

massmutual@work<sup>SM</sup>

# Your Plan Review MassMutual @work for you

**San Mateo Deferred Compensation Plan**

**Current period: October 1, 2016 – March 31, 2017**

**Prior period: April 1, 2016 – September 30, 2016**

***May 18, 2017***



# The MassMutual difference

## A strong

**165+**  
years



**2.8M**  
participants

**67 years**  
servicing  
retirement plans

MassMutual has paid dividends<sup>2</sup> to eligible participating policyowners every year since 1869.

## mutual company

Among the highest financial  
Strength ratings of any company<sup>1</sup>

A.M. Best	A++
Fitch Ratings	AA+
Moody's Investors Service	Aa2
Standard & Poor's	AA+

## with the right, experienced people



**120+** sales associates

**100+** client-facing service professionals

**75+** onsite retirement education specialists

## and breadth of products & services for a wide variety of markets



## demonstrating proven success

“superior service”

“always positive”

Client perspectives

“incredibly  
responsive”

“passion for service”

**Award-winning  
participant call  
centers<sup>3</sup>**

**Top-performing  
9 years in a row  
2008-2016**

**94%**  
client retention<sup>4</sup>

**80%**  
satisfied clients<sup>4</sup>

## and continued innovation.



Viability<sup>SM</sup>



PlanSMART<sup>SM</sup>  
Analysis



MapMyBenefits<sup>SM</sup>



BeneClick!<sup>SM</sup>

1 Ratings apply to Massachusetts Mutual Life Insurance Company and its subsidiaries, C.M. Life Insurance Company and MML Bay State Life Insurance Company. Ratings are as of 1/10/2017 and are subject to change.

2 Dividends are not guaranteed.

3 ContactCenterWorld top-performing call center 9 years in a row (2008-2016).

4 As of December 31, 2015. Per an independent “Plan Sponsor Satisfaction and Loyalty” study conducted by Chatham Partners, September 2015.

# Executive Summary

## Plan Statistics

	9/30/2016	3/31/2017	Plan Trend
<b>Total Plan Assets</b>	\$378,797,413	\$404,082,432	▲ 7%
<b>Total Outstanding Loan Balances</b>	\$6,679,601	\$6,482,659	▼ 3%
<b>Participant Contributions</b>			
<b>Participant</b>	\$13,785,266	\$13,772,789	▼ 0%
<b>Rollover</b>	\$1,250,523	\$1,553,405	▲ 24%
<b>Transferred Assets</b>	\$1,626	\$0	▼ 100%
<b>Distributions</b>			
<b>Withdrawals</b>	(\$1,511,561)	(\$2,746,934)	▲ 82%
<b>Terminations</b>	(\$7,438,617)	(\$5,789,262)	▼ 22%
<b>Loans</b>	(\$942,621)	(\$1,001,724)	▲ 6%
<b>Expenses*</b>	(\$94,904)	(\$110,834)	▲ 17%
<b>Investment Income</b>	\$17,214,955	\$19,546,793	▲ 14%

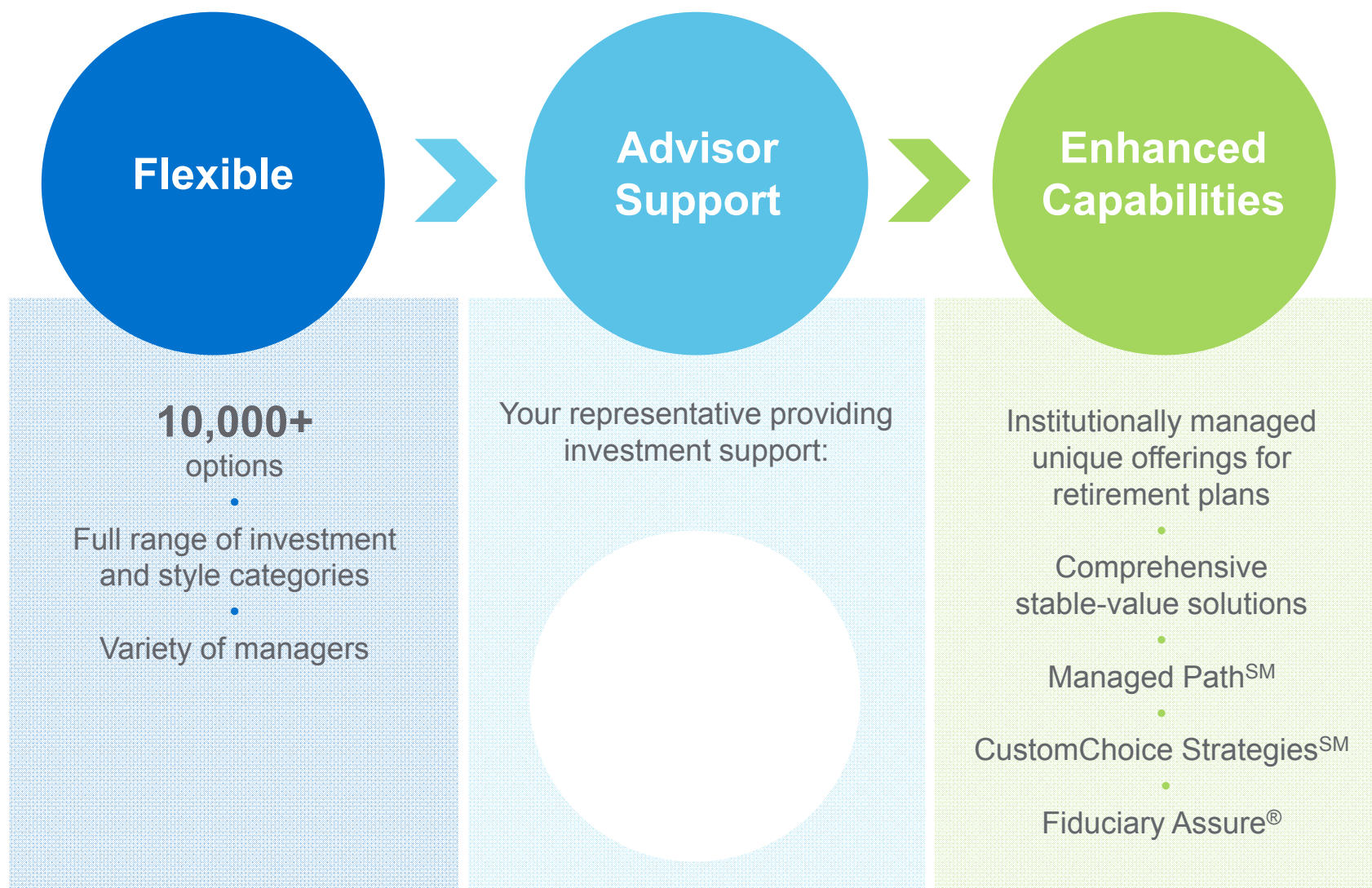
**Notes** Withdrawals = hardship, purchase of service credit, death benefits, minimum distribution, installment payment, loan default  
Terminations = lump sum withdrawal due to termination and retirement

\*The expenses shown reflect expenses deducted from plan assets. Expenses billed directly to the plan sponsor or expenses related to the expense ratio of investments under the plan are not reflected. The Contribution data displays the combined dollar value of Contributions & Loan Repayments, if applicable.

# Executive Summary

Participant Activity			
	9/30/2016	3/31/2017	Plan Trend
Total Participants	5,812	6,338	▲ 9%
Participation Rates: Average Percentage	67%	72%	7%
Average Account Balance	\$65,175	\$63,756	▼ 2%
Average Number of Investments	3.3	3.5	6%
Number of Outstanding Loans	787	767	▼ 3%
Percent of Participants With a Loan	11%	10%	▼ 9%
Average Loan Balance	\$8,487	\$8,452	▼ 0%
Total Calls to 800#	2,084	145	▼ 93%
Total Visits to Website	19,841	22,136	▲ 12%
Notes	Participation Rates: 3Q eligible = 5,439 (does not include extra help) total # contributing = 3,625 = 67% 1Q 2017 eligible = 5,656 (does not include extra help) total # contributing = 4,102 = 72%		

# Investments @work



# Investment Style Analysis

as of March 31, 2017

**Your Plan Investment Options: 35**

**Industry Average Investment Options: 16.0\***

Investment Style Analysis			
	Value	Core	Growth
<b>Large Cap</b>	American Funds Amer Mutual Fd	American Funds Fndmntl Invs Fd Parnassus Core Equity Fund Vanguard Institutional Indx Fd Vanguard Total Stck Mkt Idx Fd	American Fds Grth Fnd America
<b>Mid Cap</b>	American Century Mid Cp Val Fd	Vanguard Mid Cap Index Fund	Sel Md Cp Gr Fd (TRP/Frontier)
<b>Small Cap</b>	JP Morgan Small Cap Value Fund	Vanguard Small Cap Index Fund	Wells Fargo Small Co Growth Fd

See prior slides for important risks disclosures about plan investment options.

\*Source: PSCA's 58th Annual Survey of PS and 401(k) Plans



# Investment Style Analysis

as of March 31, 2017

**Your Plan Investment Options: 35**

**Industry Average Investment Options: 16.0\***

Investment Style Analysis		
Money Market/Stable Value	Fixed Income	Asset Allocation*
Bank of The West Savings SAGIC Core Bond	Loomis Sayles Bond Fund Oppenheimer Internat Bond Fund PIMCO Real Return Asset Fund PIMCO Total Return Fund Prm Hgh Yld Fd (Barings) Vanguard Totl Bnd Mrkt Indx Fd	Oakmark Equity & Income Fund Vanguard Target Rtrmnt 2015 Fd Vanguard Target Rtrmnt 2025 Fd Vanguard Target Rtrmnt 2035 Fd Vanguard Target Rtrmnt 2045 Fd Vanguard Target Rtrmnt 2055 Fd Vanguard Target Rtrmnt Incm Fd
International/Global	Specialty	
AmerFunds EuroPacific Gr Fund Oppenheimer Internat Bond Fund Oppnhmr Developing Markets Fnd Vanguard Dvlpd Mrkts Indx Fd	Hartford Healthcare HLS Fund Invesco Real Estate Fund MFS Utilities Fund Schwab PCRA	

See prior slides for important risks disclosures about plan investment options.

\*Source: PSCA's 58th Annual Survey of PS and 401(k) Plans

# Historical Interest Rates

Fixed Interest Resets: Quarterly

Current Interest Rate Effective April 1, 2017 is 3.24%

## SAGIC Core Bond 457 & 401(a) Plans

Time Period	Rate
01/01/17 - 03/31/17	2.98%
10/01/16 - 12/31/16	2.87%
07/01/16 - 09/30/16	2.81%
03/21/16 - 06/30/16	3.70%



# 457 Plan Balances by Investment

Asset Allocation										
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017						Balances as of 3/31/2017	Percentage*
			Contributions	Other Activity	Transfers	Distributions	Expenses**	Investment Income		
SAGIC Core Bond (61869)	\$149,304,349	39.42%	\$5,131,141	\$517,608	\$501,394	(\$4,371,127)	(\$44,410)	\$2,175,280	\$153,214,235	37.92%
PIMCO Real Return Asset Fund	\$1,978,433	0.52%	\$108,231	\$30,197	\$76,066	(\$19,918)	(\$599)	(\$80,782)	\$2,091,629	0.52%
PIMCO Total Return Fund	\$12,477,259	3.29%	\$259,615	\$44,088	(\$258,593)	(\$238,051)	(\$3,312)	(\$121,650)	\$12,159,355	3.01%
Vanguard Total Bond Mkt Index Fund	\$892,519	0.24%	\$75,831	\$5,744	\$286,998	(\$152,821)	(\$415)	(\$23,467)	\$1,084,389	0.27%
Loomis Sayles Bond Fund	\$3,331,443	0.88%	\$167,074	\$5,559	(\$159,717)	(\$15,145)	(\$905)	\$71,350	\$3,399,659	0.84%
Premier High Yield Fund (Barings)	\$49,434	0.01%	\$13,094	\$2,683	\$221,323	(\$5,152)	(\$29)	\$8,052	\$289,405	0.07%
Oppenheimer International Bond Fund	\$633,808	0.17%	\$67,065	\$8,245	\$65,583	(\$46,671)	(\$192)	(\$2,604)	\$725,235	0.18%
Oakmark Equity & Income Fund	\$19,816,206	5.23%	\$636,992	\$104,144	(\$420,298)	(\$527,708)	(\$5,768)	\$1,861,986	\$21,465,553	5.31%
Vanguard Target Retirement 2015 Fd	\$3,472,916	0.92%	\$259,945	\$13,565	\$286,664	(\$49,612)	(\$1,048)	\$111,264	\$4,093,694	1.01%
Vanguard Target Retirement 2025 Fd	\$10,773,969	2.84%	\$794,673	\$79,329	\$401,840	(\$209,052)	(\$3,196)	\$532,122	\$12,369,683	3.06%
Vanguard Target Retirement 2035 Fd	\$5,248,365	1.39%	\$665,850	\$39,986	\$76,806	(\$168,055)	(\$1,703)	\$352,790	\$6,214,039	1.54%
Vanguard Target Retirement 2045 Fd	\$3,841,742	1.01%	\$750,298	\$25,575	\$4,957	(\$133,661)	(\$1,162)	\$313,942	\$4,801,690	1.19%
Vanguard Target Retirement 2055 Fd	\$201,613	0.05%	\$446,340	\$1,858	\$311,323	(\$418)	(\$132)	\$45,138	\$1,005,723	0.25%
Vanguard Target Retirement Incm Fd	\$989,003	0.26%	\$21,057	\$114	(\$3,601)	(\$4,509)	(\$280)	\$14,889	\$1,016,673	0.25%
American Funds American Mutual Fund	\$14,397,364	3.80%	\$334,961	\$44,482	(\$203,360)	(\$310,455)	(\$4,071)	\$1,132,872	\$15,391,793	3.81%
American Funds Fndmntl Invstrs Fnd	\$33,429,693	8.83%	\$687,320	\$90,259	(\$447,309)	(\$688,659)	(\$9,637)	\$3,664,810	\$36,726,477	9.09%
Parnassus Core Equity Fund	\$2,061,110	0.54%	\$184,015	\$4,004	\$148,974	(\$10,751)	(\$717)	\$153,827	\$2,540,463	0.63%
Vanguard Institutional Index Fund	\$14,371,242	3.79%	\$430,892	\$29,124	\$183,709	(\$385,278)	(\$4,366)	\$1,480,836	\$16,106,160	3.99%

\*Due to rounding, percentages may not total 100 percent.

\*\*The expenses shown reflect expenses deducted from plan assets. Does not include expenses billed directly to the plan sponsor or expenses related to the expense ratio of investments under the plan.

# 457 Plan Balances by Investment

Asset Allocation										
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017						Balances as of 3/31/2017	Percentage*
			Contributions	Other Activity	Transfers	Distributions	Expenses**	Investment Income		
Vanguard Total Stock Mkt Index Fd	\$6,657,388	1.76%	\$327,282	\$9,977	\$238,726	(\$331,914)	(\$1,980)	\$688,729	\$7,588,209	1.88%
American Funds Grth Fund of America	\$23,702,141	6.26%	\$476,867	\$50,205	(\$16,299)	(\$609,122)	(\$6,826)	\$2,335,926	\$25,932,891	6.42%
American Century Mid Cap Value Fund	\$4,689,732	1.24%	\$158,906	\$11,183	\$262,261	(\$66,771)	(\$1,508)	\$530,656	\$5,584,460	1.38%
Vanguard Mid Cap Index Fund	\$3,202,410	0.85%	\$180,432	\$13,366	\$97,215	(\$41,793)	(\$956)	\$279,598	\$3,730,273	0.92%
Select Mid Cap Gr Fd (TRP/Frontier)	\$10,191,135	2.69%	\$243,557	\$31,676	(\$492,446)	(\$83,858)	(\$2,903)	\$838,000	\$10,725,162	2.65%
JP Morgan Small Cap Value Fund	\$88,539	0.02%	\$24,383	\$1,894	\$257,693	(\$4,360)	(\$99)	\$10,439	\$378,490	0.09%
Vanguard Small Cap Index Fund	\$5,957,940	1.57%	\$241,737	\$17,626	\$93,891	(\$29,884)	(\$1,828)	\$605,206	\$6,884,687	1.70%
Wells Fargo Small Company Growth Fd	\$7,651,439	2.02%	\$198,729	\$35,736	(\$476,298)	(\$133,866)	(\$2,177)	\$665,008	\$7,938,572	1.96%
American Fnds Cap Wld Gr and Inc Fd	\$8,532,639	2.25%	\$217,794	\$22,532	(\$3,039)	(\$85,440)	(\$2,489)	\$630,307	\$9,312,304	2.30%
Vanguard Developed Markets Index Fd	\$234,900	0.06%	\$49,491	\$3,405	\$294,677	(\$2,481)	(\$161)	\$24,591	\$604,423	0.15%
Amer Funds EuroPacific Growth Fund	\$7,720,275	2.04%	\$269,912	\$28,317	(\$270,824)	(\$255,638)	(\$2,336)	\$359,391	\$7,849,097	1.94%
Oppenheimer Developing Markets Fund	\$1,699,701	0.45%	\$133,933	\$5,723	\$116,133	(\$62,480)	(\$669)	\$101,345	\$1,993,685	0.49%
Invesco Real Estate Fund	\$2,614,604	0.69%	\$111,596	\$8,433	(\$184,490)	(\$53,563)	(\$697)	(\$30,274)	\$2,465,610	0.61%
Bank of The West Savings	\$5,639,745	1.49%	\$101,629	\$8,551	\$188,392	(\$354,369)	(\$1,618)	\$14,141	\$5,596,470	1.38%
Hartford Healthcare HLS Fund	\$5,388,380	1.42%	\$154,536	\$9,872	(\$957,693)	(\$39,615)	(\$1,270)	\$227,754	\$4,781,964	1.18%
MFS Utilities Fund	\$5,024,166	1.33%	\$138,736	\$18,006	(\$295,826)	(\$45,726)	(\$1,376)	\$255,353	\$5,093,333	1.26%
Schwab PCRA	\$2,529,142	0.67%	\$0	\$0	\$64,500	\$0	\$0	\$333,305	\$2,926,947	0.72%
Schwab PCRA Pending	\$2,669	0.00%	\$0	\$0	\$10,667	\$0	\$0	(\$13,336)	\$0	0.00%

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# 457 Plan Balances by Investment

Asset Allocation										
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017						Balances as of 3/31/2017	Percentage*
			Contributions	Other Activity	Transfers	Distributions	Expenses**	Investment Income		
Total	\$378,797,412	100%	\$14,063,913	\$1,323,067	----	(\$9,537,920)	(\$110,834)	\$19,546,793	\$404,082,431	100%

\*Due to rounding, percentages may not total 100 percent.

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# 401(a) Plan Balances by Investment

Asset Allocation										
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017						Balances as of 3/31/2017	Percentage*
			Contributions	Other Activity	Transfers	Distributions	Expenses**	Investment Income		
SAGIC Core Bond (61869)	\$750,803	79.22%	\$189,018	(\$8,324)	(\$36,863)	(\$7,105)	(\$223)	\$11,781	\$899,086	63.04%
PIMCO Real Return Asset Fund	\$1,141	0.12%	\$132	\$0	\$760	\$0	(\$0)	(\$61)	\$1,970	0.14%
PIMCO Total Return Fund	\$966	0.10%	\$166	\$0	\$516	\$0	(\$0)	(\$3)	\$1,644	0.12%
Vanguard Total Bond Mkt Index Fund	\$949	0.10%	\$504	(\$252)	\$957	(\$124)	(\$1)	(\$24)	\$2,009	0.14%
Loomis Sayles Bond Fund	\$541	0.06%	\$0	\$0	\$156	\$0	(\$0)	\$17	\$715	0.05%
Premier High Yield Fund (Barings)	\$544	0.06%	\$56	\$0	\$490	\$0	(\$0)	\$61	\$1,152	0.08%
Oppenheimer International Bond Fund	\$846	0.09%	\$66	\$0	\$418	\$0	(\$0)	(\$3)	\$1,327	0.09%
Oakmark Equity & Income Fund	\$148	0.02%	\$0	\$0	\$0	\$0	(\$0)	\$14	\$162	0.01%
Vanguard Target Retirement 2015 Fd	\$4,565	0.48%	\$36,032	\$0	\$0	\$0	(\$5)	\$1,066	\$41,658	2.92%
Vanguard Target Retirement 2025 Fd	\$9,877	1.04%	\$38,960	\$0	\$0	\$0	(\$6)	\$1,600	\$50,431	3.54%
Vanguard Target Retirement 2035 Fd	\$25,635	2.71%	\$32,708	\$0	\$0	(\$5,250)	(\$10)	\$2,658	\$55,742	3.91%
Vanguard Target Retirement 2045 Fd	\$84,928	8.96%	\$70,703	(\$333)	\$3	\$0	(\$30)	\$9,146	\$164,417	11.53%
Vanguard Target Retirement 2055 Fd	\$22,017	2.32%	\$82,708	(\$259)	\$10,471	\$0	(\$14)	\$4,898	\$119,821	8.40%
Vanguard Target Retirement Incm Fd	\$38	0.00%	\$0	\$0	\$0	\$0	\$0	\$1	\$38	0.00%
American Funds American Mutual Fund	\$780	0.08%	\$554	\$0	\$4,357	\$0	(\$1)	\$254	\$5,944	0.42%
American Funds Fndmntl Invstrs Fnd	\$1,559	0.16%	\$2,534	\$0	\$4,036	\$0	(\$1)	\$460	\$8,587	0.60%
Parnassus Core Equity Fund	\$344	0.04%	\$209	\$0	\$444	\$0	(\$0)	\$55	\$1,052	0.07%
Vanguard Institutional Index Fund	\$1,555	0.16%	\$1,931	(\$2,951)	\$3,149	(\$134)	(\$1)	\$404	\$3,953	0.28%

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# 401(a) Plan Balances by Investment

Asset Allocation										
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017						Balances as of 3/31/2017	Percentage*
			Contributions	Other Activity	Transfers	Distributions	Expenses**	Investment Income		
Vanguard Total Stock Mkt Index Fd	\$3,519	0.37%	\$2,549	(\$813)	\$362	(\$400)	(\$1)	\$529	\$5,744	0.40%
American Funds Grth Fund of America	\$920	0.10%	\$554	\$0	\$3,809	\$0	(\$1)	\$242	\$5,524	0.39%
American Century Mid Cap Value Fund	\$368	0.04%	\$253	\$0	\$3,422	\$0	(\$1)	\$152	\$4,194	0.29%
Vanguard Mid Cap Index Fund	\$4,544	0.48%	\$801	(\$675)	\$325	(\$333)	(\$2)	\$469	\$5,130	0.36%
Select Mid Cap Gr Fd (TRP/Frontier)	\$224	0.02%	\$141	\$0	\$130	\$0	(\$0)	\$34	\$528	0.04%
JP Morgan Small Cap Value Fund	\$129	0.01%	\$168	\$0	(\$17)	\$0	(\$0)	\$23	\$304	0.02%
Vanguard Small Cap Index Fund	\$19,945	2.10%	\$5,561	(\$672)	(\$116)	(\$331)	(\$7)	\$2,417	\$26,798	1.88%
Wells Fargo Small Company Growth Fd	\$3,790	0.40%	\$112	\$0	(\$2,253)	\$0	(\$1)	(\$81)	\$1,568	0.11%
American Fnds Cap Wld Gr and Inc Fd	\$1,216	0.13%	\$101	\$0	\$2,877	\$0	(\$1)	\$133	\$4,326	0.30%
Vanguard Developed Markets Index Fd	\$443	0.05%	\$728	\$0	\$1,290	\$0	(\$1)	\$143	\$2,604	0.18%
Amer Funds EuroPacific Growth Fund	\$1,655	0.17%	\$423	\$0	\$806	\$0	(\$2)	\$167	\$3,050	0.21%
Oppenheimer Developing Markets Fund	\$2,032	0.21%	\$288	\$0	\$425	\$0	(\$1)	\$161	\$2,905	0.20%
Invesco Real Estate Fund	\$493	0.05%	\$132	\$0	\$45	\$0	(\$0)	(\$1)	\$668	0.05%
Hartford Healthcare HLS Fund	\$847	0.09%	\$1,728	\$0	\$0	\$0	(\$0)	\$192	\$2,766	0.19%
MFS Utilities Fund	\$326	0.03%	\$0	\$0	\$0	\$0	(\$0)	\$17	\$343	0.02%
<b>Total</b>	<b>\$947,687</b>	<b>100%</b>	<b>\$469,819</b>	<b>(\$14,279)</b>	<b>----</b>	<b>(\$13,677)</b>	<b>(\$312)</b>	<b>\$36,920</b>	<b>\$1,426,158</b>	<b>100%</b>

\*Due to rounding, percentages may not total 100 percent.

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# OBRA Plan Balances by Investment

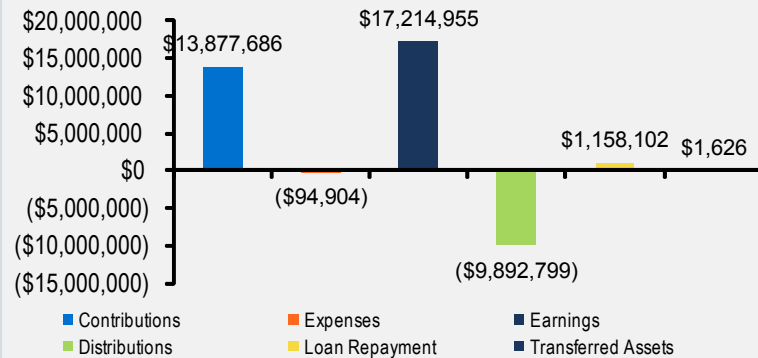
Asset Allocation									
Investment Options	Balances as of 9/30/2016	Percentage*	Plan Activity October 01, 2016 through March 31, 2017					Balances as of 3/31/2017	Percentage*
			Contributions	Transfers	Distributions	Expenses**	Investment Income		
457 OBRA									
SAGIC Core Bond (61869 OB)	\$1,642,924	100.00%	\$1,398,269	\$0	(\$47,691)	(\$613)	\$19,350	\$3,012,239	100.00%
Total	\$1,642,924	100%	\$1,398,269	----	(\$47,691)	(\$613)	\$19,350	\$3,012,239	100%
401(a) OBRA									
SAGIC Core Bond (61869 OB)	\$13,727,870	100.00%	\$0	\$0	-\$776,616	-\$3,951	\$108,680	\$13,055,983	100.00%
Total	\$13,727,870	100.00%	\$0	\$0	-\$776,616	-\$3,951	\$108,680	\$13,055,983	100.00%

\*Due to rounding, percentages may not total 100 percent.

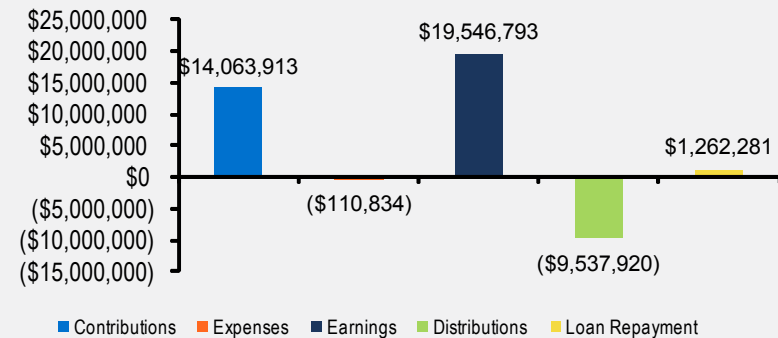
\*\*The expenses shown reflect expenses deducted from plan assets. Does not include expenses billed directly to the plan sponsor or expenses related to the expense ratio of investments under the plan.

# Cash Flow Analysis

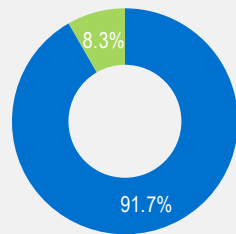
Prior Period 4/1/2016 – 9/30/2016



Current Period 10/1/2016 – 3/31/2017

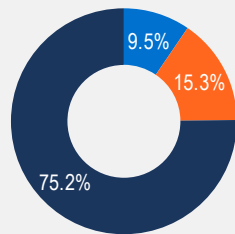


## Contribution Analysis\*



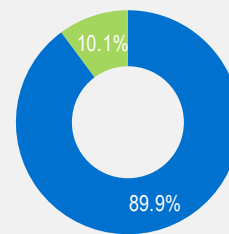
Participant  
Profit Sharing  
Match  
Rollover

## Distribution Analysis



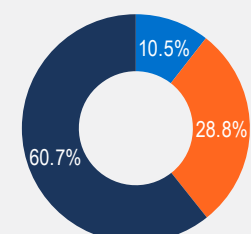
Loans (80)  
Withdrawals (573)  
Terminations (1962)

## Contribution Analysis\*



Participant  
Profit Sharing  
Match  
Rollover

## Distribution Analysis



Loans (56)  
Withdrawals (637)  
Terminations (300)

\*The Contribution Analysis Pie Charts display the percentage of the combined dollar value of the Contributions & Loan Repayments

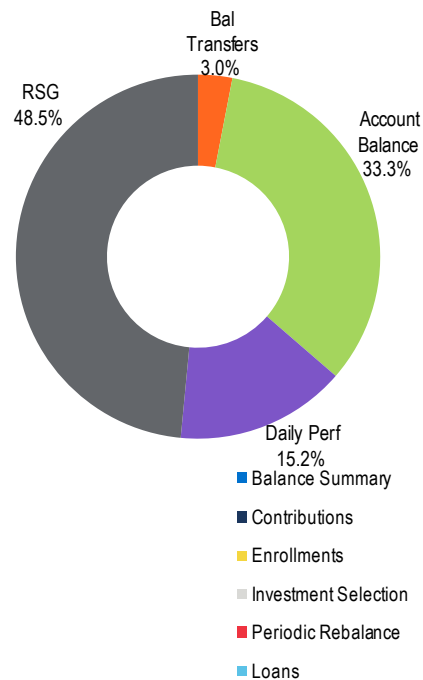


# Participant Interactions

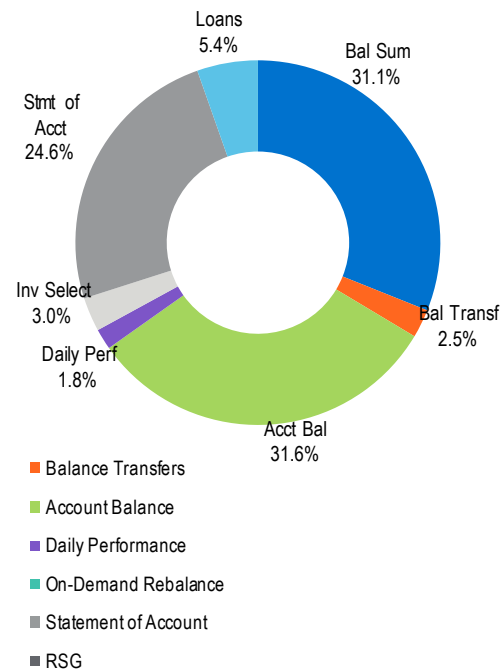
October 01, 2016 through March 31, 2017

Total Visits	
Toll Free 800#	145
Call Center	4,542
Website	22,136

**Toll Free 800#**



**Website (My Account)**



## Highlights - Website

My Account	11849
Research	221

## Highlights - Retirement Services Call Center

Loans	384
Transaction Performed	339
PIN	232
RSG-Retirement Options	192
Withdrawals	146

# Loan Summary

Loan Data				
	Your Plan 09/30/2016	Your Plan 03/31/2017	MassMutual Average 12/31/2016	Industry Averages
Number of loans allowed	1	1	2.0	1.2*
Average number of loans per participant with loans	1.3	1.2	1.2	Not available
Percentage of participants with loans	10.6%	9.8%	11.0%	14.6%*
Average loan balance	\$8,487	\$8,452	\$7,661	\$6,216*
Percentage of plan assets loaned	1.8%	1.6%	1.6%	0.7%*

	Your Plan 09/30/2016	Your Plan 03/31/2017
Total number of participants with loans	615	624
Total number of outstanding loans	787	767
Average account balance of participants with loans	\$57,859	\$62,255
Total value of outstanding loans	\$6,679,601	\$6,482,659

**Current Loan Interest Rate = 5.0%**

\*Source: PSCA's 58th Annual Survey of PS and 401(k) Plans

# Your 2017 RetireSMART<sup>SM</sup> targeted campaign



# 2017 Communications Efforts



## January '17

- ☐ **Group Education: 457 Enrollment & Roth Option**
  - ☐ **Active Employees:**
    - ☐ not enrolled;
    - ☐ not using Post-Tax
  - ☐ **Active/Retiree-**
    - ☐ Benefits of In-Plan Roth Conversion

## February '17

- ☐ **Group Education: Save More/ TRAK Workshop**
  - ☐ **Active Employees**
    - ☐ Enrolled – How to Save More
    - ☐ Not Enrolled- How to enroll and find where to save

## March '17

- ☐ **Agile/Extra Help Account Benefits / Transition**
  - ☐ Agile/ Extra Help Employees
  - ☐ Employees hired Full-Time after Agile or E/H



We'll help you get there.®

# 2017 Communications Efforts



## April '17

- ☐ **Group Education: Understanding Social Security**
  - ☐ Any Active Employees eligible for S.S.

## May '17

- ☐ **Group Education: Consolidation How-to and Consolidation for Agile/Extra Help**
  - ☐ Active Employees with previous employer accounts
  - ☐ Employees hired Full-Time after Agile or E/H time
- ☐ **Sign-Up Campaign Email – Encourage enrollment for employees not enrolled in the plan**
- ☐ **Key Reasons to Key \$\$ in Plan – Flyer created for those who will be leaving the County to discourage plan leakage**

## June '17

- ☐ **Group Education: 457 Enrollment & Roth Option**
  - ☐ Active Employees:
    - ☐ not enrolled;
    - ☐ not using Post-Tax
  - ☐ Active/Retiree-
    - ☐ Benefits of In-Plan Roth Conversion



We'll help you get there:  
20

# 2017 Communications Efforts



## July '17

### ☐ Group Education: Catch Up Provisions

- ☐ Active Employees:
  - ☐ Approaching Age 50
  - ☐ Not Enrolled

### ☐ SAGIC Campaign (timing TBD)

- ☐ Version 1 – participants who will transfer from SAGIC to TDF automatically
- ☐ Version 2 – participants will need to actively elect the to move from SAGIC to TDF

## August '17

### ☐ Group Education: TRAK Demos

- ☐ Active Employees
  - ☐ Enrolled – How to Save More
  - ☐ Not Enrolled- How to enroll and find where to save

## September '17

### ☐ Group Education: Benefits of Asset Allocation

- ☐ Active Employees
  - ☐ Participating
  - ☐ Full-Time/Part-Time



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# 2017 Communications Efforts



## October '17

- ☐ **County Benefits Fair 2 Day**
- ☐ **Group Education: Benefits of Participating / Increasing**
  - ☐ **Active Employees**
    - ☐ Not Enrolled
    - ☐ Enrolled- not maximized
- ☐ **Education: National Save for Retirement Week (NS4RW)**
- ☐ **Retirement Planning Seminar**
  - ☐ **Active Employees**
    - ☐ Not Participating
    - ☐ Not Maximized
    - ☐ Nearing Retirement

## November '17

- ☐ **2018 IRS Contributions Update**
  - ☐ Email announcing new limits
- ☐ **Group Education: Retirement Income Options**
  - ☐ **Active Employees**
    - ☐ Nearing Retirement

## December '17

- ☐ **Group Education: Catch Up Provisions**
  - ☐ **Active Employees**
    - ☐ Not Participating
    - ☐ Nearing Retirement



We'll help you get there.



# Onsite meeting results 2Q 2016 – 1Q 2017



**Prescribe:**  
Targeted messages,  
meetings



**One-to-One  
Messaging**



**Diagnose:**  
The MassMutual  
RetireSMART<sup>SM</sup>  
Ready Tool

Date	Location	Group Meeting Attendees	Individual Meeting Attendees	Participant Action				TRAK
				Enroll	Save More	Asset Allocation	Consolidate	
2Q 2016	30	98	123	25	57	58	3	NA
3Q 2016	36	110	147	8	47	96	22	127
4Q 2016	38	463	195	7	32	50	17	90
1Q 2017	53	174	198	10	93	90	24	103
<b>Total</b>	<b>157</b>	<b>845</b>	<b>663</b>	<b>50</b>	<b>229</b>	<b>294</b>	<b>66</b>	<b>320</b>

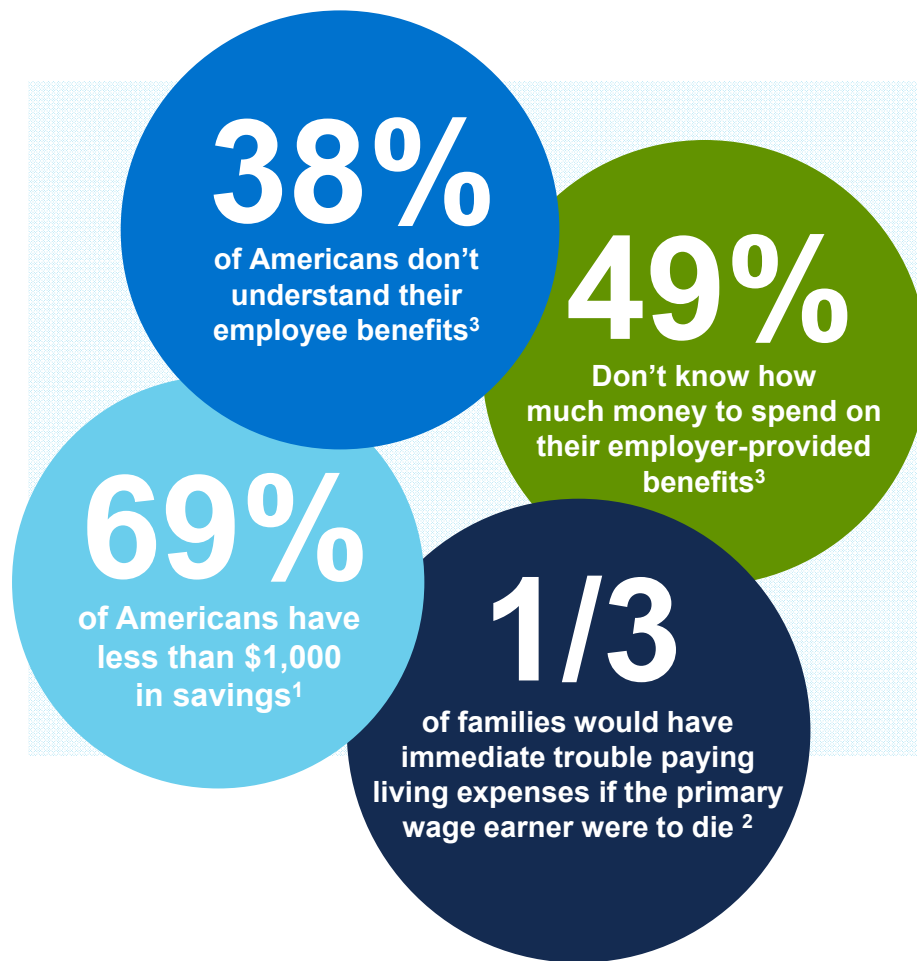
massmutual@work<sup>SM</sup>

# Continued innovation @work

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# Benefits disconnected



## They need our help.

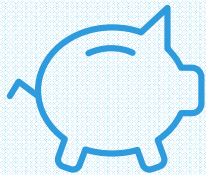
- ▶ Employees are taking on more responsibility for benefit decisions
- ▶ Choices are interdependent, but the process is fragmented
- ▶ The result: confusion and competition for limited dollars

1 GOBankingRates.com survey, "69% of Americans Have Less Than \$1,000 in Savings", Cameron Huddleston, September 19, 2016. <https://www.gobankingrates.com/personal-finance/data-americans-savings/>

2 2016 Insurance Barometer Study, LIMRA

3 2015 MassMutual Employee Benefits Security Study. Read more: [massmutualatwork.com/intheknow](http://massmutualatwork.com/intheknow)

# Continued innovation @work



Delivering a customized,  
data-driven analysis  
to help optimize your plan  
design



Plan**SMART**<sup>SM</sup>



Quantifying  
potential financial  
liabilities



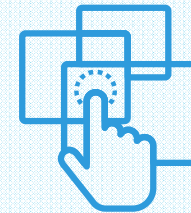
**Viability**<sup>SM</sup>



Helping employees  
prioritize limited  
benefit dollars



MapMy**BENEFITS**<sup>SM</sup>



Administration  
of the modern  
cafeteria style plan

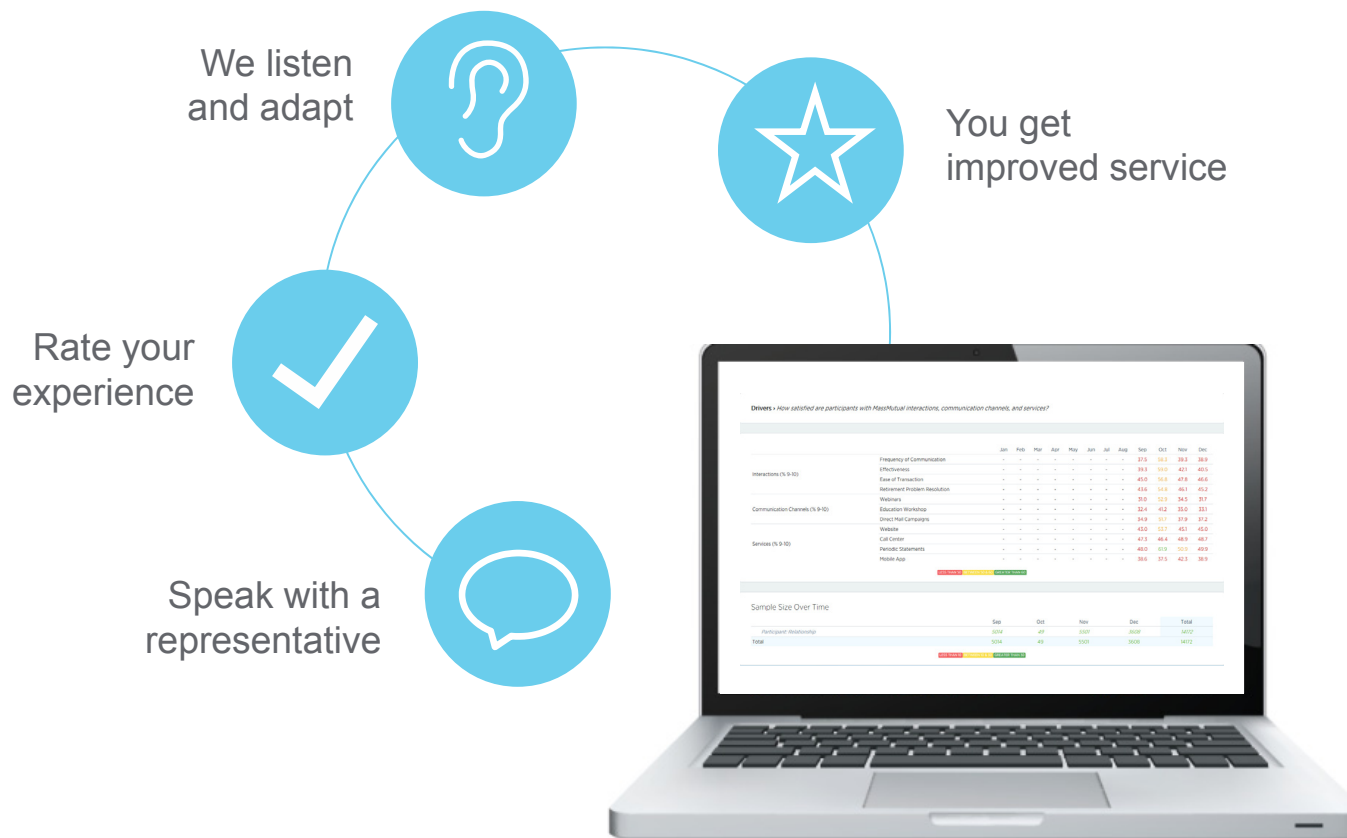


MassMutual  
**BeneClick!**<sup>SM</sup>  
powered by  Maxwell | Health.

# Our commitment to you @work

Service centered around you.

- Real-time actionable feedback from you, advisors, TPA's, and participants
- Annual and periodic surveys
- Insights to create a better experience



# Our commitment to you @work

“Our commitment to you and your employees.”



Service



Performance



Retirement  
outcomes



Continued  
innovation

“We’re transforming every  
customer experience, everyday.”



We'll help you get there.®

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