

2016 401(k) Participant Survey Results

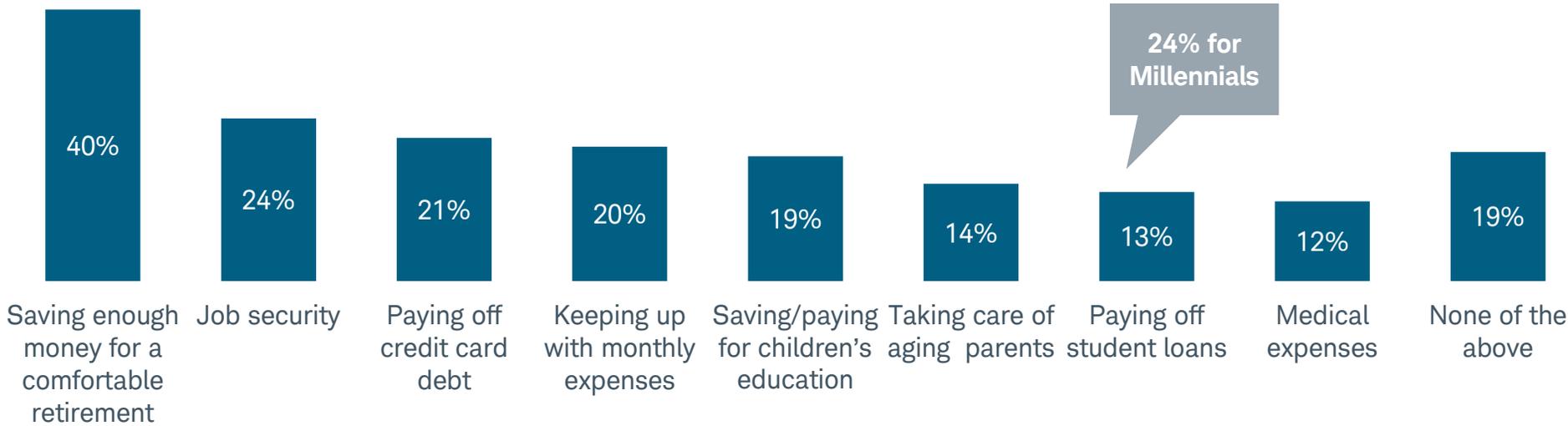
August 2016

charles
SCHWAB

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Saving enough for a comfortable retirement is by far the top source of financial stress for participants

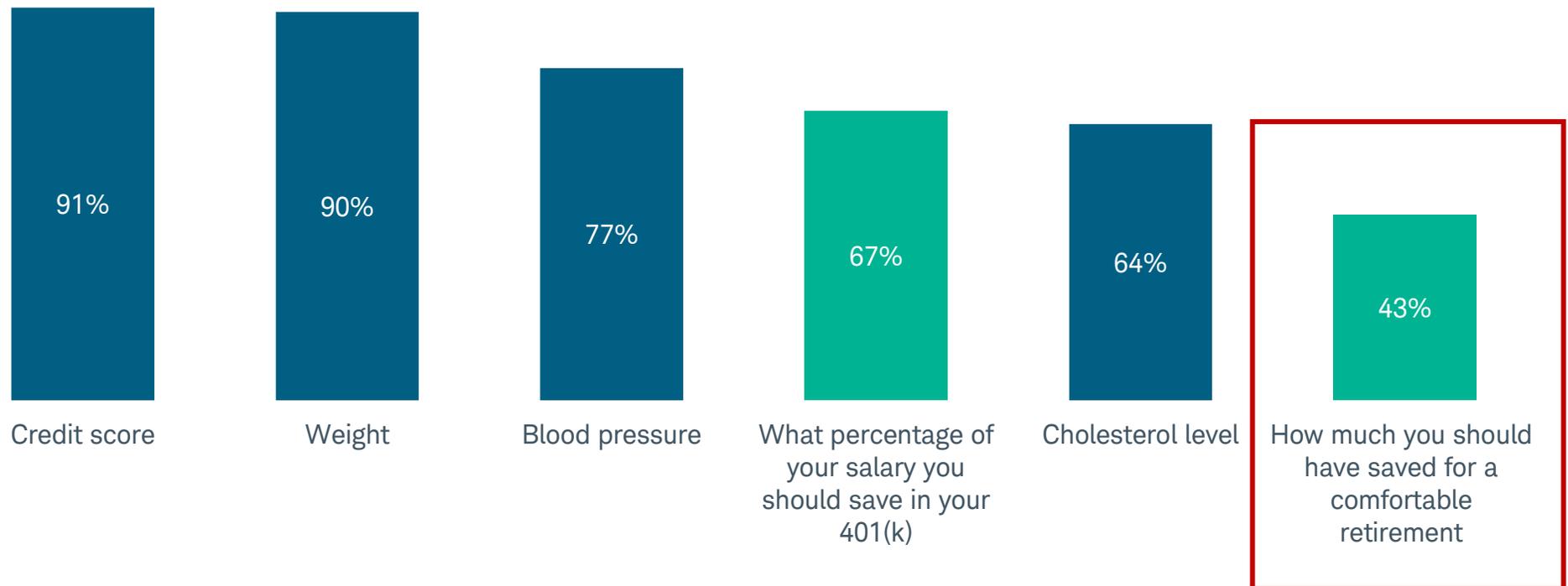
Significant sources of financial stress Total



Q. Which of the following would you say are a significant source of stress in your life today, if any? (Base: Total 401(k) Participants = 1,000)

Fewer than half of participants know how much they should have saved for a comfortable retirement

Know “target” or ideal numbers
Total

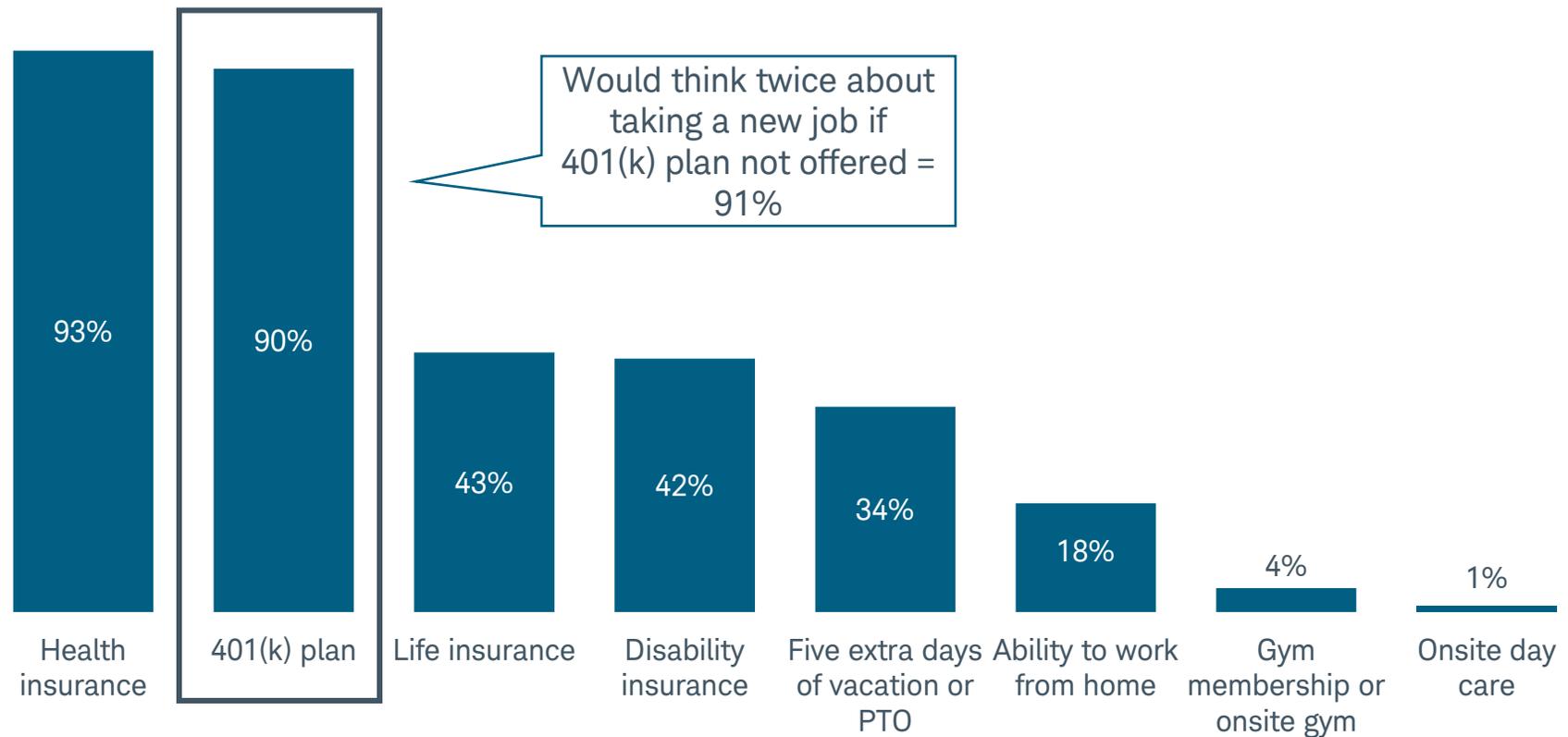


Q. Do you know what your “target” or ideal number should be for each of the following items? (Base: Total 401(k) Participants = 1,000)

401(k) plans are a 'must-have' benefit for job-seekers

Without it, nine in ten would think twice about taking a job

Benefit/work option *must-have* if looking for a new job
Total



Q. If you were looking for a new job, which benefits or work options would you see as "must-haves," "nice-to-haves" and which don't you care about? (Base: Total 401(k) Participants = 1,000)

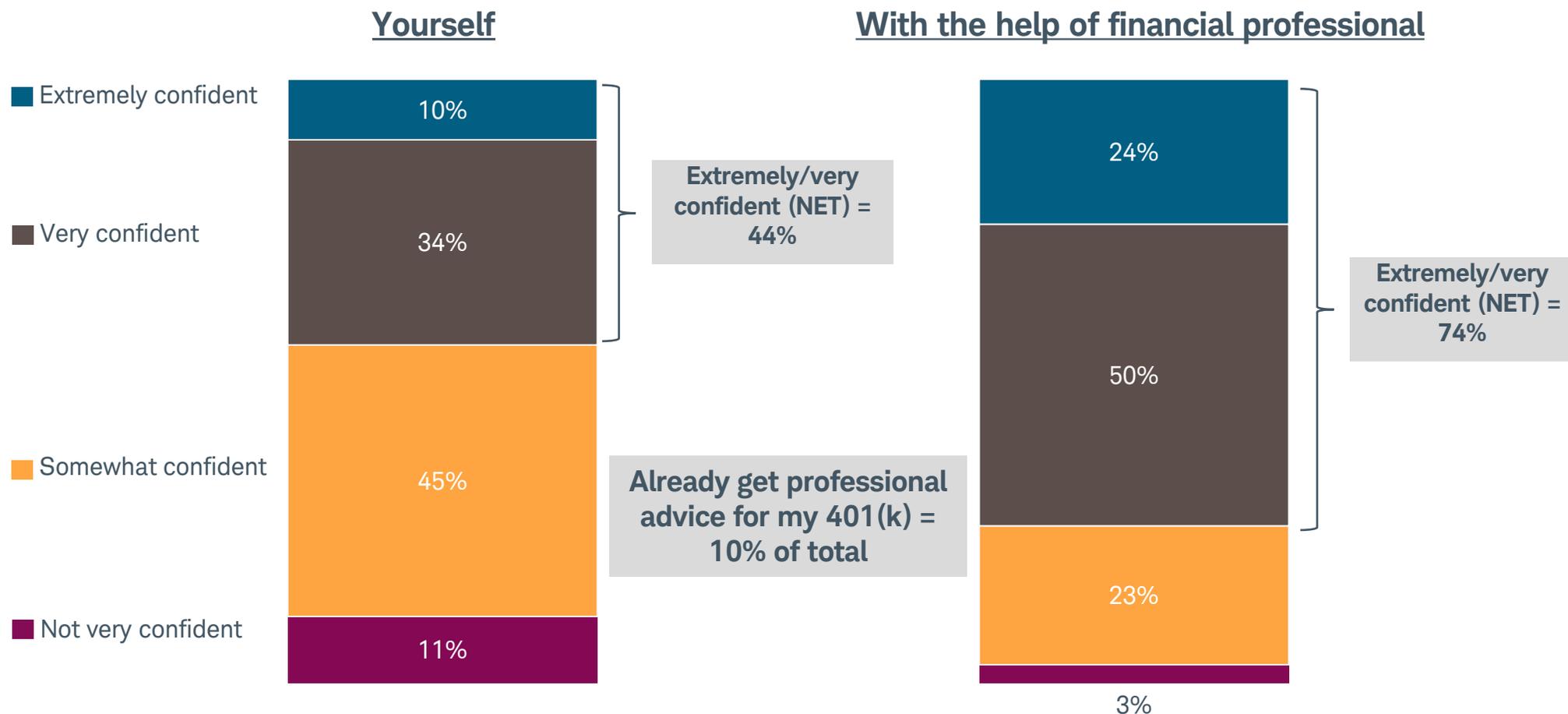
Q. For each of the statements below, please indicate whether you agree or disagree. (Base: Total 401(k) Participants = 1,000)

Fewer than half are confident making 401(k) decisions on their own

Having professional help greatly improves confidence

Confidence in ability to make the right 401(k) investment decisions

Total

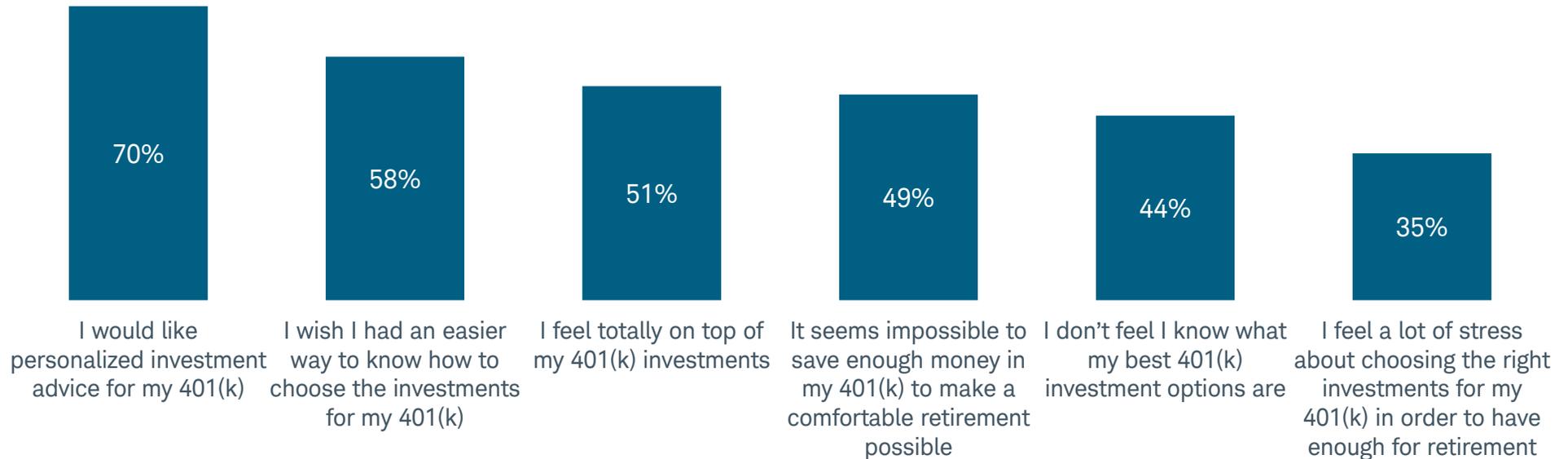


Q. How confident are you in your ability to make the right 401(k) investment decisions for yourself? (Base: Total 401(k) Participants = 1,000)

Q. How confident would you be in your ability to make the right investment decisions in your 401(k) if you had the help of a financial professional? (Base: Total 401(k) Participants = 1,000)

Participants are looking for help with their 401(k) plans

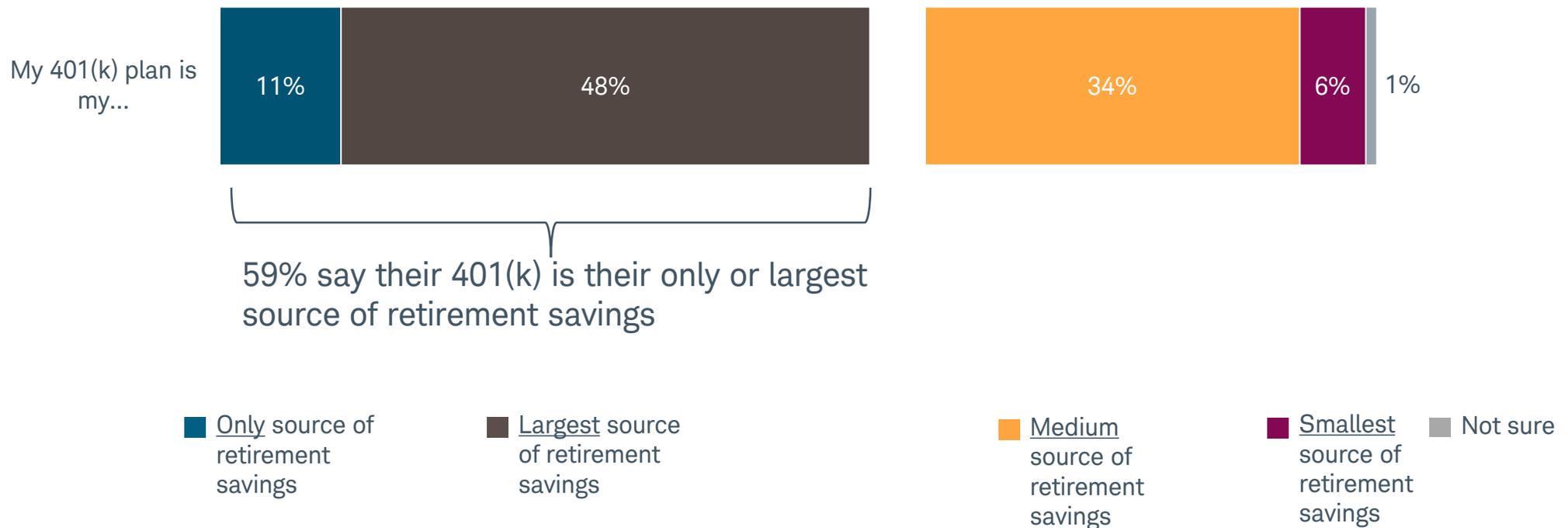
Agreement with statements Total



Q. For each of the statements below, please indicate whether you agree or disagree. (Base: Total 401(k) Participants = 1,000)

401(k) plans are the largest source of savings for most participants

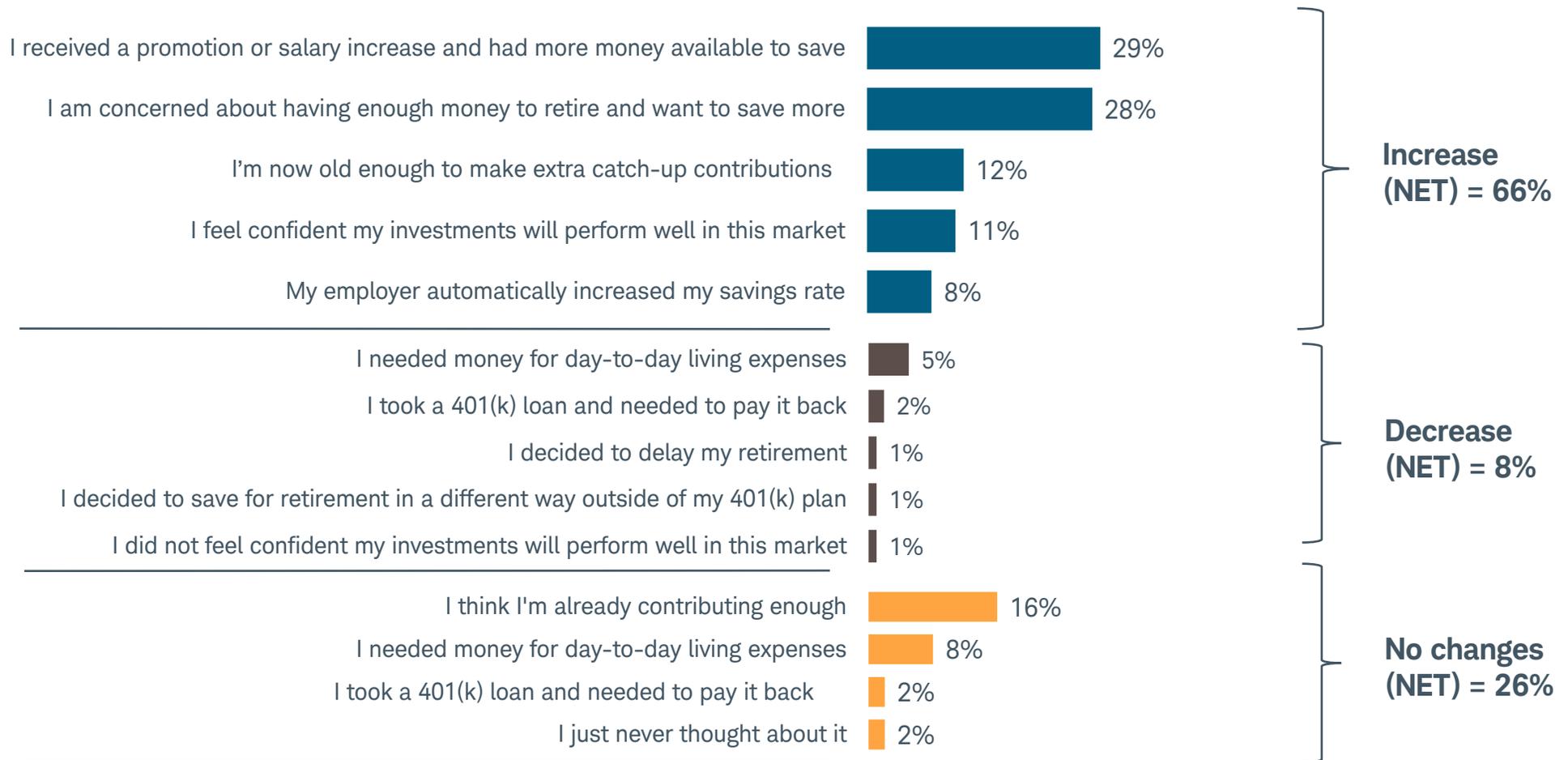
401(k) as part of retirement savings Total



Q. How would you complete this sentence? My 401(k) plan is... (Base: Total 401(k) Participants = 1,000)

One-third have decreased or made no changes to 401(k) contributions in past two years

Change in 401(k) contribution Total

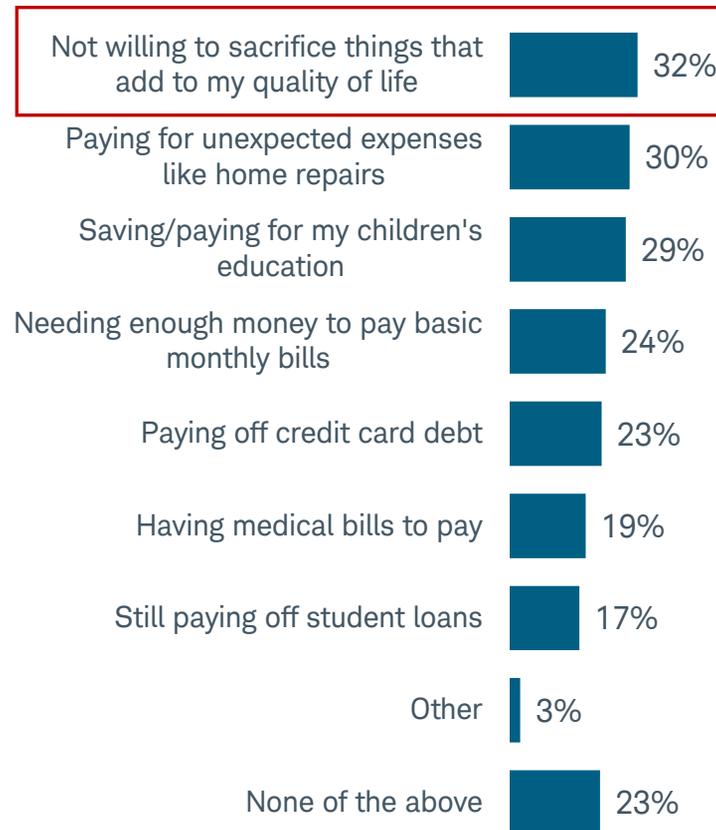


Q. Which of the following describes what you have done in your 401(k) plan in the past two years? (Base: Total 401(k) Participants = 1,000)

Quality of life spending is the main obstacle to saving for retirement

Obstacles faced when trying to save for retirement

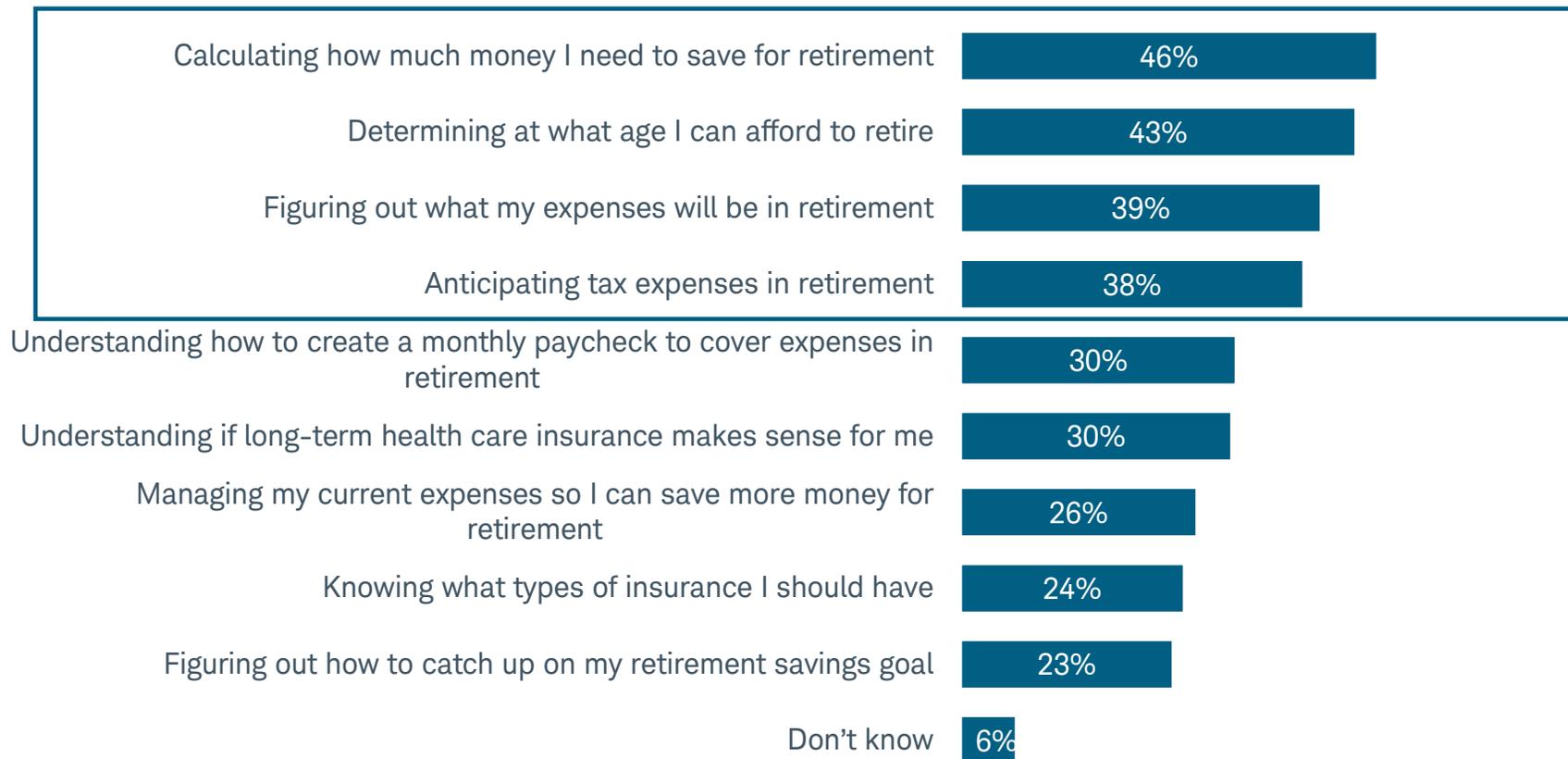
Total



Q. Thinking about your own efforts to save for a comfortable retirement, which of the following are obstacles you face, if any? (Base: Total 401(k) Participants = 1,000)

Participants want help setting specific benchmarks for their retirement

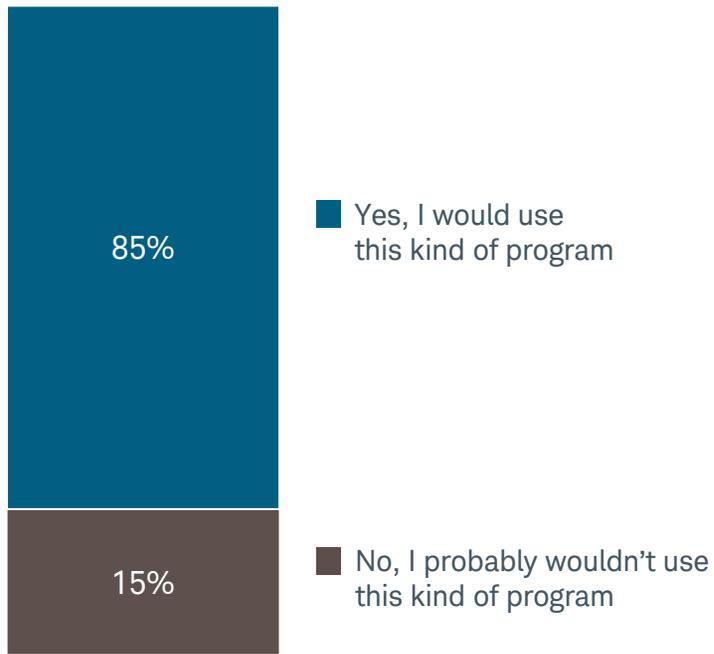
Desired help with retirement planning Total



Q. If you could get help with retirement planning, what would you like help with? (Base: Total 401(k) Participants = 1,000)

Eighty-five percent say they would use a financial wellness program if it were offered by their employer

Interest in using a financial wellness program
Total



Q. If your employer offered a financial wellness program that provided you with education, tools and resources to help you with your overall financial health, would you be interested in participating in such a program? (Base: Total 401(k) Participants = 1,000)

Many participants spend time at work managing their personal finances

Percentage who spent time at work on financial tasks

Total

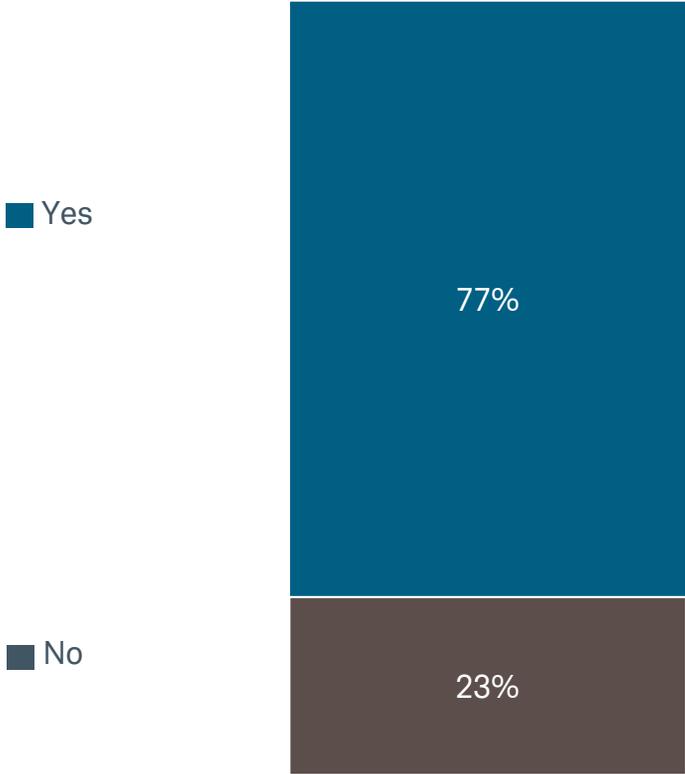
| | <u>Spend time at work</u> (NET) |
|--|------------------------------------|
| Checking my banking balances/paying bills | 67% |
| Taking care of personal financial issues | 62% |
| Managing my 401(k) retirement accounts | 56% |
| Shopping online for personal items | 56% |
| Managing my non-401(k) retirement accounts | 41% |

Q. In the course of a typical week, do you spend time at work doing the following? (Base: Total 401(k) Participants = 1,000)

Almost four in five consider Americans' ability to save for retirement to be a major public policy issue

Attitudes toward Americans' ability to save enough for a comfortable retirement
Total

A major public policy issue?

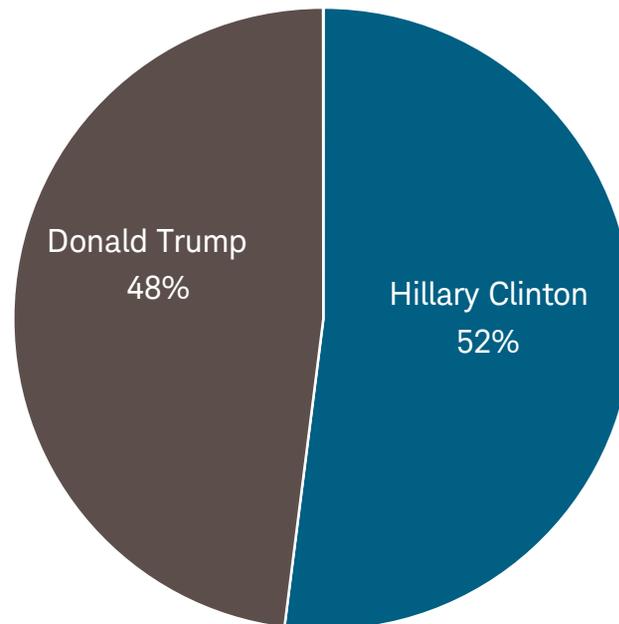


Q. With all the issues our country faces, is Americans' ability to save enough money for a comfortable retirement a major public policy issue or not?
(Base: Total 401(k) Participants = 1,000)

Participants are pretty evenly split on which presidential candidate will be better for their economic security

Hillary Clinton has slight edge

Best candidate for economic security
Total



Q. Which presidential candidate, if elected, do you think will be better for your economic security? (Base: Total 401(k) Participants = 1,000)

Presidential Candidates: Focus On Gender & Generations

| | Gender | |
|---|--------|--------|
| | Male | Female |
| Presidential Candidate Expected to be Better for Economic Security | | |
| Hillary Clinton | 45% | 61% |
| Donald Trump | 55% | 39% |

| | Age | | |
|---|-------------|----------|---------|
| | Millennials | Gen Xers | Boomers |
| Presidential Candidate Expected to be Better for Economic Security | | | |
| Hillary Clinton | 60% | 49% | 45% |
| Donald Trump | 40% | 51% | 55% |

Survey Scope and Method

| What | <ul style="list-style-type: none">• This survey of 401(k) participants is an online study conducted for Schwab Retirement Plan Services, Inc. by Koski Research• Koski Research is neither affiliated with, nor employed by, Schwab Retirement Plan Services• The sampling error is +/- 3 percentage points at the 95% confidence level |
|-------------|---|
| When | <ul style="list-style-type: none">• The survey was conducted online from June 2nd through June 8th, 2016• The survey took participants 12 minutes to complete on average |
| Who | <ul style="list-style-type: none">• 1,000 401(k) participants who meet the following criteria:<ul style="list-style-type: none">• Ages 25-70• Work for companies with 25+ employees that have 401(k) plans• Currently contribute to their 401(k) plans |

Disclosures

Schwab Retirement Plan Services, Inc. provides recordkeeping and related services with respect to retirement plans.

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