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# Service Models: Tools for Improving Outcomes

Diana Jordan, AIFA<sup>®</sup> Director, Client Experience Unified Trust Company, N.A.

# Welcome!



### **"Hello"** I am Diana Jordan!

Diana Jordan is the Director of Client Experience for Unified Trust. With 18 years experience in the industry, Mrs. Jordan joined Unified Trust in 2015 from Sikich LLP, where she was Partner in Charge of Wealth Management and Retirement Plan Services. Prior to that Jordan was a Financial Advisor with Morgan Stanley.

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# **Presentation Agenda**

- **1**. Building a Consultative Practice
- 2. Developing an Annual Plan Calendar
- **3.** Driving Participant Outcomes

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## Building a Consultative Practice

# Sample Advisory Firm

- Combination of wealth management and retirement plan services
- Retirement plan practice
  - Utilizing multiple vendor platforms
  - Plans of various size AUM, participant count and/or number of locations
  - More knowledgeable plan sponsors
  - Focus on outcomes and wellness for participants
  - Industry progression Funds, Fiduciary and Fee Compression

# **Today's Plan Sponsor**

Advisors need to deliver tangible benefits to plan sponsors and participants.

- Review and understand your plan sponsor's goals and objectives for the plan
- Identify potential areas of risk or opportunities for improvement
- Offer creative and thoughtful solutions
- Demonstrate your value as a Retirement Plan Services Specialist

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#### Sample 401(k) Plan Calendar

Annual	Service
Model	

- Team focus on retirement plan services
- Establish an annual Plan Calendar
  - 1. Fiduciary Review and Oversight
  - 2. Plan Administration
  - **3. Employee Communication**
- Review the **Plan Calendar** every meeting

	Fiduciary Review & Oversight	Plan Administration	Employee Communication
First Quarter	<ul> <li>December 31 Fiduciary Monitoring Report</li> <li>Board Year in Review</li> <li>Fi360 Investment Review</li> <li>Capital Markets Forecast</li> </ul>	<ul> <li>Statement on Standards for Attestation Engagements (SSAE) 16 Internal Controls Review</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Meetings</li> </ul>
Second Quarter	<ul> <li>March 31 Fiduciary Monitoring Report</li> <li>ERISA 408(b)(2) and 404 (a)(5) Notices</li> <li>Independent Fee and Service Benchmark Report</li> </ul>	<ul> <li>Loan Policy and Interest Rate Review</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Sessions Group Meetings Pre- Retirees</li> </ul>
Third Quarter	<ul> <li>June 30 Fiduciary Monitoring Report</li> <li>Retirement Plan Committee Charter</li> </ul>	<ul> <li>Plan Design Review</li> <li>Compliance and Administration Testing and IRS Form 5500</li> <li>Mid-Year ADP Test</li> <li>Plan Audit</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Progressive Savings, October 1</li> <li>Resource for Participant Questions</li> <li>Campaign: Participant's with Shortfalls, Eligible Not Participating and Not Maxing Out Employer Match</li> <li>New Hire Luncheon</li> <li>One on One Sessions Group Meetings Customizing Your Retirement Projection</li> </ul>
Fourth Quarter	<ul> <li>September 30 Fiduciary Monitoring Report</li> <li>Discretionary Trustee Responsibilities</li> <li>Investment Policy Statement Including QDIA and ERISA 404(c) Review</li> <li>Refresher Fiduciary Training</li> </ul>	<ul> <li>Maximum IRS Contribution for Upcoming Calendar Year</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Meetings</li> <li>Education Plan</li> </ul>

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### Sample Plan Rural Hospital, Small Community



Plan Assets \$20,000,000



200 Employees



One Location



**Quarterly Retirement Plan Committee Meetings** 



Quarterly Employee Education – Group and One-on-One Meetings



Advisor Fee Tiered Fee Schedule – 0.23% or \$46,000 Annually

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# **First Steps**

- Establish formal retirement plan committee
  - Beyond management/locations
- Provide fiduciary training
  - Initial training for new committee members
  - Refresher training for committee annually
  - Fi360 Resources
    - >> Prudent Investment Practices handbook
    - Develop presentation based on practices which includes your consultative role in oversight of the plan



### PRUDENT PRACTICES for INVESTMENT STEWARDS

Defining a Global Fiduciary Standard of Excellence

For persons who have the legal responsibility for overseeing someone else's money, including trustees and investment committee members.

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TECHNICAL REVIEW American Institute of Certified Public Accountants

**U.S. EDITION** 

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## **First Steps**

#### • Fi360 Resources (continued)

- Fiduciary Essentials for Defined Contribution Plans (FEDC)
  - Advisor led/PowerPoint deck
  - Marketing resources
  - Online training for committee members
    - Certificate of Completion
    - Continuing education for HRCI/SHRM/CFP/CPA

### FEDC Training

# Fiduciary Essentials for **Defined Contribution Plans**

Is your company's retirement plan meeting its obligations to employees? If you're in a decisionmaking role on behalf of your company's plan, it's your legal responsibility to ensure that decisions are being made in the best interests of plan participants. What's more, as a fiduciary you may be personally liable for the decisions made by the plan. With increasing legal and regulatory pressure on plan fiduciaries, now is the time for comprehensive fiduciary education. With that in mind, Fiduciary Essentials for Defined Contribution Plans (FEDC) is an ideal way to better understand the fiduciary role and how to carry out fiduciary responsibilities.

#### BENEFITS TO YOU:

**Fi**360

- Understand your role as an investment fiduciary
- Select and work with qualified advisors and plan service providers
- Reduce and manage risk and personal liability
- Implement a decision-making process focused on helping plan participants achieve their retirement goals
- Create training documentation for your fiduciary file

#### STATS YOU SHOULD KNOW:

- 86% of plan sponsors state helping employees make better investment decisions is important<sup>1</sup>
- 45% of plan sponsors are not comfortable that all relevant individuals in their organization are aware of their fiduciary status<sup>1</sup>
- 37% of plan sponsors, committee members and administrators stated they do not consider themselves plan fiduciaries<sup>1</sup>
- <sup>1</sup> Inside the Minds of Plan Sponsors Survey Report, Society for Human Resource Management

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# **First Steps**

- Develop Committee Charter and Fiduciary Acknowledgement
  - Fi360 Resources
  - ERISA Counsel
    - Provides indemnification for plan committee members

## Developing an Annual Plan Calendar

### **First Quarter** Sample Plan Calendar

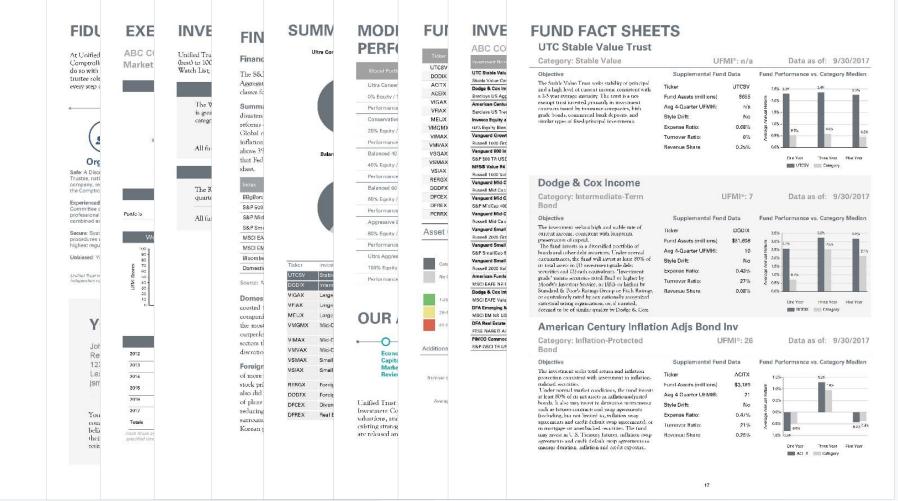
	Fiduciary Review	Plan	Employee
	& Oversight	Administration	Communication
First Quarter	<ul> <li>December 31 Fiduciary Monitoring Report</li> <li>Board Year in Review</li> <li>Fi360 Investment Review</li> <li>Capital Markets Forecast</li> </ul>	<ul> <li>Statement on Standards for Attestation Engagements (SSAE) 16 Internal Controls Review</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Meetings</li> </ul>

# Sample Agenda

# Follows the same outline as the Plan Calendar.

- **1.** Approve Minutes
- **2**. Fiduciary Review and Oversight
  - a) Key Acceptance Rates Report
  - b) Fiduciary Monitoring Report (FMR)
  - c) Fi360 Investment Review
  - d) Board Year in Review
- 3. Plan Administration
  - a) SSAE 16 Review
- **4.** Employee Communication
  - a) One-on-One Meetings
- **5**. Meeting Schedule
- 6. Other Business

## **Fiduciary Monitoring Report**



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#### Status Report to the Sample Board of Directors

Concerning Activities of the Sample 401(k) Retirement Plan Committee for Calendar Year Date

#### Today's Date

Pursuant to the Charter adopted on DATE, the Board of Directors delegated oversight of the Sample 401(k) Plan to the Retirement Plan Committee. The Charter also defined the members of the committee. The Committee shall serve as the Plan Administrator under ERISA Section 3(16)(A) and as a fiduciary to the plan.

This report is provided to inform the Board of Directors of the committee's activities during the 12-month period from January to December YEAR.

The Committee actively performed its duties during the reporting period. During this period the Committee monitored the investment offerings in the plan, the performance of service providers as well as other relevant issues, including but not limited to the following specific activities:

- 1. The committee met four times during the year for regular quarterly meetings.
- 2. Committee members completed refresher fiduciary training for all members.
- 3. The plan's success rate is 80% (defined as the ability for participants to replace 70% of their income at normal Social Security Retirement Age or as customized by the participant), the participation rate is 96%, the progressive savings rate is 41% (every July 1), the average deferral rate is 9.65% among all employees and 95% of participants are invested in a managed portfolio developed by the plan's Discretionary Trustee, Unified Trust Company as of DATE.
- 4. The committee reviewed the quarterly fiduciary monitoring reports of the investments in the 401(k) plan as provided by the plan's Discretionary Trustee, Unified Trust Company, according to the plan's Investment Policy Statement. The plan's Investment Policy Statement is reviewed annually along with the Stable Value Fund and Wealth Preservation Strategy Funds managed by Unified Trust Company. The following criteria was reviewed on an annual basis as compared to fi360, an independent benchmarking analysis of Unified Trust's investment selections: (a) performance on a rolling and trailing return basis relative to the benchmarks and the appropriate universe of investments, (b) changes in the management teams of investment offerings, (c) significant issues affecting the investment management firms, (d) investment quality, (e) diversification of holdings, (f) the amount of risk taken, (g) changes in investment style, (h) managed portfolios developed by Unified Trust Company compared to benchmarks and (i) cost. Based on this review, there were no fund replacements made in the platform in DATE. A summary of the plan's performance is attached to this report.
- 5. The managed account solution and risk based model strategies are reviewed annually according to Unified Trust Company's Trust Investment Committee capital markets forecast. Unified Trust is comfortable in their underlying investment allocations given the current market conditions and therefore no changes will be made in the managed account solution or risk based model allocations for DATE.
- 6. The annual compliance and administration reports provided by Unified Trust Company, as the plan's Third Party administrator, reflecting demographic and transactional information for the 401(k) plan as of DATE were reviewed internally as confidential information is contained in the report. All

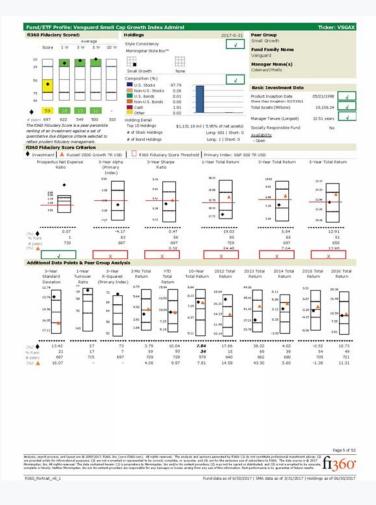
### **Board Year in Review**

- Committee Charter delegates oversight of the plan from the Board of Directors to a defined committee.
- The Board Year in Review summarizes the activity of the plan during the past year and is presented to the board by a member of the committee on an annual basis.

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### **Fi360 Investment Review**

1360	Fiduciary Score Criteri																		
1	Inception Date: The inve																		
2	Manager Tenure: The inv																		
3	Assets: The investment i																		
4	Composition: The investi groups)	nent's allocation to it	s primiary	asset c	lass sh	ould be	greater t	han or	equal	to 80	0%, (N	ot appli	ed to a	al peer					
5	Style: The investment's o	urrent style box sho	Jd match	the per	er groue	p. (Not	applied t	n al p	eer or	oups)									
6	Prospectus Net Exp Ratio																		
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# **SSAE16 Review**

- Statement on Auditing Standards (SSAE) No. 16, Service Organizations, is a widely
  recognized auditing standard developed by the American Institute of Certified Public
  Accountants (AICPA). A service auditor's examination performed in accordance with SSAE
  No. 16 ("SSAE 16 Audit") is widely recognized, because it represents that a service
  organization has been through an in-depth audit of their control objectives and control
  activities, which often include controls over information technology and related processes.
- A Type II report not only includes the service organization's description of controls, but also includes detailed testing of the service organization's controls over a minimum six month period.
- Include CPA audit firm peer review from <u>www.aicpa.org</u>.

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Name Retirement Plan Committee Meeting Minutes Date, Time

Attended:	James, Elizabeth, Mark and Jayne
Absent:	Steve and Paige
Guests:	Laura
Plan Consultant:	Ben

#### Agenda

Торіс	Discussion	Outcome
1. Minutes Approved	James motioned to approve the minutes from the last meeting. Elizabeth seconded the motion. Motion carried.	No action required.
2. Fiduciary Review & Oversight	Ben reviewed and discussed the fiduciary monitoring report for the quarter ended DATE (see full report) along with the plan's key acceptance rates. There are no funds on the Watchlist or Replacement list for the quarter and therefore no action required. Ben also reviewed the fi360 Investment Review.	No action required.
3. Plan Administration	Ben reviewed the Board Year in Review with the committee.	Jayne will present the Year in Review at the next Board Meeting.
4. Employee Communication	Ben reviewed the SSAE 16 report and noted no relevant exceptions. He also presented the peer review for the audit firm.	No action required.
5. Meeting Schedule	Ben reviewed the upcoming employee education meetings onsite including one on one meetings.	Ben will coordinate meeting dates with Laura.
6. Other Business	Ben reviewed the plan calendar for the next meeting agenda. The next meeting is scheduled for Date at 10:30 a.m.	No action required.
7. Adjournment	There was no other business discussed during this meeting.	No action required.

## Minutes

Follows the same outline as the Plan Calendar:

- 1. Fiduciary Review and Oversight
- 2. Plan Administration
- **3.** Employee Communication

### Second Quarter Sample Plan Calendar

Second Quarter	<ul> <li>March 31 Fiduciary Monitoring Report</li> <li>ERISA 408(b)(2) and 404 (a)(5) Notices</li> <li>Independent Fee and Service Benchmark Report</li> </ul>	<ul> <li>Loan Policy and Interest Rate Review</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Sessions Group Meetings Pre- Retirees</li> </ul>
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### ERISA 408(b)(2) Notices

A Covered Service Provider (CSP) must provide to a responsible plan fiduciary (RPF) a description of the services provided, disclose their status (as a fiduciary or non-fiduciary), describe the compensation expected to be received (direct and indirect), describe any termination fees and how the compensation will be paid.

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### PRUDENT PRACTICES for INVESTMENT STEWARDS

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For persons who have the legal responsibility for overseeing someone else's money, including trustees and investment committee members.

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### ERISA 404(a)(5) Notices

The disclosure must include a description of when and how a participant may give investment instructions, the plan's designated investment alternative, the plan's designated investment manager, any changes in the listed information must be provided at least 30 days prior but no more than 90 days before the change becomes effective.

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### ERISA 404(a)(5) Notices

The vendor must provide all plan related administrative expenses and fee information that may be charged to participant's accounts, all investment related information including the name and type of each designated investment alternative available under the plan, along with performance data, expenses, contact information and comparative data, and a glossary of terms. There is a DOL model comparative chart that should be followed.

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### Review Annual Disclosures

- Identify Covered Service Providers that need to comply with the ERISA 408(b)(2) Fee Disclosure
- Require receipt of ERISA 408(b)(2)
   Fee Disclosure in advance of any new plan service arrangements
- Review both ERISA 408(b)(2) and 404(a)(5) Fee Disclosures to confirm compliance and reasonableness
  - Establish a process to benchmark fees and document the assessment
  - Retain Fee Disclosures in Plan's permanent folder to document ongoing compliance and for future reference



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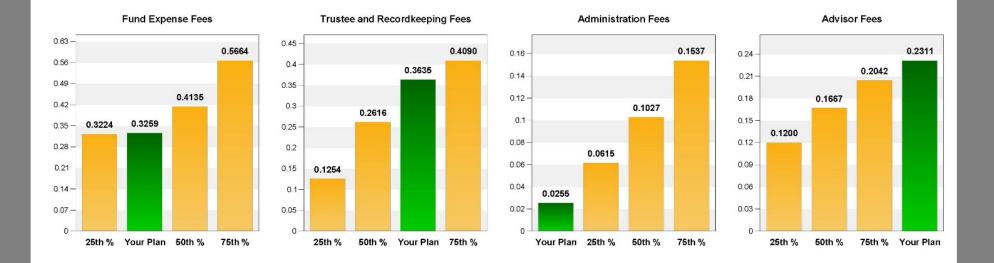
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## Fee Services and Benchmarking

#### PLAN COMPARISON | FEE ANALYSIS BENCHMARK REPORT

Your Plan: Plan Asset Value: Number of Participants:	Sample 401(k) Plan \$20,232,489 241		AXIS Universe Ba Plan Asset Value Number of Partic	: \$20 Million	to \$50 Million
		Plan Cost (Dollars)	Plan Cost (%)	AXIS Universe (Dollars)	AXIS Universe (%)
Fund Expense Fees		\$65,938	0.3259	\$83,661	0.4135
Trustee and Recordkeepi	ng Fees	\$73,542	0.3635	\$52,928	0.2616
Administration Fees		\$5,160	0.0255	\$20,779	0.1027
Advisor Fees		\$46,749	0.2311	\$33,728	0.1667
Total Fees		\$191,389	0.9460	\$191,096	0.9445
Average Fee per Participa	ant	\$794	0.0039	\$793	0.0039

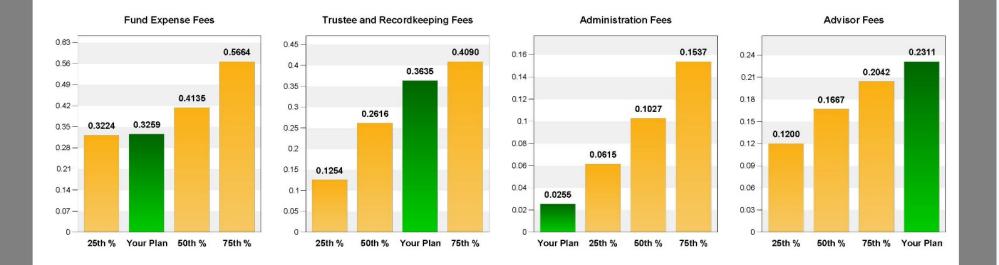


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#### PLAN COMPARISON | FEE ANALYSIS BENCHMARK REPORT

Your Plan: Plan Asset Value: Number of Participants:	Sample 401(k) Plan \$20,232,489 241		AXIS Universe Ba Plan Asset Value Number of Partic	: \$20 Million t	o \$50 Million
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Advisor Fees		\$46,749	0 2311	\$33,728	0 1667
Total Fees		\$191,389	0.9460	\$191,096	0.9445
Average Fee per Participa	ant	\$794	0.0039	\$703	<del>0.00</del> 39



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#### PLAN PROVISIONS | FEE ANALYSIS BENCHMARK REPORT

Your Plan: Plan Asset Value: Industry Code: Sample 401(k) Plan \$20,232,489 622000 Employees Participating:241Employees Eligible:190

Eligibility	Your Plan	AXIS Universe
Allow Immediate Participation	Yes	<mark>51</mark> %
Minimum Service Requirement	Yes	63%
Minimum Age Requirement	Yes	73%
Automatic Enrollment	Yes	19%
Employee Contributions	Your Plan	AXIS Universe
Employee Pre-Tax	Yes	77%
Automatic Deferral Increase	Yes	57%
Employee EGTRRA Catch-up	Yes	84%
Employee Roth	Yes	<mark>4</mark> 0%
Employee Rollover	Yes	77%
Voluntary After-Tax Contributions	Yes	8%
Life Insurance	No	1%
Minimum Elective Deferral Contribution	0	1
Maximum Elective Deferral Contribution	100	65
Employer Contributions	Your Plan	AXIS Universe
Employer Matching	Yes	70%
Employer Matching Vesting Schedule	Yes	60%
Employer Profit Sharing	Yes	72%
Employer Profit Sharing Vesting Schedule	Yes	68%
Employer Vesting Service Computation Method	Hours of Service	<mark>52</mark> %
Safe Harbor	No	60%

Investment Services	Your Plan	AXIS Universe
Number of Investment Options	28	72
Auto Rebalancing	Yes	75%
Qualified Designated Investment Alternatives (QDIA)	Yes	72%
Risk-Based or Target Retirement Date Funds	Yes	69%
Mutual Fund Window or Self-Directed Account	No	<mark>4</mark> 3%
Managed Account	Yes	6%
Company Stock	No	0%
Distributions	Your Plan	AXIS Universe
Loans Allowed	No	86%
Maximum Number of Loans Outstanding	0	2
In-Service Withdrawals	Yes	83%
Hardship Withdrawals	Yes	74%
Installments	Yes	<mark>51</mark> %
Lifetime Income Option	No	46%
Expenses	Your Plan	AXIS Universe
Plan Charges Participants for Various Plan Expenses	Yes	53%

Note: The provisions outlined in this report are set forth in your plan document. If "Your Plan" indicates a "Yes", this provision is currently in place. "Your Plan" is being compared against similar plans in the AXIS Universe. Not all provisions may be available by your service provider.

AXIS RETIREMENT ANALYTICS PLATFORM"

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#### ADVISOR SERVICES | FEE ANALYSIS BENCHMARK REPORT

Your Plan: Plan Asset Value: Number of Participants: Sample 401(k) Plan \$20,232,489 241

	100 March 100 Ma	
Plan-Level Investment Services	Your Plan	AXIS Universe
Review Plan's Investment Objectives	Yes	100%
Review Qualified Designated Investment Alternatives (QDIA)	Yes	97%
Recommend Plan Menu Design	Yes	97%
Assist in Development of Investment Policy Statement (IPS)	Yes	96%
Construct Model Portfolios	Yes	70%
Provide Investment Monitoring & Reporting	Yes	82%
Recommend and Monitor Investment Options	Yes	94%
Serve as a fiduciary as an investment adviser with the Plan Sponsor	Yes	79%
Participant-Level Investment Services	Your Plan	AXIS Universe
Develop Participant Education & Communication Strategy	Yes	95%
Conduct Employee Education Meetings	Yes	95%
Conduct Group Enrollment Meetings	Yes	93%
Conduct One-on-One Participant Meetings	Yes	88%
Render Participant Advice	Yes	73%
Provide Phone/E-mail Support to Participants	Yes	96%
Deliver Participant Communications	Yes	85%

Plan Operation-Related Services	Your Plan	AXIS Universe
Attend Plan Committee Meetings	Yes	98%
Review Plan Committee Governance and Structure	Yes	89%
Review ERISA Section 404(c) Compliance	Yes	88%
Review ERISA Fidelity Bond	Yes	82%
Review Fiduciary Insurance Policy	Yes	79%
Develop and Maintain Fiduciary File	Yes	88%
Analyze Plan Design	Yes	95%
Provide Ongoing Support for Plan Operation	Yes	95%
Review 408(b)(2) Disclosures for Completeness	Yes	90%
Review 404(a)(5) Disclosures for Completeness	Yes	90%
Review ERISA Spending Accounts or Plan Expense Recapture Accounts (PERAs)	Yes	79%
Provide Periodic Benchmarking of Fees, Services and Investments	Yes	98%
Monitor Service Provider(s)	Yes	99%
Generate and Evaluate Service Provider Requests for Information (RFIs)	Yes	88%
Generate and Evaluate Service Provider Requests for Proposals (RFPs)	Yes	94%
Support Contract Negotiations with Service Provider(s)	Yes	94%
Provide Service Provider Transition and/or Plan Conversion Support	Yes	94%
Provide Fiduciary Education to Plan Committee	Yes	87%

Note: The advisor services may be at the plan, fund and/or participant level. If "Your Plan" indicates "Yes", the plan's investment advisor is providing such service(s). "Your Plan" is being compared against similar plans in the AXIS Universe. Your investment advisor may provide additional services that have not been captured.

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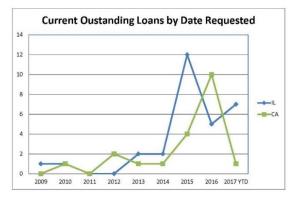
© 2016 Castle Rock Innovations, LLC. All rights reserved. This report and the information contained herein may not be reproduced in whole or in part (whether in hard copy, Page 5 AXIS RETIREMENT MALYTICS PLATFORM © 2016 Castle Rock Innovations, LLC. All rights reserved. This report and the montation outcome of the novations, LLC. All rights reserved. This report and the montation outcome of the novations, LLC.

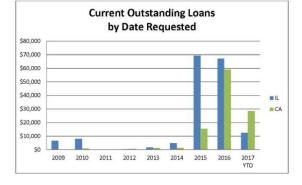
### **Loan Policy and Interest Rate Review**

#### Sample 401(k) Plan Annual Loan and Interest Rate Policy Review

- 1. Loans can be modeled on the Unified Trust website
- 2. Participants contact Unified Trust Customer Service at 866-680-7000 to initiate a loan
- 3. The amount of the loan must be < 50% of the vested account balance (all sources) with a
- maximum loan of \$50,000
- 4. Loans must be at least \$1,000
- 5. Participants may only have one (1) loan at a time
- The rate charged is 1% above prime (currently 5.25%)
   Participants can refinance their loan to a lower rate if rates decrease during the payback
- r. ruruc
  - period
- The loan balance appears as a separate source on the participant's statement
   Participant's pay back the loan through payroll deductions (payments) over 5 years (or 30
- years if for the purchase of a principal residence)
- 10. If a participant is terminated they either must pay back the loan in full or default the loan (the participant receives a 1099 for the outstanding balance the year of default)
- There is a charge of \$75 to apply for a loan, \$25 to re-finance the loan and an annual maintenance fee of \$75. These fees are charged to the participant.

#### As of August 9, 2017:





#### As of August 9, 2017:



- 50 Employees Have Outstanding Loan (vs. 24 in 2016 vs. 40 in 2015)
  - IL 30 \$186,410
  - CA 20 \$91,782
- o Average Outstanding Loan Balance \$5,564
  - IL \$6,213
  - CA \$4,589
  - Average Plan Balance (All Employees) \$100,643
- 30 of 50 Have Requested More than 1 Loan
  - IL 16CA 14

Current Plan Balance \$14,895,195, 148 Eligible Employees

- 2% Loan Value to Plan Balance
- o 34% of Employees Have a Loan (vs. 16% in 2016 vs. 28% in 2015)

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30 🚫 📎

## Loan Policy and Interest Rate Review

As of August 9, 2017:

- Current Outstanding Loan Balance \$278,192
  - o 50 Employees Have Outstanding Loan (vs. 24 in 2016 vs. 40 in 2015)
    - IL 30 \$186,410
    - CA 20 \$91,782
  - Average Outstanding Loan Balance \$5,564
    - IL \$6,213
    - CA \$4,589
    - Average Plan Balance (All Employees) \$100,643
  - 30 of 50 Have Requested More than 1 Loan
    - IL 16
    - CA 14
- Current Plan Balance \$14,895,195, 148 Eligible Employees
  - o 2% Loan Value to Plan Balance
  - o 34% of Employees Have a Loan (vs. 16% in 2016 vs. 28% in 2015)

### **Third Quarter** Sample Plan Calendar

#### **Third Quarter**

- June 30 Fiduciary Monitoring Report
- Retirement Plan
   Committee Charter

- Plan Design Review
- Compliance and Administration Testing and IRS Form 5500
- Mid-Year ADP Test
- Plan Audit

- Key Acceptance Rates
   Report
- Progressive Savings, October 1
- Resource for Participant
   Questions
- Campaign: Participant's with Shortfalls, Eligible Not Participating and Not Maxing Out Employer Match
- New Hire Luncheon
- One on One Sessions Group Meetings Customizing Your Retirement Projection

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# Plan Administration

- Compliance and Administration
   Testing
- IRS Form 5500
- Plan Audit
- Plan Design Review and Recommendations

# **Plan Design Recommendations**

	Current Document	Recommendation
Entry Dates	First day of quarter following eligibility requirements	First day of the month following eligibility requirements
Deferral Changes	Quarterly	With each payroll
Automatic Enrollment	Not available	Full plan re-enrollment, 6% deferral rate for all employees or continue with current deferral rate, if greater than 6%
Auto Escalation	Not available	Full plan re-enrollment to a ceiling of 14%, 2% Automatic escalation April 1, Coincides with Annual Performance Reviews
Roth 401(k) Deferrals	Not available	Add Roth 401(k) deferrals
Rollovers	Distributions only allowed at separation of service	Distributions allowed at any time

### **Fourth Quarter** Sample Plan Calendar

#### **Fourth Quarter**

- September 30 Fiduciary Monitoring Report
- Discretionary Trustee
   Responsibilities
- Investment Policy Statement Including QDIA and ERISA 404(c) Review
- Refresher Fiduciary
   Training

- Maximum IRS Contribution for Upcoming Calendar Year
- Key Acceptance Rates
   Report
- Resource for Participant
   Questions
- New Hire Luncheon
- One on One Meetings
- Education Plan

### Discretionary Trustee Responsibilities

Unified Trust Company, serving as the discretionary trustee, provides the highest level of fiduciary protection.

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#### A DISCRETIONARY TRUSTEE

Unified Trust Company, serving as the discretionary trustee provides the highest level of fiduciary protection

Today many plan sponsors are aware they need help with the sections of ERISA dealing with fiduciary responsibility. However, many vendors continue to avoid providing any meaningful fiduciary services but instead use the word "fiduciary" or "co-fiduciary" only as a marketing term. An unfortunate side effect of this trend is the wide disparity in fiduciary services. In other words, some vendors sell themselves as ERISA fiduciary "experts," when really they are better portrayed as expert fiduciary "marketers." Even among genuine experts, there are many who lack the basic understanding of the true responsibilities and nuances that distinguish the roles.

ERISA §403(a) clearly specifies who has the responsibility to manage plan assets. The primary responsibility falls to the plan sponsor and the plan trustee. ERISA envisioned that the plan sponsor would hire the trustee to make prudent decisions. Since the trustee was empowered to make decisions, they were always a discretionary trustee and would take over day to day plan management.

Today, most plan corporate trustees do not make decisions but instead are directed by the plan sponsor's retirement committee. The directed trustee is synonymous with passive trustee or custodial trustee.

The custodial function is to safeguard or hold plan assets and to do what the plan sponsor instructs, although ensuring that only directions from the plan sponsor that are consistent with ERISA and the plan document are executed. Most, if not all, directed trustees disavow fiduciary status in their contracts. They do not give advice to the other plan fiduciaries regarding the assets in their custody nor do they have discretion to make investment decisions.

The ERISA §3(21) fiduciary and the ERISA §3(38) investment manager both provide more oversight than a directed trustee, but much less than the discretionary trustee. The differences between the various groups and a discretionary trustee are shown in the chart on the next page.

The plan sponsor and its directors must still prudently hire a discretionary trustee fiduciary to have exclusive authority and discretion to manage and control the assets of the plan. But when the plan sponsor limits its role to naming the oversight fiduciary, the sponsor and its directors are no longer responsible for selecting, directing and coordinating of the persons who will actually manage and operate the plan.

It is important to restate this important distinction in determining whether an appointing fiduciary has breached its fiduciary duty. If the directors of a plan sponsor's board appoint a named fiduciary committee that in turn appoints the actual discretionary trustee, then the breach is limited to the prudence of the oversight appointment, and does not extend to the prudence of investment management or other plan activity.

### Discretionary Trustee Responsibilities

Unified Trust Company, serving as the discretionary trustee, provides the highest level of fiduciary protection.

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#### FIDUCIARY SERVICES COMPARISON

	Unified Trust Discretionary Trustee	ERISA 3(38) Investment Manager	ERISA 3(21) Investment Advisor	Directed Trustee	Fiduciary Warranty	Due Diligence Support
Named Plan Fiduciary Under ERISA 402(a)?	<b></b>	×	×	×	×	×
Has "Exclusive Authority to Manage and Control the Assets of the Plan" Under ERISA 403(a)?	0	×	×	×	×	×
Acknowledges Fiduciary Status in Writing	0	0	0	Sometimes	×	×
Broad (Allocated) or Narrow (Delegated) Fiduciary Responsibility?	Broad	Narrow	Narrow	Narrow	N/A	N/A
Provides Participant Direction Choices Under ERISA 404(c)	0	0	0	×	0	×
Responsible for ERISA 404(c) Compliance	0	×	×	×	×	×
404(c) and QDIA Notice Preparation	<b>O</b>	×	×	×	×	×
Has Full Responsibility for Selecting Plan Investments	0	Sometimes	×	×	×	×
Has Full Responsibility for Monitoring Plan Investments	0	Sometimes	×	×	×	×
Has Full Responsibility for Replacing Plan Investments	0	Sometimes	×	×	×	×
Able to Provide Personalized Goal Management Solution	<b>O</b>	Sometimes	×	×	×	×
Responsible for ERISA 404(a) "Prudent Man Rule"	0	0	0	<b>O</b>	×	×
Responsible for Prudent Management of Participant Model Portfolios	0	Sometimes	×	×	×	×
Oversight Structure Allows Plan to be Eligible for Limited Scope Audit	0	×	×	0	×	×
Oversight of Missing or Late Contributions	0	×	×	×	×	×
Maintains Plan Within Jurisdiction of U.S. Courts	0	×	×	<b>O</b>	×	×
Duty to Avoid Prohibited Transactions	<b>O</b>	0	0	<b>O</b>	×	×
Duty to Monitor Co-Fiduciary Activity	0	×	×	×	×	×
ACA, EACA, and QACA Participant Notices Preparation	Sometimes	×	×	×	×	×
CEFEX <sup>®</sup> Certified for Fiduciary Best Practices	0	Sometimes	Sometimes	×	×	Sometimes
Monitor Plan Distribution Activity	0	×	×	<b>O</b>	×	×
Duty to Protect Participant Accounts From Unauthorized Access	0	×	×	0	×	×

Unified Trust Company, N.A. serving as Discretionary Trustee provides plans with the highest level of fiduciary oversight under ERISA.

### **Investment Policy Statement**

- Qualified Default Investment Alternative (QDIA)
  - The QDIA "safe harbor" protects the plan sponsor from liability for defaulting the participant into the QDIA.
- ERISA 404(c)
  - The 404(c) safe harbor protects the fiduciary from liability for the actions of the participants.

### **Investment Policy Statement**



# **Driving Participant Outcomes**

# The Average 31% Full Funded

Percentage of participants on track to retire

Kasten, G. "The UnifiedPlan<sup>®</sup> Dramatically Increases Retirement Success", 2016 © Unified Trust Company



41 🔇 📎

### Annual Education Plan

- Defines the plan sponsor's goals and objectives for employee communication and education
- How many of your employees are on track for a successful retirement?
- What is your target participation rate?
- What is your target deferral rate?
- Do you offer Group and/or One on One Meetings?
- Measure results and update Education Plan annually!

# Education P Defines the plan sponsor's g

#### Part of running a successful and compliant workplace plan is having a clear understanding of what you are trying to achieve for your company and your employees. You should have the goals and objectives of your plan formally documented. Use this worksheet to document the goals and objectives of your company's workplace plan.

Name of Company:

Type of qualified plan:

Name of company contact: \_

Title:\_\_\_\_

Date: \_\_\_\_

#### EMPLOYER GOALS AND OBJECTIVES:

What goals do you have in offering a retirement plan? (Select either major goal, minor goal, not applicable/ or unimportant)

	Major Goals	Minor Goals	N/A or Unimportant
Attract new employees			
Retain quality employees			
Provide retirement security for employees			
Benefit key employees			
Accumulate substantial retirement income for owner(s)			

Is it important to you to be able to minimize corporate expenditures in the retirement plan? I Yes I No

List any other goals and objectives you have for your workplace plan:

#### ATTRACT & RETAIN QUALITY EMPLOYEES

What is your current plan participation? \_\_\_\_\_% What is your target plan participation? \_\_\_\_\_% Additional ways to enhance your plan to help accomplish this goal include:

- 1. Update program features, such as: Auto enroll, Auto increase, QDIA, Target- date funds, Managed accounts, Auto rebalance.
- 2. Expand the investment menu, including: Style boxes, Asset category point-of-view, alternative investments.
- 3. Provide retirement gap analysis for each employee.

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### **Employee Education**

- Resource for Participant Questions
- Targeted Group Meetings
  - Newly Eligible
  - Pre-Retirees
  - Customizing Your Retirement Projection
- One on One Meetings
  - Focus on Customizing Retirement Projection with Additional Retirement Information



### **Employee Education**

- Targeted Campaigns:
  - Participants with Shortfalls
  - Eligible Not Participating
  - Not Maxing Out Employer Matching Contribution

### Sample Plan Rural Hospital, Small Community



Plan Assets \$20,000,000



200 Employees



One Location



**Quarterly Retirement Plan Committee Meetings** 



Quarterly Employee Education – Group and One-on-One Meetings



Advisor Fee Tiered Fee Schedule – 0.23% or \$46,000 Annually

### Key Acceptance Rates

- 401(k) Plans' Success Rate 85%
  - Success Rate = Number of Participants on Track to Replace Default of 70% of Income in Retirement or Preferred Replacement Percentage
- Additional Retirement Information provided by 35% of Participants
- Participation Rate 95%
- Average Deferral Rate: 2017 9.53% vs. 2006 4.90%
- Progressive Savings Rate Acceptance 44%

Sample 401(k) Plan Key Acceptance Rates Report

	2017					
	Q4	Q3	Q2	Q1	2016	2015
Success Rate	85%	87%	87%	85%	80%	83%
GAP Reports Ran	191	193	190	188	194	203
On Track	163	168	165	159	155	169
Participants Customized GAP						
Percentage	34%	30%	31%	32%	31%	29%
Number of Participants	65	58	58	60	59	58
Participation Rate	95%	95%	96%	97%	96%	96%
Total Eligible	194	200	195	189	200	196
Participating	184	190	188	183	192	188
Not Participating	10	10	7	6	8	8
Terminated with Balance	41	39	34	35	29	45
Deferral Rates						
Participants Deferring =>10%	37%	34%	35%	38%	39%	28%
Participating	10.04%	9.41%	9.65%	9.97%	10.08%	9.61%
All Eligible Employees	9.53%	8.94%	9.25%	9.44%	9.65%	8.74%
Progressive Savings Acceptance	44%	44%	43%	42%	41%	45%
Automatic Enrollment 5%, October 1, Default 2%						
Advice						
UnifiedPlan Glidepath	80%	80%	80%	80%	81%	83%
Model Portfolio	15%	16%	15%	15%	14%	12%
Custom Allocation	5%	5%	5%	4%	5%	5%
Number of Participants	11	11	11	10	11	12
UnifiedPlan Risk Profile						
Conservative	52%	54%	57%	53%	54%	53%
Moderate	18%	17%	17%	18%	15%	14%
Aggressive	30%	29%	26%	30%	31%	33%

### Key Acceptance Rates

- Investment Options and Risk Profile
  - QDIA Managed Account Solution 85%
  - Risk Based Portfolios 10%
  - Custom Allocation 5%

Sample 401(k) Plan Key Acceptance Rates Report

1	2017					
	Q4	Q3	Q2	Q1	2016	2015
Success Rate	85%	87%	87%	85%	80%	83%
GAP Reports Ran	191	193	190	188	194	203
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Terminated with Balance	41	39	34	35	29	45
Deferral Rates						
Participants Deferring =>10%	37%	34%	35%	38%	39%	28%
Participating	10.04%	9.41%	9.65%	9.97%	10.08%	9.61%
All Eligible Employees	9.53%	8.94%	9.25%	9.44%	9.65%	8.74%
Progressive Savings Acceptance Automatic Enrollment 5%, October 1, Default 2%	44%	44%	43%	42%	41%	45%
Advice						
UnifiedPlan Glidepath	80%	80%	80%	80%	81%	83%
Model Portfolio	15%	16%	15%	15%	14%	12%
Custom Allocation	5%	5%	5%	4%	5%	5%
Number of Participants	11	11	11	10	11	12
UnifiedPlan Risk Profile						
Conservative	52%	54%	57%	53%	54%	53%
Moderate	18%	17%	17%	18%	15%	14%
Aggressive	30%	29%	26%	30%	31%	33%

How do you drive these outcomes?



### **Plan Design**

Driving participant success begins with Intelligent Defaults.

- Recommend a FULL Plan Re-Enrollment vs. Newly Eligible Employees
  - Implement Automatic Enrollment at 6%
  - Implement Auto Escalation at 2% all Employees below Ceiling

### The UnifiedPlan<sup>®</sup> Platform

#### The "Pension-like" Answer



Determine a personal goal for each participant.

Replace 70% of current income at Social Security Normal Retirement Age (SSNRA)



Measure participant progress each quarter.

Provide the ability to customize the retirement projection.



#### Manage

Manage the investment.

Automatically select investments with the lowest possible risk required to achieve the goal.

## **Sample Projected Benefit Statement**

#### YOUR PROJECTED RETIREMENT BENEFIT STATEMENT

Your retirement benefit statement helps you understand whether you are on course to achieve a successful retirement. Unified Trust Company estimates the "nest egg" savings required to meet your retirement spending goals. We regularly evaluate your progress and, if needed, we will make changes to help you. Your projection is based on information we currently have about you, provided to us by either your employer or you. Please visit our website at www.unifiedtrust.com/UnifiedPlan to add or update your Additional Retirement Information.

YOUR MONTHLY PROJECTED RETIREMENT INCOME	YOUR MONTHLY RETIREMENT	YOUR MONTHLY RETIREMENT INCOME SURPLUS
\$1,872	\$1,740	\$132

### It is much easier for participants to say, "Yes" to the answer.

### Participants don't want to know how to build a watch.



## They just want to know the time!

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#### Sample 401(k) Plan Calendar

	Fiduciary Review & Oversight	Plan Administration	Employee Communication
First Quarter	<ul> <li>December 31 Fiduciary Monitoring Report</li> <li>Board Year in Review</li> <li>Fi360 Investment Review</li> <li>Capital Markets Forecast</li> </ul>	Statement on Standards for Attestation Engagements (SSAE) 16 Internal Controls Review	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Meetings</li> </ul>
Second Quarter	<ul> <li>March 31 Fiduciary Monitoring Report</li> <li>ERISA 408(b)(2) and 404 (a)(5) Notices</li> <li>Independent Fee and Service Benchmark Report</li> </ul>	Loan Policy and Interest Rate Review	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Sessions Group Meetings Pre- Retirees</li> </ul>
Third Quarter	<ul> <li>June 30 Fiduciary Monitoring Report</li> <li>Retirement Plan Committee Charter</li> </ul>	<ul> <li>Plan Design Review</li> <li>Compliance and Administration Testing and IRS Form 5500</li> <li>Mid-Year ADP Test</li> <li>Plan Audit</li> </ul>	<ul> <li>Key Acceptance Rates Report</li> <li>Progressive Savings, October 1</li> <li>Resource for Participant Questions</li> <li>Campaign: Participant's with Shortfalls, Eligible Not Participating and Not Maxing Out Employer Match</li> <li>New Hire Luncheon</li> <li>One on One Sessions Group Meetings Customizing Your Retirement Projection</li> </ul>
Fourth Quarter	<ul> <li>September 30 Fiduciary Monitoring Report</li> <li>Discretionary Trustee Responsibilities</li> <li>Investment Policy Statement Including QDIA and ERISA 404(c) Review</li> <li>Refresher Fiduciary Training</li> </ul>	Maximum IRS Contribution for Upcoming Calendar Year	<ul> <li>Key Acceptance Rates Report</li> <li>Resource for Participant Questions</li> <li>New Hire Luncheon</li> <li>One on One Meetings</li> <li>Education Plan</li> </ul>

### Scalable Service Model

- Team focus on retirement plan services
- Establish an annual Plan Calendar
  - 1. Fiduciary Review and Oversight
  - 2. Plan Administration
  - 3. Employee Communication
- Review the Plan Calendar every meeting

### Thanks for attending the session today!

If you would like a handout of sample service model handouts for retirement plan committee meetings – please email me at the address below!

#### **Diana Jordan**

- 😢 2353 Alexandria Drive, Suite 100, Lexington, KY 40504
- 🥏 (217) 820-1699
- Diana.Jordan@unifiedtrust.com

### **Disclosures**

- 1. The UnifiedPlan reporting tool helps investors understand whether they are on course to achieve a successful retirement. The UnifiedPlan uses "asset liability" matching. The asset is the money forecast to be accumulated and the liability is the amount of money needed to pay for the retirement. For investors who are planning for retirement, the tool estimates the amount of funds required to meet their retirement spending goals and provides alternatives such as delaying retirement or lowering retirement spending for those who may not be able to save the required amount.
- 2. For investors who are already retired, the tool estimates the confidence that their portfolio will be able to sustain their desired spending throughout retirement. The tool uses a combination of deterministic methods and Monte Carlo simulation that consider factors that include saving and spending levels, long-term market expectations associated with the risk profile selected, pre- and inretirement time horizons, and other sources of outside income.
- 3. The UnifiedPlan limitations relate to the large number of assumptions used in the analysis. The accuracy of these assumptions directly impacts the quality of the tool's assessment. Potential problems may include, but are not limited to, the use of inaccurate financial data by the investor, the selection of a risk tolerance by the investor that does not represent how their portfolio is actually invested, long term market expectations of risk, return, and inflation that are not achieved in the modeled time frame, the inclusion future income that is never received, and unforeseen life emergencies that require decreased saving before retirement, force an earlier retirement, or increase spending needs during retirement.

- 4. The UnifiedPlan is highly dependent upon assumptions of annual income and annual savings. Any variances or changes in the figures used should be reported immediately by the plan participant. Unified Trust is not responsible for any discrepancies in the data, or output from the UnifiedPlan tool.
- 5. All mutual fund and collective investment fund data was gathered from publicly available sources of information such as Standard & Poor's, Morningstar, Zephyr or vendors' own websites. We take reasonable care in collecting the data, and believe the data are accurate, but reserve the right to correct any errors. Individual mutual fund or collective fund performance data throughout the document are net of underlying fund expense ratios but gross of addon expenses such as Trustee fees, administration fees, or advisory fees. The performance histories reported are simply dollar-weighted historical returns for the proposed funds and do not reflect the effects of rebalancing or fund replacements.
- 6. Any past performance information for the illustrated investment selections is not indicative of future returns but is merely a snapshot of historical performance. Past performance is not a guarantee of future performance. The investments are not FDIC insured.
- 7. Differences will probably exist between prospective and your actual results because events and circumstances frequently do not occur as expected, and those differences may be material, especially when making estimates over extended time periods. All figures are shown in current (inflation adjusted) dollars. The estimated inflation rate used in this analysis may vary over time.

### **Disclosures**

- 8. The UnifiedPlan portfolio changes and time line changes for each participant are governed by the Plan Document, the Investment Policy Statement and the Benefit Policy Statement for their Plan.
- 9. The calculated 70% income replacement goal includes the estimated Social Security benefit. The actual Social Security benefit may be different from the estimated value.
- 10. Compensation in excess of the IRC 415 limit is excluded. All figures reported in current (inflation-adjusted) real dollars.
- 11. The projections or other information generated by the tool regarding the likelihood of various investment outcomes are hypothetical in nature, do not reflect actual investment results, and are not guarantees of future results. Projected growth of assets is based Unified Trust Company's Projected Future Modeled Returns and the asset allocation of your portfolio for this goal. The graphical representations are an approximation taken from the direct path between the pertinent events tied to your goal. Indices are unmanaged, do not incur management fees or expenses, and cannot be invested in directly.
- 12. Neither the Plan Sponsor nor Unified Trust can guarantee that any participant will achieve a successful retirement. The UnifiedPlan reporting tool helps investors understand whether they are on course to achieve a successful retirement. The UnifiedPlan uses "asset liability" matching. The asset is the money forecast to be accumulated and the liability is the amount of money needed to pay for the

retirement. For investors who are planning for retirement, the tool estimates the amount of funds required to meet their retirement spending goals and provides alternatives such as delaying retirement or lowering retirement spending for those who may not be able to save the required amount.

13. Projections are made based upon expected asset transfers. Actual transfer amounts may be different and may require a new retirement solution.