

Plan 3 Record Keeper Transition 2016



Implementation Success

- ▶ March 4, 2016 - Data for 200k Plan 3 members went live with Empower Retirement at 8:00 a.m. PT
- ▶ Phone Calls - Empower fielded 40% less calls than predicted. Ongoing communication throughout project resulted in fewer member questions. About 2,000 calls per week into Empower, with about 35% utilizing self-service options in phone menu.
- ▶ Plan 3 Payments - Empower has processed over 3,000 regularly-scheduled installment payments to current retirees, plus over 1,300 additional withdrawal requests since March 4th.
- ▶ Qtr1 Account Statements - Final statements from ICMA-RC arriving this week. First statements from Empower due to arrive online April 18, with mailed version distributed on April 21.