

# Quarterly Plan Review

Wisconsin Deferred Compensation Program | 98971-01 Quarter End 9/30/2021



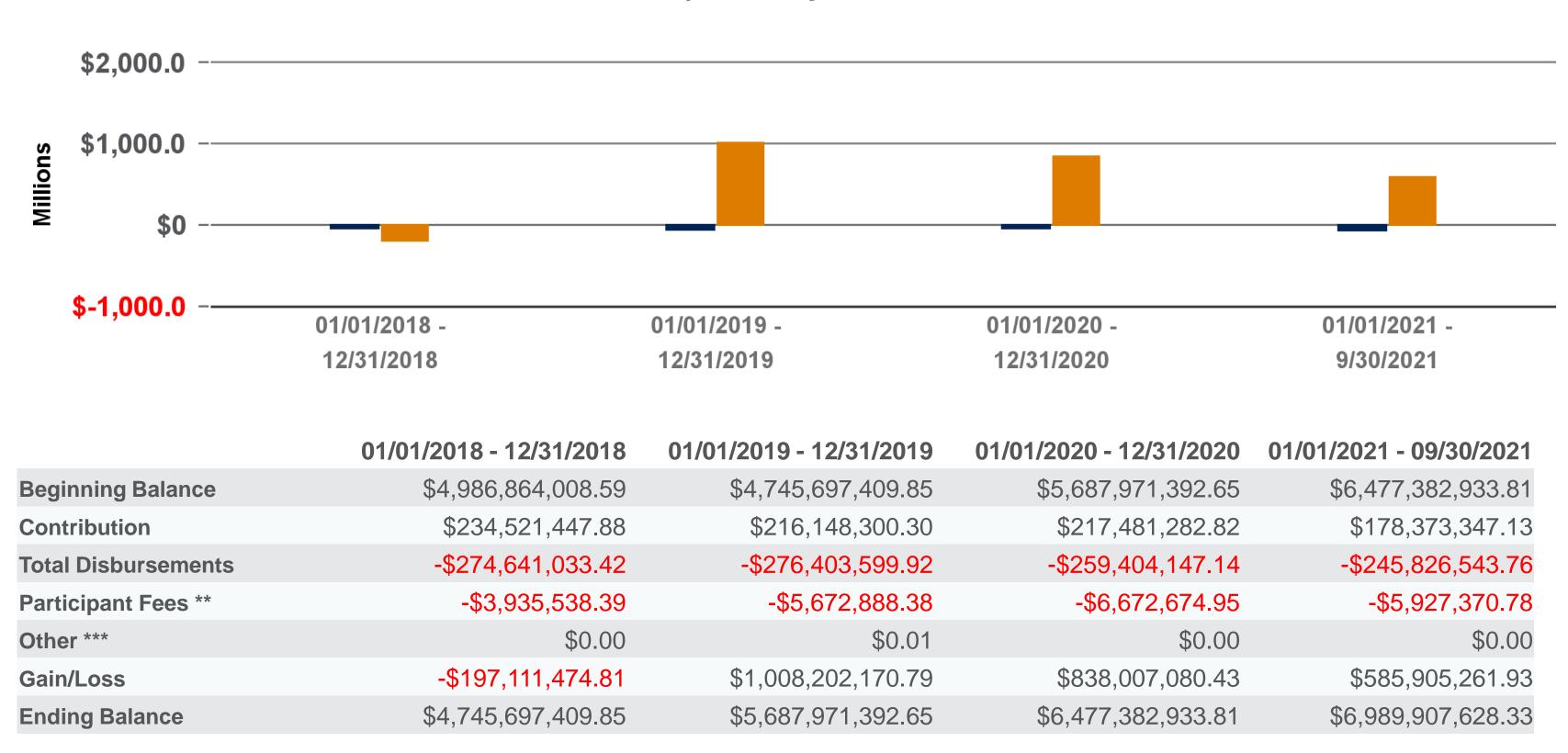
# Plan Analytics



### Cash flow

#### Impact on Balances







<sup>\*</sup> Participant Activity includes the sum of Contributions and Total Disbursements.

<sup>\*\*</sup> Fees may include but are not limited to: transactional and plan administrative fees.

<sup>\*\*\*</sup> Other includes 'Transfer In', 'Transfer Out', 'Adjustments', 'Loan Issue' and 'Loan Payment'.

### Net interfund transfer activity

Rolling 12 Months As of 09/30/2021 As of 09/30/2020 As of 09/30/2021 % of Total Participants **Asset Class** % of Total Participants Investment **Total Balance Total Balance** 3.82% BlackRock US Debt Index M \$225,192,732.76 22,580 **Bond** 21,435 \$229,673,185.56 3.29% Dodge & Cox Income Fund 1.57% 2.60% \$92,660,755.79 14,959 \$181,576,078.63 17,242 **FDIC Bank Option** \$145,210,724.36 \$132,715,527.81 5,125 2.46% 1.90% Vanguard Long-Term Investment Grade Adm \$169,688,050.1 \$178,771,961.85 3.03% 15,215 2.43% 14,792 523 \$63,001,651.66 **Brokerage** Schwab SDB Securities 1.07% \$77,782,599.97 1.11% 525 \$2,525,825.61 \$3,091,546.78 Schwab SDB Securities Roth 0.04% 64 0.04% 79 Schwab SDB Sweep Program \$8,546,543.6 0.15% 528 0.10% 505 \$7,270,373.52 Schwab SDB Sweep Program Roth 0.01% 67 0.01% \$410,540.27 \$820,210.29 69 Cash Stable Value Fund \$765,965,698.52 29,564 13.00% 11.32% 29,359 \$791,377,460.37 **Alternative** Vanguard Treasury Money Market Inv 0.88% 6,339 \$44,796,217.66 0.64% 6,119 \$51,681,873.11 16,800 **Equity** American Beacon Bridgwy Lg Cp Val I CIT \$16,878,336.52 0.29% 15,129 \$24,639,481.1 0.35% 3.03% American Funds EuroPacific Gr R6 \$178,658,178.94 \$264,015,837.92 23,330 3.78% 28,164 BlackRock EAFE Equity Index F \$220,068,818.4 3.74% 22,988 \$233,161,895.33 3.34% 24,193 BlackRock Mid Cap Equity Index - Coll F \$297,773,724.64 4.26% \$223,891,878.45 3.80% 24,525 25,681 BlackRock Russell 2000 Index Fund M \$75,343,956.22 \$112,664,701.1 17,326 1.28% 15,790 1.61% Calvert US Large Cap Core Resp Index R6 \$73,038,241.53 \$97,770,543.14 3,494 1.24% 1.40% 3,371 DFA US Micro Cap I 24,522 \$166,337,342.56 \$254,750,810.17 2.82% 12,743 3.64% Fidelity Contrafund Commingled Pool Cl 2 \$831,924,701.28 14.12% 16,900 \$948,855,315.05 13.57% 16,338 T. Rowe Price Instl Mid-Cap Equity Gr 33,602 9.61% 9.55% \$566,407,906.47 32,869 \$667,409,815.07 Vanguard Institutional 500 Index Trust \$626,671,888.23 \$810,788,316.08 10.64% 11.60% 31,711 30,201 Vanguard Wellington Adm \$523,205,856.74 22,796 8.88% \$572,224,569.15 8.19% Risk-Based 26,630 **Target Date** Vanguard Target Retirement 2015 Trust I \$122,228,503.04 2.07% \$132,400,435.46 1.89% 2,605 Vanguard Target Retirement 2025 Trust I \$285,070,567.51 4.84% 6,243 \$347,710,660.21 4.97% 6,198



### Net interfund transfer activity continued

Rolling 12 Months As of 09/30/2021

		As of	As of 09/30/2020		As of 09/30/2021		
Asset Class	Investment	Total Balance	% of Total	<b>Participants</b>	<b>Total Balance</b>	% of Total	<b>Participants</b>
	Vanguard Target Retirement 2035 Trust I	\$209,113,944.23	3.55%	6,773	\$271,789,523.86	3.89%	6,902
	Vanguard Target Retirement 2045 Trust I	\$129,347,387.29	2.20%	6,462	\$177,058,937.41	2.53%	6,650
	Vanguard Target Retirement 2055 Trust I	\$44,871,348	0.76%	4,226	\$64,868,440.17	0.93%	4,540
	Vanguard Target Retirement Inc Trust I	\$64,049,222.21	1.09%	1,861	\$73,233,371.78	1.05%	1,856
	Total Balance:	\$5,891,076,385.15			\$6,989,907,628.33		



## Net transfer activity by asset class

Rolling 12 Months As of 09/30/2	021	Participant		Participant			Net Transfer as
Funds	Transfer In	Transfer In counts	Transfer out	Transfer Out counts	Net Transfer	Assets	a % of fund Assets
American Beacon Bridgwy Lg Cp Val I CIT	\$12,131,048.25	16,178	-\$10,723,634.19	13,897	\$1,407,414.06	\$24,639,481.10	5.71%
American Funds EuroPacific Gr R6	\$74,253,399.32	20,023	-\$32,073,846.84	16,278	\$42,179,552.48	\$264,015,837.92	15.98%
BlackRock EAFE Equity Index F	\$35,431,609.84	17,224	-\$82,373,662.00	19,482	-\$46,942,052.16	\$233,161,895.33	-20.13%
BlackRock Mid Cap Equity Index - Coll F	\$41,778,930.30	17,850	-\$62,209,235.73	19,646	-\$20,430,305.43	\$297,773,724.64	-6.86%
BlackRock Russell 2000 Index Fund M	\$34,258,680.02	15,549	-\$31,677,143.08	16,173	\$2,581,536.94	\$112,664,701.10	2.29%
BlackRock US Debt Index M	\$52,859,085.10	19,167	-\$41,897,732.21	15,587	\$10,961,352.89	\$229,673,185.56	4.77%
Calvert US Large Cap Core Resp Index R6	\$15,645,012.02	573	-\$12,953,022.78	642	\$2,691,989.24	\$97,770,543.14	2.75%
DFA US Micro Cap I	\$29,290,227.77	15,363	-\$38,716,403.09	12,613	-\$9,426,175.32	\$254,750,810.17	-3.70%
Dodge & Cox Income Fund	\$105,851,043.06	17,443	-\$16,177,160.94	6,494	\$89,673,882.12	\$181,576,078.63	49.39%
FDIC Bank Option	\$49,230,026.98	11,605	-\$52,398,319.43	11,365	-\$3,168,292.45	\$132,715,527.81	-2.39%
Fidelity Contrafund Commingled Pool Cl 2	\$37,307,373.41	1,403	-\$85,971,033.02	2,170	-\$48,663,659.61	\$948,855,315.05	-5.13%
Schwab SDB Securities	\$134,385.18	2	-\$134,385.18	2	\$0.00	\$77,782,599.97	0.00%
Schwab SDB Securities Roth	\$0.00	0	\$0.00	0	\$0.00	\$3,091,546.78	0.00%
Schwab SDB Sweep Program	\$4,428,023.48	100	-\$5,847,818.43	89	-\$1,419,794.95	\$7,270,373.52	-19.53%
Schwab SDB Sweep Program Roth	\$596,742.23	37	-\$488,829.62	14	\$107,912.61	\$820,210.29	13.16%
Stable Value Fund	\$137,550,836.98	18,418	-\$93,222,727.82	5,728	\$44,328,109.16	\$791,377,460.37	5.60%
T. Rowe Price Instl Mid-Cap Equity Gr	\$57,169,446.27	18,718	-\$101,079,932.17	20,442	-\$43,910,485.90	\$667,409,815.07	-6.58%
Vanguard Institutional 500 Index Trust	\$66,062,534.86	19,698	-\$65,825,372.90	19,913	\$237,161.96	\$810,788,316.08	0.03%
Vanguard Long-Term Investment Grade	\$24,773,690.47	849	-\$27,457,554.60	1,127	-\$2,683,864.13	\$169,688,050.10	-1.58%
Vanguard Target Retirement 2015 Trust I	\$12,616,332.00	153	-\$8,430,334.53	174	\$4,185,997.47	\$132,400,435.46	3.16%
Vanguard Target Retirement 2025 Trust I	\$37,782,185.95	471	-\$25,651,189.51	412	\$12,130,996.44	\$347,710,660.21	3.49%
Vanguard Target Retirement 2035 Trust I	\$21,624,220.38	377	-\$17,739,439.11	406	\$3,884,781.27	\$271,789,523.86	1.43%
Vanguard Target Retirement 2045 Trust I	\$8,306,311.66	230	-\$9,726,762.81	328	-\$1,420,451.15	\$177,058,937.41	-0.80%
Vanguard Target Retirement 2055 Trust I	\$4,372,457.54	179	-\$5,924,438.96	265	-\$1,551,981.42	\$64,868,440.17	-2.39%
Vanguard Target Retirement Inc Trust I	\$11,030,497.33	194	-\$5,906,462.93	157	\$5,124,034.40	\$73,233,371.78	7.00%
Vanguard Treasury Money Market Inv	\$18,085,067.21	180	-\$21,390,922.01	396	-\$3,305,854.80	\$44,796,217.66	-7.38%
Vanguard Wellington Adm	\$42,188,135.43	16,132	-\$78,856,644.64	19,557	-\$36,668,509.21	\$572,224,569.15	-6.41%
Total	\$934,757,303.04		-\$934,854,008.53		-\$96,705.49	\$6,989,907,628.33	

## WDC Assets – All Participants

Asset Class/Fund Name	9/30/2021		
	Amount \$	Pct	Accts
Self-Directed			
Schwab SDB Sweep Program	7,507,267	0.1%	512
Schwab SDB Sweep Program Roth	819,173	0.0%	73
Schwab SDB Securities	77,229,482	1.1%	524
Schwab SDB Securities Roth	3,083,185	0.0%	79
	88,639,107	1.3%	
Target Date			
Vanguard Target Retirement 2015 Trust I	132,400,435	1.9%	2,605
Vanguard Target Retirement 2025 Trust I	347,710,660	5.0%	6,198
Vanguard Target Retirement 2035 Trust I	271,789,526	3.9%	6,902
Vanguard Target Retirement 2045 Trust I	177,058,335	2.5%	6,649
Vanguard Target Retirement 2055 Trust I	64,867,737	0.9%	4,536
Vanguard Target Retirement Inc Trust I	73,233,097	1.0%	1,852
	1,067,059,790	15.3%	
International			
American Funds EuroPacific Gr R6	264,015,839	3.8%	28,164
BlackRock EAFE Equity Index F	233,161,824	3.3%	24,193
	497,177,662	7.1%	
Small-Cap			
Blackrock Russell 2000 Index Fund M	112,664,701	1.6%	17,326
DFA US Micro Cap I	254,750,811	3.6%	24,522
	367,415,512	5.3%	



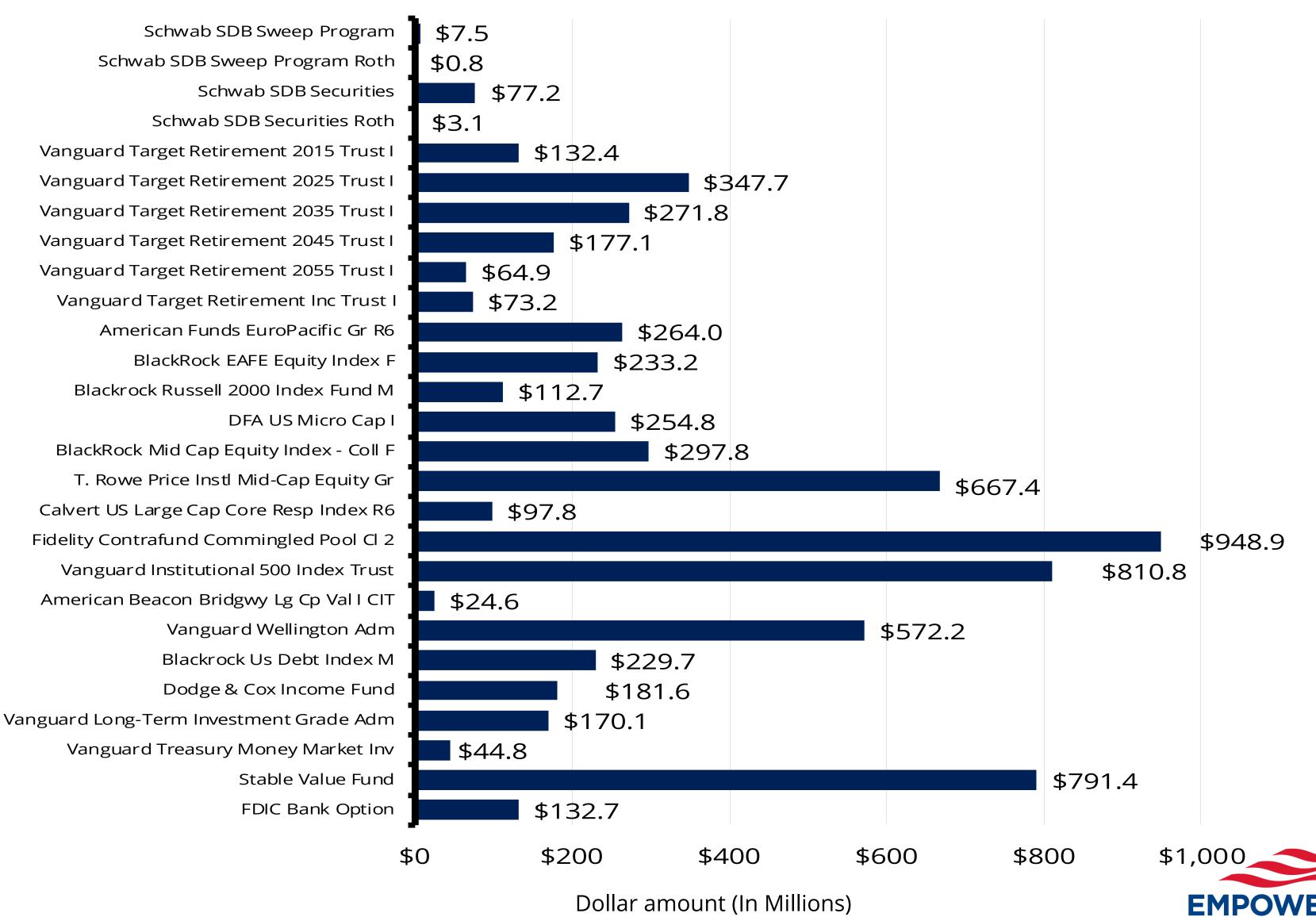
# WDC Assets – All Participants-Continued

Mid-Cap			
BlackRock Mid Cap Equity Index - Coll F	297,773,667	4.3%	25,681
T. Rowe Price Instl Mid-Cap Equity Gr	667,409,793	9.5%	33,602
	965,183,460	13.8%	
Large-Cap			
Calvert US Large Cap Core Resp Index R6	97,770,543	1.4%	3,494
Fidelity Contrafund Commingled Pool Cl 2	948,855,433	13.6%	16,338
Vanguard Institutional 500 Index Trust	810,788,235	11.6%	31,711
American Beacon Bridgwy Lg Cp Val I CIT	24,639,482	0.4%	16,800
Vanguard Wellington Adm	572,224,640	8.2%	22,796
	2,454,278,332	35.1%	
Bond			
Blackrock Us Debt Index M	229,673,087	3.3%	22,580
Dodge & Cox Income Fund	181,576,008	2.6%	17,242
Vanguard Long-Term Investment Grade Adm	170,129,695	2.4%	14,827
	581,378,790	8.3%	
Money Market			
Vanguard Treasury Money Market Inv	44,796,581	0.6%	6,127
	44,796,581	0.6%	
Fixed			
Stable Value Fund	791,353,632	11.3%	29,563
FDIC Bank Option	132,683,202	1.9%	5,124
	924,036,834	13.2%	
	\$6,989,966,069	100.0%	



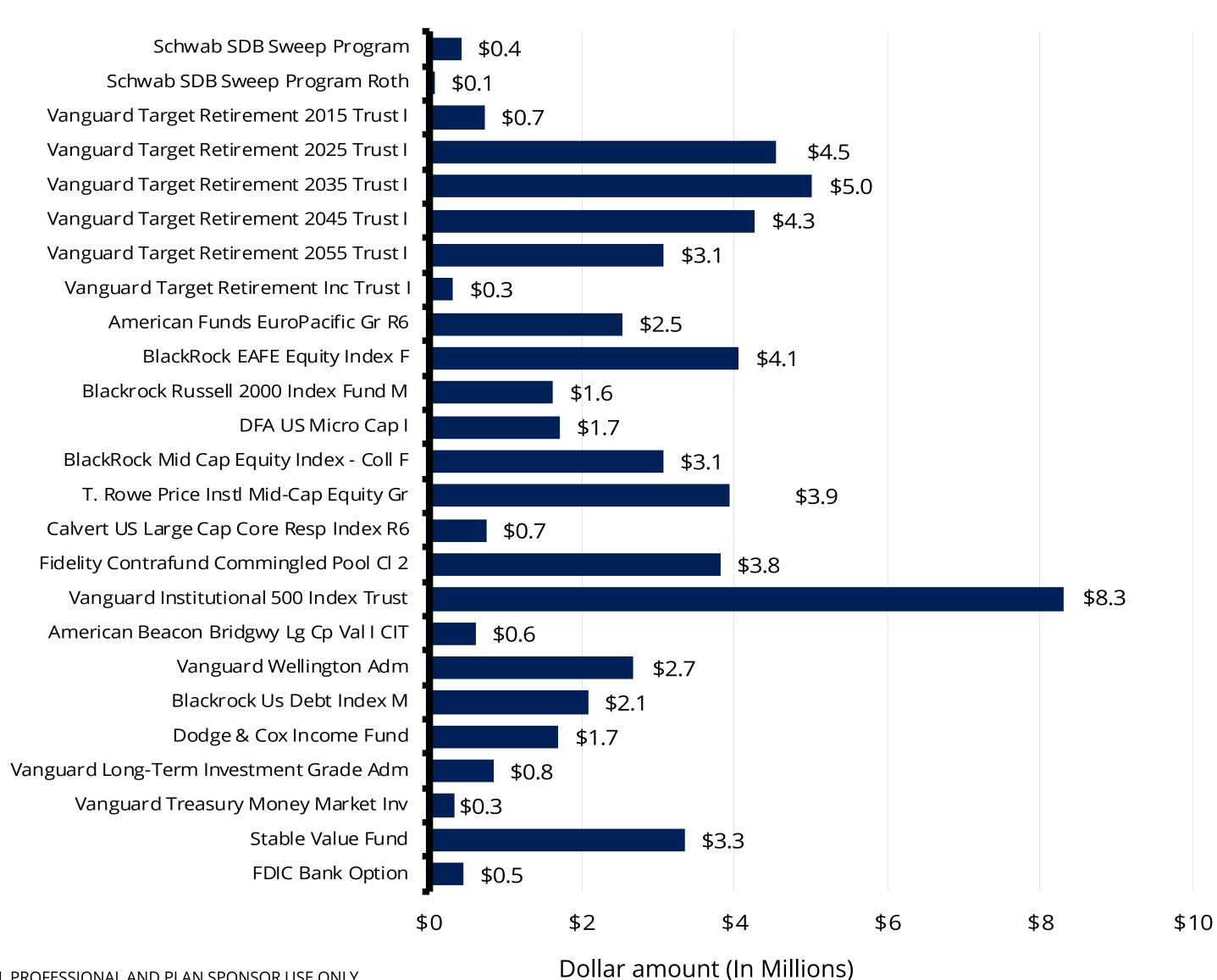
### WDC Assets – All Participants

(As of September 30, 2021)



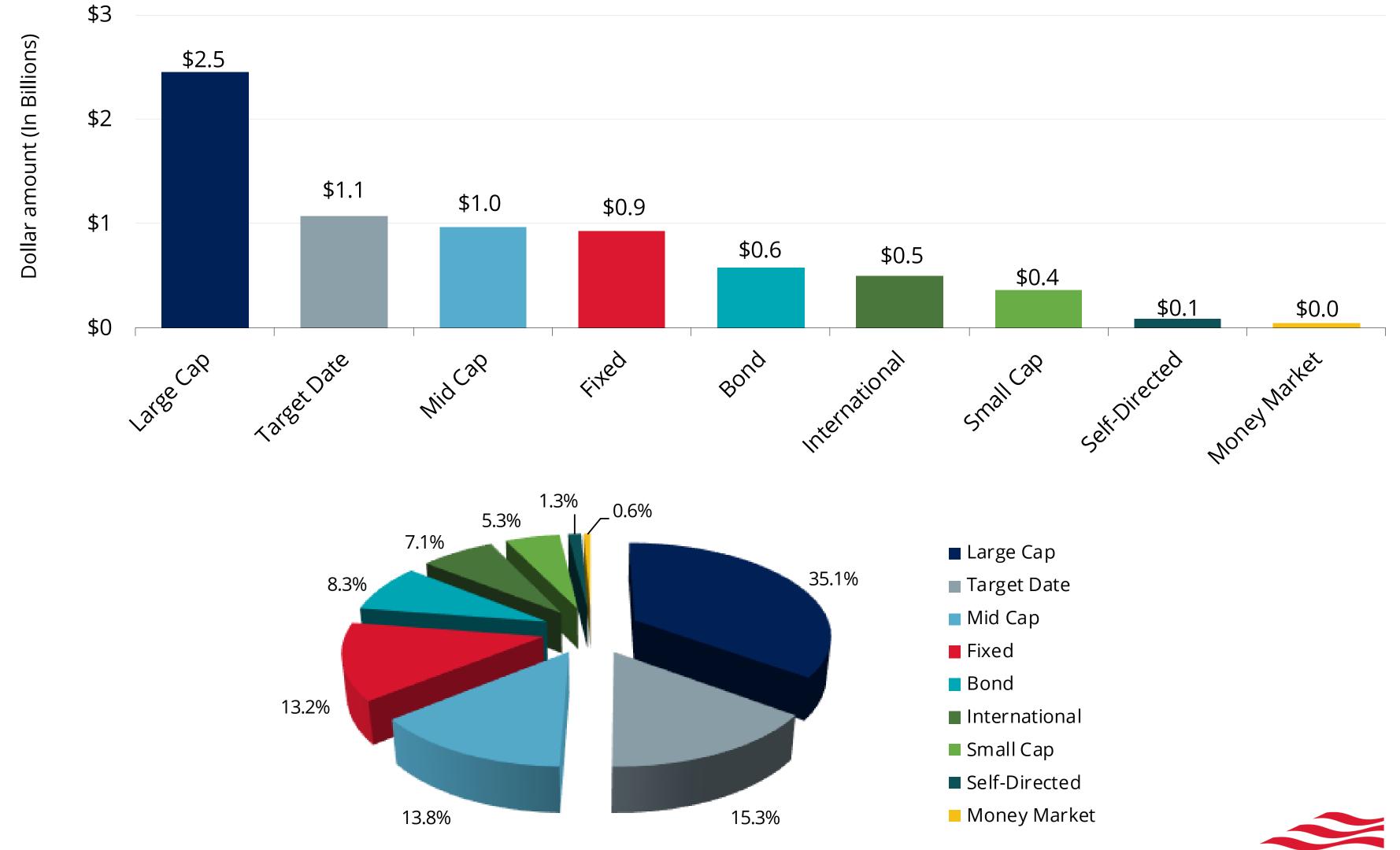
### Contributions – All WDC Participants

(From July 1, 2021–September 30, 2021)



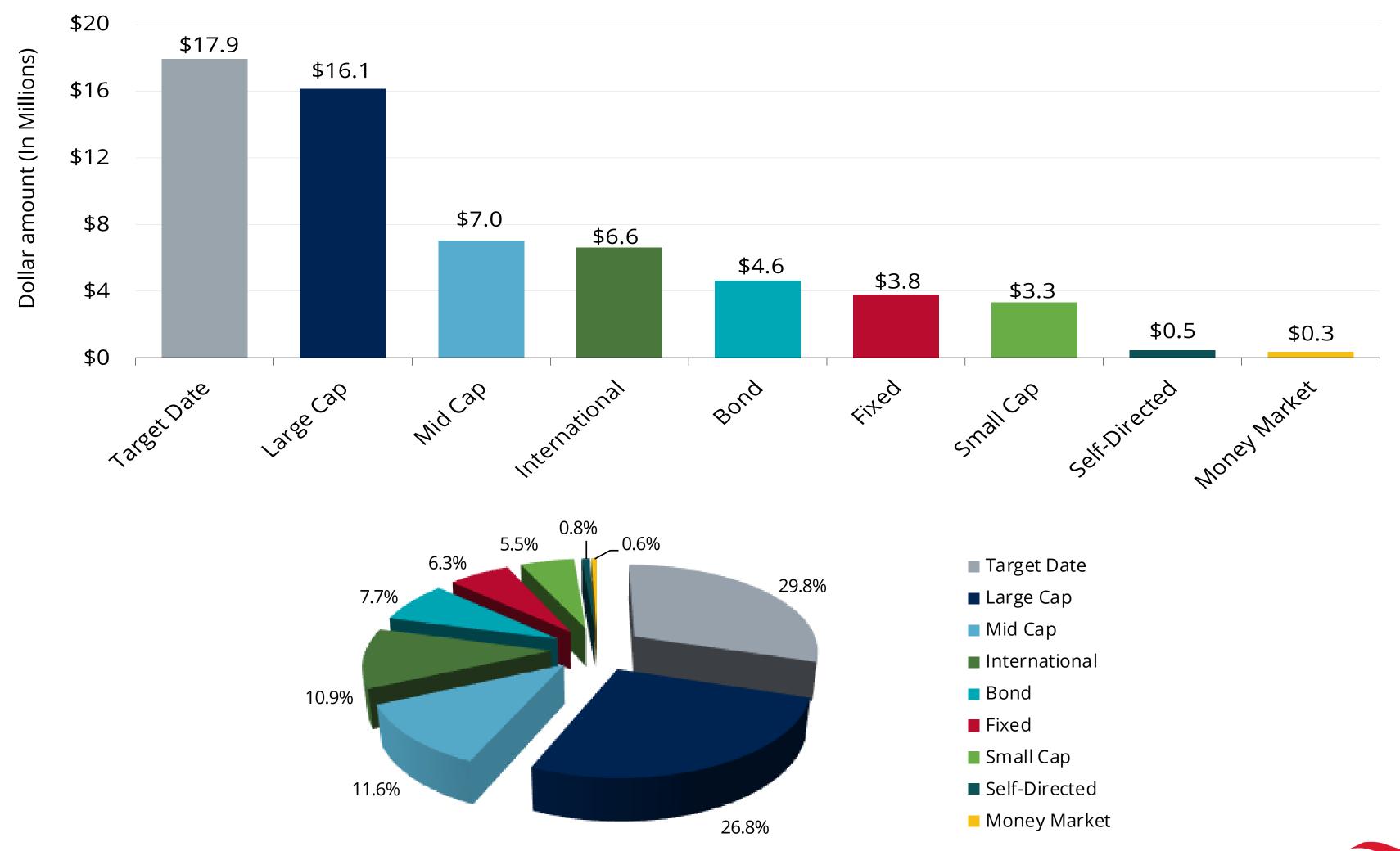
## Assets by Asset Class – All Participants

(As of September 30, 2021)



## Contributions by Asset Class – All Participants

(From July 1, 2021-September 30, 2021)





## Assets – State Participants

Asset Class/Fund Name	9/30/2021		
	Amount \$	Pct	Accts
Self-Directed			
Schwab SDB Sweep Program	4,801,351	0.1%	361
Schwab SDB Sweep Program Roth	752,488	0.0%	55
Schwab SDB Securities	55,330,792	1.2%	360
Schwab SDB Securities Roth	2,269,151	0.0%	61
	63,153,781	1.4%	
Target Date			
Vanguard Target Retirement 2015 Trust I	87,357,498	1.9%	1,608
Vanguard Target Retirement 2025 Trust I	206,394,768	4.5%	3,544
Vanguard Target Retirement 2035 Trust I	149,606,967	3.2%	3,732
Vanguard Target Retirement 2045 Trust I	106,713,994	2.3%	3,843
Vanguard Target Retirement 2055 Trust I	38,471,182	0.8%	2,523
Vanguard Target Retirement Inc Trust I	52,343,851	1.1%	1,080
	640,888,261	13.9%	
International			
American Funds EuroPacific Gr R6	171,037,373	3.7%	15,902
BlackRock EAFE Equity Index F	139,815,231	3.0%	13,727
	310,852,604	6.8%	
Small-Cap			
Blackrock Russell 2000 Index Fund M	74,438,022	1.6%	9,947
DFA US Micro Cap I	170,838,518	3.7%	13,884
	245,276,540	5.3%	



### Assets – State Participants – Continued

Mid-Cap			
BlackRock Mid Cap Equity Index - Coll F	189,944,622	4.1%	14,594
T. Rowe Price Instl Mid-Cap Equity Gr	440,770,013	9.6%	19,230
	630,714,634	13.7%	
Large-Cap			
Calvert US Large Cap Core Resp Index R6	71,175,265	1.5%	2,185
Fidelity Contrafund Commingled Pool Cl 2	648,278,959	14.1%	9,586
Vanguard Institutional 500 Index Trust	548,625,590	11.9%	18,370
American Beacon Bridgwy Lg Cp Val I CIT	13,843,354	0.3%	9,433
Vanguard Wellington Adm	386,977,718	8.4%	13,046
	1,668,900,886	36.2%	
Bond			
Blackrock Us Debt Index M	144,684,499	3.1%	12,730
Dodge & Cox Income Fund	107,864,619	2.3%	9,656
Vanguard Long-Term Investment Grade Adm	124,625,488	2.7%	8,814
	377,174,606	8.2%	
Money Market			
Vanguard Treasury Money Market Inv	33,653,529	0.7%	3,903
	33,653,529	0.7%	
Fixed			
Stable Value Fund	538,311,599	11.7%	17,311
FDIC Bank Option	95,555,134	2.1%	3,168
	633,866,733	13.8%	
	\$4,604,481,574	100.0%	



## Assets – Local Participants

Asset Class/Fund Name	9/30/2021		
	Amount \$	Pct	Accts
Self-Directed			
Schwab SDB Sweep Program	2,705,917	0.1%	151
Schwab SDB Sweep Program Roth	66,685	0.0%	18
Schwab SDB Securities	21,898,690	0.9%	164
Schwab SDB Securities Roth	814,035	0.0%	18
	25,485,326	1.1%	
Target Date			
Vanguard Target Retirement 2015 Trust I	45,042,938	1.9%	997
Vanguard Target Retirement 2025 Trust I	141,315,892	5.9%	2,654
Vanguard Target Retirement 2035 Trust I	122,182,558	5.1%	3,170
Vanguard Target Retirement 2045 Trust I	70,344,340	2.9%	2,806
Vanguard Target Retirement 2055 Trust I	26,396,555	1.1%	2,013
Vanguard Target Retirement Inc Trust I	20,889,245	0.9%	772
	426,171,529	17.9%	
International			
American Funds EuroPacific Gr R6	92,978,466	3.9%	12,262
BlackRock EAFE Equity Index F	93,346,593	3.9%	10,466
	186,325,059	7.8%	
Small-Cap			
Blackrock Russell 2000 Index Fund M	38,226,679	1.6%	7,379
DFA US Micro Cap I	83,912,292	3.5%	10,638
	122,138,972	5.1%	



## Assets – Local Participants

Mid-Cap			
BlackRock Mid Cap Equity Index - Coll F	107,829,046	4.5%	11,087
T. Rowe Price Instl Mid-Cap Equity Gr	226,639,780	9.5%	14,372
	334,468,826	14.0%	
Large-Cap			
Calvert US Large Cap Core Resp Index R6	26,595,278	1.1%	1,309
Fidelity Contrafund Commingled Pool Cl 2	300,576,474	12.6%	6,752
Vanguard Institutional 500 Index Trust	262,162,645	11.0%	13,341
American Beacon Bridgwy Lg Cp Val I CIT	10,796,128	0.5%	7,367
Vanguard Wellington Adm	185,246,922	7.8%	9,750
	785,377,447	32.9%	
Bond			
Blackrock Us Debt Index M	84,988,588	3.6%	9,850
Dodge & Cox Income Fund	73,711,390	3.1%	7,586
Vanguard Long-Term Investment Grade Adm	45,504,207	1.9%	6,013
	204,204,184	8.6%	
Money Market			
Vanguard Treasury Money Market Inv	11,143,052	0.5%	2,224
	11,143,052	0.5%	
Fixed			
Stable Value Fund	253,042,033	10.6%	12,252
FDIC Bank Option	37,128,068	1.6%	1,956
	290,170,101	12.2%	
	\$2,385,484,495	100.0%	



## New Employers

WISCONSIN DEFERRED COMPENSATION PROGRAM					
	2021 NEW EMPL	OYERS			
EMPLOYER #	NAME	NUMBER ELIGIBLE	DATE ADOPTED	DATE PLAN SET-UP	
	FIRST QUARTER				
5511	Greenville, Village of	33	2/10/2021	2/22/2021	
4192	Oconomowoc Lake, Village of	9	3/15/2021	5/25/2021	
1707	Rock Springs, Village of	2	3/22/2021	5/24/2021	
1488	Newton, Town of (Manitowoc)	10	4/13/2021	5/24/2021	
1134	Sheboygan, Town of	20	4/20/2021	6/30/2021	
183	Freedom, Town of (Sauk County)	2	4/20/2021	8/10/2021	
	SECOND QUARTER				
4923	Washburn, School District of	92	5/13/2021	5/26/2021	
1207	Ledgeview, Town of	11	5/18/2021	6/7/2021	
2670	Dodgeville School District	179	7/19/2021	pending	



## WDC Participation Statistics

	State	Local	Total
Participants 07/01/2021	39,182	28,753	67,935
New Enrollments 07/1/2021 - 09/30/2021	366	413	779
Withdrawals			
Service Separation			
Full	209	138	347
Partial Partial	241	153	394
Periodic Payments	1,891	973	2,864
Hardship			
Full	0	0	0
Partial Partial	20	4	24
DeMinimis			
Full	0	0	0
Partial	00	0	0
Final Withdrawals			
Rollovers out of the WDC	13	11	24
Final Withdrawals	103	99	202
Participants 09/30/2021	39,211	28,951	68,162



## Self-directed brokerage account

	3Q21
Participants with Self-directed Brokerage	640
Total Participants with a balance in the plan	67,578
Percent of users with Self-directed Brokerage	0.95%
Self-directed Brokerage balance	\$88,964,730.56
Total balance for Self-directed Brokerage Participants	\$183,572,558.89
Percent of brokerage balance for Self-directed Brokerage users	48.46%
Self-directed Brokerage balance	\$88,964,730.56
Total balance in plan	\$6,989,907,628.33
Percent of total plan balance in Self-directed Brokerage	1.27%



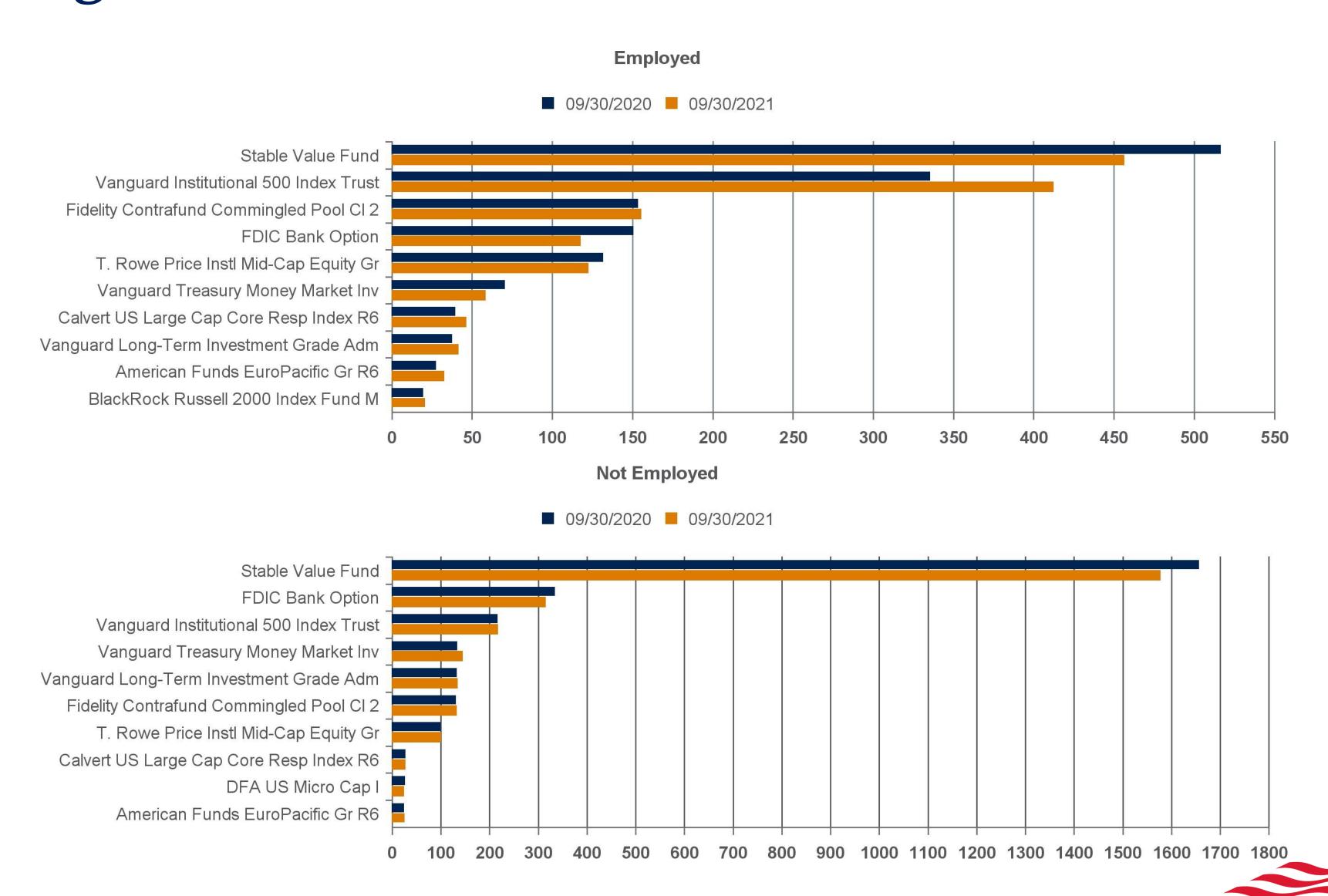
# Advisory services

	3Q21
Participants with Advice	193
Participants with Managed Accounts	18,873
Total Participants With Balance in the Plan	67,578
Percentage using Managed Accounts	27.93%
Average Managed Account Balance	\$58,726.70
Average Age Managed Account Participant	46.41
Managed Account Saving Rate	6.36%
Average Contribution Rate for Deferring	8.67%
Managed Account Users By Gender	Female: 9,204, Male: 9,672,U: 3,N: 2
Advice users by Gender	Female: 95, Male: 98
Managed Accounts Balance	\$1,108,349,027.52
Total Balance in Plan	\$6,989,907,628.33
Percentage of total balance in Managed Account	ts 15.86%

If the plan allows for dollar deferrals, we cannot include those people that are contributing with dollar amounts that have an invalid salary (less than the deferral amount) when calculating an average contribution rate. The percentages may not reflect your plan's maximum deferral constraints.

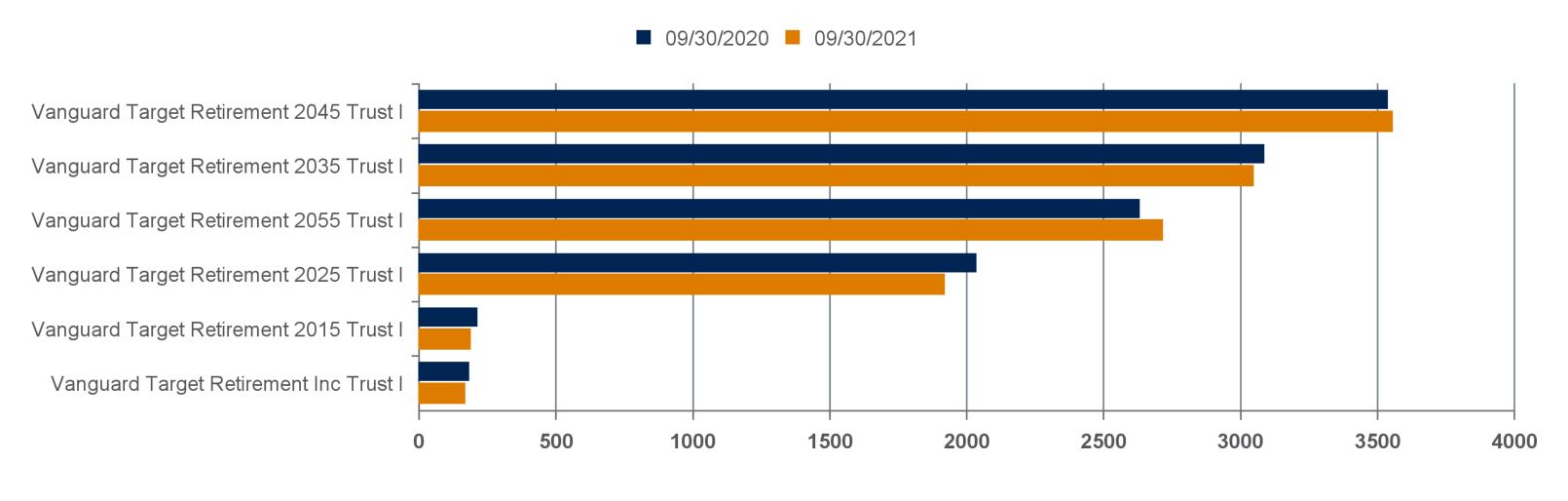


### Single investment holders - DIY

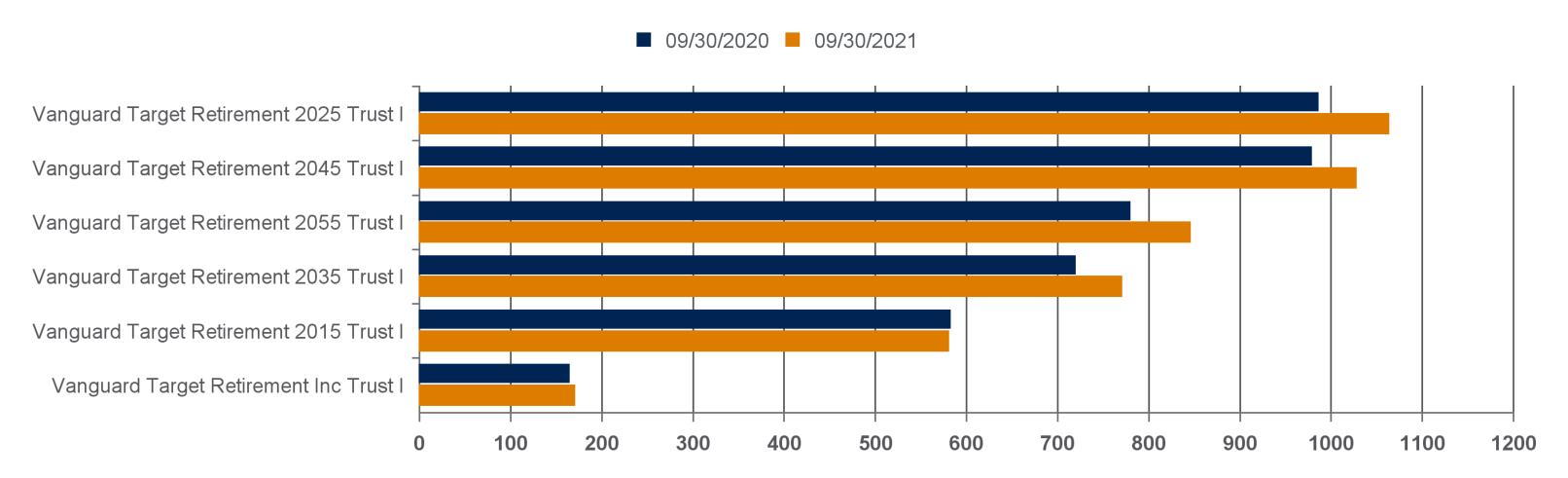


### Single investment holders - TDF

#### **Employed**



#### **Not Employed**

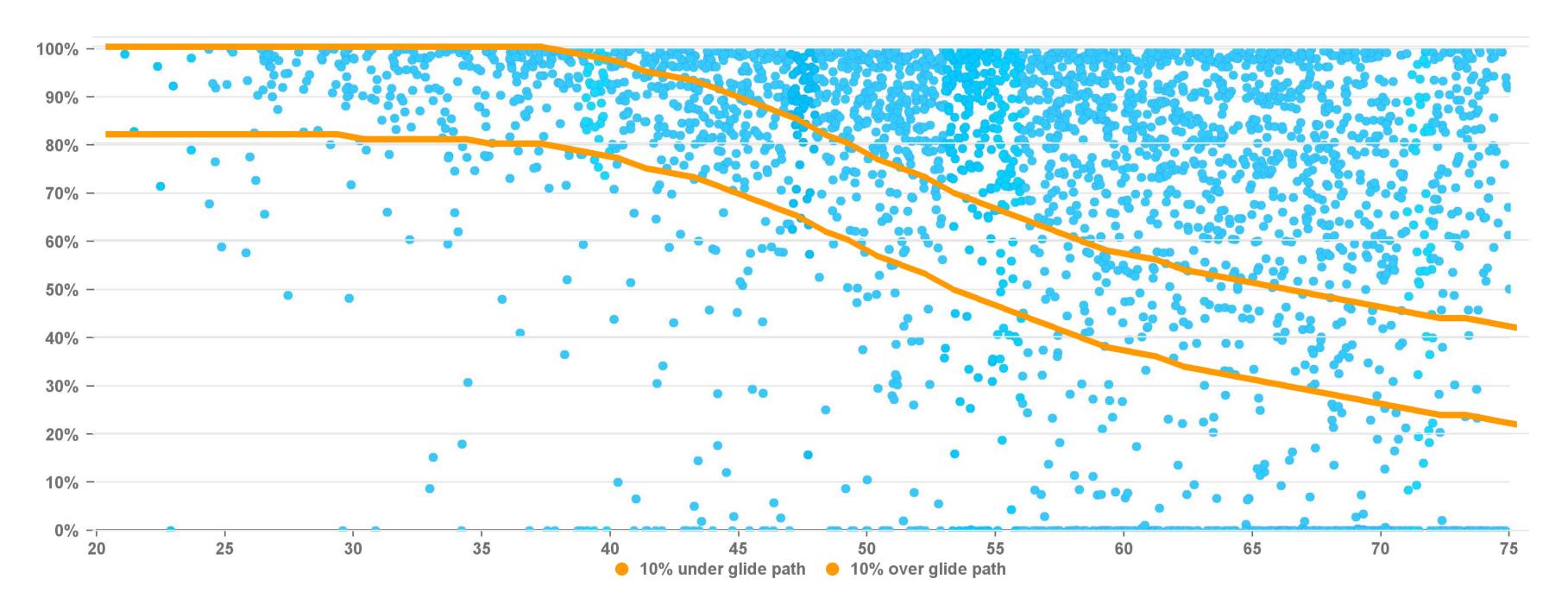




## Equity positions

#### Do-it-yourselfers equity positions vs. representative target date glidepath

The representative target date glidepath reflects an asset allocation derived in conjunction with Morningstar Investment Management LLC. The glidepath reflected is for illustrative purposes only. Data as of 09/30/21.

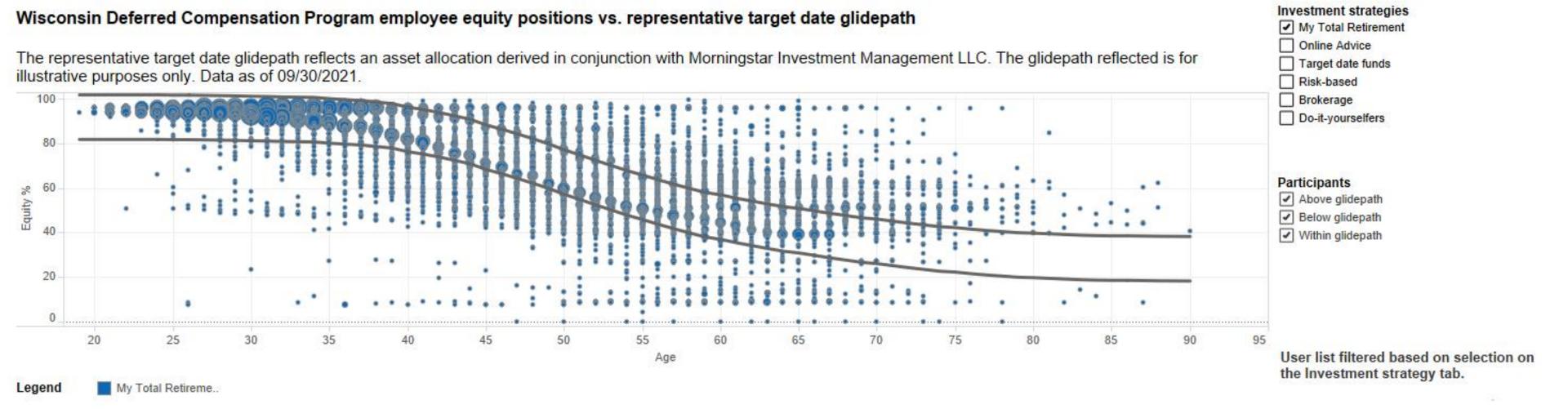


**Blue Circles: Percent in Equity** 

X-Axis: Age



### Equity Exposure





## QDRO And Hardship

Domestic relations Order Activity 2021	Q1	Q2	Q3	Q4	Total 2021
Total DRO's processed	19	10	9		
DRO Distributions					
Full withdrawals	9	15	6		
Partial withdrawals	8	6	3		
Periodic Payments	6	7	8		
DRO Distribution Total	23	28	17		

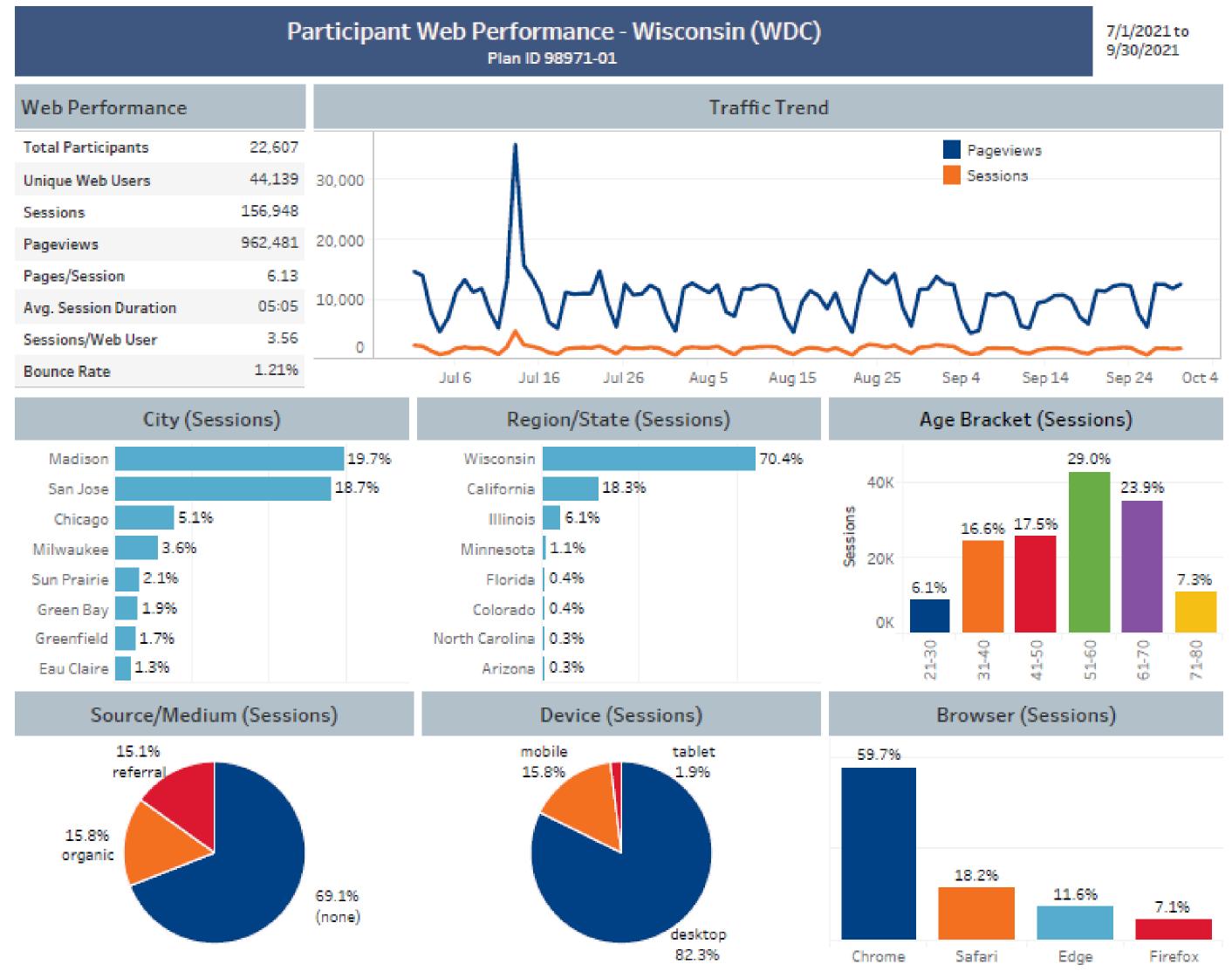
Hardship Distributions -2021	Q1	Q2	Q3	Q4	Total 2021
New applications received	16	28	30		
Applications returned for additional information	4	6	4		
Applications forwarded to ETF for review	0	0	0		
Approved	12	22	26		
Denied	0	0	0		
Pending	4	6	4		



## Revenue Sharing

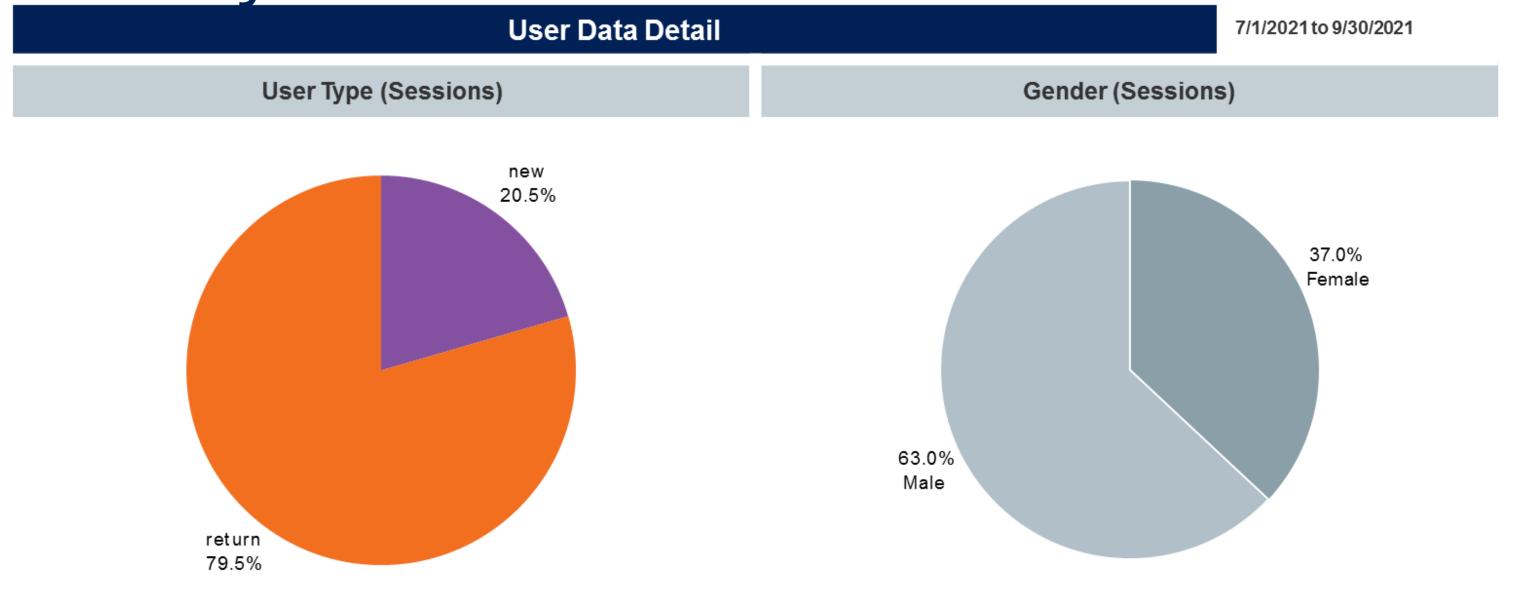
Quarterly Revenue Sharing	Q1	Q2	Q3	Q4
Dodge & Cox Income fund				
Participants	13,089	14,055	14,431	
Amount	\$21,480.14	\$28,588.18	\$33,815.49	
Average Reimbursement	\$1.64	\$2.03	\$2.34	

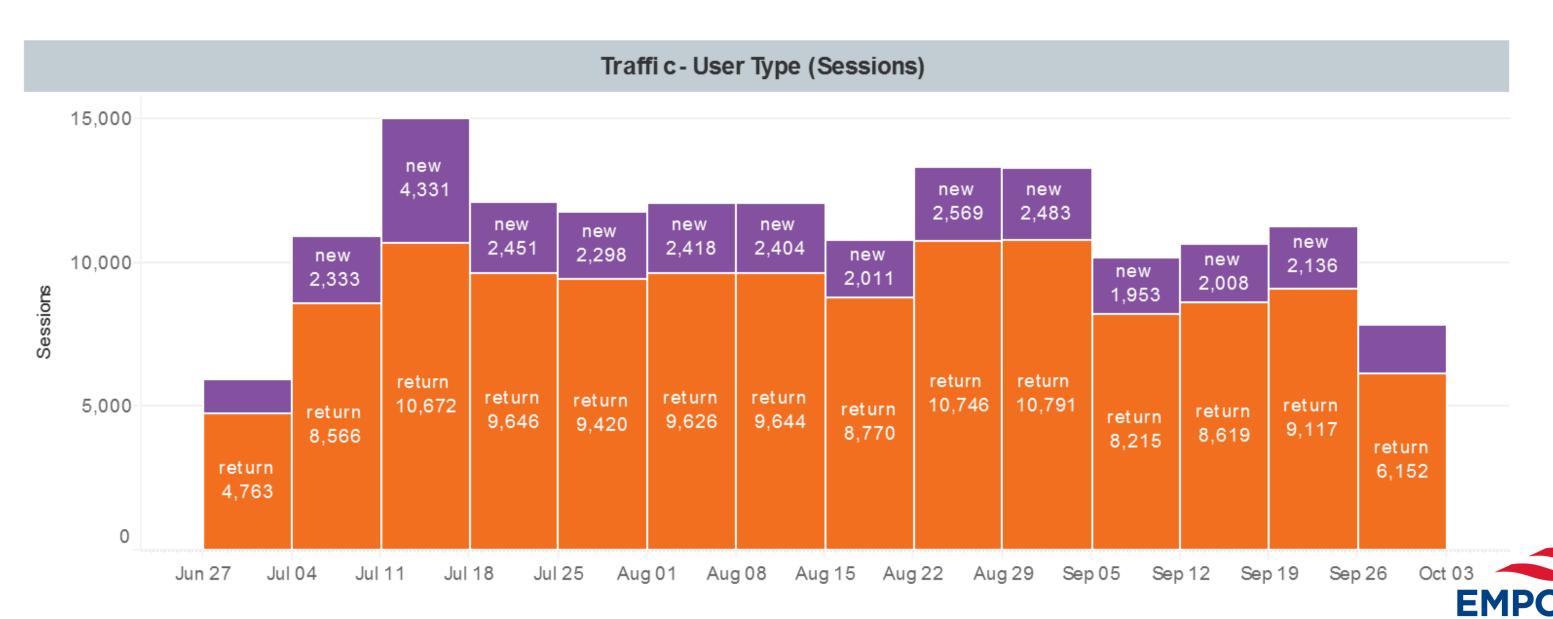




The San Jose and California users have been identified as bots utilized by aggregation tools to which participants have chosen to link their WDC accounts.







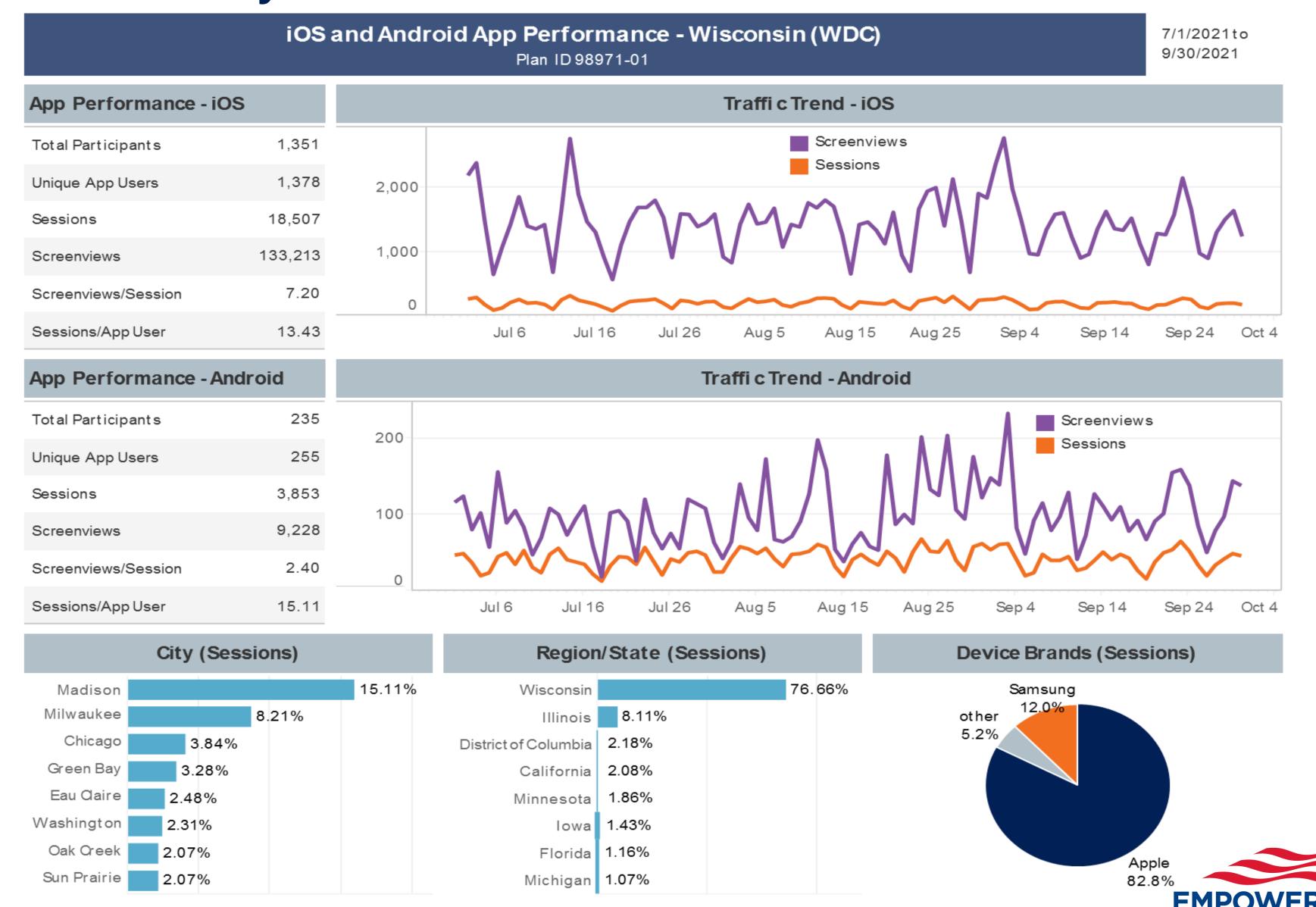
		Pre-Login Tiles 7/1	/2021 to 9/30/2021
Hero Banners			
Category	Tile Position	Tile Link	Total Clicks
Prelogin Articles	Hero banner	https://docs.empower-retirement.com/EE/WisconsinWR/DOCS/New-WDC-Services-In-202	1 1,563
		/articles/changingJobsRetiring	13
		https://docs.empower-retirement.com/EE/WisconsinWR/DOCS/WDC-Benefits-Fair.pdf	4
		https://www.msrs.state.mn.us/	2
		https://www.empower-retirement.com/market-volatility-center	1
		https://www.brainshark.com/empower-retirement/2020MarketVolatility	1
Tiles - Position 1			
Category	Tile Position	Tile Link	Total Clicks
Prelogin Articles	Tile position 1	https://docs.empower-retirement.com/EE/WisconsinWR/DOCS/Schedule-A-Meeting.pdf	473

Category	Tile Position	Tile Link	Total Clicks
Prelogin Articles	Tile position 2	/articles/changingJobsRetiring	285
		https://docs.empower-retirement.com/EE/Empower/TPL/index.html?tpl=https://etf.wi.gov/	93
		https://docs.empower-retirement.com/EE/Empower/TPL/index.html?tpl=https://etf.wi.gov/	39
		https://docs.empower-retirement.com/EE/Empower/TPL/index.html?tpl=https://etf.wi.gov/	12
Tiles - Position 3			
Category	Tile Position	Tile Link	Total Clicks
Prelogin Articles	Tile position 3	/articles/WisconsinWR/newsAndUpdates	416
		/articles/consolidatingYourRetirementAssets	;
		/articles/WyomingWR/keepYourMoney	



Quarterly Results	7/1/2021 to 9/30/2021
QoQ Detail	
	2021 Q3
Total Participants	22,607
Unique Web Users	44,139
Sessions	156,948
Pageviews	962,481
Pages/Session	6.13
Avg. Session Duration	00□05□05
Sessions/Web User	3.6
Bounce Rate	1.21%



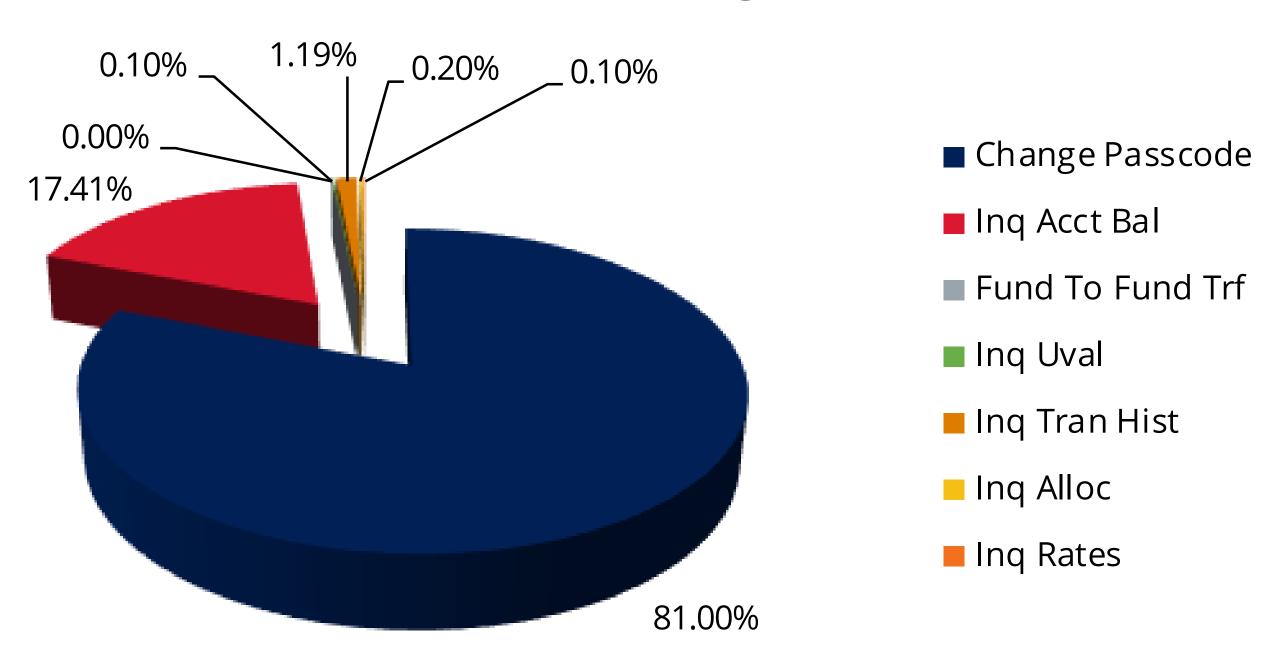


Glossary				
Term				
Bounce	Defined as a Session with one Pageview and zero on-page interactions. Bounces include single-page Sessions which are terminated by closing the window, clicking the Back button, or typing in a new address.			
Bounce Rate	The percentage of time a Session begins and ends on the first page of that specific session, without an on-page interaction.			
Device	Identifying information about the User''s hardware used to access a website.			
Exit	A departure from a website, typically by closing the browser window or navigating to another website. Counted regardless of the page in sequence (first, second, 100th, etc.). Once returning to the website, a Web User begins a new Session.			
Exit Rate	Viewed at the page level. The percentage of the time a User left a website from a specific page.			
New Web User	A unique device and browser pair which does not already have a Google Analytics cookie value. A new User is also identified when an existing User uses a new browser, device, or enables "private browsing" mode.			
New Web User Log-in (aka " First-time Log-ins")	The first instance of a Web User's Log-in on a website identified during a specific reporting period. Can be exactly the same as new registrations since registration is required to log-in, and if viewing the entirety of a dataset.			
Pageview	A single view of a page, which most often involves a change to the URL. A Pageview is an instance of a page being loaded (or reloaded) in a browser. Pageviews is a metric defined as the total number of pages viewed.			
Session Duration	The amount of time (in seconds) a Web User spent interacting with a website during a single Session.			
Unique Web User Log-in	A distinct Web User Log-in. For the time frame in question, each Web User Log-in is only counted once, regardless of how many times they log in during that period. Calculated by counting the concatenated value "Participant Id + Plan Id".			
Web Event	The number of times Google Analytics received a tracking Hit via custom code. Sent when a User clicks a button, clicks a link, views a video, or downloads a PDF. Typically, three levels of detail are provided (least-to most-detailed): Category, Action, and Label.			
Web Participant ID (aka "Individual ID")	An individual identifier associated to web traffic at login to link Web Users and (by association) Plans to a Participant across multiple reporting systems.			
Web Plan Id (aka " Plan ID" )	A unique identifier associated to web analytics traffic at login to link Web User activity to specific Plans.			
Web Session (aka "Visit")	A single "Visit" to a website, which can include one or more Pageviews. A Session persists and is counted only once, up to 30 minutes after the last User interaction during the site Visit. By default, if a User is inactive for 30 minutes or more, new activity is attributed to a new Se			
Web User (aka " Visitor" )	A single Device and Browser pair uniquely identified by a Google Analytics browser cookie. A Web User ≠ person if they utilize multiple devices (and are assigned unique cookie values). A Web User can be unique and counted again ("new") in Google Analytics if the browser o			
Web User Log-in	An instance of a Participant using their credentials (username and password) to sign in to the website successfully, wherein a Participant Id and Plan Id are sent to Google Analytics via the website back-end.			



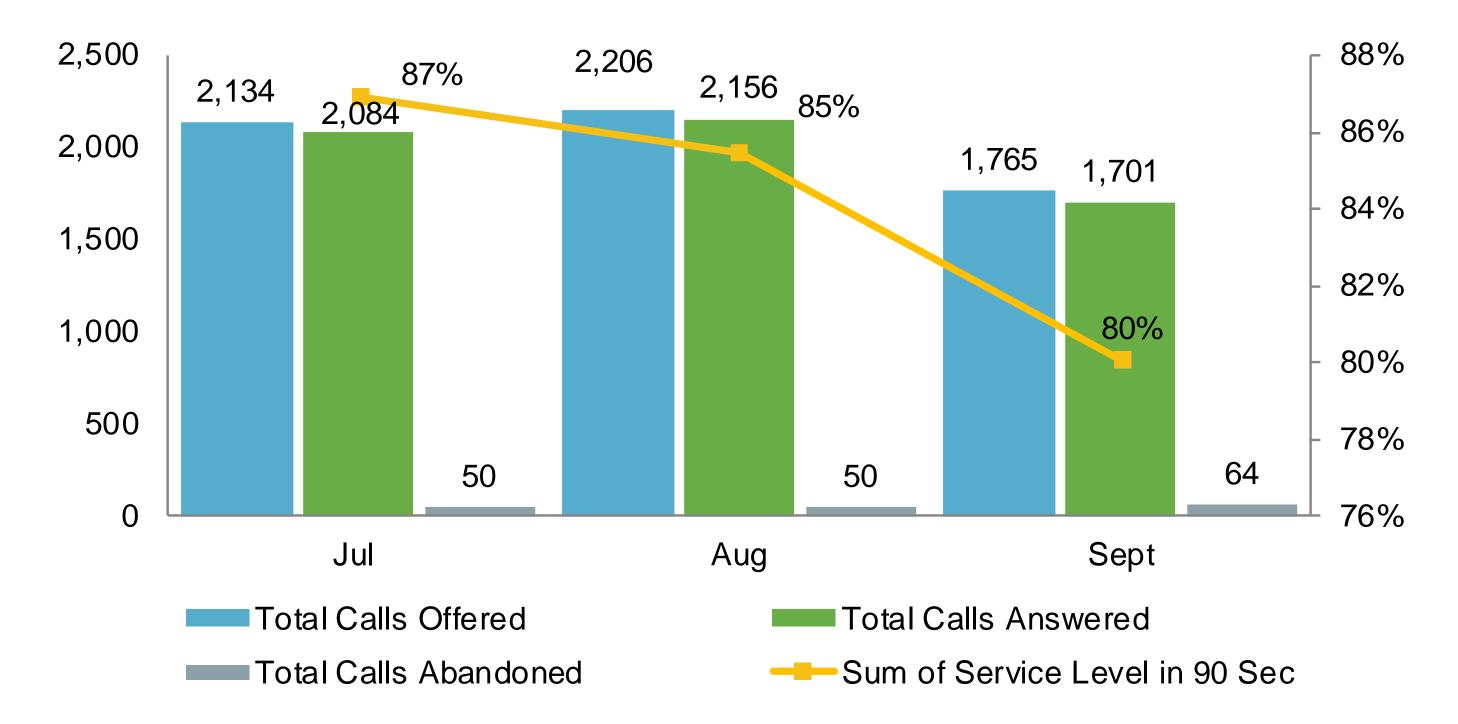
### Key Talk (IVR) Activity - Continued







### Call Center and VRU Statistics

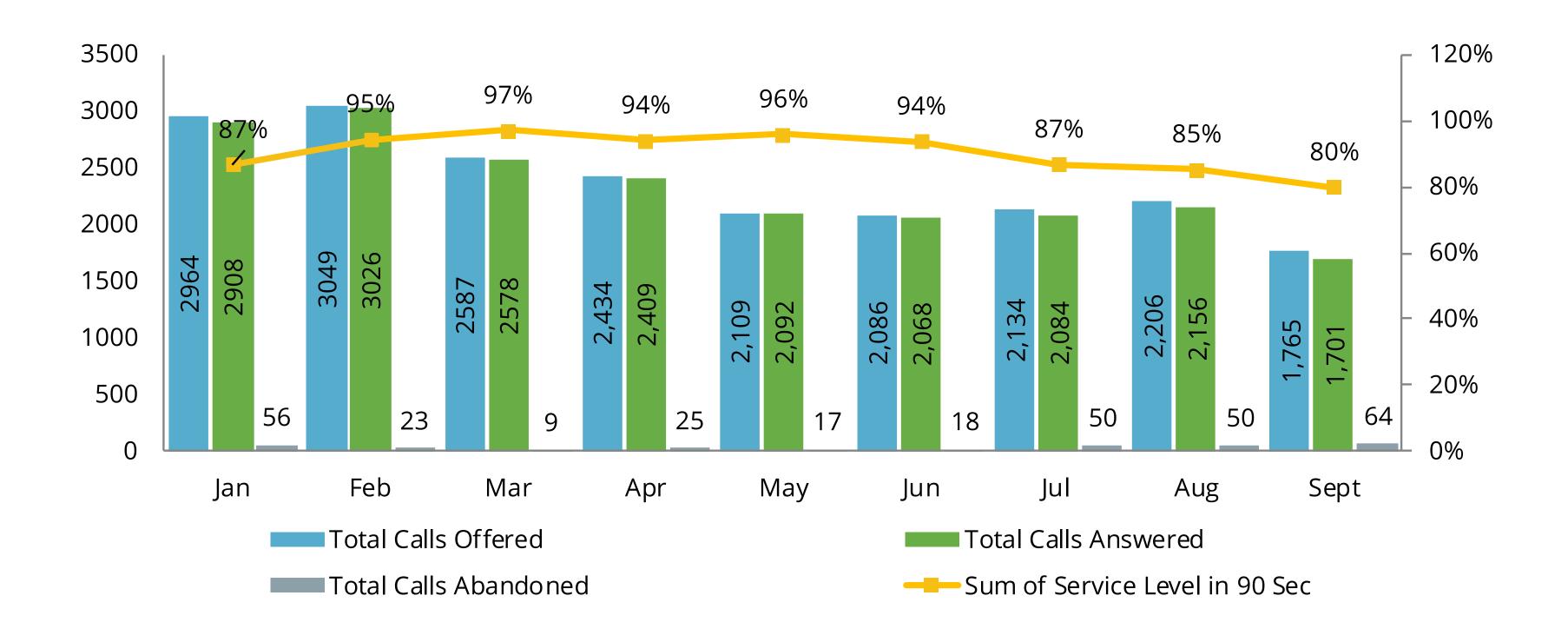


Performance Guarantees: All telephone calls to the Wisconsin and Home Office Client Service Representatives and the automated voice response system combined will be answered within ninety (90) seconds on average at least ninety percent (90%) of the time on an on-going average annual calendar year basis. On average for the calendar year, there will be less than one percent (1%) of calls that receive a busy signal, and the abandoned call rate will average less than five percent (5%) for the calendar year.

Note: In September Empower's government call center representatives experienced longer call than usual due to Required Minimum Distribution calls following the annual notification.

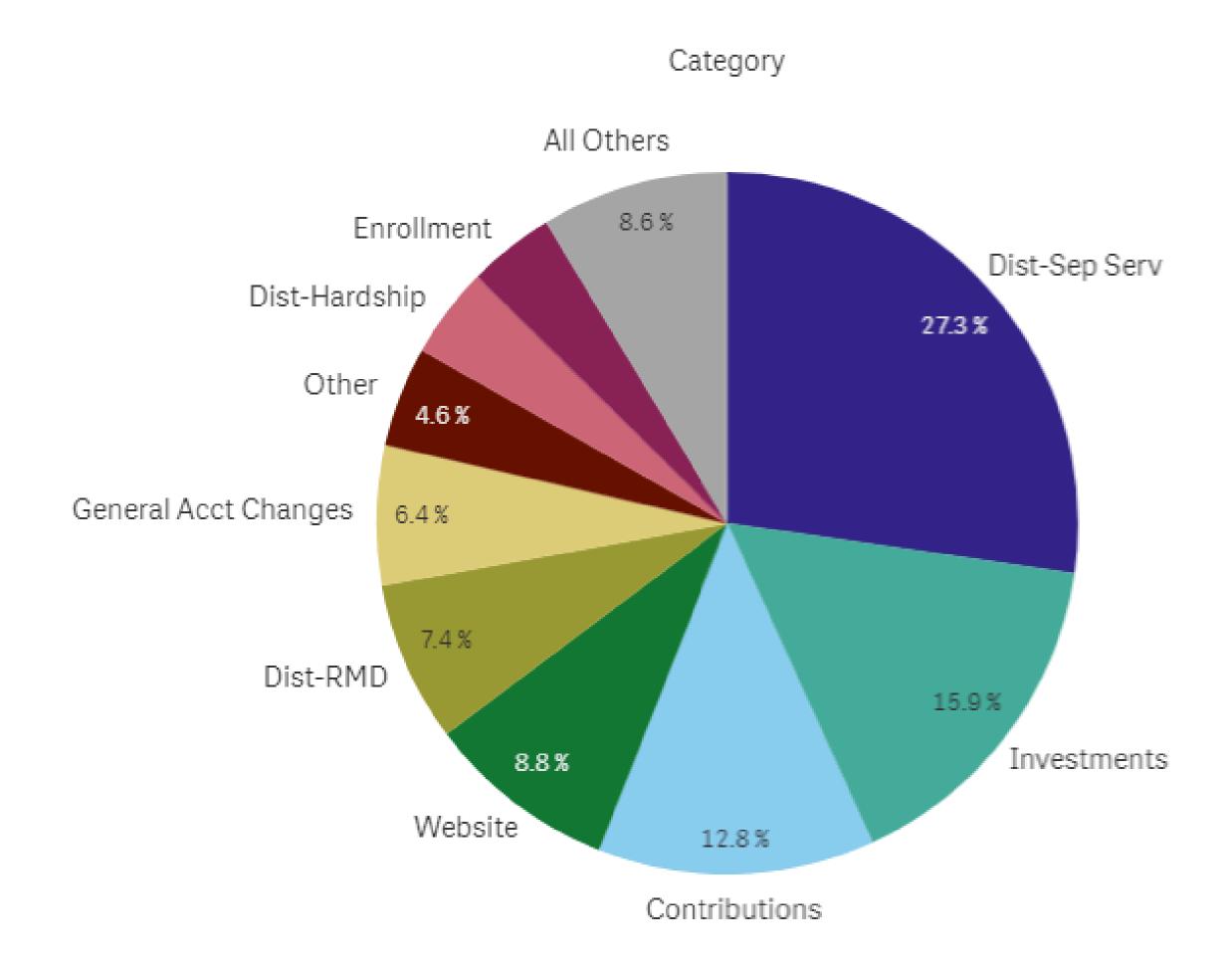


### Call Center and VRU Statistics - Year to Date



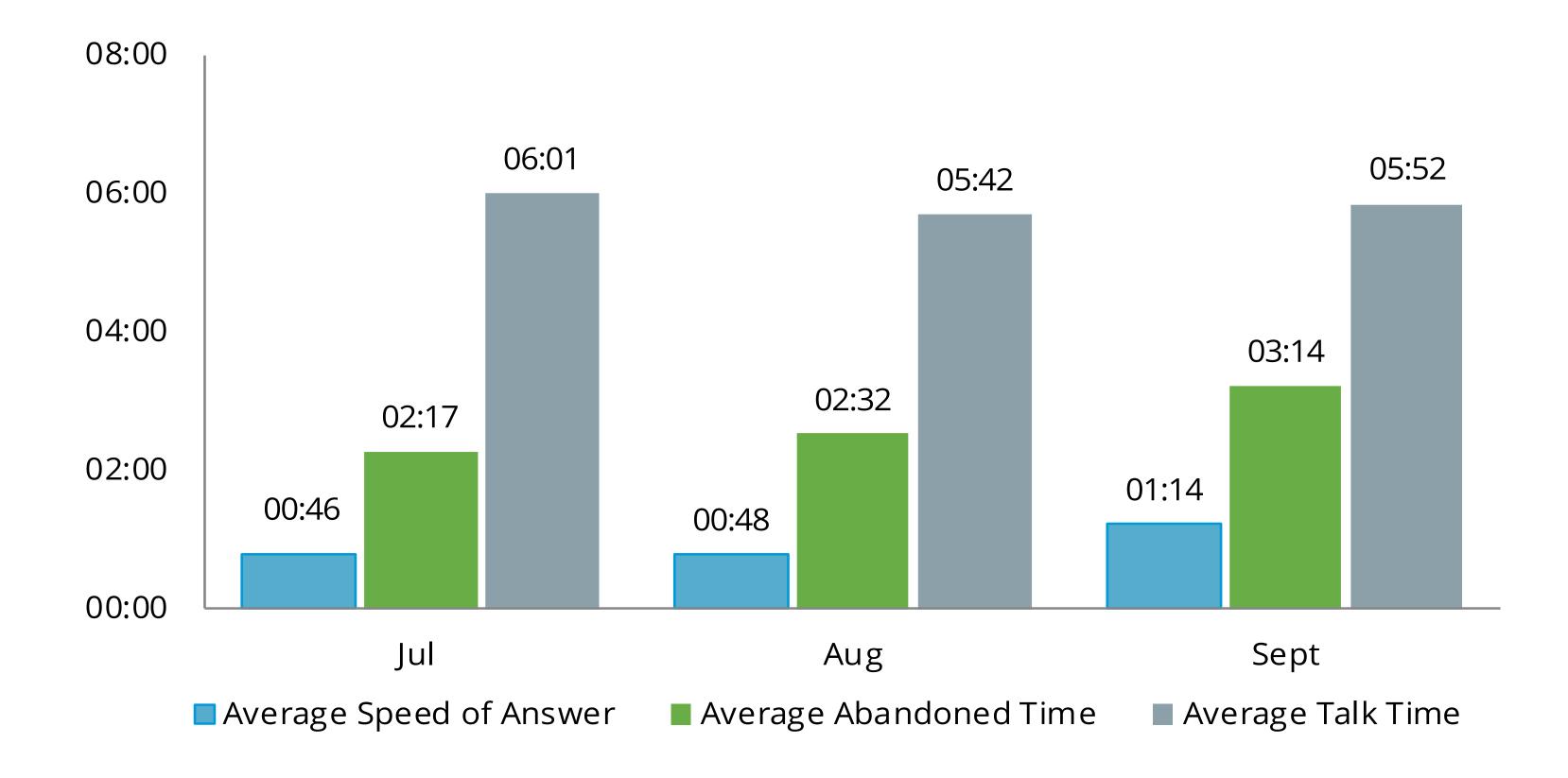


## Call Center – Category





### Call Center and VRU Statistics Continued





### Disclosures

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