

# NDC Annual Administrative and Strategic Plan

## 2025 Goals and Objectives/Strategic Priorities

<b><u>Goals &amp; Objective</u> <u>/Strategic Priority</u></b>	<b><u>WHY</u></b> Why does this exist & what is the purpose?	<b><u>HOW</u></b> How are we going to fulfill and measure throughout the year?	<b><u>WHAT</u></b> What are we going to do to achieve the Goal & Objective/Strategic Priority?
<b>Improving Employee Engagement, Participation, and Enrollment Rates</b>	To improve the Financial Wellness of Government employees and their families throughout the State of Nevada.	<ul style="list-style-type: none"> <li>• Participate in on-boarding interactions</li> <li>• Regular Employee engagement</li> <li>• Enact Communication &amp; Marketing Plan</li> <li>• Through planned seminars &amp; webinars, group meetings, one-on-one meetings, and participation in financial wellness See if agencies will allow us to present in their NE Orientations</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and market to government entities to join the NDC Program</li> <li>• Identify, measure, &amp; market agencies and divisions with low participation</li> <li>• Execute target marketing and communications to employees; quarterly campaign marketing</li> <li>• Group and one-on-one interactions</li> </ul>
<b>Employee/Participant Marketing, Communication, Education, On-Boarding</b>	To improve Financial Wellness/Readiness throughout employee's careers and into and through retirement.	<ul style="list-style-type: none"> <li>• Personalized &amp; targeted messaging and communications; reminder messaging</li> <li>• Use of predictive modeling to create multi-touch and automated employee engagement</li> <li>• Measure data analytics, conduct targeted focus groups, &amp; further Customer Service(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Develop, execute, and measure participant engagement with developed communication calendar</li> <li>• Targeted enrollment and communication campaigns, webinars, seminars, etc.</li> <li>• Promote developing a personal financial readiness plan; involve &amp; interact W/other benefit agencies to enhance employee benefits understanding</li> </ul>
<b>Plan Design, Administration, Governance, and Customer Service</b>	To maintain compliance to federal and state guidelines, support the governor and legislative initiatives, improve Financial Wellness and work to attain standard customer service levels.	<ul style="list-style-type: none"> <li>• Maintain compliance standards</li> <li>• Monitoring &amp; measuring workload, performance measures, Customer Service levels</li> <li>• Maintain and review governing documents &amp; Plan design features</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate plan compliance regularly;</li> <li>• Receive and monitor plan data</li> <li>• Annual fiduciary, OML, committee training</li> <li>• Conduct RFP's /contract management</li> <li>• Monitor, review, audit transactions submitted to and through CP/DHRM.</li> </ul>
<b>Investment Management</b>	Maintain and manage, open-architecture investment platform that drives and supports participant engagement and cost transparency.	<ul style="list-style-type: none"> <li>• Maintain Investment Policy Statement and review regularly</li> <li>• Receive and review quarterly investment/watch list report</li> </ul>	<ul style="list-style-type: none"> <li>• Review Invest. Consult. recommendations</li> <li>• Conduct fund searches as needed</li> <li>• Regularly monitor plan cost structure &amp; program generated revenue</li> </ul>
<b>Maintain or improve administrative, contractual, and budget management</b>	Provide a valuable yet well-managed Program for the benefit of government employees across the State of Nevada in an effort to improve financial wellness outcomes.	<ul style="list-style-type: none"> <li>• Maintain and manage the approved program budget</li> <li>• Proper contract management</li> <li>• Maintain customer service standards &amp; positive employee interactions</li> </ul>	<ul style="list-style-type: none"> <li>• Support proposed 2026/2027 Budget</li> <li>• Conduct regular contract evaluations</li> <li>• Consider Opt out/Auto-Enroll/Auto Escalate Legislative Initiative</li> <li>• Monitor internal controls &amp; policies</li> </ul>

# State of Nevada Public Employees Deferred Compensation Program (NDC) – 2025 Administrative and Strategic Plan Narrative

I am excited to present the State of Nevada NDC Program 2025 Administrative and Strategic Plan: *The Journey to Financial Wellness & Readiness Through Employee and Participant Engagement and Program Administration*.

In 2025 we will continue to give a strong emphasis to Customer Service utilizing employee and participant engagement through in-person and virtual means, continuing a hybrid approach which has proven to be successful, and through digital engagement, group seminars, one-on-one interactions, and use of predictive modeling to target lower participating generational, ethnic, and sexual orientation cohorts and employee groups. We will continue to work directly with DOA's Division of Human Resource Management (DHRM) and Central Payroll to assist them with getting service levels and transactions processed back up to standard service levels. We have proposed and developed an annual communications, marketing, and education Plan that is attached as an addendum to this Administrative/Strategic Plan. We have broken our Plan out by five major strategic pillars or priorities, and have initiated goals and objectives outlined on the opposite page that will be updated to meet Governor Lombardo's strategic priorities as appropriate. These goals and objectives will be presented to the NDC Committee, Administrative Staff, and our contracted partners during the annual Strategic Planning Meeting scheduled for January 18, 2025. This Plan utilizes the strategies and concepts developed by marketing and leadership professional, Simon Sinek, and centers around determining the WHY, HOW, and WHAT of what he labels as the "Golden Circle" of successful leadership and employee engagement and productivity. Each established goal and objective was developed with the following questions to be considered in developing what we hope to be a successful Administrative/Strategic Plan throughout the year:

1. **WHY** does this Priority exist and what is the purpose?
2. **HOW** will we fulfill and measure the goals and objectives throughout the year?
3. **WHAT** are we going to do throughout the year to achieve the goal/objective?

Multiple supplements or addendum plans have been developed and initiated to support the NDC Team in providing a financial wellness opportunity to all qualified employees in over 200 agencies and divisions we serve in the program. We hope that by working and following the Plan we can:

- Drive participation and enrollment rates
- Create a robust communication and education plan, and assist in improving transactional Customer Service levels back to standard levels
- Continue to develop the plan design and governance of the NDC Plan,
- Continue to maintain and develop a robust and valuable, but SIMPLE Investment platform
- Improve and continue to develop the administrative responsibilities to sustain Governor Lombardo's policy matrix in the upcoming years.

The following supplemental components will support the success of the 2025 Administrative and Strategic Plan:

- Marketing, Communication, and Education Engagement Plan and Calendar to increase Plan engagement and enrollment rates

- Use of personalized messaging, target messaging to low participating agencies and entities, and use of predictive modeling to create multi-touch automated journey to reach participants with targeted messaging.
- Participation in National Financial Wellness Campaigns (i.e.- America Save Week & National Financial Security Month/Nevada Saves Month (NFSW)), and Plan organized and sponsored campaigns
- **Short Term Goal/Objective:**
  - Coordinate efforts with the DOA's Director's Office, DHRM, & Central Payroll
    - Improving transactional processing to get service levels to participants back to a standard level
    - Monitor budgetary BDR during Leg. Session that amends Nevada Revised Statute (NRS) 287.330(3)(d) and Nevada Administrative Code (NAC) 287.710(2) to frequency of selection of recordkeepers "not less frequently than 10 years" versus five years. This will allow the Committee to have flexibility in issuing contract extensions to incumbent recordkeeper(s) to potentially drive better price and/or value to the Program participants and State of Nevada.
    - Monitor budget enhancement that allows NDC Committee, Executive Officer/Administrator, and one NDC Staff member to attend the National Association of Government Defined Contribution Administrators (NAGDCA) annual conference to receive necessary training and education, and travel enhancements to allow for appropriate levels of In-State Travel.
    - Continue to engage with the OPM Team on CORE.NV development and roll-out
    - Work on Work Programs for estimated In-State and Out-of-State Travel needs for the Committee and Administrative Staff in FY2025.
  - Consider contract extension or develop new RFP for Investment Consultant- Hyas Group
- **Medium Term Goal/Objective:**
  - Continue to discuss the potential of developing an Employer Match to Deferred Compensation as a potential component of wider employee compensation enhancements, employee recruitment & retention reform, and developing a more comprehensive benefits and compensation structure within the State.
  - Engaging with Bachera Washington and DHRM team to develop better Employee Benefit collaboration and education.
  - Launch and finalize Recordkeeper RFP with State Purchasing- second/third quarter timeframe; negotiate new contract and develop & execute transition plan if needed
- **Ongoing Strategic Priorities/Goals and Objectives for NDC Administration:**
  - Continue to evolve and manage Strategic Plan with Committee involvement
    - Continue to maintain and improve Customer Service and administrative component of day-to-day Administration
- **Alignment with Lombardo Administration Policy Matrix:**
  - 1.4.1 – Consolidating Workforce Training Programs
  - 1.4.2 – Facilitating Cross-Government Workforce Collaboration
  - 2.1.3 – Change Regulatory culture to partnership and collaboration with Industry
  - 5.1.1 – Support State Employees with commensurate salaries and benefits
  - 5.2.3 – Improve a culture or problem solving and responsiveness, in which employees are empowered to address identified problems
  - 5.3.1 – Facilitate knowledge sharing and problem solving across Departments
  - 5.3.2 – Consolidate similar services to create efficiencies
  - 5.3.3 – Leveraging existing contracts and relationships from other Departments



# 2025 Annual Strategic Planning Meeting

*Marketing & Communications*

# Agenda

- 2024 NDC Program Survey Results
- State of Consumers in 2025
- Voya's 2025 Consumer Education Calendar
- Review of NDC's 2025 "Tentpole" Communications
- Proposed 2025 NDC Communication Calendar



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# 2024 NDC Program Survey Results

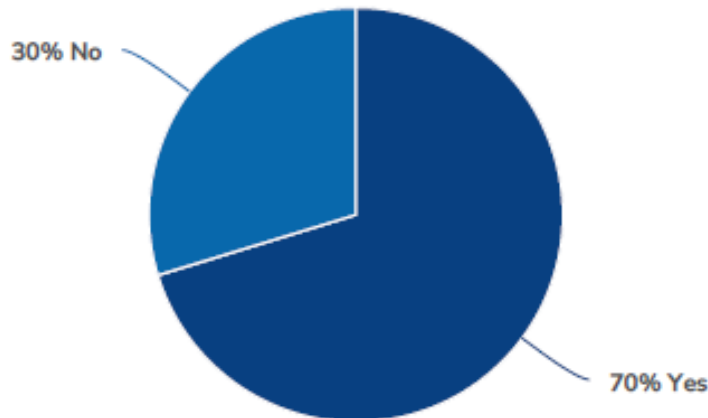
your  
retirement

# 2024 NDC Plan Participant Survey

- Conducted from November 13 – December 12, 2024
- First NDC survey to ask if respondents prefer NDC materials in a language besides English
- **67%** of respondents between ages 45 – 64; **26%** age 44 and younger; **7%** age 65 and older
- **70%** of respondents are enrolled in the NDC Program
- **94%** of enrollees are actively contributing to their NDC account
- **85%** of enrollees expect retirement income from Nevada PERS; **55%** from Social Security; **36%** from other retirement accounts
- **162** respondents asked to be contacted by a local Voya representative to learn more about NDC or discuss their retirement planning strategy
- More than **85%** of respondents are Very or Somewhat Satisfied with the NDC Program overall

# 2024 NDC Plan Participant Survey Results

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



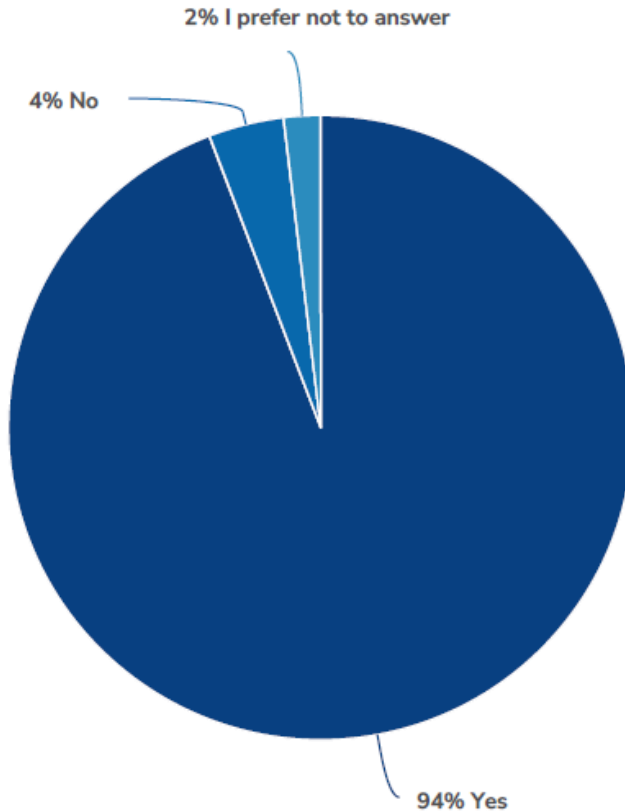
## **Total Responses**

- **2024 – 765**
- 2023 – 867
- 2022 – 1,293
- 2021 – 1,498
- 2020 – 1,068
- 2019 – 670
- 2018 – 1,233

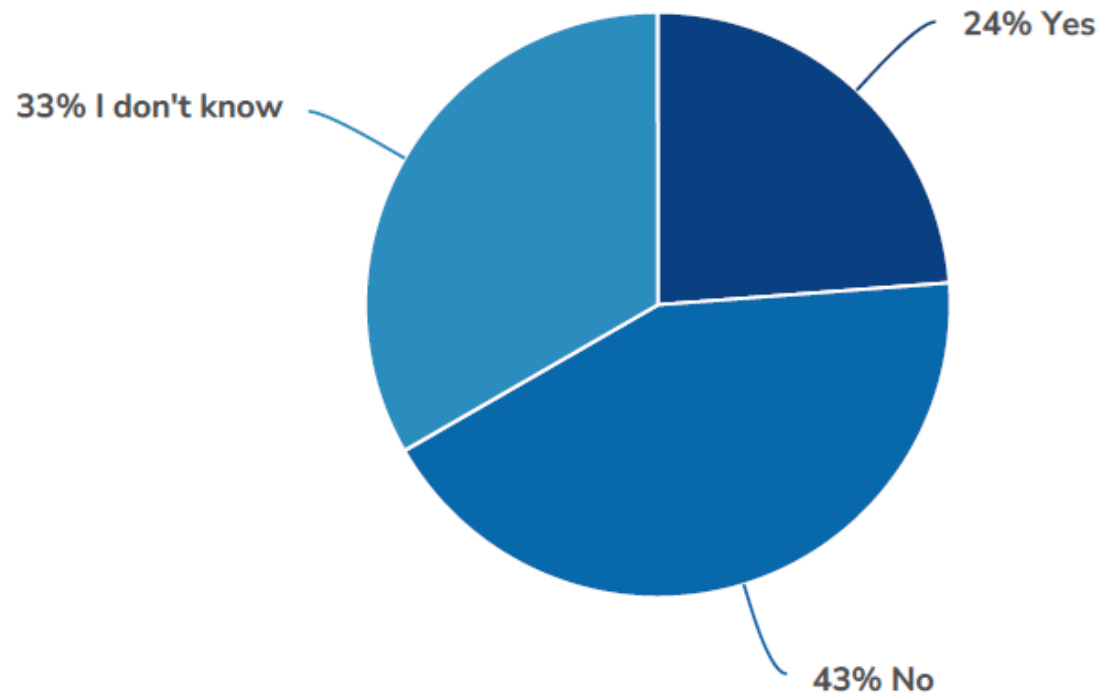


# 2024 NDC Plan Participant Survey Results

## Enrolled and current contributing?

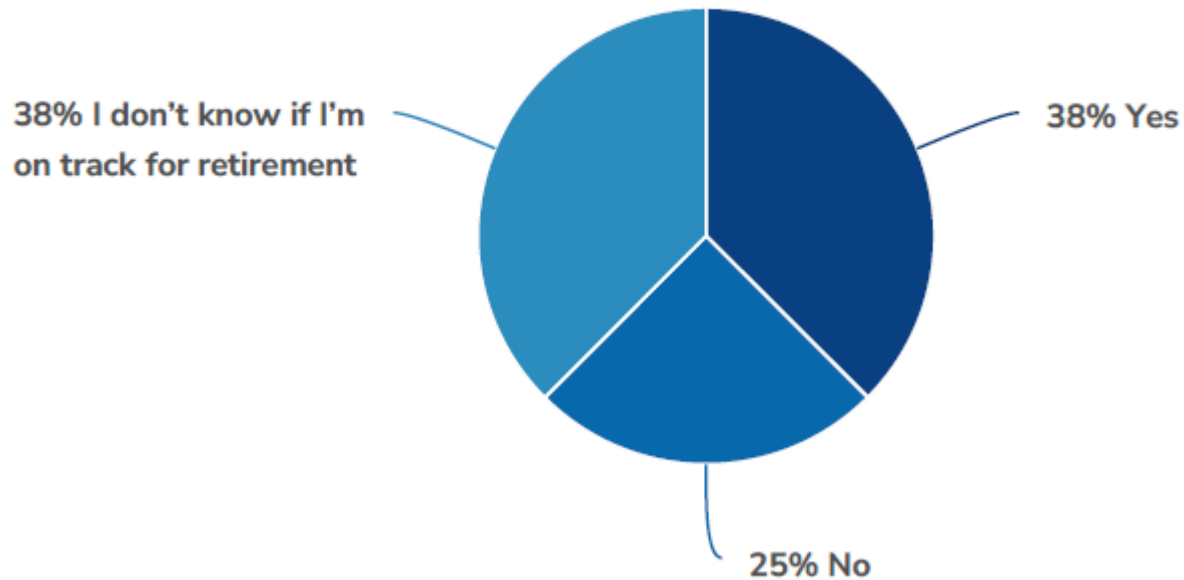


## Do you plan to resume making contributions?



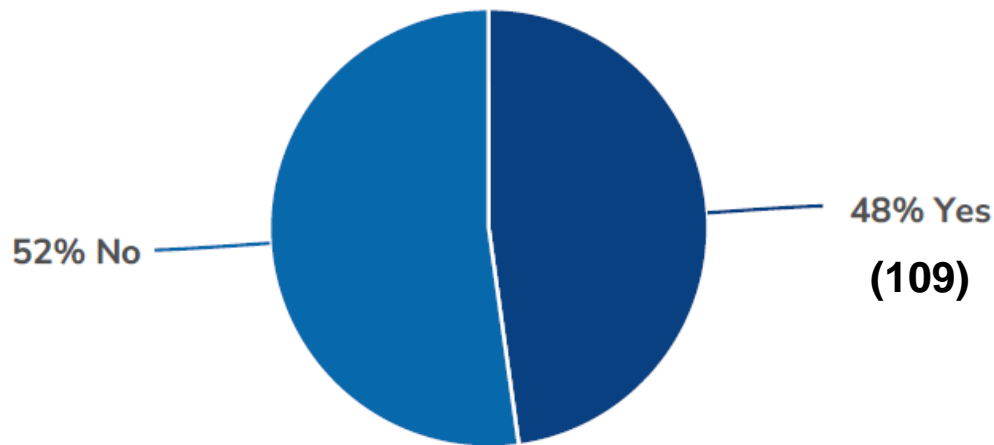
# 2024 NDC Plan Participant Survey Results

**Are you on track for retirement without saving to your NDC account?**

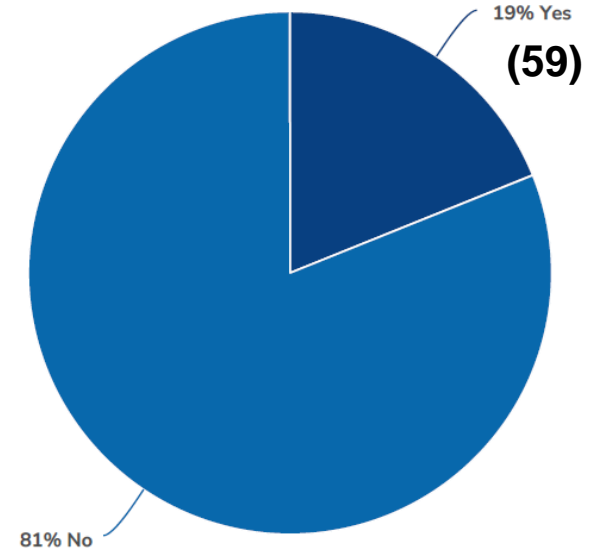


# 2024 NDC Plan Participant Survey Results

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

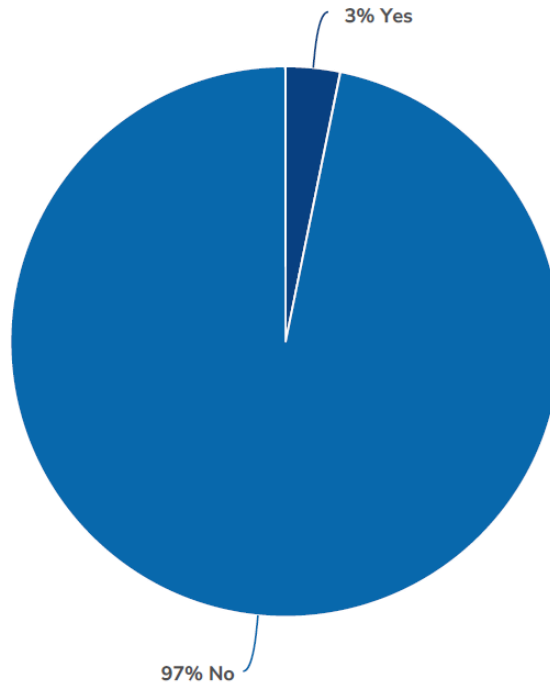


**Enrolled, would you like to review your retirement planning strategy?**



# 2024 NDC Plan Participant Survey Results

**Would you prefer to have access to NDC Program materials in a language besides English?**



## **Languages identified**

- Spanish
- Chinese
- Tagalog
- American Sign Language

# 2024 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, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure)
<b>Availability of local Voya representatives – 2024</b>	30.5%	22.3%	--	7.7%	2.9%	<b>36.6%</b>
Availability of local Voya representatives – 2023	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 – 2024</b>	31.0%	19.1%	--	4.6%	3.9%	<b>41.4%</b>
Interactions with representatives – 2023	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>

# 2024 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, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure)
<b>Telephone customer service when calling Voya – 2024</b>	15.3%	12.2%	--	3.4%	2.2%	<b>66.9%</b>
Telephone customer service when calling Voya – 2023	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>
<b>Ease of managing my account online – 2024</b>	25.8%	30.4%	--	10.7%	3.4%	<b>29.7%</b>
Ease of managing my account online – 2023	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>

# 2024 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, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure)
<b>Help with making investment selections – 2024</b>	20.0%	21.4%	--	10.7%	4.4%	<b>43.6%</b>
Help with making investment selections – 2023	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 – 2024</b>	<b>36.7%</b>	34.5%	--	8.3%	1.7%	18.7%
Email outreach and mailings – 2023	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%

# 2024 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, for your NDC account.	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A (Unable to Measure)
<b>Overall client service from Voya – 2024</b>	<b>33.9%</b>	30.7%	--	8.8%	2.9%	23.7%
Overall client service from Voya – 2023	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%



# 2024 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)
<b>Availability of NDC Administrative Staff – 2024*</b>	29.2%	18.2%	--	5.8%	2.4%	<b>44.3%</b>
Availability of NDC Administrative Staff – 2023	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 – 2018	19.1%	8.4%	15.8%	2.3%	1.0%	<b>53.4%</b>
<b>Accessibility of the NDC Office – 2024*</b>	20.7%	13.1%	--	5.8%	3.4%	<b>56.9%</b>
Accessibility of the NDC Office – 2023	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 – 2018	11.3%	5.4%	16.7%	1.9%	1.5%	<b>63.1%</b>

\* Questions were not asked in 2019.

# 2024 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)
<b>Interactions with NDC Administrative Staff – 2024*</b>	34.1%	15.6%	--	4.6%	1.9%	<b>43.8%</b>
Interactions with NDC Administrative Staff – 2023	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 – 2018	18.7%	6.4%	15.3%	1.4%	1.1%	<b>57.2%</b>
<b>Telephone service from NDC Administrative Office – 2024*</b>	20.7%	14.1%	--	3.4%	2.4%	<b>59.4%</b>
Telephone service from NDC Administrative Office – 2023	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 – 2018	17.2%	7.0%	14.7%	1.5%	0.9%	<b>58.8%</b>

\* Questions were not asked in 2019.

# 2024 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)
<b>NDC newsletter (The Deferred Word) – 2024*</b>	<b>41.5%</b>	35.1%	--	5.4%	1.0%	17.1%
NDC newsletter (The Deferred Word) – 2023	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) – 2018	25.3%	16.3%	19.3%	1.5%	.9%	<b>36.7%</b>
<b>Overall participant service from NDC Staff – 2024*</b>	33.9%	19.3%	--	6.6%	2.0%	<b>38.3%</b>
Overall participant service from NDC Staff – 2023	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 – 2018	21.8%	11.0%	16.6%	2.3%	1.4%	<b>46.8%</b>

\* Questions were not asked in 2019.

# 2024 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)
<b>Choice of investment options – 2024</b>	32.0%	<b>35.4%</b>	--	12.3%	1.2%	19.1%
Choice of investment options – 2023	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 – 2024</b>	34.5%	<b>38.5%</b>	--	8.9%	0.6%	17.5%
Investment option performance – 2023	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>

# 2024 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)
<b>Investment option expenses – 2024</b>	30.2%	<b>36.7%</b>	--	8.6%	2.2%	22.2%
Investment option expenses – 2023	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 – 2024</b>	<b>37.5%</b>	35.4%	--	6.2%	0.3%	20.6%
Safety of my assets – 2023	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>

# 2024 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)
<b>Overall satisfaction with investment options – 2024</b>	33.2%	<b>40.0%</b>	--	8.0%	1.5%	17.2%
Overall satisfaction with investment options – 2023	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>

# 2024 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	Somewhat Unimportant	Very Unimportant
Default option / Target Date Retirement Funds	<b>44.7%</b>	35.4%	9.6%	10.2%
Investment fund performance	<b>74.9%</b>	20.4%	1.5%	3.1%
Low expenses	<b>71.0%</b>	23.1%	3.7%	2.2%
Prior experience with a particular investment company	23.8%	<b>38.7%</b>	21.1%	16.4%
Reputation of the investment management company	<b>48.3%</b>	36.5%	7.1%	8.0%
Educational information provided by a friend, family member, or colleague	23.7%	<b>36.8%</b>	21.2%	18.4%
Advice from my independent financial advisor	<b>33.1%</b>	32.5%	14.7%	19.7%
Advice from our contracted Investment Advisory/Professional Management services contractor, Edelman Financial Engines, L.L.C.	29.0%	<b>30.5%</b>	17.8%	22.7%
Educational information provided by a local Voya representative	<b>40.4%</b>	36.0%	11.5%	12.1%
Educational information provided by a representative from a prior recordkeeper	23.4%	<b>29.7%</b>	23.1%	23.8%

\* N/A (Unable to Measure) was removed this year as an answer choice to this question.

# 2024 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)
Information provided about choosing investment options	28.4%	<b>39.1%</b>	--	14.4%	2.2%	15.9%
Information provided about retirement planning	30.9%	<b>38.8%</b>	--	12.8%	2.2%	15.3%
Ease of enrollment	<b>58.8%</b>	29.7%	--	3.8%	2.2%	5.6%
Ease of changing contribution levels or amounts	<b>49.5%</b>	29.3%	--	7.8%	3.7%	9.7%
<b>Overall program expenses and fees – 2024</b>	35.0%	<b>40.3%</b>	--	10.0%	3.4%	11.3%
Overall program expenses and fees – 2023	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%



# 2024 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)
<b>Overall satisfaction with the NDC Program - 2023</b>	42.5%	<b>43.1%</b>	--	5.6%	2.8%	5.9%
Overall satisfaction with the NDC Program - 2023	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

- Have a fee-free professional management option.
- It would be nice to have a brokage account option, so I can invest in whatever I want.
- Please increase by threefold the investment options in other funds that are specific to a type of asset class. Like Tech, or Durable Goods, or Consumer staples, etc.
- Make it easier to change your options to grow your investments.
- Please add more options for Small Caps and International funds. Consider adding Total Market Funds like VTSAX.
- It would be excellent for fellow NV State workers to really understand that they need to be investing, with every paycheck, even if it is a small amount. The Ah - ha principle to know is that as a contributing investor, you can be happy when the market value goes down, because you are now buying more shares at a discount. And this is how you get that doubling effect or exponential returns effect over time.

# Service comments or suggestions

- I want to be able to change my contribution amount online, rather than having to fill out and email a form.
- Website is not very user friendly. I am very computer savvy, so that is not the problem.
- The Voya planning materials do not factor in that NDC contributors are government employees subject to the windfall provision and not eligible for SS.
- I am inherently more conservative on the amount I feel safe "losing," and it's harder to commit to deferring more upon a raise/increase if I have to wait 3 months to do so.
- I set up the account when I got hired and have not done anything with it. I would like some information on how to access the accounts and help.
- I would also like for the pension to be accurately estimated when using the calculator on the website to estimate how much I need to supplement my pension. It is using a general number that is not specific to my potential take home pay.

# Service comments or suggestions

- I think it would be helpful to have better education on NDC in regard to what state staff can/should be contacted for vs. Voya representatives. I had always assumed until the recent presentations that Voya staff were the only ones to contact for personal assistance and that state staff were more for the internal admin of the program. I also think better clarification on NDC vs PERS would be incredibly helpful. I recognize they are separate and that NDC shouldn't have to educate us on PERS, but the informational seminars that were provided a few weeks ago were the first time I learned certain aspects of PERS that may have changed my payment choices (Employer-only vs. Employee/Employer) and how that could dovetail with deferred comp contribution strategies.
- I will never shut up about how wonderful you all are, this program is, and how important all of this is. I cannot say enough good things about you guys both as people and a program! You are always responsive and happy to come visit our office when requested. You explain everything to my staff very well, always excellent customer service. And I love that you guys hold our investments to very high standards and take this very seriously (I have worked at companies that did not). 1000/1000, highly recommend :)

# Local support comments or suggestions

- As supervisor I find that most of our employees just don't get started contributing just for the fact there is no one coming around from NDC or Voya helping explain benefits etc, and get people signed up.
- It is extremely hard to know which funds to choose. NDC has made it more confusing, so I have to rely on a financial advisor. It's a bit annoying and frustrating. I wish it would go back to showing recommendations on where to move my money without needing a financial advisor to do so.
- Stop pushing your investment counselors on people, let us choose to contact them once it becomes clear they are available.
- I don't feel that I am able to contact Voya during the week M-F 8-5 with department demands.
- Need more personal or in-person access to staff in the rural and frontier areas.
- I am very happy with the availability of representatives and how easy it was to purchase one year of service using my NDC contribution.
- My advisor is such an asset to your establishment . He is so professional and informative, personalizing a portfolio for your individual needs. He is absolutely amazing.

# Additional comments or suggestions

- Thankful to have this as a benefit - wish that new employees were automatically enrolled and had to opt out :)
- NDC should be designed like an IRA where you can start taking distributions at age 59.5 regardless of your employment status.
- It would be nice if participants could start withdrawing funds at age 62 instead of waiting until the person retires from state service.
- Inability to remove Social Security benefits from the retirement planning on the NDC page makes it very hard to get accurate numbers.
- It would be nice to have a brokerage account option, so I can invest in whatever I want.
- I appreciate the trainings that are offered to State employees regarding NDC; it is exceedingly helpful!
- My NDC account is outperforming my hired financial advisor's accounts.
- It would be nice if enrollment and contributions from payroll deductions could be done online. Excellent recent online training via Teams, looking forward to reviewing those recordings again soon. Keep up the great work. Still thinking of ways to capture employees earlier to enroll sooner like have them watch the videos at on-board and orientation. The newsletters are awesome, too btw!

A person is seen from behind, paddling a yellow kayak on clear, turquoise water. The water is shallow, revealing large, smooth rocks beneath the surface. The person is wearing a dark shirt and a cap. The overall scene is bright and scenic, suggesting a peaceful outdoor activity.

NV

# 2025 NDC Communication Plan

your  
retirement

# State of consumers going into 2025



75%

of workers report that their household's level of debt is a problem<sup>1</sup>



64%

of Americans believe the economy will have a severe or major impact on their ability to save for retirement<sup>2</sup>



60%

of Americans strongly or somewhat agree they need help understanding how to improve their overall financial wellness<sup>2</sup>

<sup>1</sup> EBRI 2024 Workplace Wellness Survey.

<sup>2</sup> Voya Financial Consumer Insights & Research survey conducted May 15–16, 2024, among 1,005 adults aged 18+ in the U.S., featuring 439 Americans with a retirement plan.




# 2025 Financial Wellness Calendar

## *Make 2025 your best financial year yet*

Help stay on top of important financial dates and milestones throughout the year.

- Set goals
- Get organized
- Create a plan
- Take the next best step



## 2025 Financial Wellness Calendar

Welcome to the 2025 Financial Wellness Calendar. This calendar is designed to help you stay on top of important financial dates and milestones throughout the year. Let's make 2025 your best financial year yet.

### January

Set your goals  
Financial Wellness Month

1. Kick off the year by taking your [financial wellness assessment](#) to understand your current financial situation. It's a great first step towards achieving your financial goals.
2. Create your financial goals and an action plan to get there.
3. Review your expenses and create a budget prioritizing your assessment results. We recommend the 50/30/20 rule. Check out our [budget calculator](#) to help get you started.
4. Do you have a retirement account at a previous employer? Consider rolling that over to your Voya retirement account for a simpler process of managing your accounts in one secure place. Call (866) 865-2660 or email us at [ACT@voya.com](mailto:ACT@voya.com) to discuss your options\*.
5. Add or review your beneficiaries for your [retirement account](#) and [Health Savings Accounts \(HSA\)](#).

### February

Organize your tax documents  
Consider working with a financial professional

1. Gather all your tax documents to prepare for filing your taxes to avoid last-minute stress. Visit [irs.gov](#) to learn more about what you need to prepare.
2. Start filing on your own or work with a tax accountant for assistance.
3. Leveraging the knowledge and experience of a financial professional could be a great way for you to feel more confident about your finances, help keep you on track and help you reach your goals. Follow our [guide](#) on how to choose a financial professional.

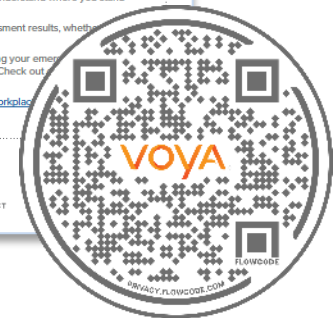
**Tip:** Consider filing your tax documents electronically to speed up the process.

### March

Plan for tax refund & set up your emergency fund  
Evaluate IRA, Roth and workplace retirement plans for tax planning

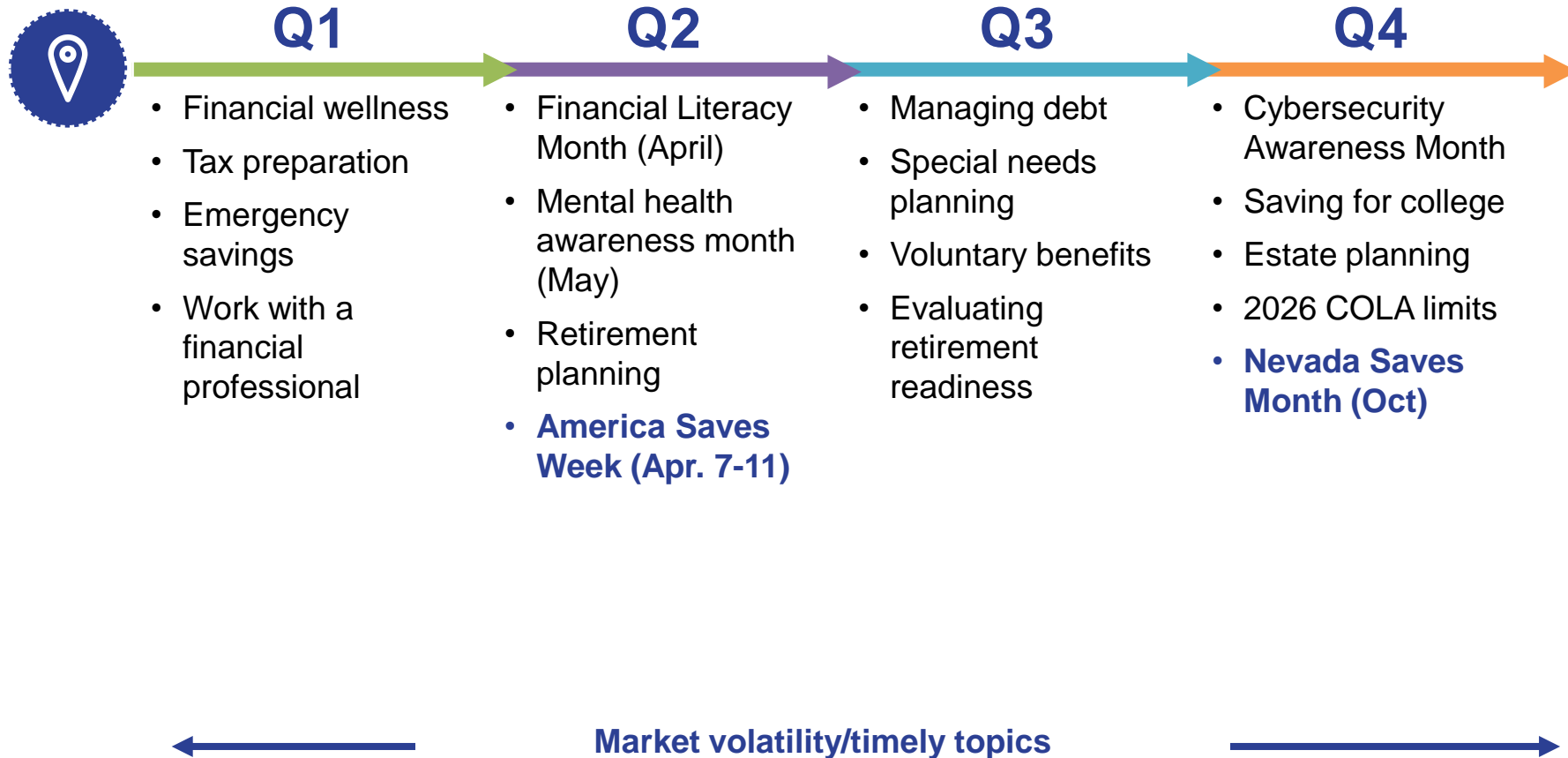
1. Review your financial wellness assessment results to understand where you stand financially.
2. Make a plan for your tax refunds based on your assessment results, whether that's paying down debt or boosting your savings.
3. If you received a refund, it's a good time to start funding your emergency fund. Remember, even starting small can add up over time. Check out [our guide](#) on how you get started.
4. Take a moment to evaluate whether an [IRA, Roth or workplace retirement plan](#) is right for your tax planning needs.

PLAN  
INVEST  
PROTECT



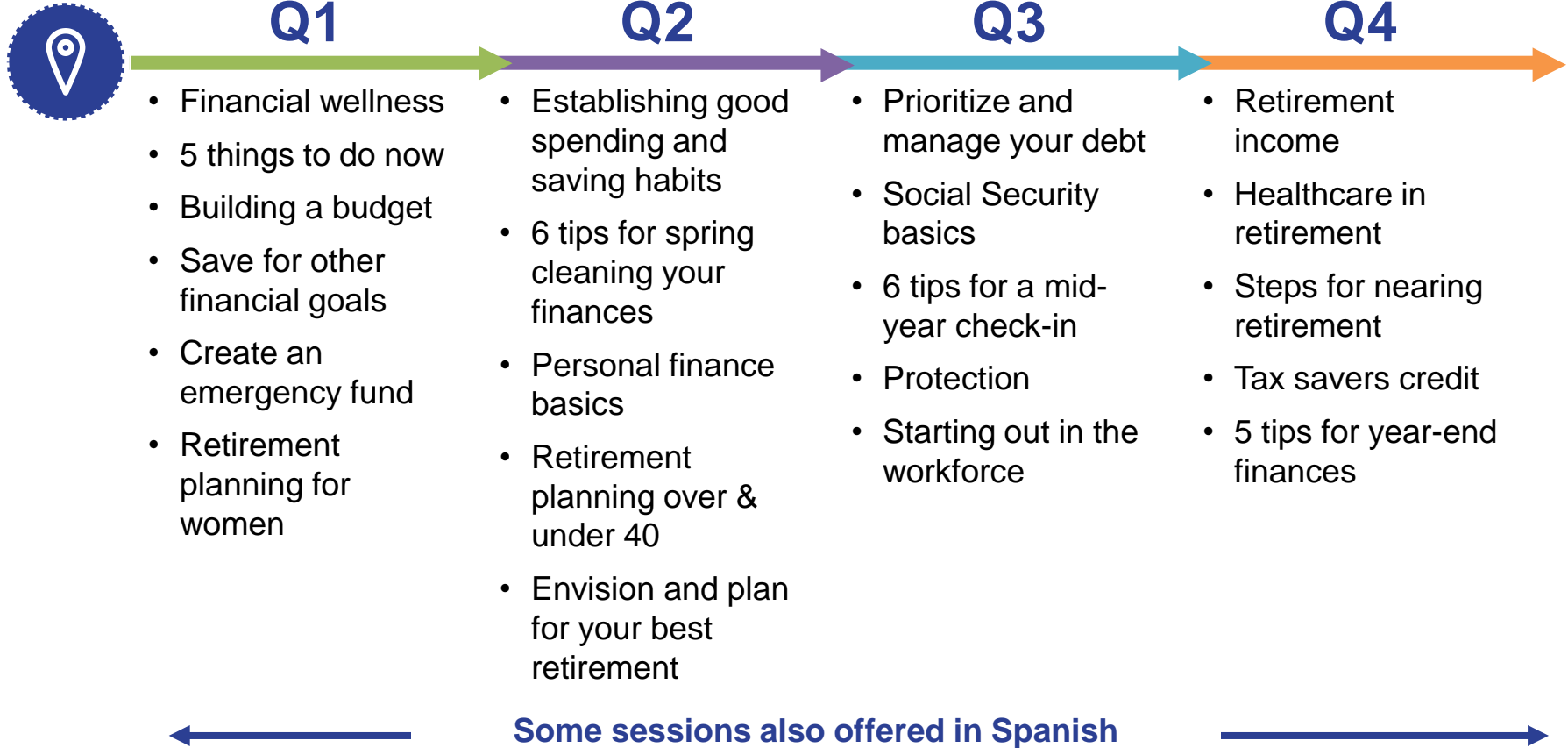
# Voya's 2025 Consumer Education Calendar

Key topics will be featured in our educational resources each quarter, aligning with the Financial Wellness calendar.



# Voya Learn<sup>®</sup> Live Sessions

Anyone can sign up for a live session to help gain an understanding of basic financial topics including personal finance, retirement and protection.



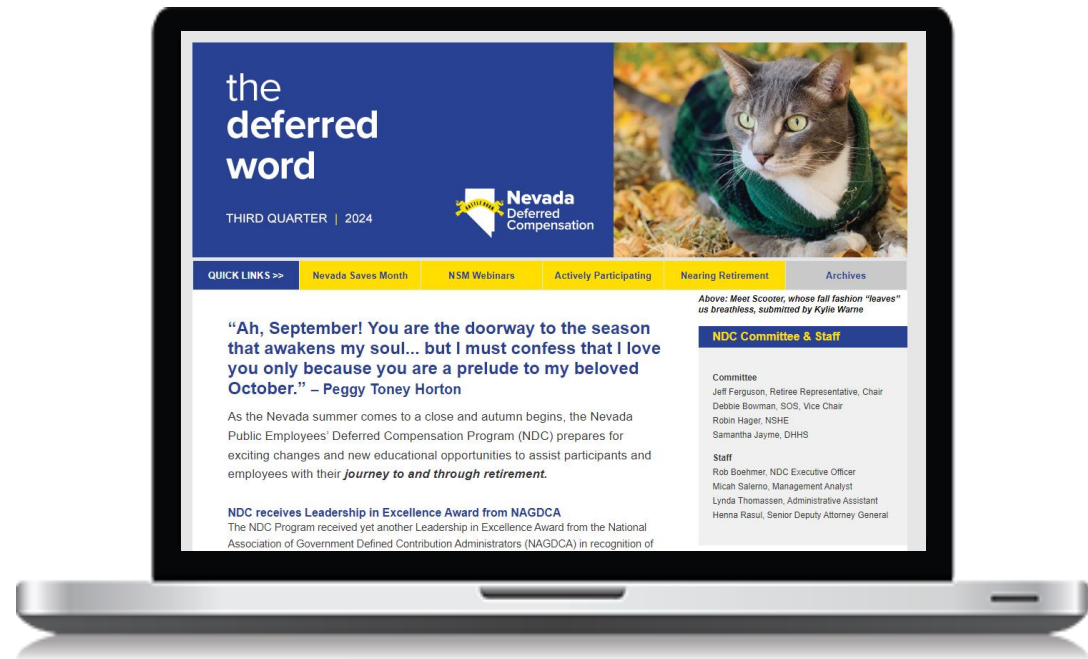
# The Deferred Word

Quarterly

## *The NDC's quarterly newsletter*

News, updates, and timely financial education for participants and employees.

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



# America Saves Week

April 7 – 11, 2025

## *Saving for your past, present, and future*

Encouraging individuals to commit to saving, take control of their finances, and become more financially stable.

**VoyaASW.com**

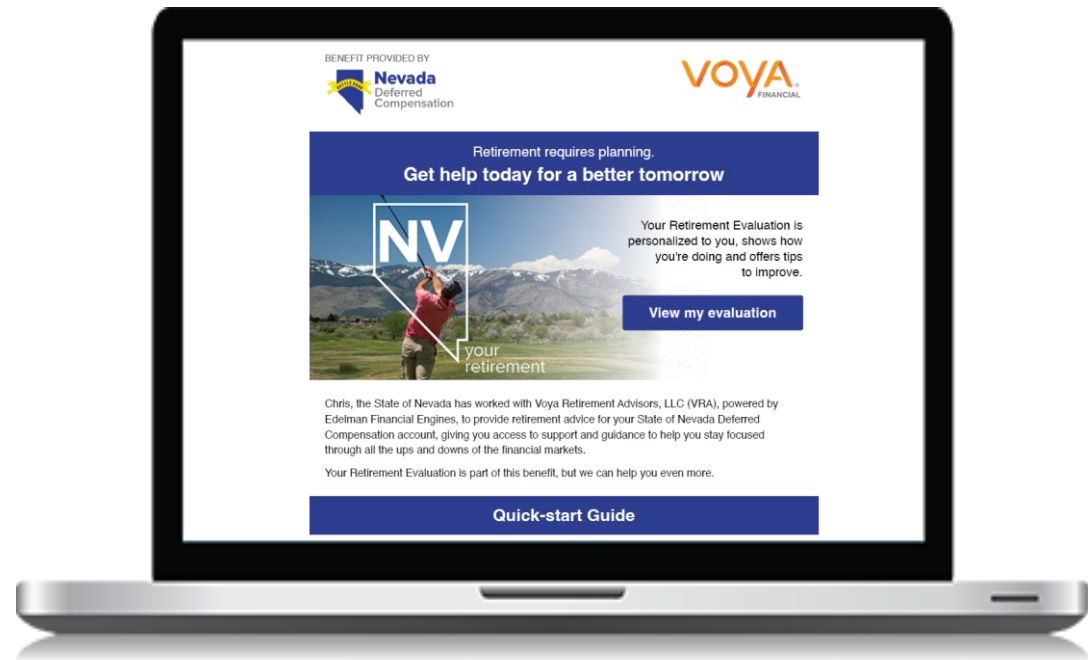


# Retirement Evaluation Campaign

Summer 2025

*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 2025

## *Guidance for life*

The NDC Program has the resources and experience to help participants and employees set and achieve their goals.

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



# Other 2025 Communication Focuses

- Fee reduction / Fixed account rate announcement
- Expanding outreach to newly enrolled participants
- Online account registration (S.A.F.E. Guarantee)
- Online transaction functionality (enroll, manage investments, etc.)
- “Super catch-up” for participants aged 60-63
- myOrangeMoney engagement (input outside savings, NVPERS pension, toggle Social Security on/off, etc.)
- Focused promotion of free Online Advice tool and no-cost access to Voya Retirement Advisors for managing investments
- Access to NDC’s team of Voya representatives in Carson City and by appointment



# 2025 NDC Communication Calendar

