



North Carolina

Total Retirement Plans
401k | 457



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



Communications 2023

myNCPlans.com

2022 in Review - What We Set Out to Do

ENGAGE

Continue to transform Delivery through refreshed creative and digital content



Refresh Messaging & Channels



Virtual One-On-One

EDUCATE

Employer Education Program
Introduce new tools and resources to participants



Start Earlier with Nearing Retirement Messaging

Targeted Webinar Programming



EMPOWER

Activate outcomes in participation and asset retention



Encourage Ongoing Asset Growth & Retention

Increase awareness on Tools like the Retirement Income Calculator



2022 in Review – Where we are Now

Employer-Focus

Employer Contribution Outreach
Employer Retirement Monitor
Dedicated Webinars



Meetings

10% increase
in group, participant and employer meetings

28% increase
in meeting attendance

Employer NC 401(k) Plan Contribution vs. Salary Increase Alone

	Employee A 2% salary increase, no employer contributions	Employee B 2% salary increase, 2% employer contributions
Current salary	\$20,000.00	\$20,000.00
2% Compensation Increase for Employee	\$1,200.00 (6%)	\$1,200.00 (6%)
Salary increase	\$1,200.00 (6%)	\$1,200.00 (6%)
Employer contribution to NC 401(k)	\$0.00	\$500.00 (2%)
Additional costs of increased compensation	\$200.00	\$144.00
Employer's net expense (if any)	\$120.00	\$120.00
Employer's pension expense (if any)	\$140.00	\$140.00
Total cost to employer	\$140.00	\$140.00
Employer's savings: Total cost of Employee A vs. Employee B		\$0.00 or 0.0%

How Employer Contributions Can Help Your Employees

- Employer contributions nearly double the average participation rate,* while helping your employees obtain a secure retirement.
- Employer contributions can make a big difference in whether your employees achieve retirement readiness.

New record high of
**543 employer
contributions***

Participant-Focus

Nearing Retirement Email Campaign
Targeted Webinar Programs
Quarterly Communications
Social Media Campaigns

Good news! You don't have to lift a finger!

With retirement on the horizon, before you think about taking money out of your 401(k) or 457 Plan(s), check out the [Cost Comparison Document](#). This tool compares costs to help you make an informed decision, because the NC Plans are competitively priced.

Instead of withdrawing your assets from the plan(s), here are some other options you may want to consider:

- Keep your money in the plan(s) when you retire.**

You don't have to do a thing! The money you've worked so hard to save can stay in your account, until you need it. That will allow you to continue taking advantage of all the plans' great features and benefits—such as:

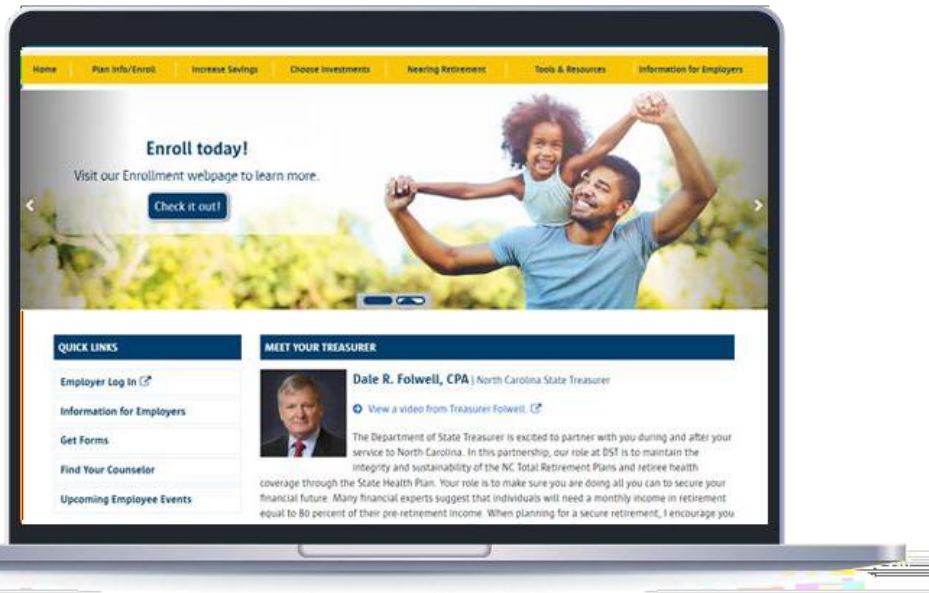
- competitive costs
- a wide range of investment options, including GoalMaker®, which can take you into and through retirement
- strong, trusted oversight from the NC Supplemental Retirement Board of Trustees (which includes ongoing monitoring of investment performance and fees)
- access to the plans' local Retirement Education Counselors at no extra charge

Additional fees

Utilize the Cost Comparison Document to determine if rolling your assets into the plan(s) after competitive period investments.

Nearing Retirement Email
2,481 Emails sent*
98% Open Rate

2022 in Review – Where we are Now



 **249,677** Total Unique Visitors

myNCPlans.com Webpage

Number of Visitors

Plan Information & Enrollment

36,555

myNCPlans.com/enrollment.html

Tools & Resources

12,209

myNCPlans.com/tools.html

Choose Investments

10,250

myNCPlans.com/investments.html

Nearing Retirement

7,151

myNCPlans.com/nearing-retirement.html

Contact Your Empower Retirement Education Counselors

6,313

myNCPlans.com/counselors.html

2022 in Review – Where we are Now

NC 403(b) Discontinuance



NC 403(b) Program Participant FAQs

<https://www.myncretirement.com/NC403bParticipant>



5,585 Total Visitors



NC 403(b) Program Non-Exclusive Employer FAQs

<https://www.myncretirement.com/NC403bNE-Employer>



659 Total Visitors



NC 403(b) Program Exclusive Employer FAQs

<https://www.myncretirement.com/NC403bE-Employer>



506 Total Visitors




- ✓ Press Release
- ✓ myNCPlans web messaging
- ✓ Decision Tree and FAQ web pages for Participants & Employers
- ✓ Ongoing communications to Participants & Employers through newsletters, emails, letters and webinars
- ✓ Empower Retirement Education Counselors outreach

Communications 2023

Even **in retirement**,
I can still see a **great future**
with **myNCPlans**.

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2023 - Goals



Increase Plan adoptions and employee participation



Increase savings contributions



Increase asset retention



Increase effectiveness and efficiency of communications

2023 - Goals

ENGAGE

Continue to transform Delivery through refreshed creative and digital content



Rebranding of Communication Assets



Hybrid Consultations

EDUCATE

Employer Education Program
Introduce new tools and resources to participants

Webinars & Quarterly Themes



Targeted Campaigns

- Keeping Money in the Plans
- Enrollments



EMPOWER

Activate outcomes in participation and asset retention



Facilitate Ongoing Asset Growth & Retention



Prepare Employers and Participants
for 2024 Platform Migration

Questions



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Thank you



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Appendix



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Social Media

Understanding the Financial Tools of the NC 401(k) & NC 457 Retirement Plans

LGERS
Retirement Planning Webinar

TSERS Retirement Planning Webinar

Retirement Readiness for K-12 Educators & Staff

FRESH LOOK ON SAVINGS & SECURITY

#FLOSS

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Dale R. Folwell, CPA
State Treasurer of North Carolina

National Retirement Security Month

North Carolina Total Retirement Plans

Dale R. Folwell, CPA
State Treasurer of North Carolina

How well do you know your NC 401(k)?

- The NC 401(k) is exclusively available to North Carolina public servants
- Automatic payroll deductions
- Convenient Consolidation with easy rollovers into the NC 401(k) from other retirement plans
- Keep your money in the NC 401(k) when you retire
- Simplify investing with Goalmaker

myNCPlans.com

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I will spend my first few years in myNCRetirement traveling

IHIH
It's Here
It's Happening

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I am preparing for myNCRetirement by making payments on everything

PT
Planning Transition

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I wish I had started earlier, but I'm doing what I can now

FLOSS
Savings & Security

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I would tell my younger self to start saving as early as you can

SESCO
Start Early . Save Often

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National Retirement Security Month Survey



National Retirement Security Month 2022
#NRSM22

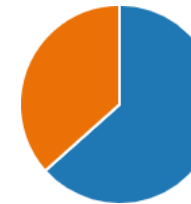
Thank you for all you do for the citizens of North Carolina! The following survey will take approximately 5-10 minutes and will be used to encourage and inspire other members of the North Carolina Retirement Systems to do what they can to be retirement-ready.

 **North Carolina**
Total Retirement Plans

 *Dale R. Folwell, CPA*
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



Do you participate in the North Carolina Supplemental Retirement Plans (NC 401(k) or NC 457 Plans)?
58% Yes



Do you have additional savings for retirement?
63% Yes



Do you feel like you are on the right track in saving for retirement?
55% Yes



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Signature

NEWSLETTER



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Total Retirement Plans
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Dale R. Folwell, CPA
State Treasurer of North Carolina
DALE R. FOLWELL, CPA

3RD QUARTER 2022

A message from Treasurer Dale R. Folwell, CPA



Being secure is a top priority for most of us. We buy insurance to protect life, health and home. Passwords are used to safeguard online accounts and information. And there is a sense of security in our career and our ability to earn an income. Every day we take an action that helps us feel confident and prepared for a future event.

Retirement deserves the same level of thought, preparation and an overall awareness of your needs. Having chosen a career to teach, protect or otherwise serve the citizens of North Carolina, you are a member of one of the largest and most secure pensions in the world. This lays a solid foundation for future income. But to achieve financial security in retirement, you need to look at the *full picture*.

The good news – You are already on the right path by contributing to the NC 401(k) Plan and/or NC 457 Plan (the Plans). With recent market volatility your commitment may be tested, but stay the course and continue to save. Note that your account balance is tied to the investment options YOU choose, including contributions and market performance — not to a

recordkeeper (Empower) or the North Carolina Supplemental Retirement Board of Trustees (Board). However, you can feel secure in knowing that the Plans have strong, managed oversight by the Board and staff. They work hard to monitor investments and provide tools and resources to help you on your retirement journey.

Plan and save for your legacy. Consider what you will do and how you will live in retirement. And take time now to name or review your beneficiary(ies) because this action will *provide security* for your loved ones. Remember, updating a beneficiary in one account does not automatically update it in other accounts. You will need to name a beneficiary for your pension, NC 401(k) and/or NC 457 Plan, and outside banking and benefit accounts.

Thank you for your participation in the Plans and your service to the citizens of North Carolina.

Sincerely,

Dale R. Folwell, CPA

Dale R. Folwell, CPA
State Treasurer of North Carolina



In this issue...

- 1 **myNCPlans.com** — bookmark the *new* destination for the NC 401(k) and NC 457 Plans!
- 2 October is National Retirement Security Month: Retirement is in YOUR future
- 3 Updating your beneficiary is more important than you may think
- 4 Keeping your money in the Plan(s) *after* you retire

The Supplemental Retirement Board of Trustees provides strong oversight with a **participant-first** mentality to offer plans that deliver valuable and cost-efficient options. Empower acts as the Plans' recordkeeper. Investment options and performance are dependent on individuals' portfolio decisions and daily market fluctuations. Account performance is not tied to Empower or the Board. The NC Plans are offered *exclusively* to public servants of North Carolina, like you.



myNCPlans.com—bookmark the *new* destination for the NC 401(k) and NC 457 Plans!

Now you can use myNCPlans.com to access the NC 401(k) and NC 457 Plans' website and log in to your account — the same way you always have! Temporarily, the previous web address, NCPlans.prudential.com, will continue to function.

October is National Retirement Security Month: Retirement is in YOUR future

National Retirement Security Month (NRSM) — a nationwide effort to promote public awareness about the importance of saving for retirement — takes place every October.

Why NRSM is important

NRSM reminds you to plan for your future in retirement. It can be easy to put off the retirement planning process with everyday distractions — and even more difficult to determine whether you are saving enough for retirement.

Putting the right retirement savings plan in place *today* can help give you the financial flexibility to do more of what you want in the *future*.

Learn more about planning for retirement and the tools that can help you prepare:

- Check your Member Annual Retirement Statement (MARS) in ORBIT.¹
- Use the Retirement Income Calculator (RIC) to help you learn how much money you may need to save for retirement. To use the RIC, log in to your account at myNCPlans.com.
- Make sure your beneficiary designations are up to date across all benefit providers and accounts.
- Review your investments to make sure they align with how you feel about investing and your retirement savings timeline.
- Attend a retirement planning conference or webinar. To view the current list of webinars, go to myNCPlans.com and click on *Upcoming Employee Events* in the QUICK LINKS section on the left side of the page.

Make the most of National Retirement Security Month and plan for your financial future!

*Spend some time
thinking about how you
envision your future*

*What activities do you plan to engage in?
What new things do you want to learn?
Where do you want to live?
Where would you like to travel?
Who do you want to spend your time with?*

*Consider the
retirement income you'll
need to live the life you want
in retirement*





Participants in action*

- 924 group meetings
- 3,122 prerecorded webinar views
- 13,279 Retirement Education Counselor 1:1s
- 13,802 participants have increased their contributions

*YTD data as of June 30, 2022.



Updating your beneficiary is more important than you may think

Here is some important information you need to know. Your beneficiary designations for the NC 401(k) Plan, the NC 457 Plan and your pension benefit ([ORBIT.myNCRetirement.com](https://www.ncplans.com/ORBIT.myNCRetirement.com)) are individually selected. Log in and choose a beneficiary(ies) for each. We encourage you to review beneficiaries for all benefit providers and accounts.

Without a beneficiary designation in place, there could be unintended consequences:

- There could be a significant delay in the distribution of your account assets.
- The people you intend to receive your account balance may not be the ones to actually receive it, even though they may hire an attorney to put in a claim for your retirement savings.
- If the money goes to your estate, it could be subject to additional delays and taxes, such as estate taxes (that may not have been due if a beneficiary designation had been in place).

If you have an outdated beneficiary designation:

- The beneficiary on file for your Plan account(s) will receive your retirement savings. For example, if you are divorced, and your former spouse is on file as beneficiary, the precedent is that they will receive your retirement savings.
- Your wishes (as outlined in your will) do not supersede your beneficiary designation on file.

Beneficiary designation takeaways

- Visit [myNCPlans.com](https://www.ncplans.com) and log in to review your current beneficiary(ies).
- Keep your beneficiary designation(s) on track by scheduling a time, once a year at least, to check your beneficiary designation(s). Mark your calendar or put a reminder in your phone.





Keeping your money in the Plan(s) after you retire

The NC 401(k) Plan and NC 457 Plan can provide benefits through *all stages* of your retirement journey. The Plans were uniquely designed to take you up to and *through retirement*.

Staying in the Plans offers you:

- A strong-performing, competitively priced fund lineup²
- Thorough investment oversight
- Integration with the state's pension system
- Personalized assistance through dedicated Retirement Education Counselors (RECs) and Retiree Advocates

Not only can you stay in the Plans after you retire, but you can even roll over money from **other** qualifying retirement plans into your Plan account(s).*

*A rollover may be permitted after you retire as long as you have an open account and money in the Plan(s).

Rolling your retirement savings to an IRA could cost you more

The fees associated with retail share investments in an Individual Retirement Account (IRA) tend to be higher than the fees related to institutional share investments (like investments within the **NC 401(k) and NC 457 Plans**). And that can cost retirement savers thousands of dollars in the long run.**

**Source: "Small Differences in Mutual Fund Fees Can Cut Billions From Americans' Retirement Savings," Pew Charitable Trusts, June 30, 2022 <<https://www.pewtrusts.org/en/research-and-analysis/issue-briefs/2022/06/small-differences-in-mutual-fund-fees-can-cut-billions-from-americans-retirement-savings>>.

The advantages of having all your retirement savings in one place

	Money remains tax deferred	Avoid taxes and penalties	Convenience	Potentially lower cost	Easier to manage and maintain asset allocation	Transfer Benefit
Consolidated account	✓	✓	✓	✓	✓	✓
Multiple accounts	✓	✓				

¹ MARS is released once a year for those members with error-free data and at least one year of consecutive contributing service as of December 31.

² Source: BenchmarkDC Executive Summary for North Carolina Supplemental Retirement Plans (for the 5 years ending December 31, 2020), CEM Benchmarking, Inc., located at myNCRetirement.com > Governance > Boards of Trustees and Committees > Boards and Committees Meeting Archives > Supplemental Retirement Board of Trustees Meeting—08/26/2021.

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Participants using the Retirement Income Calculator should consider other assets, income and investments (e.g., equity in a home, Social Security benefits, individual retirement plan investments, etc.) when assessing the adequacy of the estimated income stream as provided by this tool. The Retirement Income Calculator is hypothetical and for illustrative purposes only and is not intended to represent performance of any specific investment, which may fluctuate. There is no assurance that retirement income objectives will be met. It is possible to lose money by investing in securities.

Empower Retirement, LLC provides the communications and recordkeeping services for the NC 401(k) and NC 457 Plans. The investments offered to you within the NC 401(k) and NC 457 Plans are not offered by or affiliated with Empower Retirement, LLC.

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