

SUCCESS STORY

HEALTHCARE SYSTEM



THE BACKGROUND

Before partnering with Transamerica, this healthcare system faced two common retirement plan challenges:

1. Employees were not actively engaged in planning for a secure retirement
2. In-house administration was too actively involved with the burdensome task of administering their retirement benefits

The leadership of the newly merged healthcare system was committed to addressing these challenges. Working closely with its financial advisor, the team reviewed top plan providers and chose to transition its defined contribution (DC) plans to Transamerica. After several years of experiencing the Transamerica difference, it decided to outsource the administration of its frozen defined benefit (DB) plan to Transamerica as well — a move that was completed in one-fourth the time the organization initially anticipated.

THE RESOLUTION

A number of factors contributed to making this a successful partnership — both in terms of reducing the organization's administrative burdens as well as enhancing its employees' retirement readiness.

UPDATED DC PLAN DESIGN

As part of the transition process, Transamerica carefully assessed the 403(b) plan design and recommended several updates. To overcome participant inaction, this plan sponsor implemented:

- *Auto-enrollment* — which boosted the average participation rate in the 403(b) plan to 98.8%, thanks to very low opt-outs
- *Auto-escalation* — which drove an average deferral rate of 8.7% — and a 58% lift in those saving 10% or more

The addition of these two features to the 403(b) plan has had a significant, sustained impact on participant outcomes.

HOLISTIC DB/DC ADMINISTRATION

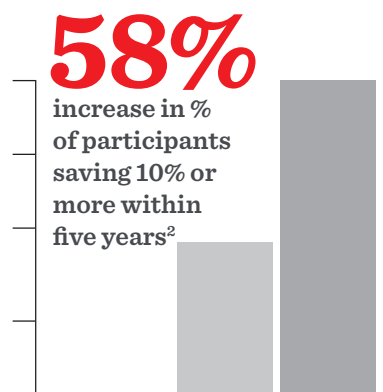
After several years seeing these strong results, this client opted to take full advantage of Transamerica's *Total Retirement Outsourcing*® (TRO) service. For both the frozen DB plan and its DC plans, Transamerica now handles all administration, education, compliance, and employee servicing. This seamless integration has helped to streamline costs, better manage overall risk, increase reporting accuracy, and improve the participant experience.

THE CLIENT

SPONSOR: Healthcare System

PLAN: 403(b), 457(b), frozen DB

FOCUS: Improved participant engagement and administration



SUCCESS STORY

INTEGRATED EMPLOYEE REPORTING

One of the key advantages of Transamerica's TRO service is that it gives employees an integrated view of their total retirement resources. Better yet, that holistic view is available 24/7 through a single website — where they can model their own DB calculations, manage their DC deferrals and investments, and view their consolidated *OnTrack*® retirement benefit projections.

Not only does this self-service site give employees the information they need whenever they want it, it frees up internal resources to be able to refocus on other organizational priorities.

COMPREHENSIVE EMPLOYEE EDUCATION

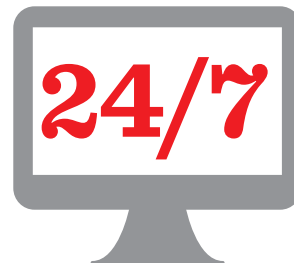
Complementing these high-tech advantages are Transamerica's high-touch services. What employees often find most engaging are the regular learning opportunities Transamerica provides. Each quarter, its retirement planning consultants offer highly attended Get Ready to Retire workshops — as well as other seminars and webinars throughout the year on such topics as Money Management Essentials and Retirement Income Planning.

FOCUS ON RETIREMENT FORECASTS

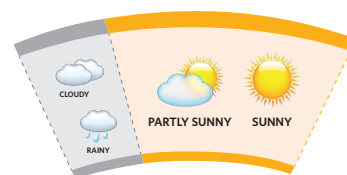
Transamerica focuses participants on the retirement income their strategies may generate. Using easy-to-understand weather icons, Transamerica helps employees regularly assess their progress. The *OnTrack* tool helps participants understand how their savings rate, investment strategy, and desired retirement age and income goals can directly impact their retirement forecast, which in turn can motivate them to take the actions necessary to improve their retirement forecast.

Enhanced participant experience and retirement forecasts

Employees can now access holistic plan info



85%
of employees who set up a profile have a positive retirement forecast³



ABOUT TRANSAMERICA

TOP 10
PROVIDER IN THE U.S.⁴

4.1 MILLION
PARTICIPANTS⁵

85+ YEARS'
EXPERIENCE

¹Retirement and 403(b) Savings Plan Report, December 31, 2020.

²Transamerica Participant Scorecard 2016 - 2020.

³Calculated based on those with Partly Sunny and Sunny forecasts after removing participants with an outlook in progress.

⁴"2021 Recordkeeping Survey," PLANSPONSOR, June 2021.

⁵As of December 31, 2021.

Important: The projections or other information generated by the engine regarding the likelihood of various investment outcomes are hypothetical, do not reflect actual investment results, and do not guarantee future results. Results derived from the tool may vary with each use and over time.

Securities offered through Transamerica Investors Securities Corporation (TISC), member FINRA, 440 Mamaroneck Avenue, Harrison, NY 10528. Investment advisory services are offered through Transamerica Retirement Advisors, LLC (TRA), registered investment advisor. All Transamerica companies identified are affiliated.

Note: Case studies are illustrative and do not imply an endorsement of any particular product or service. Each employer's situation is unique, and results may vary.

RS3 275381R1 08/22

© 2022 Transamerica Corporation

