

Transition Communication Plan

The Monterey County 457(b) Plan’s success and your employees’ retirement readiness is dependent on the partner you choose and the plan developed to help them prepare for and live in retirement. From day one, we’ll work with you to ensure that employees are receiving relevant, timely updates about the transition, Nationwide as the provider, the tools and resources available to them, and actions they may need to take during the transition.

We base our transition communication strategy for your plan on two key principles. In partnership with the County, we will:

- *Define the current situation* to understand how prepared your employees are for retirement; review metrics used to gauge plan success and uncover insights key to developing an effective plan.
- *Understand your goals* for the plan and your employees’ retirement readiness; this allows us to plan targeted education and communication initiatives.

Our approach delivers relevant messages to the right employees when they need them. Your employees want to choose when and how they interact with Nationwide—that’s why we surround them with educational resources through multiple channels throughout the transition:

Audience	Transition Communication Plan
All Employees	<ul style="list-style-type: none"> • Announcement email and direct mail – share decision to transition to Nationwide, provide plan overview and implementation steps to establish employee expectations. • Human resource announcements – work with Human Resource contact to announce internally via intranet sites, employee newsletters and through worksite promotions to create awareness of new provider. • Group meetings – conducted throughout the transition to meet your employees, share the benefits of the service they’ll receive, tools available and details about the transition and possible impact on them. • Environmental displays – create awareness through posters, table tents, TV displays, interactive displays and other media.
Active and Retired Participants	<ul style="list-style-type: none"> • Transition notice – introduction to plan features and benefits with detailed timeline, fund mapping strategy, blackout period, frequently asked questions and next steps for participants. • Transition confirmation – letter sent post-conversion describing transition success and confirmation of asset transfer and fund allocation; invites participants to call or meet with their local Retirement Specialist.
Managed Account Participants	<ul style="list-style-type: none"> • In-person meetings – group and individual meetings with managed account participants to help them understand the program changes and their investment options.
Self-Directed Brokerage Account Participants	<ul style="list-style-type: none"> • Welcome letter – mailing sent to participants describing how their brokerage account assets will transfer during the transition.
Plan Sponsor	<ul style="list-style-type: none"> • Updates and confirmations – you will receive regular progress updates from our transition team; you’ll have the option to review and approve all communications, and will receive confirmations of actions taken so there are no surprises during the transition.