



## ***Supplemental Retirement Plans Employer Satisfaction Survey***



**North Carolina Department of State Treasurer**  
*Learn. Invest. Grow. Prosper.*

# *Employer Satisfaction Survey*

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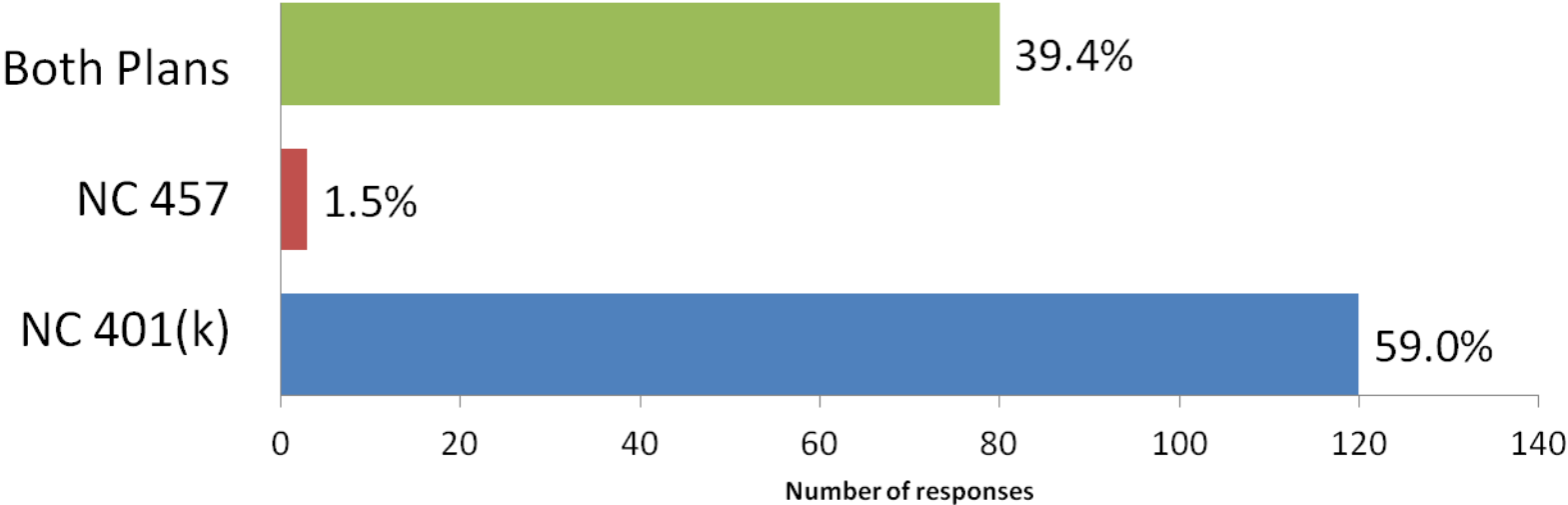
- Employers are satisfied with plan design, investments, and communication.
- Employers are generally satisfied with the services they are receiving from Prudential.
- We have an opportunity to improve utilization of RSD internet based communication channels.



# Employer Satisfaction Survey

## Response Rate

- **203 out of 979 Employers Responded**
- **21% Response**



# Employer Satisfaction Survey

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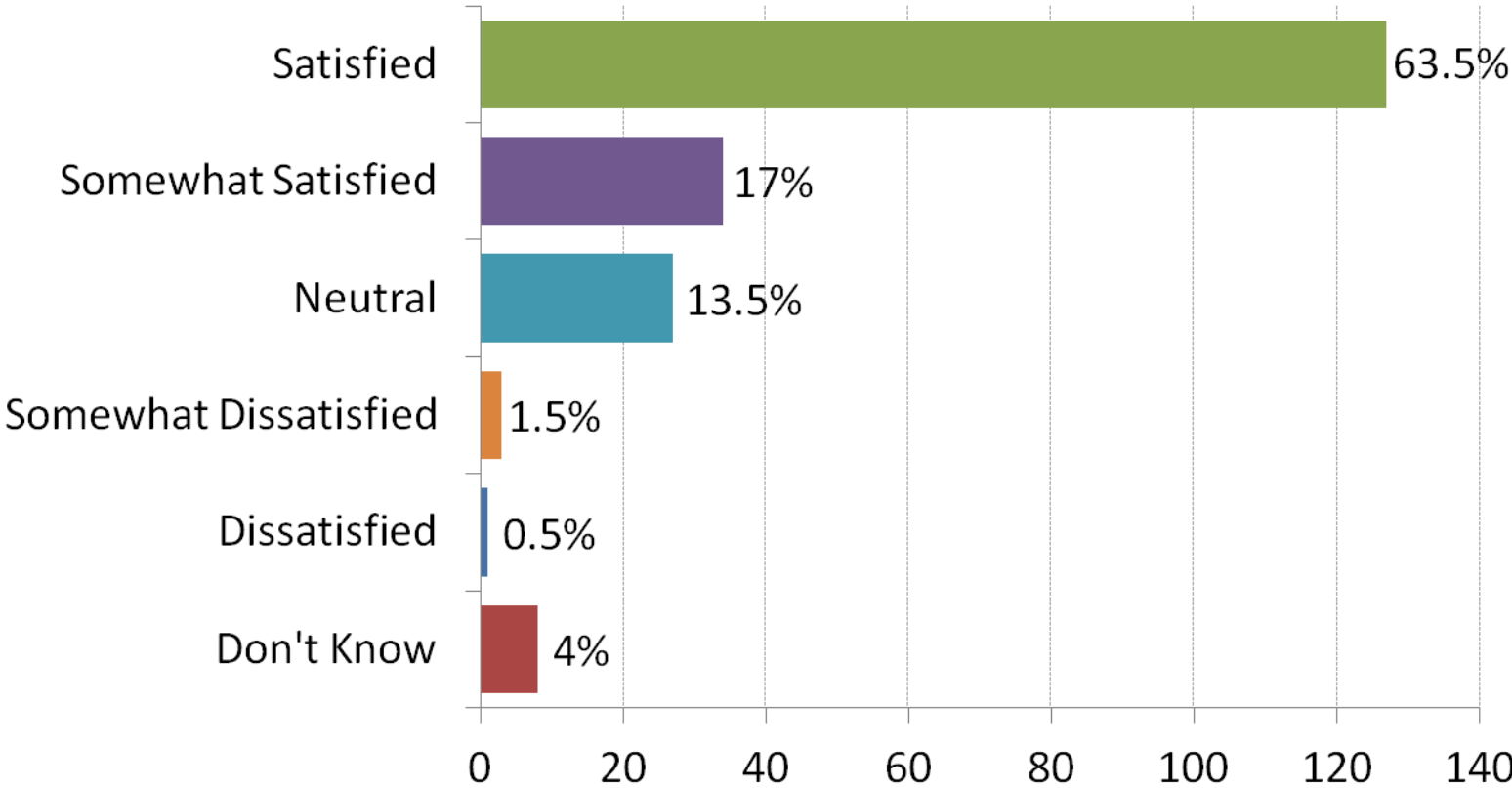
## Overall Plan Design

- 97% of employers reported being happy with the current plan design and provisions.
- 60% of employers reported that no changes should be made to the policies regarding loans, in-service withdrawals, and hardship withdrawals.
- 78% of employers do not support or are unsure about automatic enrollment.



# Employer Satisfaction Survey

## Satisfaction with Investment Options



# Employer Satisfaction Survey

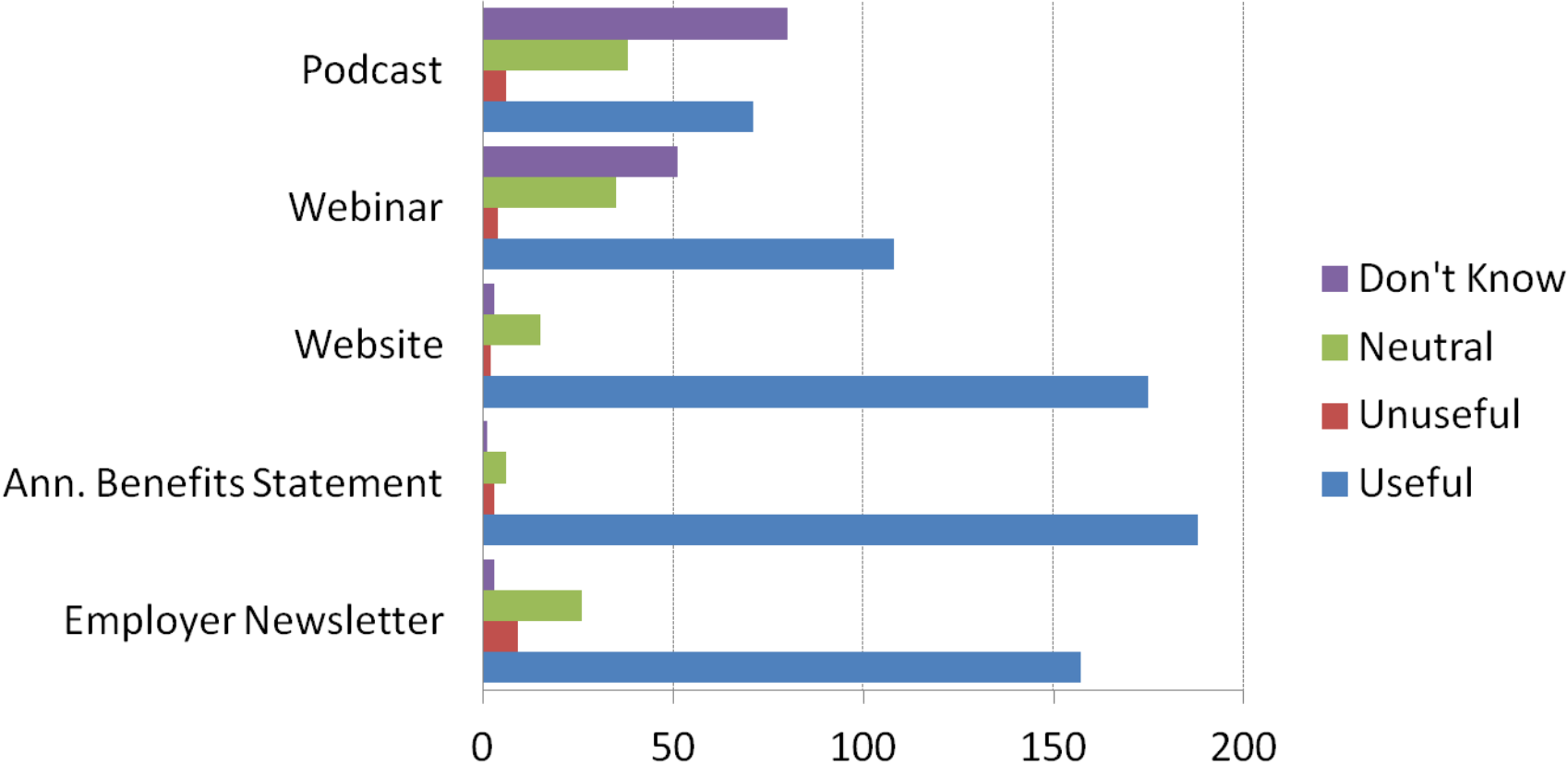
## Employer comments regarding investment options

- “Offer additional investment options, even though they likely would not be used much, outside providers of 457 and 403b's use the lack of investment options against the state plans in their sales message”
  - Socially responsible option
  - Fixed income/Bond funds
  - North Carolina Funds
  - Vanguard
- “Keep 401(k) simple”
- “Teachers are not investors—they want Prudential to look after their investments.”
- “Too many 401(k) options”
- “Risky investments”



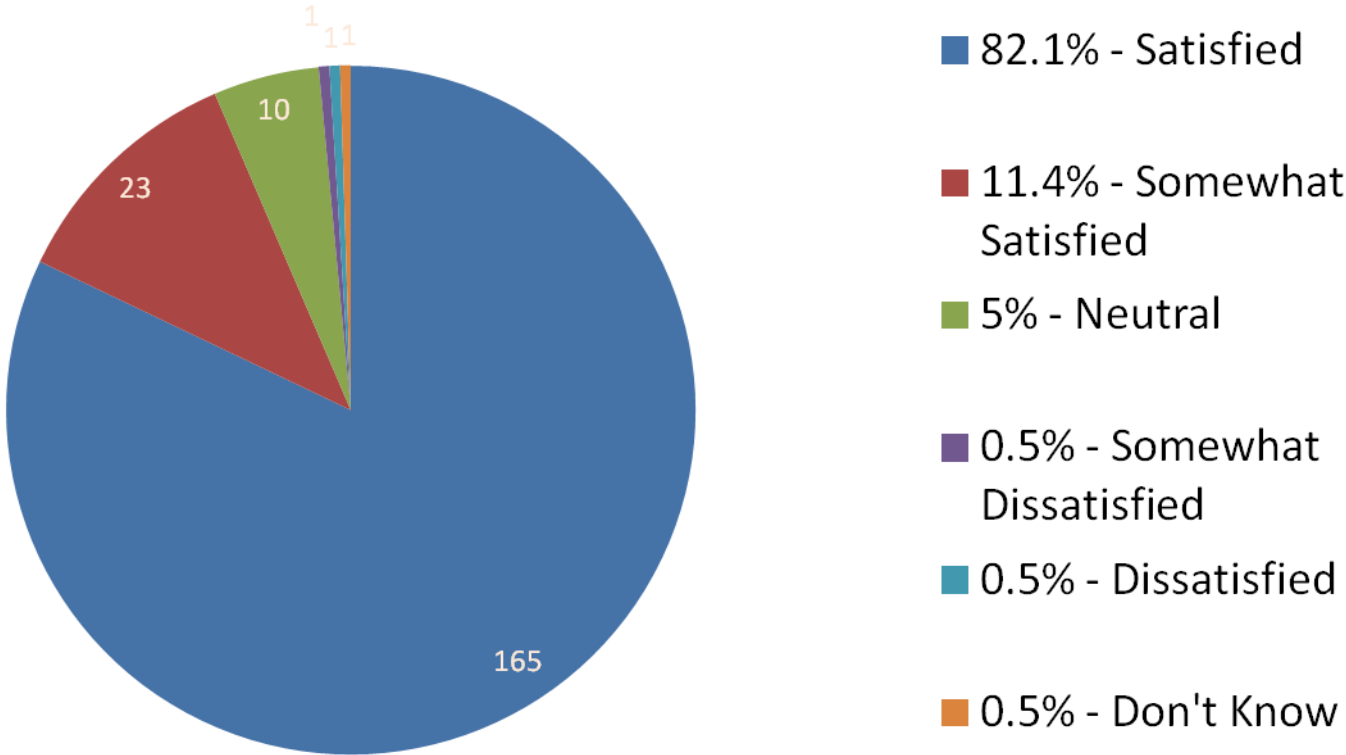
# Employer Satisfaction Survey

## Prudential Communications



# Employer Satisfaction Survey

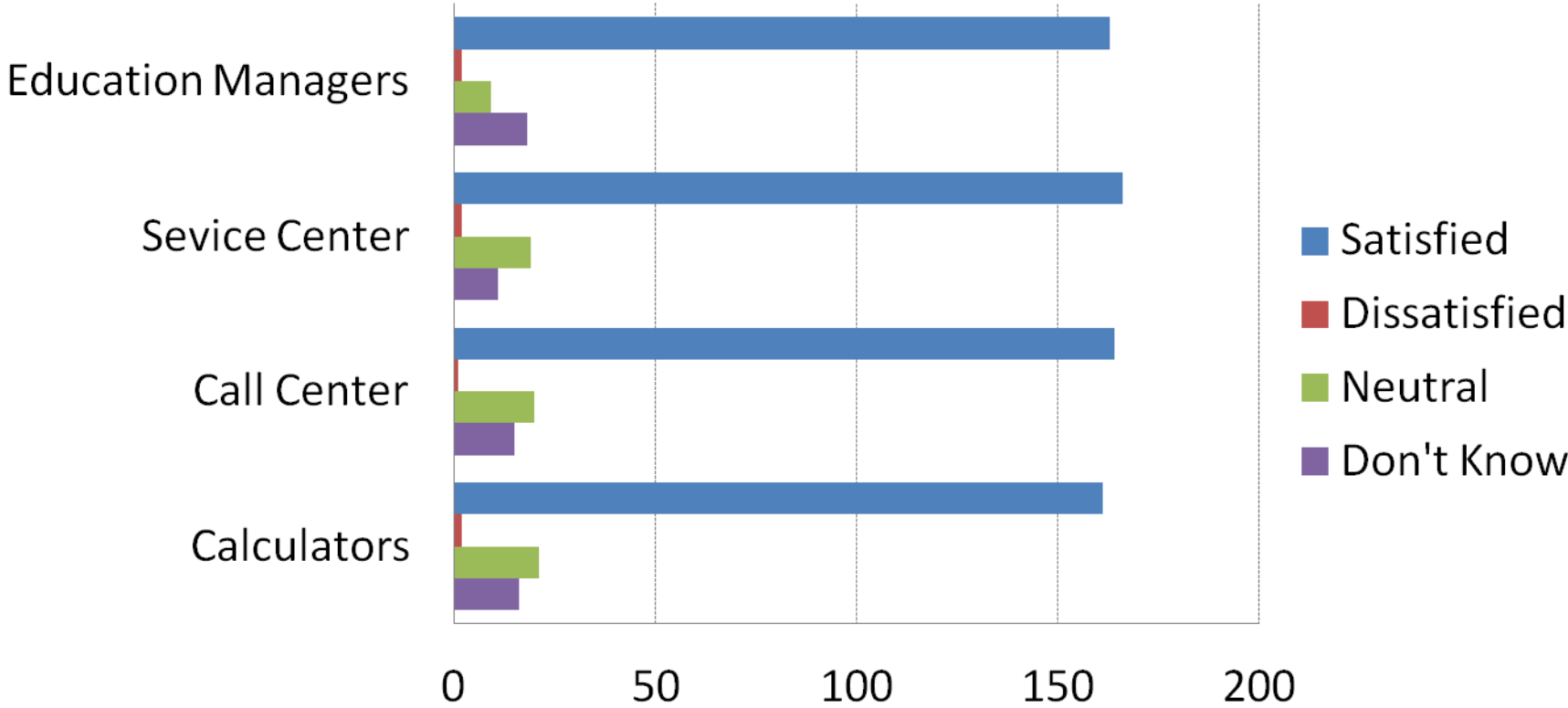
## Overall Satisfaction with Prudential





# Employer Satisfaction Survey

## Prudential Services

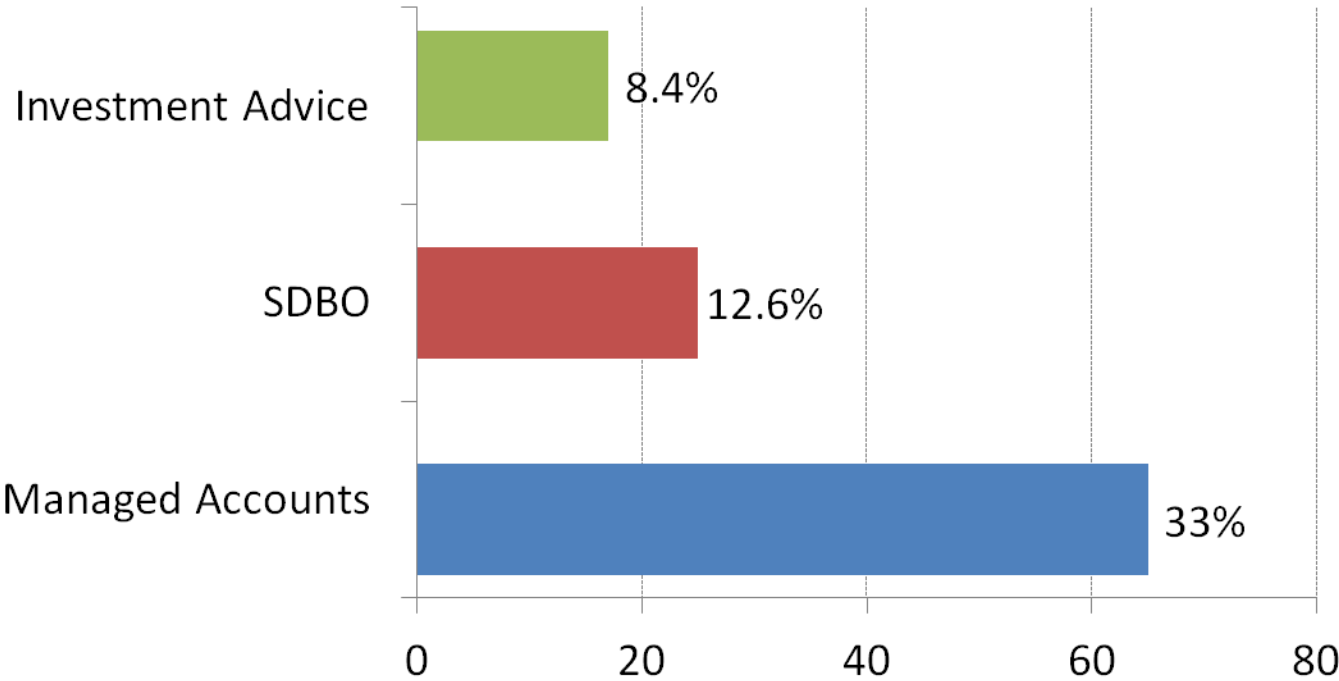


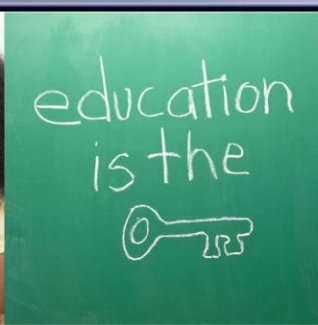
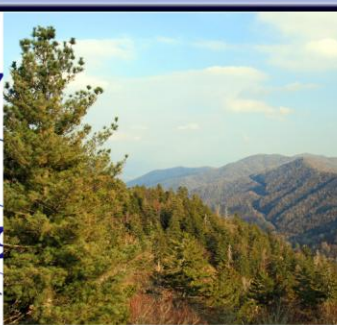
*“When educating employees, they do a very good job. Not pushy but effective.”*



# Employer Satisfaction Survey

## Employers in favor of adding investment advising and management services





**Thank you!**

*Together, we can build and maintain a fiscally strong and prosperous North Carolina.*

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