



DELAWARE RETIREMENT SAVINGS PLAN

DEFER

For a brighter tomorrow™

State of Delaware 457b, 401a, and 403b

4Q20 PROGRAM REVIEW

December, 2020

Voya Financial



Topics for Review

- 1 **Enrollment and Consolidation Trends**
- 2 **CARES Act Summary**
- 3 **Communication and Local Advisor Recap**
- 4 **Voya Updates**

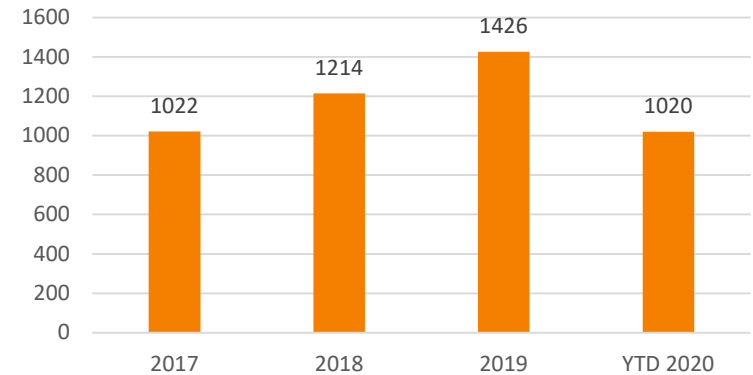


Enrollment and Consolidation Trends

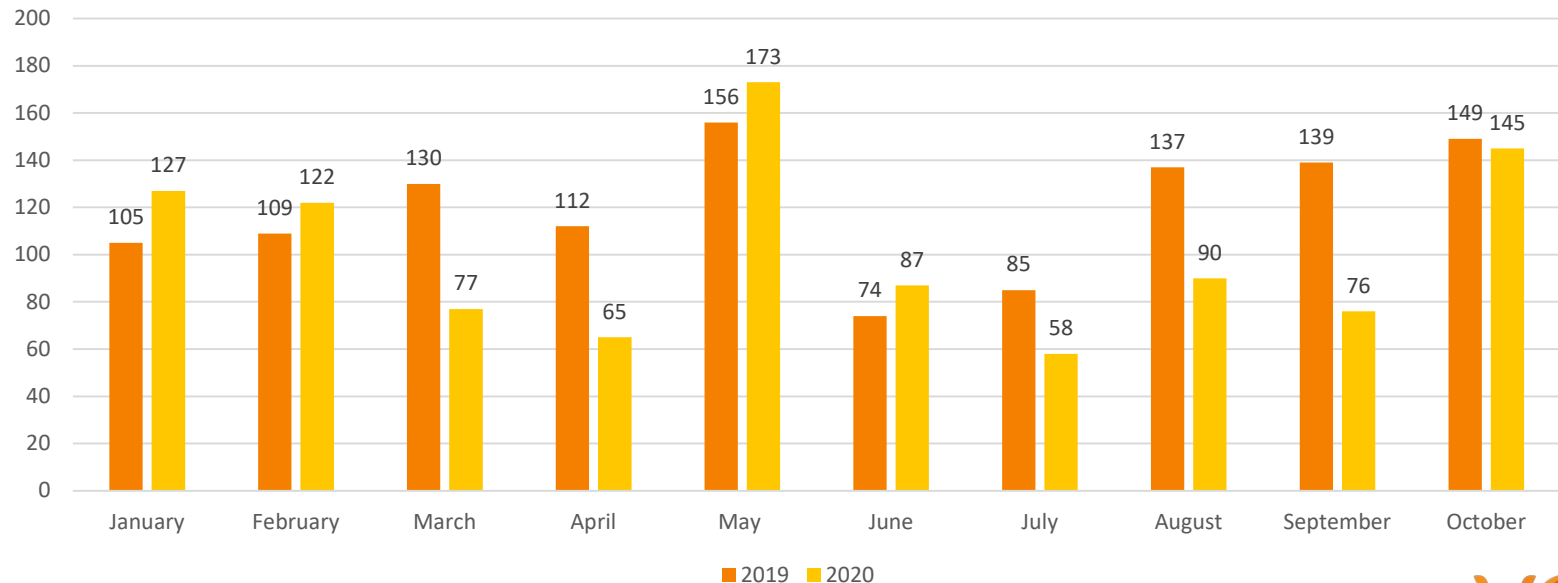
Enrollment by Month

- October enrollments higher than summer months attributed to communication in email blast
- New enrollments year to date exceed 1k

New Enrollments by Year

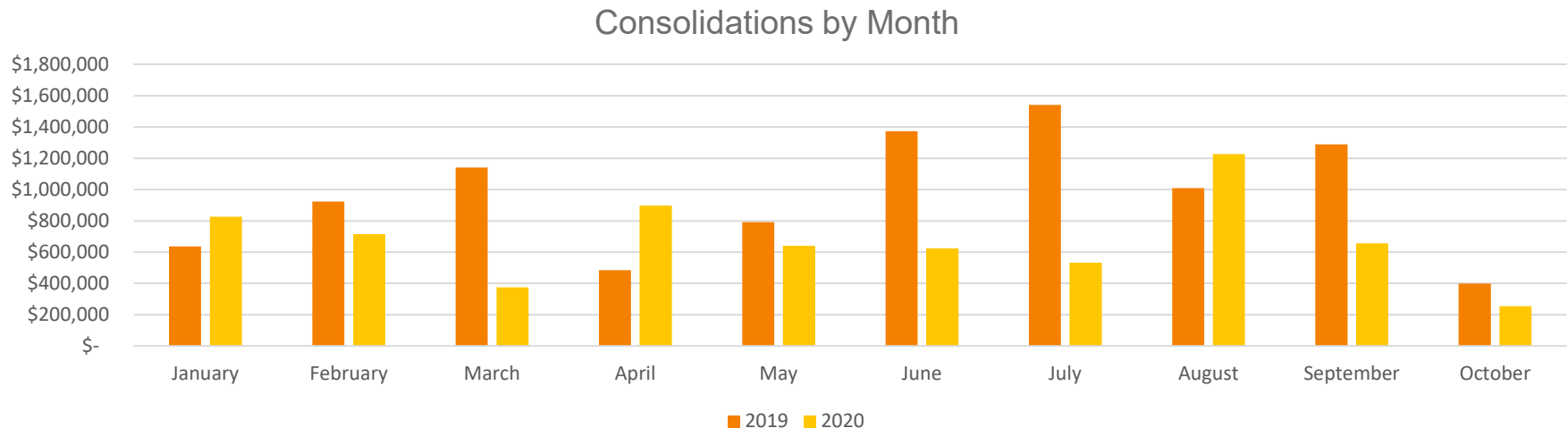
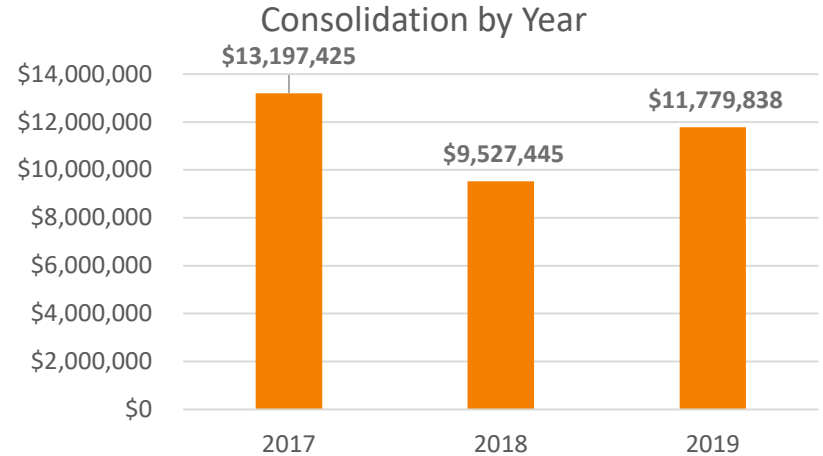


Enrollments 2019 vs 2020



Consolidation Efforts

- Year to date as of the end of October \$6.74 Million
- Information on Consolidation will be highlighted in November and December email blasts





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Voya Coronavirus and Cares Act Update

Supporting you during this time of uncertainty

Having the right people in your corner matters—especially in trying times like these. You can rely on our **ability to adapt** without sacrificing the service you count on.

Uninterrupted service when you need us most because of our Business Continuity Plan¹



Our call center achieved 100% work from home goal on March 20th
7 days ahead of schedule



100% of calls were returned each day using virtual hold and callback technology



Participant satisfaction consistently over 96% per after call survey data, which is comparable with scores in non-volatile times

Sponsor support highlights

+ Handling CARES Act plan provisions with an opt-in approach

Participant support highlights

Vast majority of participants are staying the course
97% of total participant population did not trade year to date²

¹ Voya Internal Data, as of 4/6/20. Call backs enabled through our Voice Response System (VRS) technology. Satisfaction rating is gathered from call survey data.

² As of 4/3/20

CARES Act Summary

Below reflects recent statistics regarding the number of telephone inquires and requests for Covid Related Distributions



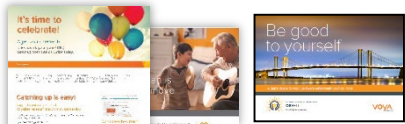
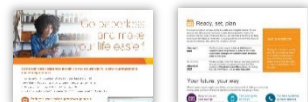











Plan	Count	Dollar Value
Total Inquires	438	
Covid Withdrawals - 403b	50	\$554,901
Covid Withdrawals – 457b	364	\$4,051,907
Total Withdrawals	414	\$4,606,808



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2020 Communication and Onsite Advisor Update

2020 Engagement Calendar

				Q1	Q2	Q3	Q4
<div></div> <div>Targeted campaigns</div> <div><ul style="list-style-type: none"><input type="checkbox"/> e.g. Beneficiary Designation<input type="checkbox"/> e.g. Contribution Increase<input type="checkbox"/> e.g. Digital Engagement<input type="checkbox"/> e.g. Diversification</div>				-	-	Beneficiary mailing	Enrollment mailing
<div></div> <div>Email blasts</div> <div><ul style="list-style-type: none"><input type="checkbox"/> Up to 6 per year<input type="checkbox"/> Enrollment fairs, workshops<input type="checkbox"/> Events</div>				On	On	On	On
<div></div> <div>Always On Strategy</div>				Personalized Financial Wellness Messaging <ul style="list-style-type: none">- Diversification- Restart- Save More- Beneficiary- Financial Wellness Engagement			
				Participant web messages			
				America Saves Week			
				National Retirement Security Month			
				Quarterly Statement Content			
				Tax time	Market volatility	Tools & Resources	eDelivery
<div></div> <div>Always On Digital Resources</div>	<div></div> <div>myOrangeMoney® Web experience</div>		<div></div> <div>Participant Content Hub Blog.voya.com</div>		<div></div> <div>Personal Financial Dashboard</div>		
	<div></div> <div>Voya Retire mobile app</div>		<div></div> <div>Financial Wellness Experience</div>		<div></div> <div>IRS Limits Microsite</div>		
	<div></div> <div>Voya Learn: Live and On Demand</div>		<div></div> <div>Voya Cares®</div>		<div></div> <div>Roth Microsite</div>		

Communication Updates

Year to Date:

- New Resource Center
- Market Volatility Information in Statements
- Communication at Open Enrollment
- NAGDCA award submission
- Communication to promote benefits of consolidation
- National Retirement Security Month
- Enrollment outreach
- Fund change communication

Coming Soon:

- Enrollment information for new hires
- E-delivery statement insert
- Annual planning meeting – early 2021

Here's to your financial health. Because you're worth it.

Plan for your retirement now to be financially healthy now and in the future. Log in to your retirement account today and make it happen.

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Here's to your financial health. Because you're worth it.

LOG IN

DELAWARE RETIREMENT SAVINGS PLAN
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Dear State of Delaware employee,

Congratulations on your recent hire and welcome to the family of State employees. Everyone has a unique view of their future. Whatever your vision may be, it's likely to involve retirement planning and saving today.

To help you with that life event, the State of Delaware offers the important and valuable benefit of the Delaware DEFER 457(b) and 403(b) Plans to save for your future. Participation in the Plan is a critical component of a balanced plan for your retirement to include Social Security, pension and personal savings.

Delaware DEFER offers numerous advantages including a diverse lineup of investment options, including target date funds, flexibility with pre-tax and/or Roth after-tax savings and a dedicated local team to assist you.

The sooner you begin saving, the greater the potential to attain your retirement goals. To learn more and to enroll, visit the Plan website at DelawareDEFER.com. There you will find Plan information, calculators and financial decision-making tools, as well as information on the available investment options, which you should read carefully before you invest. Enclosed are instructions on how to get started.

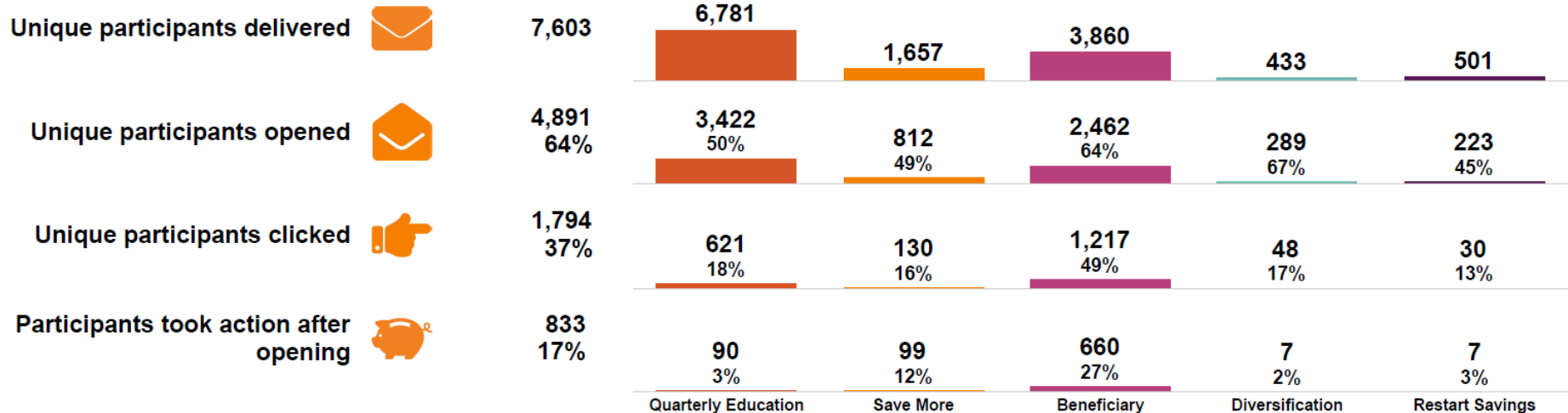
You may also schedule an appointment with a local representative* by going to DelawareDEFER.com or by calling the local office at (302) 318-8840. There is no cost to meet with a local representative.

We're so glad you've made the choice to join us here at the State of Delaware and we want to help you achieve financial security.

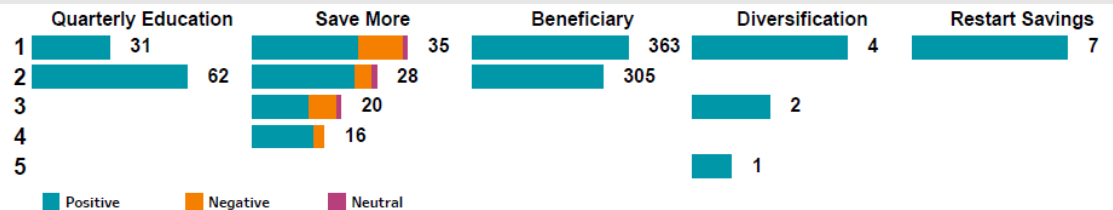
Sincerely,

Colleen C. Davis
State Treasurer

Personalized Messaging



Action details: total actions after email open



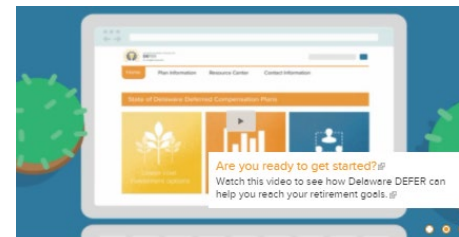
Onsite education meetings turned virtual

We realize state employees are seeking more—not less—education, guidance and advice. We are **ready to serve** accordingly.

- Individual appointments shift to virtual*
 - 683 Appointments Booked [185-in person / 498 virtual]
 - 2,126 Email Inquires
 - 4,038 Direct Phone Inquires
- 17 Group meetings via Zoom
- DEFER Video utilized for back to school staff meetings & orientations
- Activity generated from Treasure's blast email on 11/23/20
 - 60 appointments booked w/in 24 hours

*Year To Date 11/20/20

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Voya Learn

Live and On-Demand

Virtual webinars and individual meetings covering topics like:

- Market volatility and asset allocation
- Online access and related tools
- Beneficiary and distribution options

100% virtual
since mid-March



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A Message From State Treasurer Colleen C. Davis



Dear Fellow State Employees,
With the holiday season upon us, it's a perfect time to be thankful for what we have, and what we WILL have. If you've already opened a Delaware Retirement Savings Plan account, you're giving yourself a gift for the years to come. The steps you take today will affect how you spend tomorrow.

Kind regards,

DEFER - Employee Deferred Compensation Plans

Delaware Retirement Savings Plan

Voya 1 on 1 Meeting Request
Please Note
All Appointments Are Virtual

Welcome!

Voya Financial Advisors are available to help you utilize the Delaware Retirement Savings Plan. They can provide guidance about the plan, help you evaluate your situation and enroll if you are not already participating.

Select a convenient location from the list, click on "Book Now", then follow the instructions to schedule your meeting.

Pick a date and time
Duration: 60 minutes

June 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

< May July >

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Voya Updates

New interactive budget calculator

Voya will be launching a new, interactive budget calculator as part of our Financial Wellness experience on the participant website, which helps engage employees in creating a budget for emergency savings.

This tool provides users with guidelines on how to approach their budget

**50%
NEED**

**30%
WANT**

**20%
SAVINGS**

and allows them to customize for their needs and calculate their totals and percentages for each category.

Budget Calculator

Get your 50/30/20 budget and then personalize it to your priorities and situation

The 50/30/20 approach can be a helpful way to get started with budgeting. It's a simple rule of thumb that suggests you put up to 50% of your after-tax income toward things you need, 30% toward things you want, and 20% toward savings.

50% Needs

Things you must have or can't live without.

30% Wants

Things you can cut back on or do without.

20% Savings

Money you save for future goals.

Language selector (English is default)

English
Español
English

Good Job!

You have an extra \$45. Consider putting it toward savings or paying down any debt you have.

Monthly Budget

	Income	Allocated	Remaining
	\$3,900	\$3,855	\$45

	50/30/20	My Budget	Difference
Needs	\$1,950	\$3,630	↑ \$1,680
Wants	\$1,170	\$150	↓ \$1,020
Savings	\$780	\$75	↓ \$705

Next Steps

Get a copy of your budget or share it with your financial professional

Download as PDF

Explore practical tips to balance your budget and stretch your income

Explore Tips

Download as Excel

Personalize your monthly budget

Need Help? | Add/Edit

Needs	Wants	Savings
Housing \$ <input type="text"/>	Entertainment \$ <input type="text"/>	Emergency Fund \$ <input type="text"/>
Utilities \$ <input type="text"/>	Dining Out \$ <input type="text"/>	Retirement \$ <input type="text"/>
Groceries \$ <input type="text"/>	Hobbies \$ <input type="text"/>	Vacation / Travel \$ <input type="text"/>
Transportation \$ <input type="text"/>	Splurges \$ <input type="text"/>	
Childcare \$ <input type="text"/>		
Healthcare \$ <input type="text"/>		
Student Loan Payments \$ <input type="text"/>		
Other Debt Payments \$ <input type="text"/>		

My 50/30/20 Monthly Budget

Needs 50%

\$2,166

Wants 30%

\$1,299

Savings 20%

\$866

Values are based on a monthly budget.

Congratulations, you're off to a great start!

Your 50/30/20 budget is a simple rule of thumb that can be a helpful way to get started with budgeting.

Take the next step and personalize your budget based on your priorities and financial situation.

Overview of 50/30/20 approach to ease you into budgeting
Enter income to get your 50/30/20 budget

Results include suggestions for fine-tuning budget and options for downloading results

Ongoing digital enhancements

Spanish enrollment and account access – Sept. 2020



New language selector switches Web page* over to **Spanish**



Participant's browser will **maintain Spanish setting** for repeat site visits until either browser "Cookies" are deleted or they switch back to English.



All digital content is translated and certified by TransPerfect, a world leader in translation and localization services. TransPerfect also currently provides translator support to Voya's contact center.

*Some content areas will remain in English for regulatory or translation accuracy purposes. For plan sponsor use only. Not for use with participants.

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