

# CITY OF SACRAMENTO

## 457 Retirement Plan Research

Created for Nationwide by 



# Executive Summary

Participant surveys are conducted in the Fall of each calendar year. This information is a summary of 2023 and 2024 results.

## Key Take-Aways:

- Plan participants continue to be satisfied with Nationwide overall, with more describing the quality of partner and services delivered as excellent.
- Advocacy and the likelihood to remain with the plan after retirement remain strong.
- As views of the economy have improved, so has assessment of plan performance with more feeling the plan has performed well.

## Touchpoint usage, value & satisfaction:

- Participants make frequent use of the resources available to them, both digital (email/website) and plan staff.
- Participants appreciate Plan staff (Retirement Specialists) for their professionalism and ability to explain benefits.

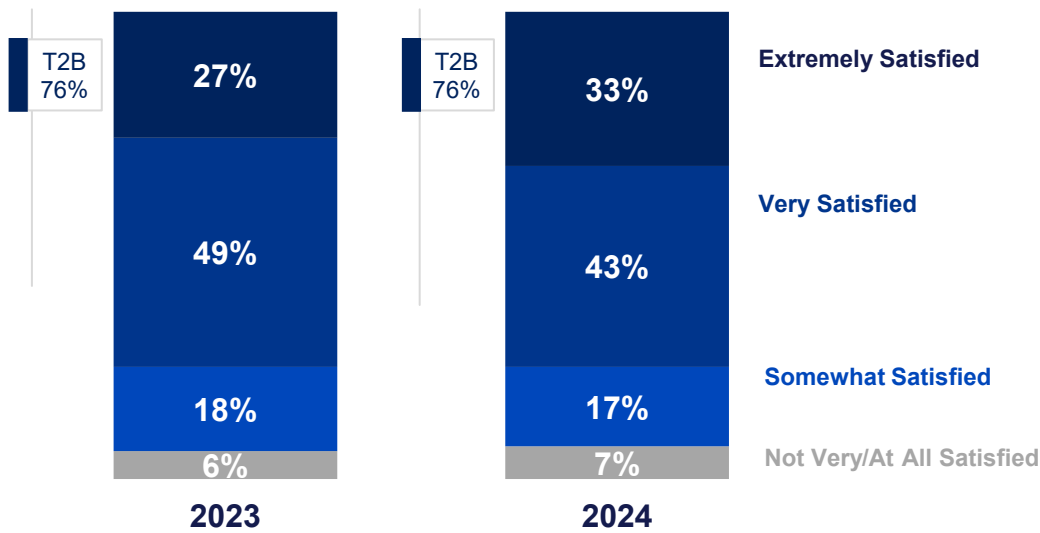
## Respondents' population:

- Respondents were required to be current or retired employees of the City of Sacramento
- 155 responses in 2023
- 107 responses in 2024

# Overall Plan Satisfaction

Plan satisfaction is measured through five responses: Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not at all Satisfied. The top two boxes (Extremely and Very) remained the same from 2023 to 2024. However, the population shifted towards Extremely Satisfied.

## Satisfaction with Service Provided by Nationwide

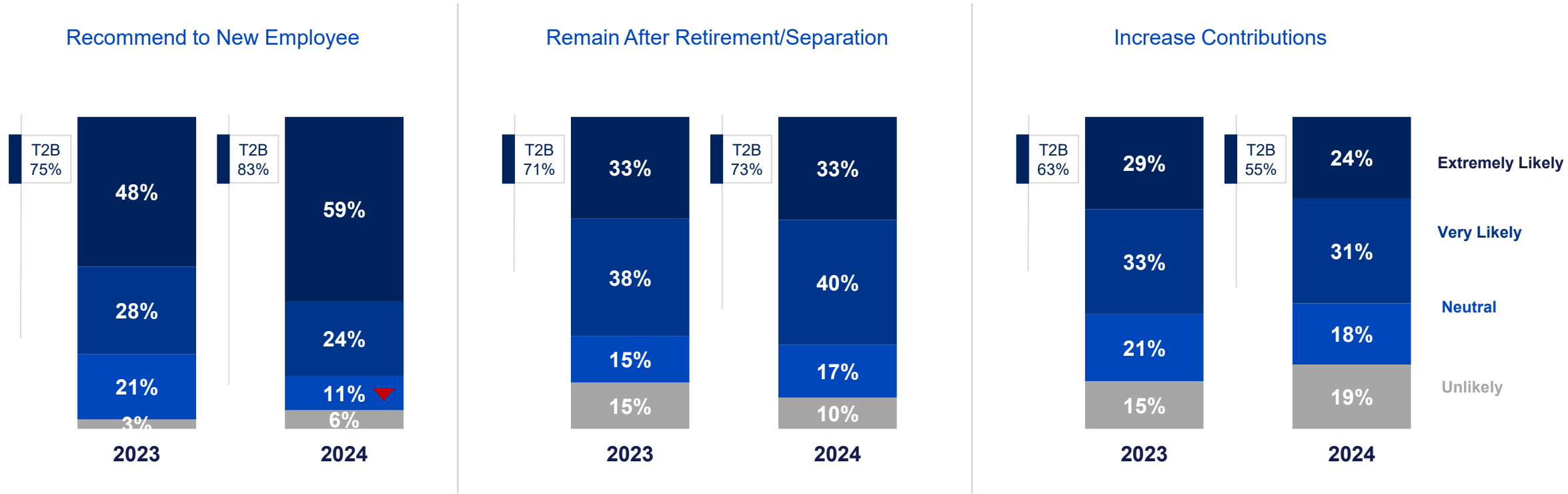


Reasons for Satisfaction	2023	2024
Good quality service	23%	12%
Helpful customer service	10%	11%
Easy to access my account	9%	9%
Low rates and fee structure	3%	8%
Easy to use website	5%	6%
Convenience of making account changes	5%	6%

Reasons for Dissatisfaction	2023	2024
Feel Uninformed	1%	5%
Limited investment options	1%	4%
Lack of guidance or consultation	5%	4%
Lack of growth with investments	1%	3%
Restrictive program benefits (i.e., unable to withdraw funds)	1%	2%

# Plan Recommendations and Contributions

Positive improvements are seen in the advocacy measures – recommending the Plan to new members and remaining in the Plan after retirement. Slightly fewer plan on increasing contributions to their deferred compensation plan.



# Thank You



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