

# Plan Governance Best Practices and Future Considerations Checklist

(Based on Request from NDC Chair as a result of 2023 Strategic Plan)

The Following items were built into the 2023 NDC Strategic Plan as potential consideration the NDC Committee and Program Administration may want to consider in 2023 and/or in the future:

- Improving Employee Engagement – This has been a consistent theme of the Compliance Reviews in 2013, 2017, and 2021. While metrics in NDC’s Plans were generally healthy, participation and contributions could be improved. NDC and Voya should continue to discuss methods for improvement as it related to Employee Engagement, Communications, and Marketing to possibly include targeted generational demographics & ethnicity cohorts.
- Consider addition of Separate Bylaws/Charter document; this may also be attached as an addendum to the Administrative Manual
- Identifying, discussing, and implementing SECURE Act 2.0 legislative changes, as necessary
- Continue to evaluate employee engagement programs to further improve plan participation and retirement outcomes
- Continue to evaluate and consider attempting to move the NDC Program from an Opt-In Plan to and Opt-Out Plan, and consider auto features like Auto-enrollment/Auto-escalation
- Continue to monitor DOL & IRS guidance and its relevance to NDC Plans
- Review the Fiduciary Compliance Check list in the NDC Administration Manual



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# 2023 NDC Program Survey Results

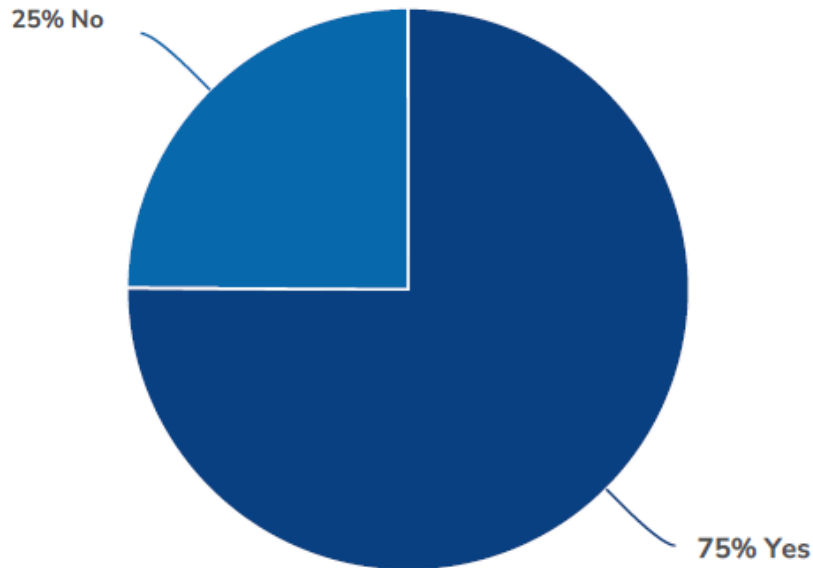
your  
retirement

# 2023 NDC Plan Participant Survey

- First time the survey was conducted in November since at least 2018
- First NDC survey to remove “Neither” answer option and further define “Not Applicable” to include “Unable to Measure”
- **65%** of respondents between ages 45 – 64; **22%** age 44 and younger; **13%** age 65 and older
- **75%** of respondents are enrolled in the NDC Program
- **85%** of enrollees are actively contributing to their NDC account
- **53%** who are not enrolled would like to learn more about the Plan
- Over **200** respondents asked to be contacted by a local Voya representative to enroll or discuss their retirement planning strategy
- Nearly **73%** of respondents are Very or Somewhat Satisfied with the NDC Program overall

# 2023 NDC Plan Participant Survey Results

**Are you enrolled in the NDC Program?**

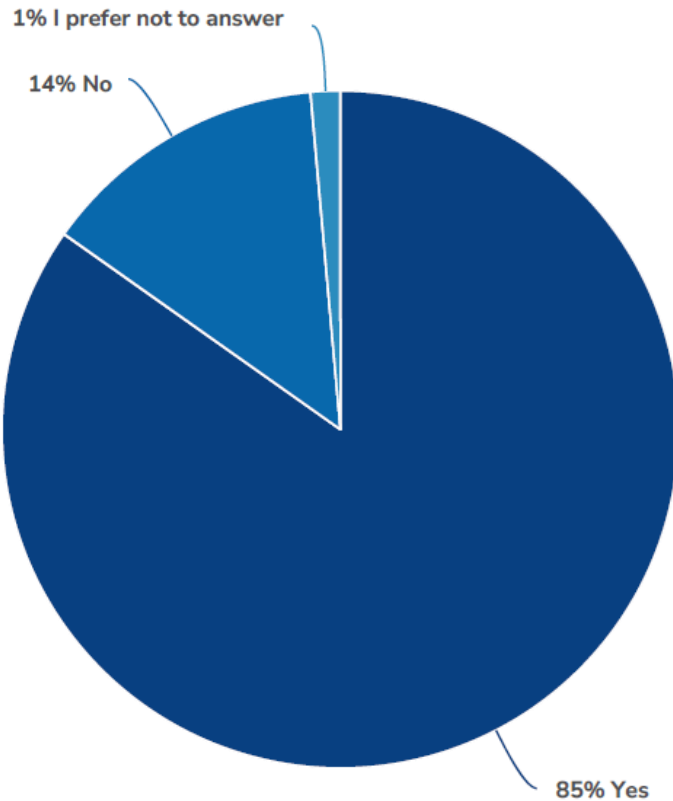


## **Total Responses**

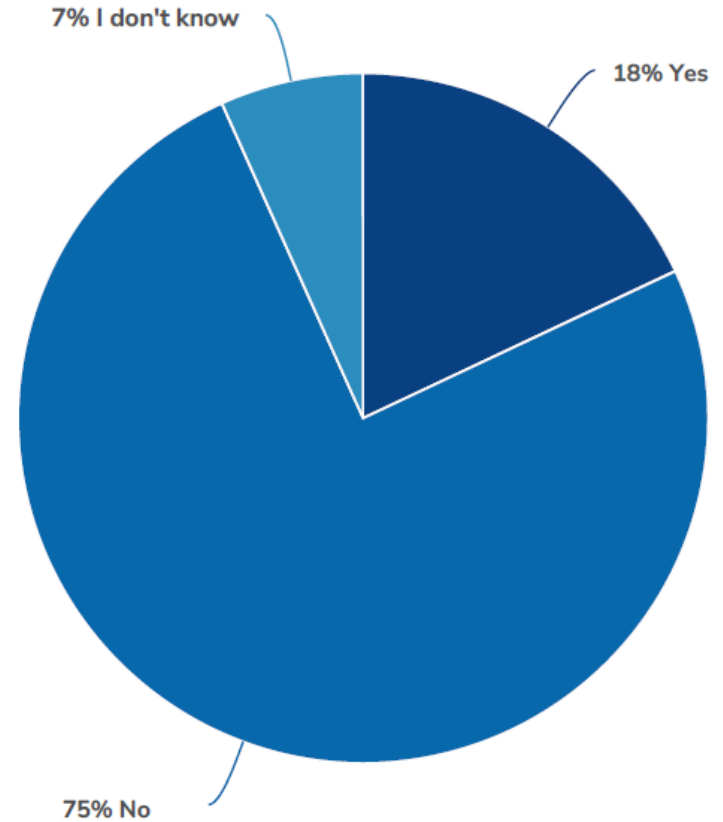
- **2023 – 867**
- 2022 – 1,293
- 2021 – 1,498
- 2020 – 1,068
- 2019 – 670
- 2018 – 1,233

# 2023 NDC Plan Participant Survey Results

## Enrolled and current contributing?

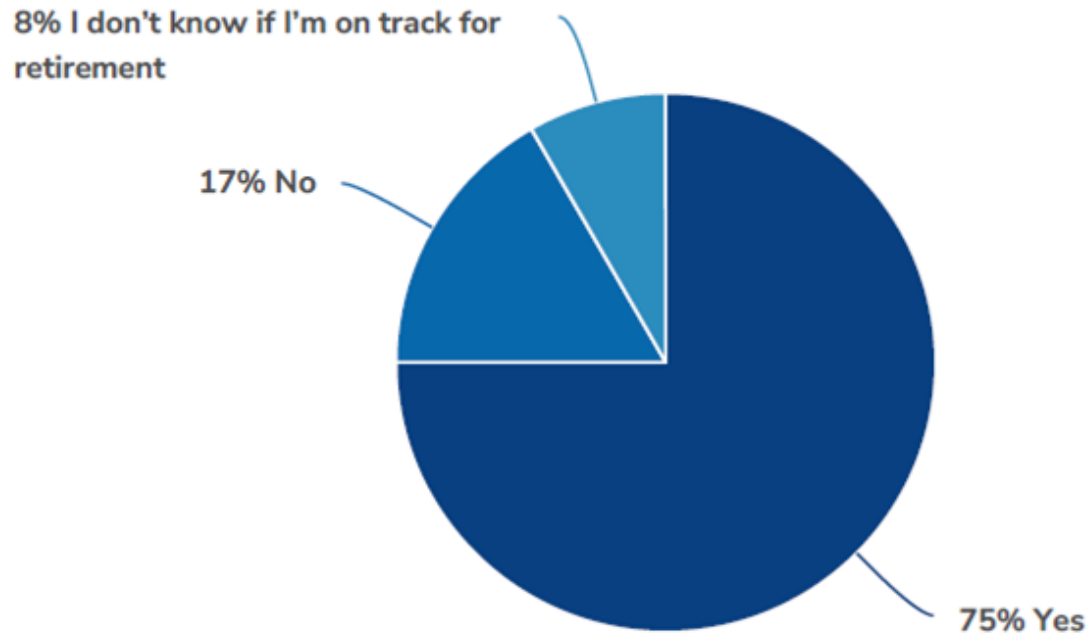


## If no, do you plan to resume contributing?



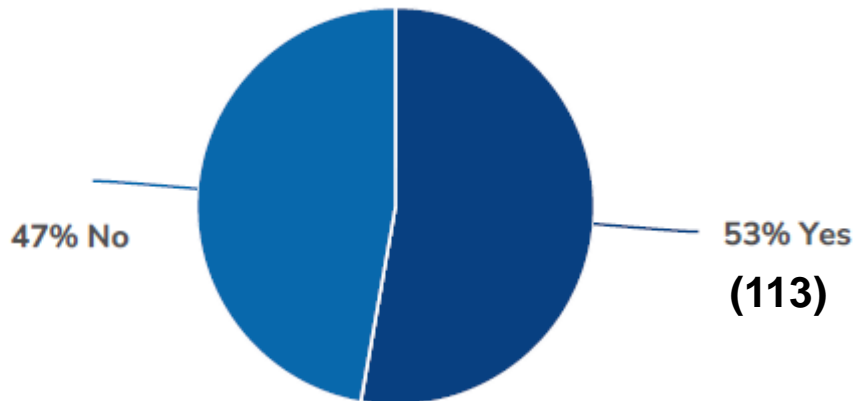
# 2023 NDC Plan Participant Survey Results

**If no, are you on track for retirement without saving to your NDC account?**

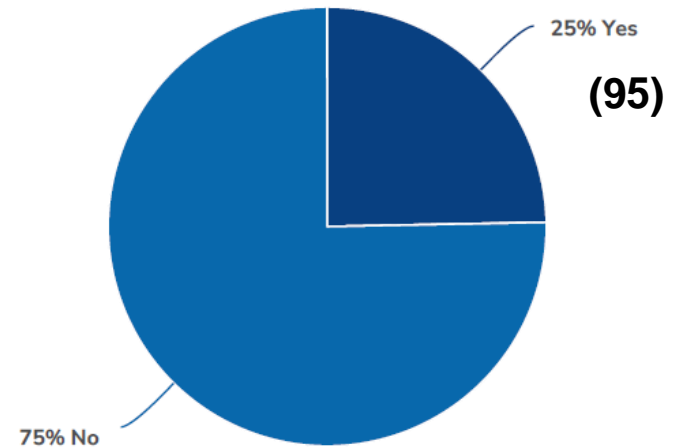


# 2023 NDC Plan Participant Survey Results

**Not enrolled, would you like to learn more about enrolling in the NDC Plan?**



**Enrolled, would you like to review your retirement planning strategy?**



# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC's contracted recordkeeper, Voya Financial, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Availability of local Voya representatives – 2023</b>	21.9%	24.0%	--	9.8%	3.9%	<b>40.4%</b>
Availability of local Voya representatives – 2022	21.3%	14.9%	<b>30.0%</b>	10.0%	5.6%	18.2%
Availability of local Voya representatives – 2021	26.0%	12.7%	<b>32.3%</b>	8.4%	4.6%	15.9%
Availability of representatives – 2020	29.0%	12.0%	17.5%	5.2%	3.4%	<b>33.0%</b>
Availability of representatives – 2019	<b>33.4%</b>	13.3%	16.1%	2.5%	3.1%	31.5%
Availability of representatives – 2018	<b>32.4%</b>	15.3%	15.0%	4.9%	1.8%	30.7%
<b>Interactions with representatives – 2023</b>	23.6%	19.5%	--	7.4%	3.9%	<b>45.6%</b>
Interactions with representatives – 2022	22.5%	13.0%	<b>28.3%</b>	7.3%	5.9%	23.0%
Interactions with representatives – 2021	<b>28.7%</b>	9.8%	27.8%	6.7%	4.3%	22.7%
Interactions with representatives – 2020	29.8%	9.5%	16.1%	4.4%	3.1%	<b>37.2%</b>
Interactions with representatives – 2019	<b>34.9%</b>	13.3%	13.3%	3.3%	2.1%	33.1%
Interactions with representatives – 2018	<b>33.7%</b>	13.5%	13.2%	4.4%	1.6%	<b>33.7%</b>



# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC's contracted recordkeeper, Voya Financial, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Telephone customer service when calling Voya – 2023</b>	12.5%	14.6%	--	7.2%	2.1%	<b>63.7%</b>
Telephone customer service when calling Voya – 2022	10.0%	9.0%	34.9%	4.4%	2.6%	<b>39.0%</b>
Telephone customer service when calling Voya – 2021	16.4%	6.6%	31.5%	4.3%	3.2%	<b>38.0%</b>
Telephone customer service when calling Voya – 2020	18.8%	9.1%	15.7%	3.0%	1.8%	<b>51.6%</b>
Telephone customer service when calling Voya – 2019	16.8%	8.8%	10.8%	2.4%	1.7%	<b>59.6%</b>
Telephone customer service when calling Voya – 2018	20.1%	9.2%	13.5%	2.3%	1.2%	<b>53.7%</b>
<b>Ease of managing my account online – 2023</b>	19.0%	31.3%	--	10.5%	6.4%	<b>32.8%</b>
Ease of managing my account online – 2022	17.9%	18.5%	<b>31.1%</b>	9.0%	5.9%	17.5%
Ease of managing my account online – 2021	23.9%	15.5%	<b>31.6%</b>	8.7%	3.8%	16.4%
Ease of managing my account online – 2020	24.6%	18.8%	16.8%	6.7%	3.3%	<b>29.9%</b>
Ease of managing my account online – 2019	28.0%	19.0%	14.5%	5.7%	2.7%	<b>30.0%</b>
Ease of managing my account online – 2018	24.4%	16.7%	13.4%	5.0%	2.4%	<b>38.1%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC's contracted recordkeeper, Voya Financial, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Help with making investment selections – 2023</b>	12.4%	21.2%	--	10.1%	9.1%	<b>47.2%</b>
Help with making investment selections – 2022	11.6%	13.4%	<b>35.5%</b>	9.9%	7.3%	22.3%
Help with making investment selections – 2021	18.4%	12.9%	<b>34.0%</b>	8.0%	4.1%	22.5%
Help with making investment selections – 2020	17.9%	10.8%	21.5%	5.4%	3.9%	<b>40.5%</b>
Help with making investment selections – 2019	20.7%	16.0%	18.0%	5.1%	4.0%	<b>36.2%</b>
Help with making investment selections – 2018	20.8%	10.3%	18.7%	6.4%	2.8%	<b>41.0%</b>
<b>Email outreach and mailings – 2023</b>	31.6%	<b>32.6%</b>	--	8.3%	2.7%	21.3%
Email outreach and mailings – 2022	21.2%	23.6%	<b>36.8%</b>	5.5%	3.9%	9.1%
Email outreach and mailings – 2021	28.7%	17.4%	<b>34.6%</b>	5.4%	4.1%	9.8%
Email outreach and mailings – 2020	<b>30.7%</b>	16.6%	24.7%	2.8%	2.5%	22.7%
Email outreach and mailings – 2019	<b>31.2%</b>	23.8%	19.3%	3.3%	1.8%	20.6%
Email outreach and mailings – 2018	<b>32.9%</b>	17.9%	20.6%	2.1%	1.6%	25.0%

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC's contracted recordkeeper, Voya Financial, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Overall client service from Voya – 2023</b>	26.8%	<b>35.9%</b>	--	7.4%	5.6%	24.3%
Overall client service from Voya – 2022	22.8%	21.0%	<b>33.2%</b>	8.3%	5.6%	9.1%
Overall client service from Voya – 2021	<b>33.0%</b>	18.6%	28.4%	8.3%	3.7%	8.0%
Overall client service from Voya – 2020	<b>31.6%</b>	16.9%	20.0%	3.9%	3.4%	24.3%
Overall client service from Voya – 2019	<b>33.4%</b>	23.5%	16.9%	3.4%	2.1%	20.7%
Overall client service from Voya – 2018	<b>31.9%</b>	19.2%	16.8%	3.4%	2.1%	26.6%

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC Administrative Staff for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Availability of NDC Administrative Staff – 2023</b>	22.9%	14.0%	--	5.8%	2.7%	<b>54.5%</b>
Availability of NDC Administrative Staff – 2022	16.8%	11.8%	<b>35.1%</b>	5.5%	3.6%	27.3%
Availability of NDC Administrative Staff – 2021	19.2%	8.5%	<b>36.0%</b>	4.8%	3.1%	28.4%
Availability of NDC Administrative Staff – 2020	20.4%	8.6%	18.3%	3.6%	2.3%	<b>46.8%</b>
Availability of NDC Administrative Staff – 2019	Question not asked in 2019.					
Availability of NDC Administrative Staff – 2018	19.1%	8.4%	15.8%	2.3%	1.0%	<b>53.4%</b>
<b>Accessibility of the NDC Office – 2023</b>	13.0%	11.0%	--	4.6%	3.3%	<b>68.1%</b>
Accessibility of the NDC Office – 2022	8.1%	7.1%	36.3%	4.9%	3.6%	<b>40.1%</b>
Accessibility of the NDC Office – 2021	12.1%	4.0%	38.9%	3.7%	2.0%	<b>39.3%</b>
Accessibility of the NDC Office – 2020	11.0%	5.1%	19.3%	2.0%	3.1%	<b>59.5%</b>
Accessibility of the NDC Office – 2019	Question not asked in 2019.					
Accessibility of the NDC Office – 2018	11.3%	5.4%	16.7%	1.9%	1.5%	<b>63.1%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC Administrative Staff for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Interactions with NDC Administrative Staff – 2023</b>	23.6%	12.8%	--	5.8%	2.9%	<b>54.9%</b>
Interactions with NDC Administrative Staff – 2022	15.9%	9.1%	<b>34.3%</b>	3.6%	3.2%	33.9%
Interactions with NDC Administrative Staff – 2021	19.8%	6.2%	35.2%	3.1%	2.2%	<b>33.5%</b>
Interactions with NDC Administrative Staff – 2020	18.9%	6.0%	17.9%	2.8%	2.3%	<b>52.2%</b>
Interactions with NDC Administrative Staff – 2019	Question not asked in 2019.					
Interactions with NDC Administrative Staff – 2018	18.7%	6.4%	15.3%	1.4%	1.1%	<b>57.2%</b>
<b>Telephone service from NDC Administrative Office – 2023</b>	19.3%	11.4%	--	5.6%	1.7%	<b>62.1%</b>
Telephone service from NDC Administrative Office – 2022	13.5%	11.1%	33.2%	4.7%	2.7%	<b>34.8%</b>
Telephone service from NDC Administrative Office – 2021	18.3%	6.2%	34.1%	3.7%	2.5%	<b>35.3%</b>
Telephone service from NDC Administrative Office – 2020	16.8%	7.8%	17.8%	2.1%	1.9%	<b>53.7%</b>
Telephone service from NDC Administrative Office – 2019	Question not asked in 2019.					
Telephone service from NDC Administrative Office – 2018	17.2%	7.0%	14.7%	1.5%	0.9%	<b>58.8%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction regarding the following aspects of participant service from the NDC Administrative Staff for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>NDC newsletter (The Deferred Word) – 2023</b>	33.6%	<b>36.7%</b>	--	5.0%	1.7%	23.0%
NDC newsletter (The Deferred Word) – 2022	22.6%	25.9%	<b>34.7%</b>	3.5%	3.0%	10.4%
NDC newsletter (The Deferred Word) – 2021	31.8%	18.2%	<b>33.7%</b>	3.2%	1.9%	11.1%
NDC newsletter (The Deferred Word) – 2020	27.3%	16.7%	22.9%	2.4%	2.4%	<b>28.3%</b>
NDC newsletter (The Deferred Word) – 2019	Question not asked in 2019.					
NDC newsletter (The Deferred Word) – 2018	25.3%	16.3%	19.3%	1.5%	.9%	<b>36.7%</b>
<b>Overall participant service from NDC Staff – 2023</b>	25.7%	20.1%	--	7.2%	2.9%	<b>44.1%</b>
Overall participant service from NDC Staff – 2022	19.1%	15.5%	<b>36.9%</b>	4.9%	3.3%	20.3%
Overall participant service from NDC Staff – 2021	25.0%	11.2%	<b>36.4%</b>	3.3%	2.5%	21.7%
Overall participant service from NDC Staff – 2020	22.5%	13.7%	20.4%	2.6%	2.8%	<b>38.0%</b>
Overall participant service from NDC Staff – 2019	Question not asked in 2019.					
Overall participant service from NDC Staff – 2018	21.8%	11.0%	16.6%	2.3%	1.4%	<b>46.8%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction with the following aspects of the investment options offered through the NDC Plan.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Choice of investment options – 2023</b>	23.1%	<b>36.8%</b>	--	11.7%	5.1%	23.4%
Choice of investment options – 2022	19.0%	26.5%	<b>33.2%</b>	8.8%	5.3%	7.2%
Choice of investment options – 2021	26.3%	24.1%	<b>34.2%</b>	5.6%	2.2%	7.6%
Choice of investment options – 2020	25.8%	18.7%	22.5%	3.8%	2.7%	<b>26.5%</b>
Choice of investment options – 2019	23.9%	<b>32.7%</b>	17.7%	4.4%	1.8%	19.5%
Choice of investment options – 2018	21.6%	20.1%	20.0%	3.8%	2.3%	<b>32.2%</b>
<b>Investment option performance – 2023</b>	16.5%	<b>36.2%</b>	--	18.0%	8.9%	20.5%
Investment option performance – 2022	13.2%	23.9%	<b>31.3%</b>	15.8%	8.8%	6.9%
Investment option performance – 2021	28.9%	24.1%	<b>32.7%</b>	6.2%	1.2%	6.8%
Investment option performance – 2020	25.4%	19.7%	22.0%	4.4%	2.6%	<b>26.0%</b>
Investment option performance – 2019	21.7%	<b>32.4%</b>	20.3%	3.4%	2.2%	19.9%
Investment option performance – 2018	21.2%	20.1%	20.2%	4.6%	2.1%	<b>32.0%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction with the following aspects of the investment options offered through the NDC Plan.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Investment option expenses – 2023</b>	21.1%	<b>35.5%</b>	--	13.5%	6.9%	23.1%
Investment option expenses – 2022	16.6%	20.8%	<b>39.6%</b>	11.5%	4.4%	7.1%
Investment option expenses – 2021	24.0%	19.8%	<b>41.3%</b>	6.2%	2.0%	6.7%
Investment option expenses – 2020	21.7%	16.9%	26.1%	5.1%	3.5%	<b>26.8%</b>
Investment option expenses – 2019	19.2%	<b>27.4%</b>	24.0%	6.3%	2.2%	21.0%
Investment option expenses – 2018	18.9%	16.9%	22.4%	5.9%	2.4%	<b>33.5%</b>
<b>Safety of my assets – 2023</b>	25.1%	<b>39.5%</b>	--	8.4%	6.1%	21.0%
Safety of my assets – 2022	19.3%	26.1%	<b>34.6%</b>	8.7%	5.7%	5.7%
Safety of my assets – 2021	31.9%	22.7%	<b>35.9%</b>	3.3%	1.2%	5.0%
Safety of my assets – 2020	<b>26.7%</b>	19.9%	22.6%	3.7%	1.6%	25.5%
Safety of my assets – 2019	25.7%	<b>31.9%</b>	19.1%	3.2%	1.4%	18.7%
Safety of my assets – 2018	24.0%	19.5%	20.8%	1.7%	1.6%	<b>32.5%</b>



# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction with the following aspects of the investment options offered through the NDC Plan.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Overall satisfaction with investment options – 2023</b>	21.5%	<b>39.0%</b>	--	12.4%	6.3%	20.8%
Overall satisfaction with investment options – 2022	16.1%	29.3%	<b>31.6%</b>	11.0%	6.7%	5.3%
Overall satisfaction with investment options – 2021	28.6%	25.5%	<b>33.0%</b>	5.4%	2.0%	5.4%
Overall satisfaction with investment options – 2020	<b>26.5%</b>	22.2%	21.0%	4.1%	2.5%	23.8%
Overall satisfaction with investment options – 2019	25.8%	<b>34.0%</b>	17.3%	3.2%	2.0%	17.7%
Overall satisfaction with investment options – 2018	22.3%	22.1%	18.5%	4.2%	2.2%	<b>30.7%</b>

# 2023 NDC Plan Participant Survey Results

What are the most important factors that influenced your choice of investment options within the NDC Plan?	Very Important	Somewhat Important	Neither Important nor Unimportant	Somewhat Unimportant	Very Unimportant	N/A (Unable to Measure – 2023)
Default option / Target Date Retirement Funds	26.0%	<b>32.3%</b>	--	9.7%	7.1%	24.9%
Investment fund performance	<b>57.4%</b>	23.1%	--	2.5%	1.8%	15.2%
Low expenses	<b>58.4%</b>	22.6%	--	3.0%	1.3%	14.7%
Prior experience with a particular investment company	15.8%	24.7%	--	16.8%	6.6%	<b>36.1%</b>
Reputation of the investment management company	<b>33.9%</b>	29.1%	--	8.9%	3.3%	24.7%
Educational information provided by a friend, family member, or colleague	12.5%	20.9%	--	16.8%	12.7%	<b>37.2%</b>
Advice from my independent financial advisor	19.6%	18.9%	--	7.1%	4.6%	<b>49.7%</b>
Advice from our contracted Investment Advisory/Professional Management services contractor, Edelman Financial Engines, L.L.C.	15.1%	17.9%	--	8.4%	7.4%	<b>51.2%</b>
Educational information provided by a local Voya representative	24.5%	24.5%	--	9.2%	5.6%	<b>36.0%</b>
Educational information provided by a representative from a prior recordkeeper	11.2%	14.5%	--	12.5%	8.4%	<b>53.3%</b>

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction with the following aspects of the Nevada Deferred Compensation Program as a whole.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
Information provided about choosing investment options	19.1%	<b>38.3%</b>	--	18.1%	5.9%	18.6%
Information provided about retirement planning	22.7%	<b>37.0%</b>	--	15.6%	6.1%	18.6%
Ease of enrollment	<b>50.3%</b>	27.8%	--	6.9%	3.3%	11.7%
Ease of changing contribution levels or amounts	<b>40.6%</b>	25.8%	--	9.9%	5.6%	18.1%
<b>Overall program expenses and fees – 2023</b>	26.8%	<b>35.7%</b>	--	15.3%	6.1%	16.1%
Overall program expenses and fees – 2022	19.1%	25.1%	<b>38.9%</b>	7.7%	4.3%	5.0%
Overall program expenses and fees – 2021	26.8%	22.1%	<b>34.9%</b>	7.4%	3.0%	5.9%
Overall program expenses and fees – 2020	23.6%	<b>24.4%</b>	20.4%	5.6%	3.4%	14.6%
Overall program expenses and fees – 2019	21.9%	22.4%	<b>28.3%</b>	7.9%	3.0%	16.5%
Overall program expenses and fees – 2018	<b>24.2%</b>	20.1%	22.5%	6.4%	3.0%	23.8%

# 2023 NDC Plan Participant Survey Results

Please indicate your level of satisfaction or dissatisfaction with the following aspects of the Nevada Deferred Compensation Program as a whole.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure – 2023)
<b>Overall satisfaction with the NDC Program - 2023</b>	32.1%	<b>40.6%</b>	--	13.3%	3.8%	10.2%
Overall satisfaction with the NDC Program - 2022	22.2%	29.7%	<b>30.1%</b>	9.1%	4.8%	4.1%
Overall satisfaction with the NDC Program - 2021	<b>34.1%</b>	23.9%	29.7%	4.7%	3.3%	4.2%
Overall satisfaction with the NDC Program - 2020	<b>31.6%</b>	24.4%	20.4%	5.6%	3.4%	14.6%
Overall satisfaction with the NDC Program - 2019	<b>33.5%</b>	26.3%	19.7%	4.9%	2.4%	13.3%
Overall satisfaction with the NDC Program - 2018	<b>30.7%</b>	24.2%	19.1%	4.5%	1.6%	19.9%

# Investment comments or suggestions

- Please make the list of investment options easy to read and all in one page like it used to be before.
- I would like NDC to consider investment options in gold or silver funds and possibly cryptocurrency.
- Keeping expenses low is important. But changing out investment options because one has lower fees but is providing less return is frustrating. I'd prefer to look at the total cost and return and not just who has lowest fees.
- Love the low fee index funds and the low expense options. Not a target fund fan myself but understand it is a good option for people that don't want to do a lot of research/use and adviser and are willing to pay a little higher in fees.
- Please add a money market fund into the Voya account for those of us who would like to keep cash.
- I would like to have more options for trading, Short- or Long-Term CDs, and the option to keep my investments when I leave the state.

# Service comments or suggestions

- I would like an option that automatically increases my contribution amount in alignment with state salary cost of living increases (i.e. if state salaries increase 5%, I would like my contribution to automatically increase by 5% without me having to do anything).
- Wish it was easier to move money between accounts/funds, as well as change my automatic payroll deduction.
- Only information I have received was the enrollment email and a quarterly statement from Voya, letting me know my account actually lost money. Voya provides very little outreach for participants.
- They should have better tracking of retirement. And have more classes for new hires and for older employees so we can actually know where we are.

# Service comments or suggestions

- Perhaps have a higher presence in the hiring paperwork for new employees or do something to get the info out better to new state employees earlier in their new career with the state. It seems that many don't know or take advantage of it early enough or enroll until several years in after talking to or hearing about the benefits from fellow employees. I don't know if there are any ways to incentivize a referral program or have a NDCP employee challenge between agencies to get people excited to enroll and contribute but that might be a fun way to get more people thinking about their future. Similar to the weight loss "biggest loser" challenges that some departments do. It's fun and team building. Could also do a mentor program where people in various agencies who nerd out about financial stuff get some training to guide and encourage other staff who they know just meet to talk about the benefits of enrollment and contributing.

# Local support comments or suggestions

- When growth expectations continually decline, I would like a representative to reach out to me sooner with growth alternative options.
- I would really like to be able to have face to face meetings with the local Voya reps. Last time I checked the only option was a zoom-type meeting.
- More in-person events where we can meet with Voya representatives about our individual accounts and investment options.
- Need to have quarterly, in person meetings with a representative from Voya. There are a lot of new employees that have no idea what this program is. Having these meetings also allows for employees to change their contributions as needed.
- Would like more regular interaction/phone conversations with my Voya representative to discuss my account, investment choices and options, etc.



# Additional comments or suggestions

- I wanted to thank the staff and their presentations for finally convincing me to get started with planning for my retirement (outside of the normal pension).
- I appreciate the job that the staff of NDC does in communicating to participants. The educational webinars provided are extremely helpful.
- I love the Deferred Word newsletter. The only critique I would give is to educate new employees because having a NDC account is important.
- Get the word out to more state employees about the amazing benefits of this fantastic program!
- Rob and Micah are great employees and provide the best customer service. Rob is an incomparable wealth of information and knowledge.
- We are very happy with Voya and the State NDC staff. Thank you for helping keep our investing options easy and lucrative.
- Southern Nevada NDC/Voya representative Eric Wyer has always been great to work with over the years.
- John and Connor are very responsive, available and helpful. I feel very secure with my Voya account.

A person wearing a dark cap and a dark shirt is seen from behind, paddling a bright yellow kayak on clear, turquoise water. The water is shallow, revealing large, smooth, light-colored rocks beneath the surface. The scene is bright and sunny, with ripples on the water's surface.

NV

# 2024 NDC Communication Plan

your  
retirement

# State of consumers going into 2024



**75%**  
of individuals  
want to spend  
less on  
nonessential  
items due to  
inflation



**75%**  
of individuals  
intend to save  
more for an  
emergency  
fund



**84%**  
of individuals  
feel that  
student loans  
impact saving  
for retirement

Voya Financial Consumer Insights & Research survey conducted Oct. 2-3, 2023, among 1,005 adults aged 18+ in the U.S., featuring 467 Americans working full-time or part-time.



# Industry / Plan trends going into 2024

- Access to on-demand education (videos, webinars, etc.)
- Account aggregation to set, track, and achieve personal financial goals
- Consolidating former employer retirement accounts into the current plan
- Cybersecurity awareness / online account registration
- Comparing pre-tax and Roth after-tax contributions for retirement savings
- Online transaction functionality (enroll, savings rates, etc.)
- Professional management / managed account solutions
- Retirement planning / financial education “gamification”
- Using social media to reach and educate employees

# Voya's 2024 Consumer Education Calendar

Voya's campaigns help meet individuals where they are by delivering compelling education to help improve their financial well-being.



# Q1 2024 Voya Content Hubs

## Articles

[VoyaRetireBetter.com](https://VoyaRetireBetter.com)

## Video

[VoyaLearnOnDemand.com](https://VoyaLearnOnDemand.com)

## Learning pods

[Voya Learning Pods](https://Voya Learning Pods)

## Live sessions

[VoyaLearnLive.com](https://VoyaLearnLive.com)

Jan

- [Financial wellness](#)
- [Beneficiaries](#)
- [Student loan debt](#)

- [Financial wellness](#)
- [Organizing finances](#)
- [Beneficiaries](#)

- [Steps to set and achieve other goals](#)

- [Financial Wellness](#)
- [5 things to do now](#)
- [5 things to do now \(Span.\)](#)

Feb

- [Saving for college](#)
- [Taxes](#)
- [Spending and saving](#)

- [Saving for college](#)
- [Spending and saving](#)

- [Starting out](#)
- [Steps to participate and save in your retirement plan](#)

- [Savers tax credit](#)
- [Spending and saving](#)
- [Spending and saving \(Span.\)](#)

Mar

- [Buying a house](#)
- [Having children](#)
- [Retirement planning under 40](#)

- [Starting out](#)
- [Retirement planning under 40](#)

- [Balancing](#)

- [Retirement planning under 40](#)
- [Retirement planning under 40 \(Span.\)](#)
- [Save for other financial goals](#)

# Q2 2024 Voya Content Hubs

## Articles

[VoyaRetireBetter.com](https://VoyaRetireBetter.com)

## Video

[VoyaLearnOnDemand.com](https://VoyaLearnOnDemand.com)

## Learning pods

[Voya Learning Pods](https://Voya Learning Pods)

## Live sessions

[VoyaLearnLive.com](https://VoyaLearnLive.com)

Apr

- Participant experience
- America Saves Week

- Savings
- Financial literacy
- Dashboard

- America Saves Week resource center

- [Spring cleaning for finances](#)
- [Create an emergency fund](#)
- [Create an emergency fund \(Span.\)](#)

May

- [Emergency savings](#)
- Credit card debt
- Retirement planning over 40

- [Build up an emergency savings](#)
- [Retirement planning over 40](#)

- [Establish an emergency fund](#)
- [Gaining momentum](#)

- [Prioritizing debt](#)
- [Retirement planning over 40](#)
- [Retirement planning over 40 \(Span.\)](#)

June

- Retirement savings

- [Plan for your retirement](#)

- [Steps to plan for retirement](#)

- [Prepare for retirement](#)
- [Mid-year check-in](#)
- [Mid-year check-in \(Span.\)](#)

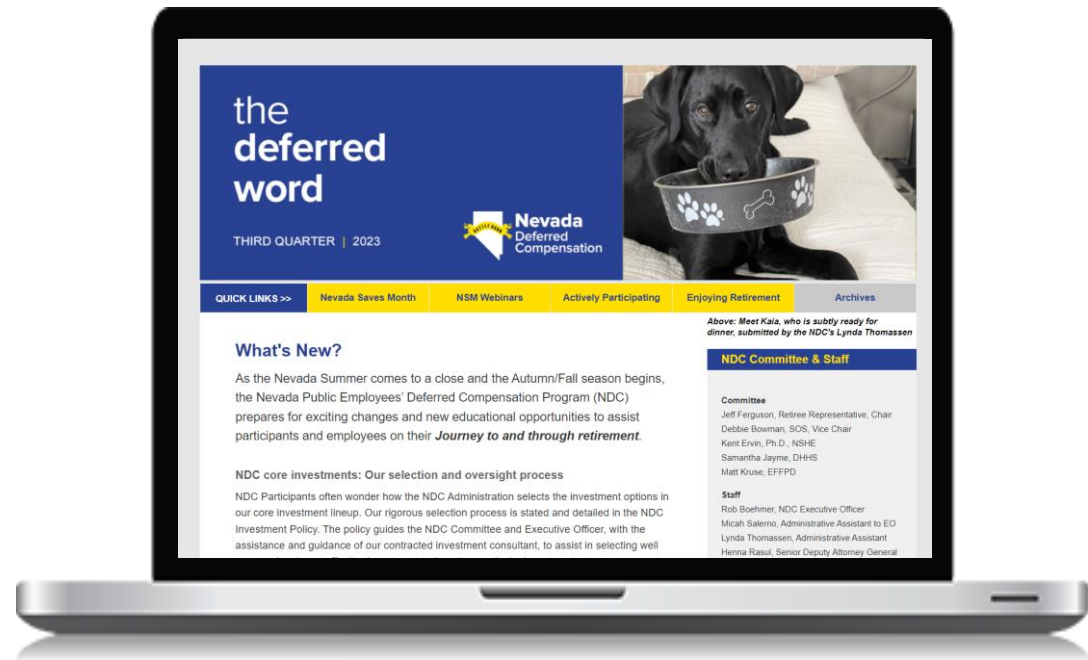
# The Deferred Word

Quarterly

## *The NDC's quarterly newsletter*

NDC news, updates, and timely financial education for participants and employees.

- New to the Plan
- Actively Participating
- Nearing Retirement
- Enjoying Retirement





# America Saves Week

April 8 – 12, 2024

## *Save for what matters most*

Encouraging individuals to check-in on their finances, set savings goals and commit to learning more to create better financial habits to help achieve those goals.

**VoyaASW.com**

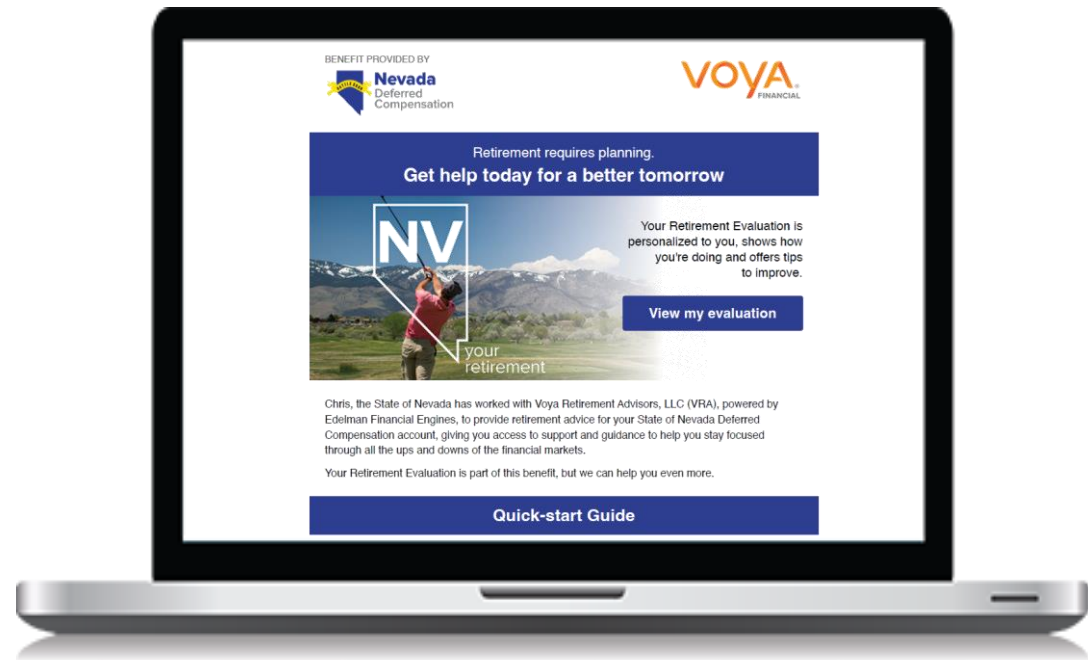


# Retirement Evaluation Campaign

Summer 2024

*Get help today for a better tomorrow*

The annual Retirement Evaluation is personalized to each NDC participant, shows how they're doing, and offers guidance and support through the ups and downs of the financial markets.



# Nevada Saves Month

October 2024

## *Guidance at All Life Stages*

No matter what life stage you are in, the NDC Program has the resources and experience to help you set and achieve your goals.

- Starting out
- Gaining momentum
- Balancing
- Nearing retirement
- In retirement



# 2024 NDC Communication Calendar

