	\$ 13,159
Social Media	\$ 12,600
Printed Materials	\$ 7,192
Events Supplies - Signage, Tablecloths	\$ 2,601
Total	\$ 1,000,000

ScholarShare 529:

Category	Spending th	ru 12/31/22	%
Direct Marketing (DM, EM, Search,			
Display)	\$	6,302,592	63%
Mass Media/OTT	\$	1,541,145	15%
Agency Staff	\$	1,009,716	10%
Incentives	\$	418,811	4%
Public Relations	\$	321,016	3%
Website	\$	270,536	3%
Fulfillment	\$	88,070	1%
Research	\$	46,901	0%
Trademark	\$	1,212	0%
TOTAL	\$	10,000,000	100%

 Display Ads & Search
 \$ 3,537,835

 Direct Mail
 \$ 830,490

 Email
 \$ 207,400

 Agency Hours
 \$ 1,424,275

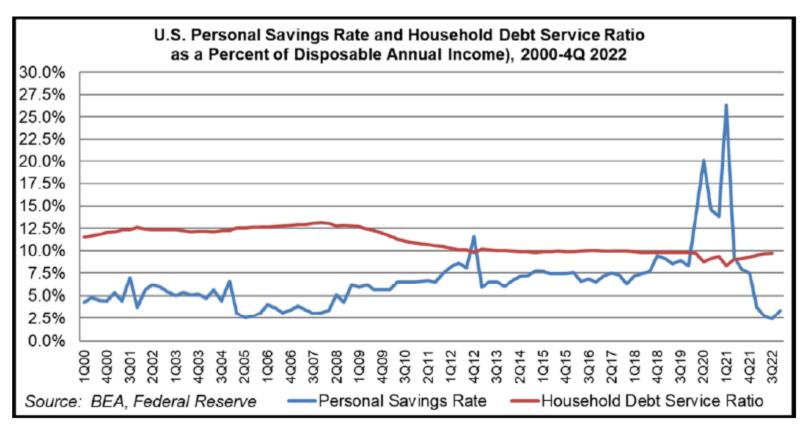
 Web Analytics & Hosting
 \$ 302,592

 Total
 \$ 6,302,592



Softening of New Account Openings reflects national decline in Personal Savings Rate

Current economic and world conditions create hesitancy among prospects in our sales pipeline.



Source: ISS 529 Quarterly Update 4Q 2022

Social Media: Q4 Facebook Samples











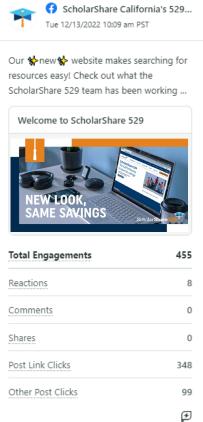
ScholarShare California's 529... Fri 11/4/2022 6:31 pm PDT

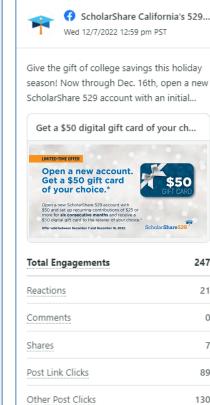
ScholarShare 529 helps families save for higher education. With ScholarShare 529, your savings can grow 100% TAX DEFERRE...

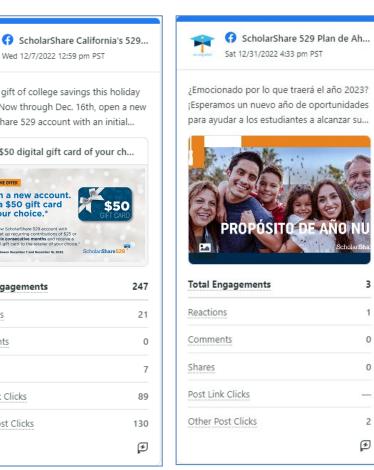
ScholarShare 529 - Tax Benefits Expla...



Total Engagements	691
Reactions	605
Comments	15
Shares	10
Post Link Clicks	18
Other Post Clicks	43
	£











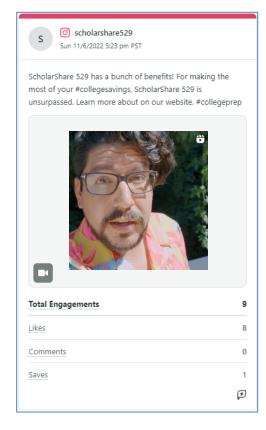
Social Media: Q4 Instagram Samples

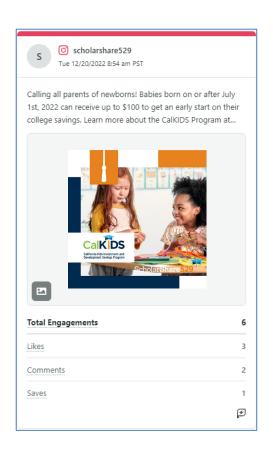


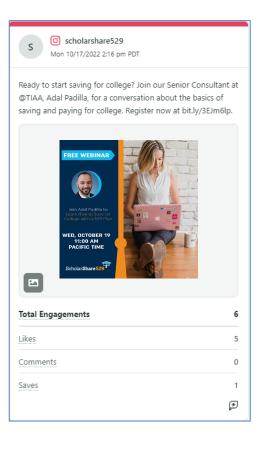














Social Media: Q4 LinkedIn Samples





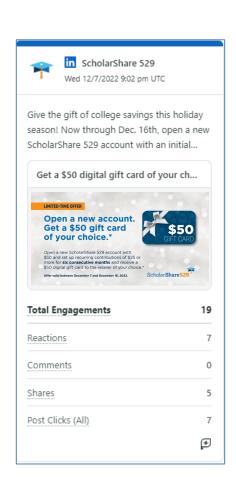






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Social Media: Q4 Twitter Samples











Ready to start saving for college? Our upcoming webinar can help you get started. Learn about the basics of saving and payin...



Total Engagements	68
Likes	62
@Replies	1
Retweets	0
Post Link Clicks	0
Other Post Clicks	5
Other Engagements	0
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