

Nationwide Digital Transformation

April 2021



Nationwide®
is on your side

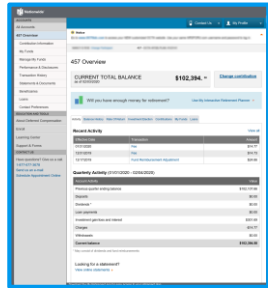


Digital Transformation & Self-Service

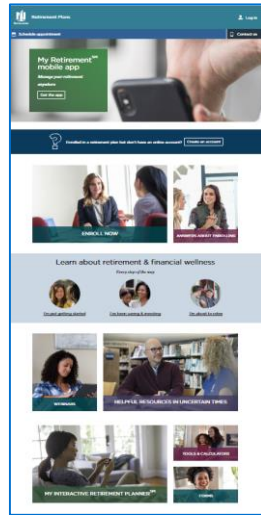
Web Experience

Participant Website Redesign & Self-Service Enhancements 2020-2021

Current

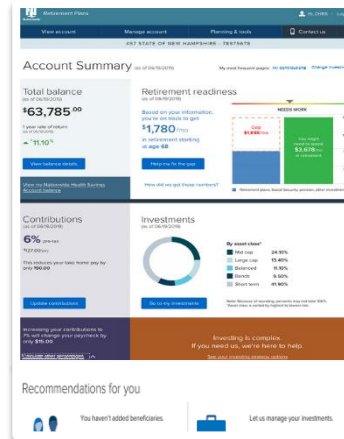


Pre-Login

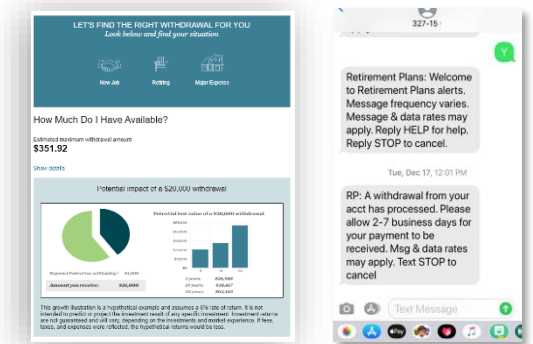


Post-Login >>

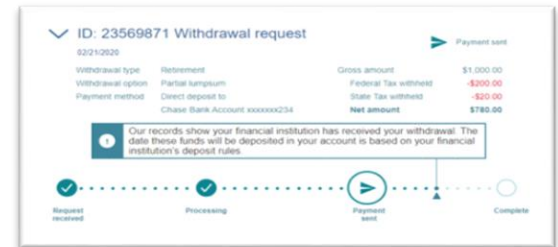
Acct Summary



Online Withdrawals & Alerts

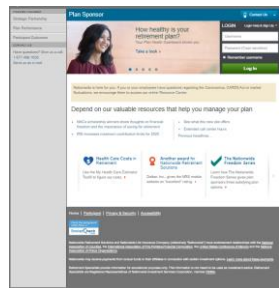


Withdrawal Status Tracker

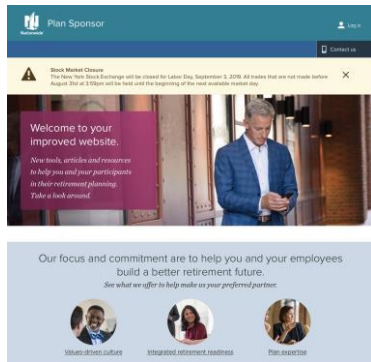


Plan Sponsor Website Redesign & Self-Service Enhancements 2020-2021

Current

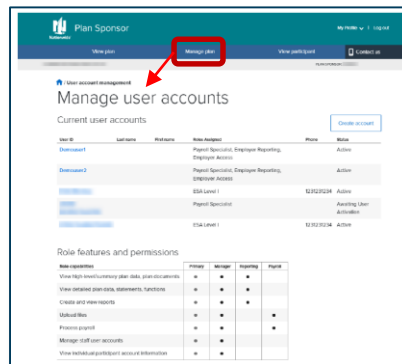


Pre-Login

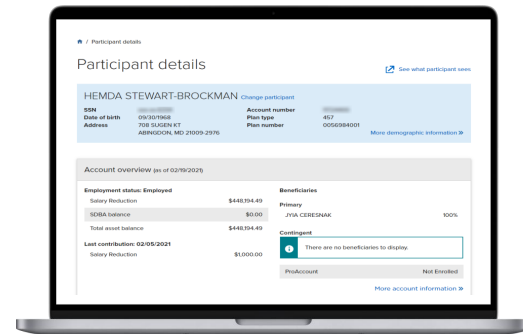


Post-Login >>

User Account Management



Participant List & Details Enhanced Search



Live on 4/26!



Advancing Participant and Plan Sponsor Experiences – What's Next in 2021?

PARTICIPANT Experience Enhancements

- Website redesign continued enabling new self-service options
 - Additional Participant Alerts (slide 5)
 - Online Withdrawals initiation of Unforeseeable Emergencies, Financial Hardships & Rollovers
 - On-Demand Statements
- My Retirement Mobile App enhancements
- Statement Redesign (slide 6)

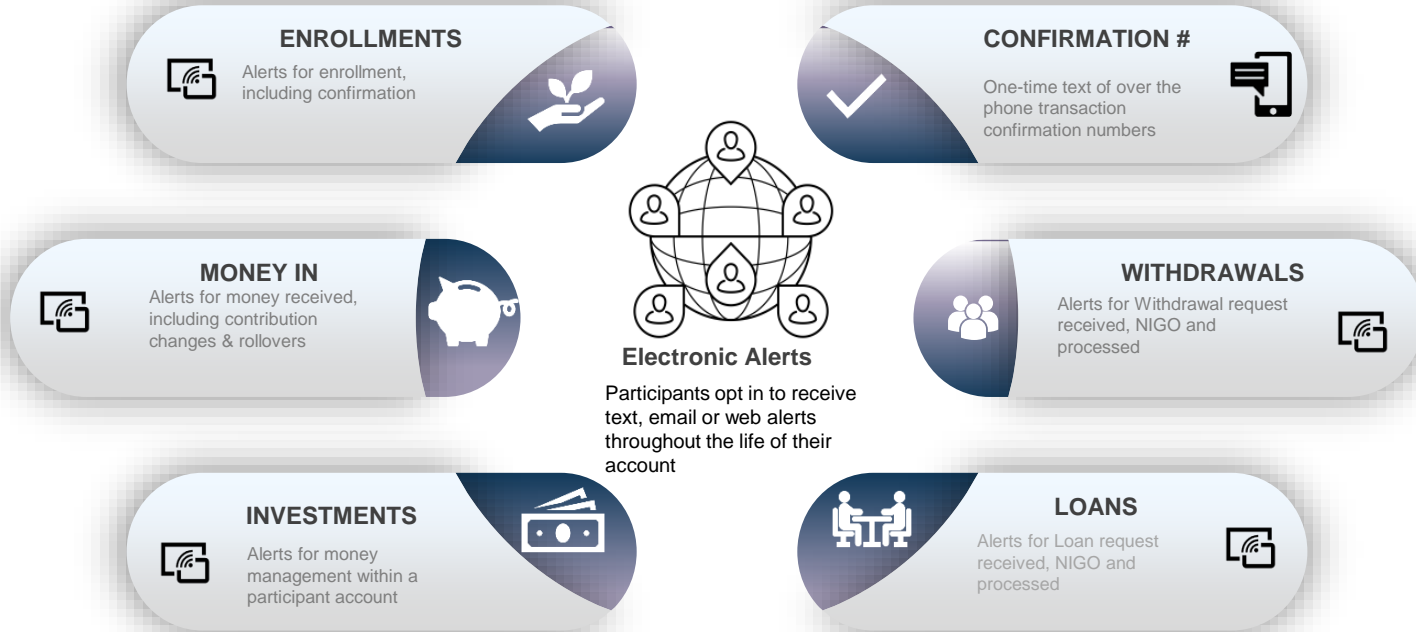
PLAN SPONSOR Experience Enhancements

- Plan sponsor website redesign enabling more self-service options
 - Participant List & Details Search (slide 7)
 - Task Center
 - Resource Center



**2021 targets only*

Participant Alerts Roadmap



**targets only*



Participant Statement Redesign

Summary of Changes

- A redesigned participant statement that quickly and easily answers the questions:
 - How is my account performing?
 - Am I on track for retirement?
- New data visualizations utilizing full color graphics
- Plan customization that provides the ability to turn sections on and off and utilize custom labeling
- Greater self-service for the participant that allows for on-demand statements on the website

October 1, 2020 - December 31, 2020

Quarterly Retirement Report

Questions? Contact Us

Quarterly Activity at a Glance

Historical Activity at a Glance

CITY OF SPRINGFIELD PUBLIC SERVICES

RS

Retirement Servicing

YOUR QUARTERLY RETIREMENT ACCOUNT STATEMENT

ACCOUNT: 12345678

SANDRA HILLS
1245 BROADWAY WAY
YUMA, AZ 85421-4321

CONTACT US

- Manage your account at www.retirementservicing.com
- Call a Plan Representative at 1-888-555-4242
- TTY: 1-777-555-1212
- Retirement Servicing
PO Box 123456
Brunswick, DE 12345-1234

ACCOUNT BALANCE AND PERFORMANCE

(AS OF 6/30/2020)

Total balance	\$51,458.16
Outstanding loan balance	\$844.76
Quarterly rate of return (6/1/2019 - 6/30/2020)	2.1%
1 year rate of return (1/1/2019 - 6/30/2020)	8.3%
Health Savings Account balance	\$2,914.37

For more information call 1-888-555-1212

QUARTERLY ACTIVITY

(AS OF 6/30/2020)

Previous quarter ending balance	\$48,237.58
Contributions	\$868.92
Rollovers/Transfers-in	\$0.00
Dividends*	\$0.00
Loan payments	\$317.10
Investment gain/loss and interest	\$1,199.80
Fees	- \$10.00
Withdrawals	\$0.00
Current quarter ending balance	\$50,623.40
Vested balance	\$49,887.90

* May consist of dividends and fund reimbursements

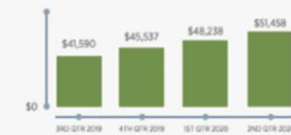
INVESTMENT ALLOCATION BY ASSET CLASS

Investments as of 6/30/20



Note: Due to rounding, percentages may not equal 100%.
*Asset class is sorted by highest to lowest risk.

RECENT BALANCE HISTORY



This shows your account balances over the most recent four quarters rounded to the nearest dollar.

RETIREMENT READINESS

Based on your information, you're on track to get
\$3,727/mo in retirement starting at age 65!



Log in to www.retirementservicing.com to add more information & see if your retirement readiness is on track.

This estimate is based on your current balance, contribution rate, age and hypothetical assumptions such as 4% growth rate, 3% inflation and anticipated retirement age of 65. Retirement income is not guaranteed. Log in to your account to read the full disclosure.

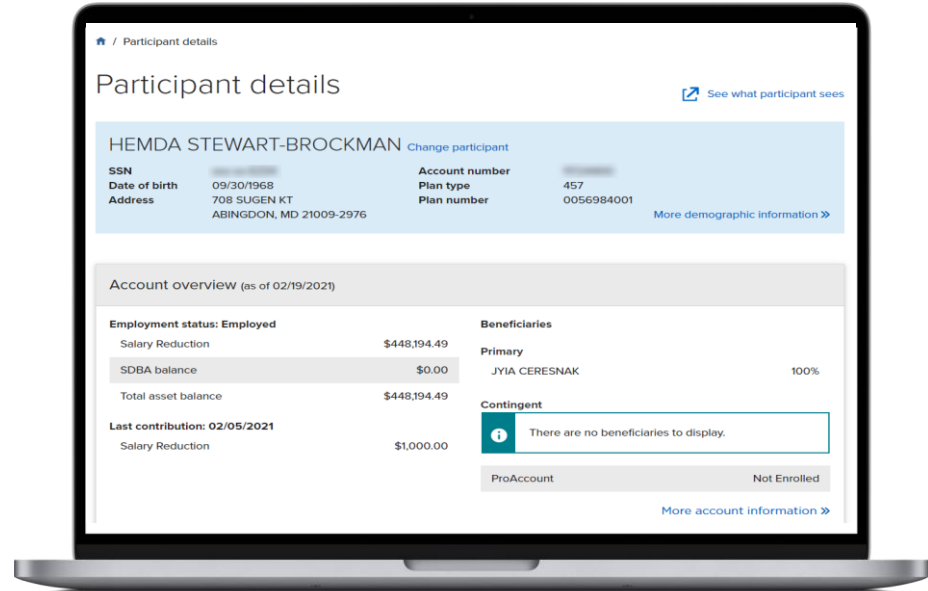
- My Interactive Retirement Planner™ will help you:
 - Set your retirement goals
 - Track your progress
 - Review options for improving your retirement outlook



Plan Sponsor Participant List & Detail Search – Live on 4/26!

Quick access to help you manage important participant account details

- A full participant list with employment status filter
- Provides an enhanced search feature and additional view to see and edit in depth details on participants
- Can be restricted for secondary users
- Users can continue to “see what participant sees”



Thank you!



Nationwide[®]
is on your side