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SCHWAB

# 401(k) Participant Survey

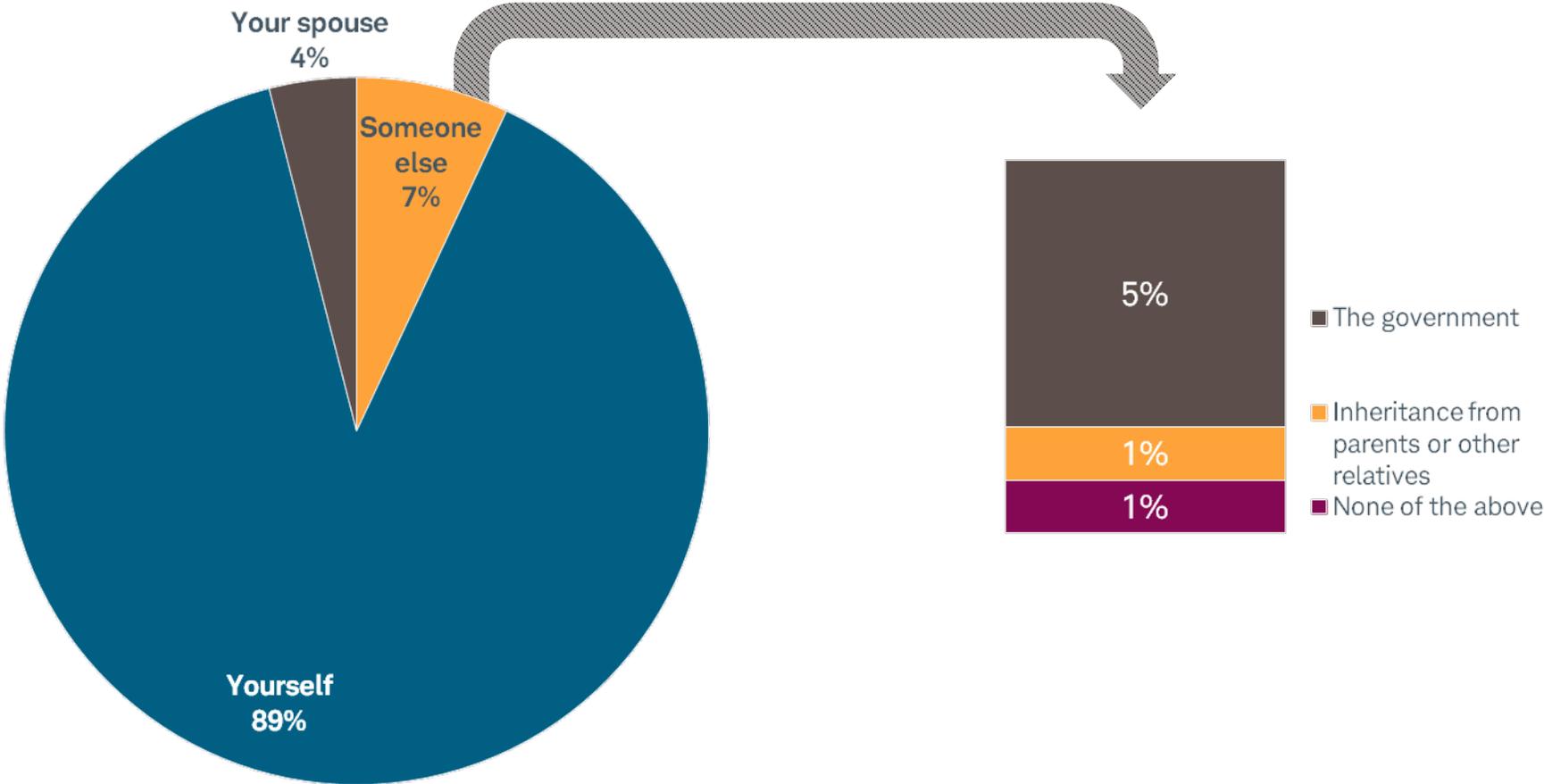
August 2013

# Most participants say they are relying on themselves or their spouses for retirement money

Few say they are relying on the government most for retirement money

## Who participants will rely on most for money needed in retirement

Total

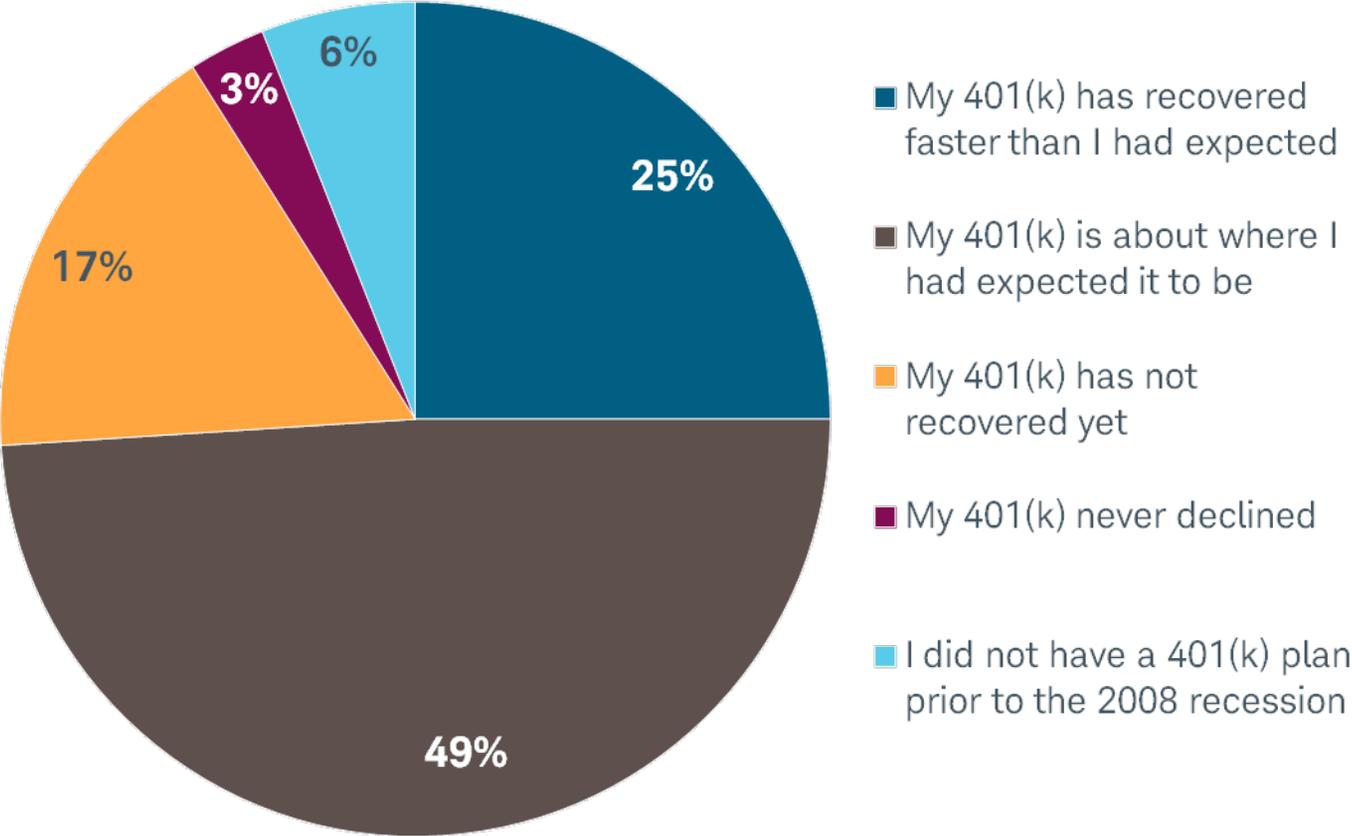


Q As you consider retirement, who will you rely on most for providing the money you will need for retirement or when you cut back on your working hours? (Base: Total = 1004)

# Most participants say that their 401(k)s have recovered since 2008

## 401(k) recovery since 2008

Total



Q. Think back to your 401(k) account balance prior to the 2008 financial crisis versus your 401(k) balance today. How well has your 401(k) balance recovered? (Base: Total = 1004)

# Although many 401(k)s are in better shape than ever, participants have a thirst for advice and guidance

Saving for retirement is a daunting task for many

## Agreement with statements

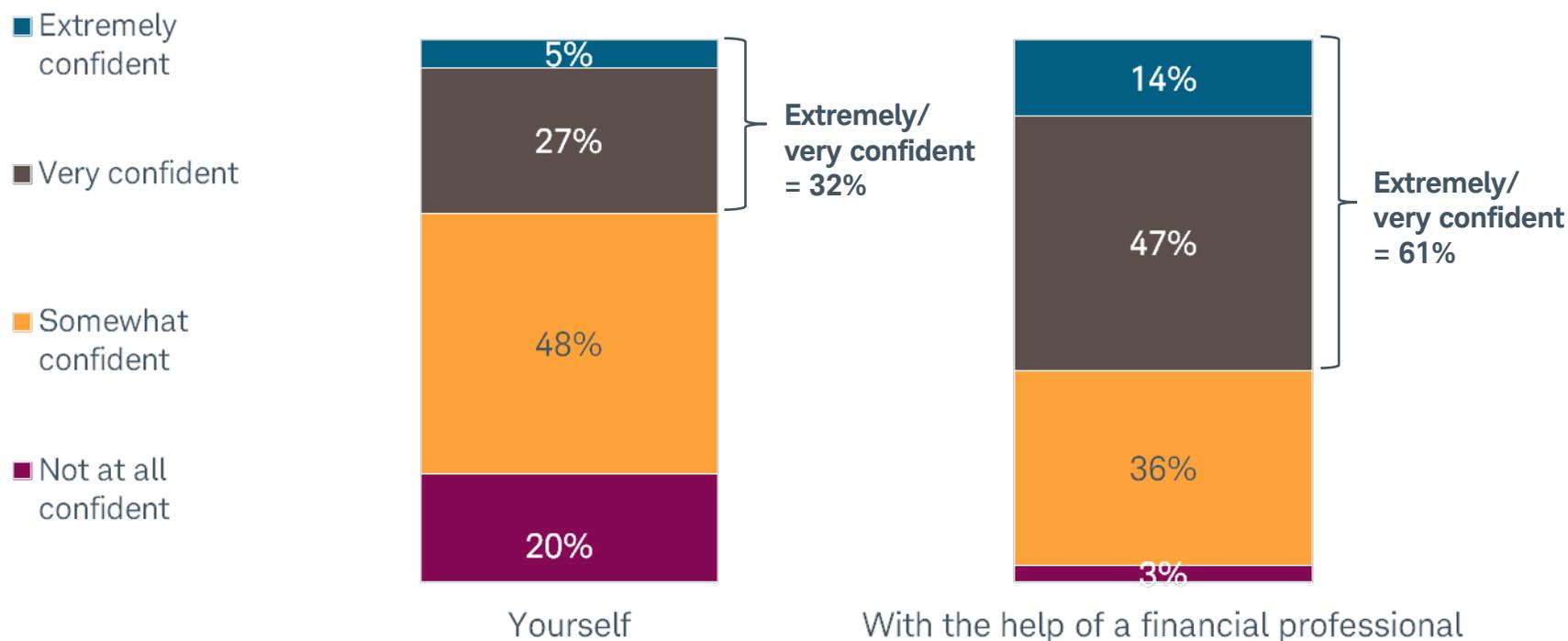


Q. For each of the statements please indicate whether you agree or disagree. (Base: Total = 1004)

# Participants are much more likely to be confident in their 401(k) investment decisions with professional help vs. relying on themselves

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

Total



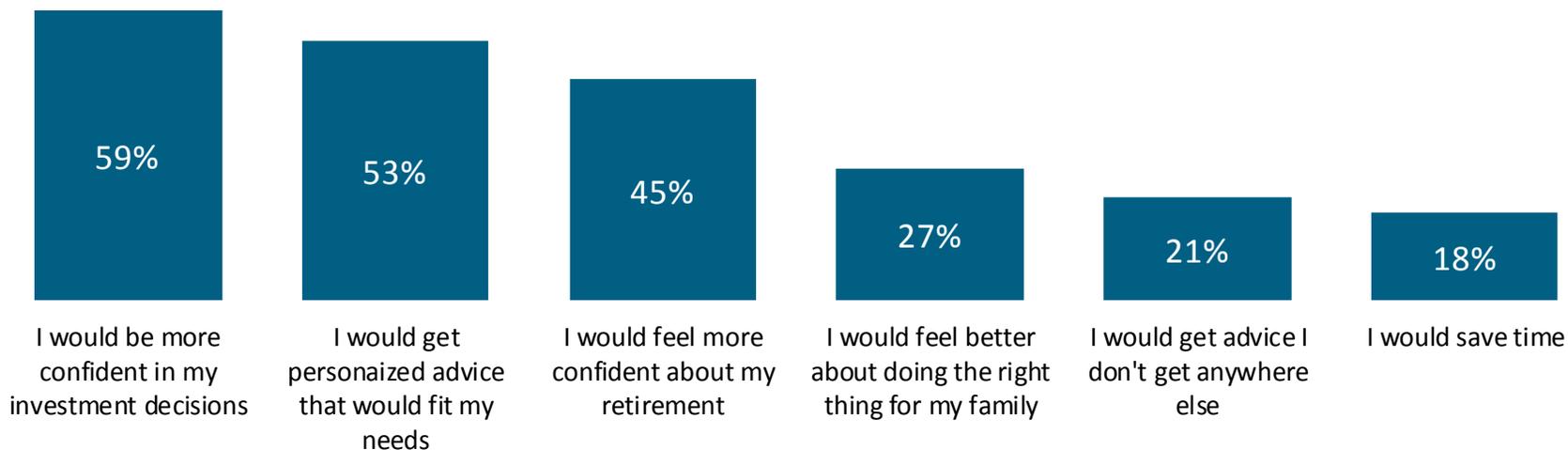
Q. How confident are you in your ability to make the right 401(k) investment decisions for yourself?

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 = 1004)

# Advantages of the advice model are increased confidence and personalized advice

## Advantages of having low-cost personalized professional advice for 401(k) investment choices

Among Those Who Would Use Low-Cost Personalized Professional Advice



Q. If you were able to have access to low-cost personalized professional advice for your 401(k) investment choices, what would you see as the main advantages? (Base: Would use low-cost personalized professional advice = 947)

# Study Scope and Method

<b>What</b>	<ul style="list-style-type: none"><li>• This study of 401(k) participants is an online study conducted for Schwab Retirement Plan Services, Inc. by Koski Research</li><li>• Koski Research is neither affiliated with, nor employed by, Schwab Retirement Plan Services, Inc. or any of its affiliates</li><li>• The sampling error is +/- 3 percentage points at the 95% confidence level</li></ul>
<b>When</b>	<ul style="list-style-type: none"><li>• The study was conducted from June 5 to June 11, 2013</li></ul>
<b>Who</b>	<ul style="list-style-type: none"><li>• 1004, 401(k) participants who meet the following criteria:<ul style="list-style-type: none"><li>• Ages 25-75</li><li>• Work for companies with 25+ employees that have 401(k) plans</li><li>• Currently contribute to their 401(k) plans</li></ul></li></ul>

# Disclosures

This online survey of U.S. 401(k) participants was conducted by Koski Research for Schwab Retirement Plan Services, Inc. The survey is based on 1004 interviews and has a three percent margin of error at the 95% confidence level. Survey respondents worked for companies with at least 25 employees, were current contributors to their 401(k) plans and were 25-75 years old. Survey respondents were not asked to indicate whether they had accounts with Charles Schwab. All data is self-reported by study participants and is not verified or validated. Respondents participated in the study between June 5 and June 11, 2013.

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