



Employer Member Benchmarking Survey Results Summary of Plan Design (SPD) Delivery

May 2019

Summary

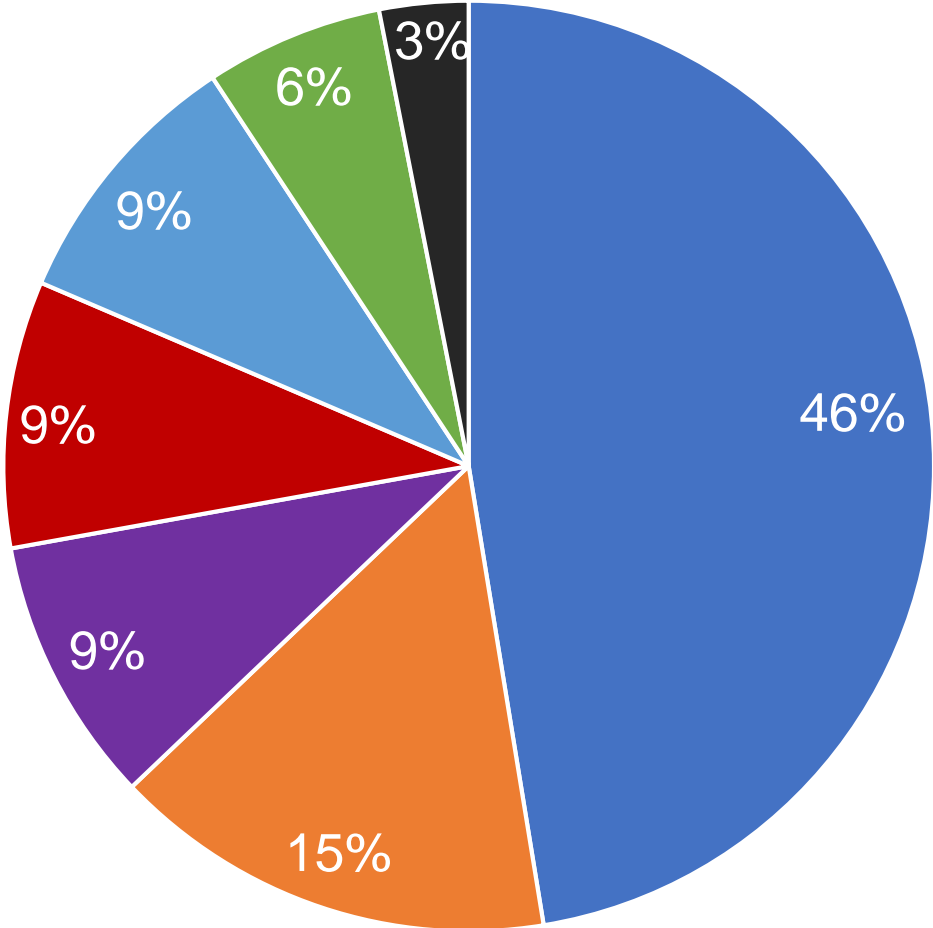
- 33 total respondents of which 46% are manufacturing organizations
- Only 47% have more than half their workforce with access to a computer
- Most common is to send SPDs once a year and 97% send them electronically
- 79% have the electronic delivery sent automatically without the employee's consent
- Most do not calculate receipt of electronic delivery, but those that do use an electronic receipt
- Of those employers that send the SPD electronically, most have an opt-out option for the employee to revert back to paper
- Only 32% said they can measure how many employees receive the SPD electronically vs paper

Industry Representation

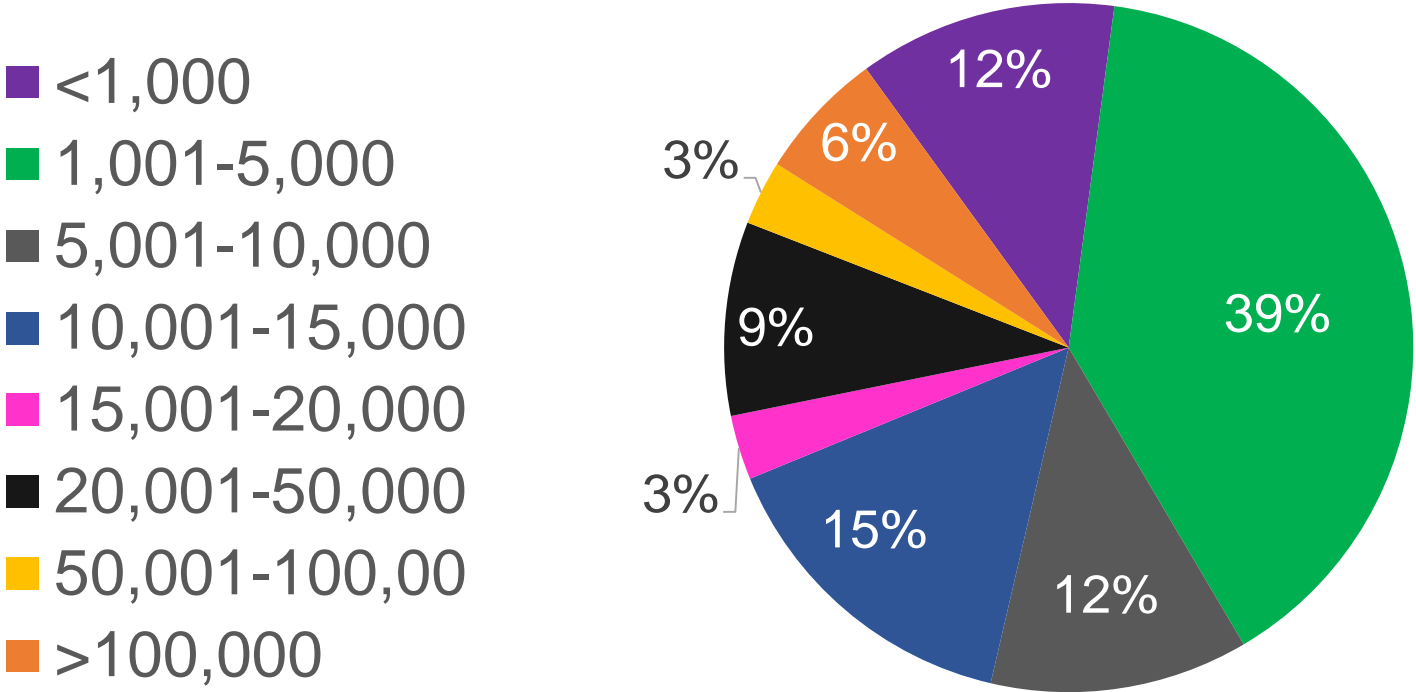


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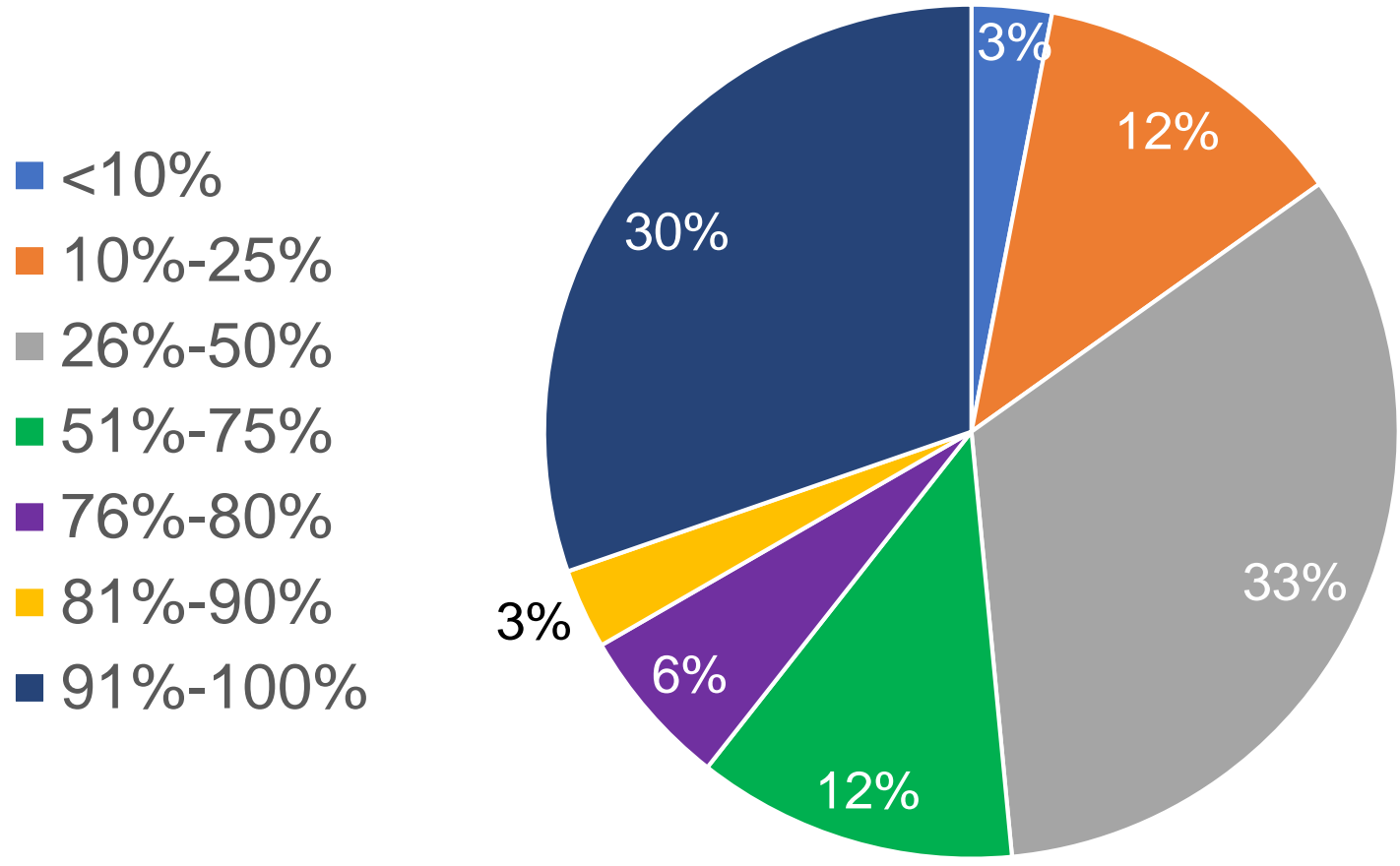
- Manufacturing
- Other
- Educational
- Healthcare
- Retail
- Finance
- Government



Employment Totals



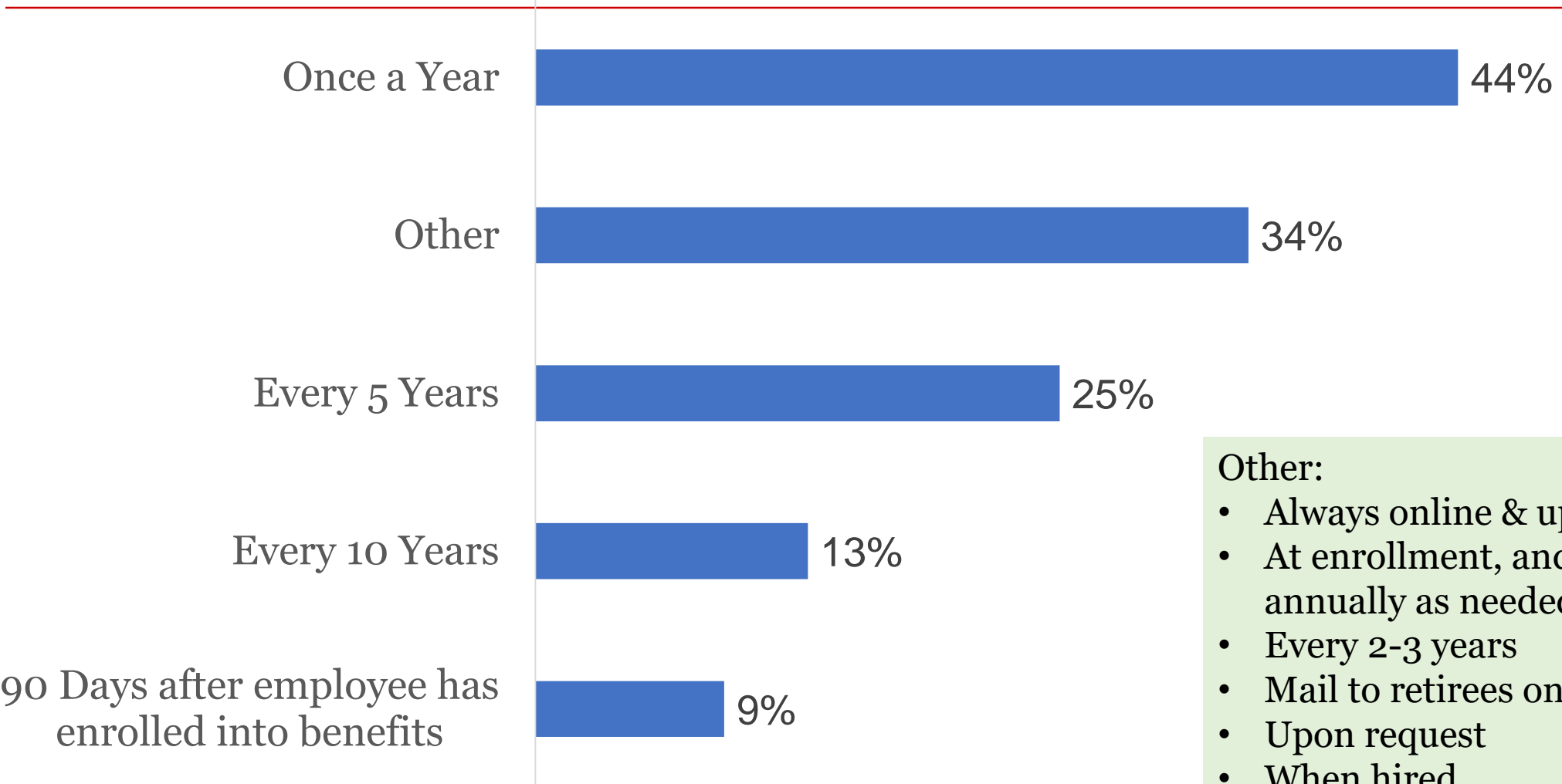
Percent of Workforce with Computer Access



Frequency of SPD Distribution



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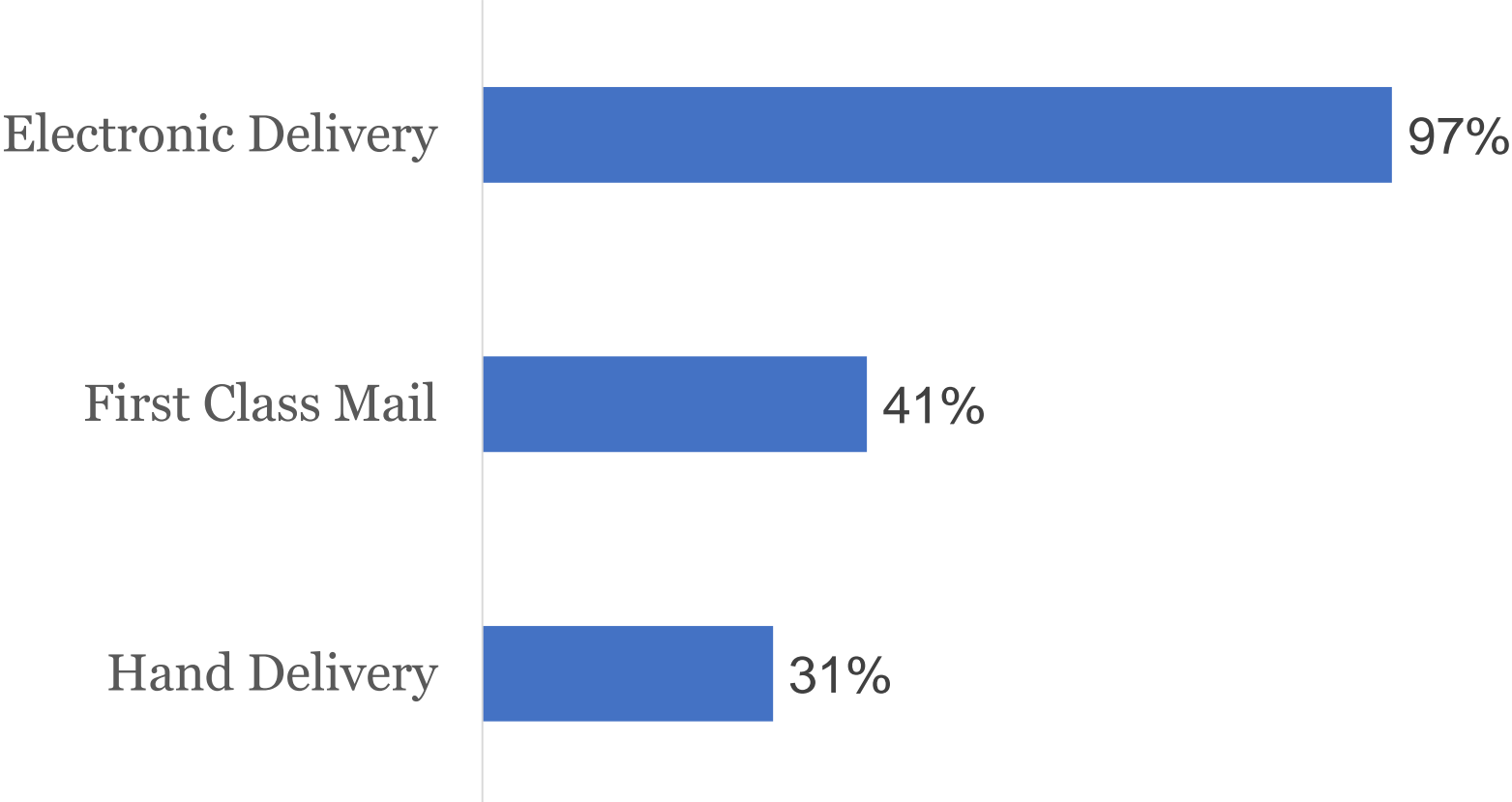


- Other:
- Always online & updated as needed
 - At enrollment, and SMMS sent annually as needed
 - Every 2-3 years
 - Mail to retirees once a year
 - Upon request
 - When hired

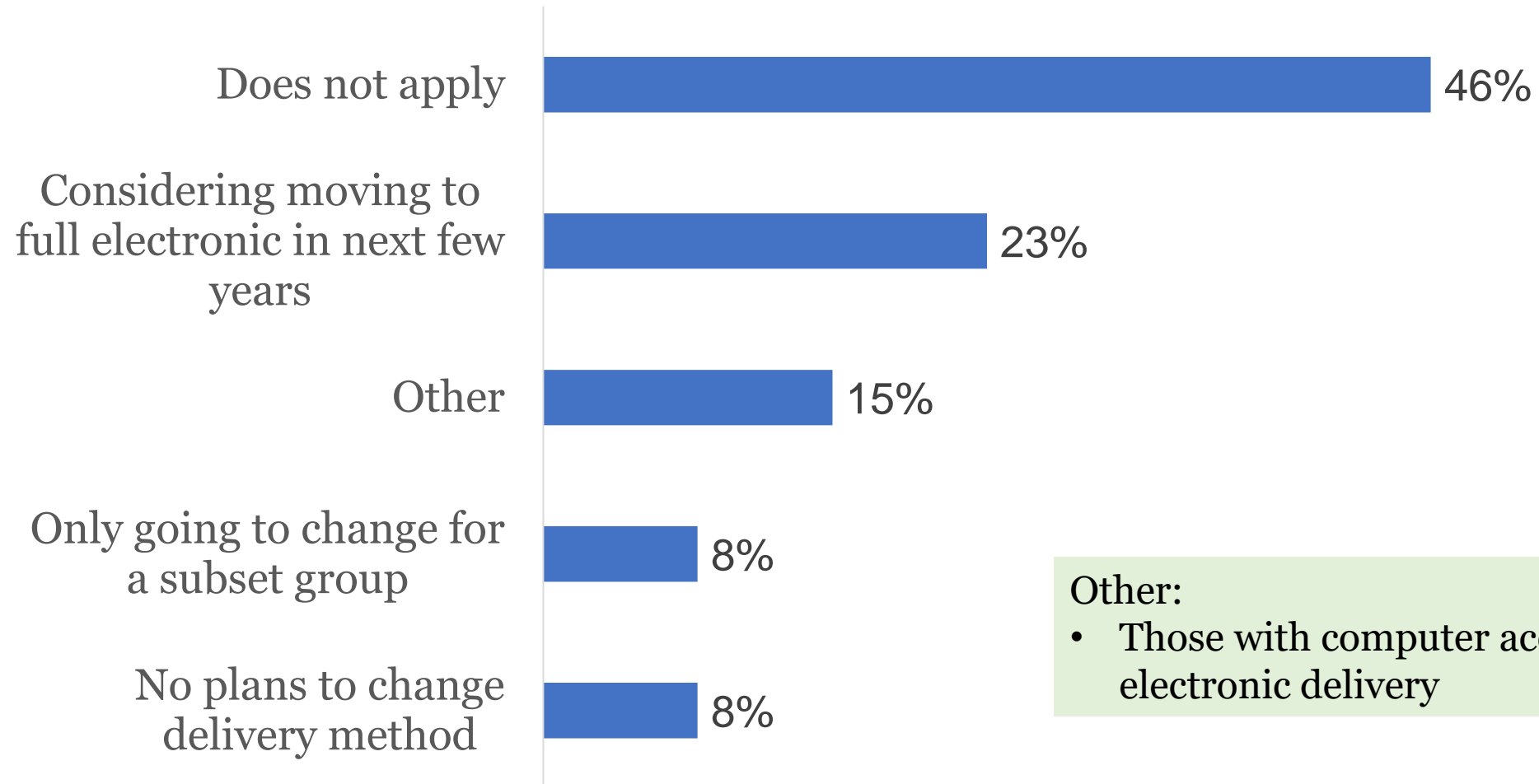
SPD Delivery Method



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If you are currently sending paper SPDs only- what are your plans to move to electronic delivery?



Other:

- Those with computer access will have electronic delivery



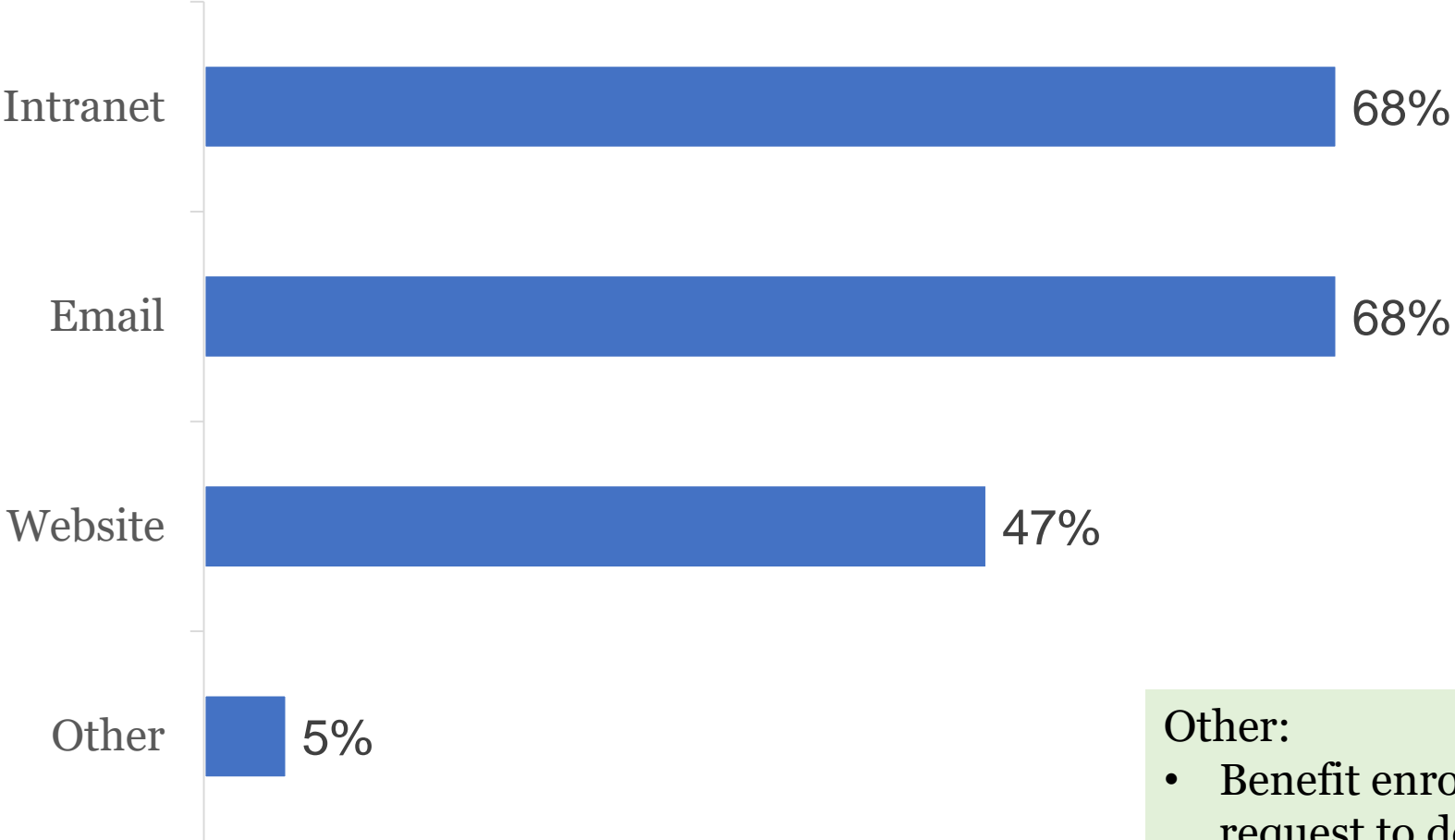
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The following questions only apply to those who
send SPDs Electronically

Method of Electronic Delivery



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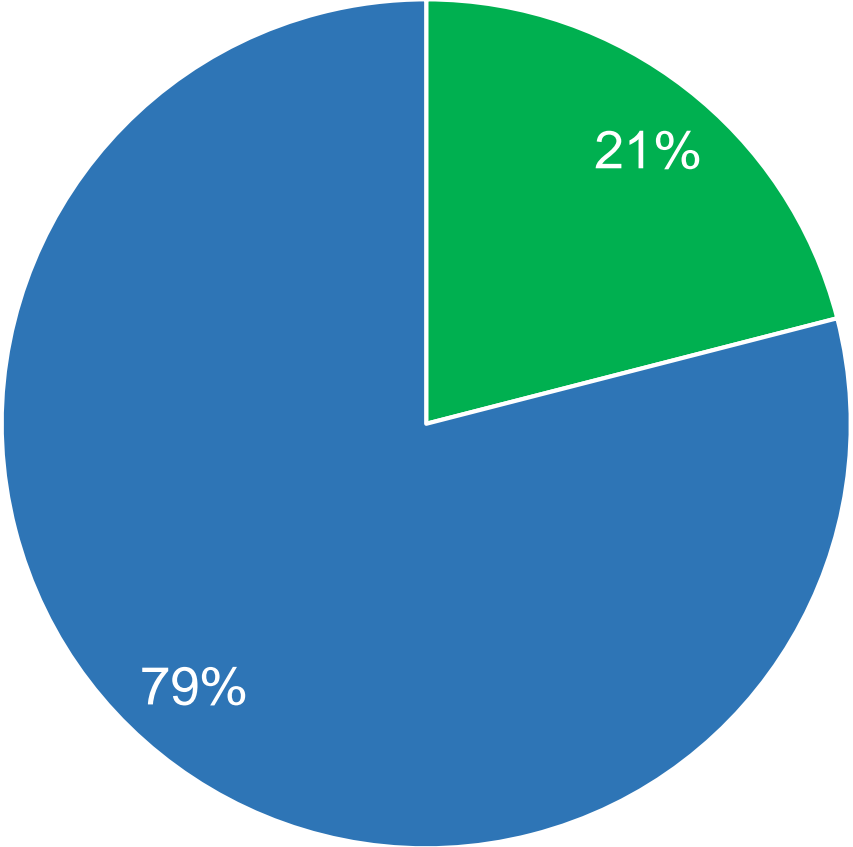


Other:

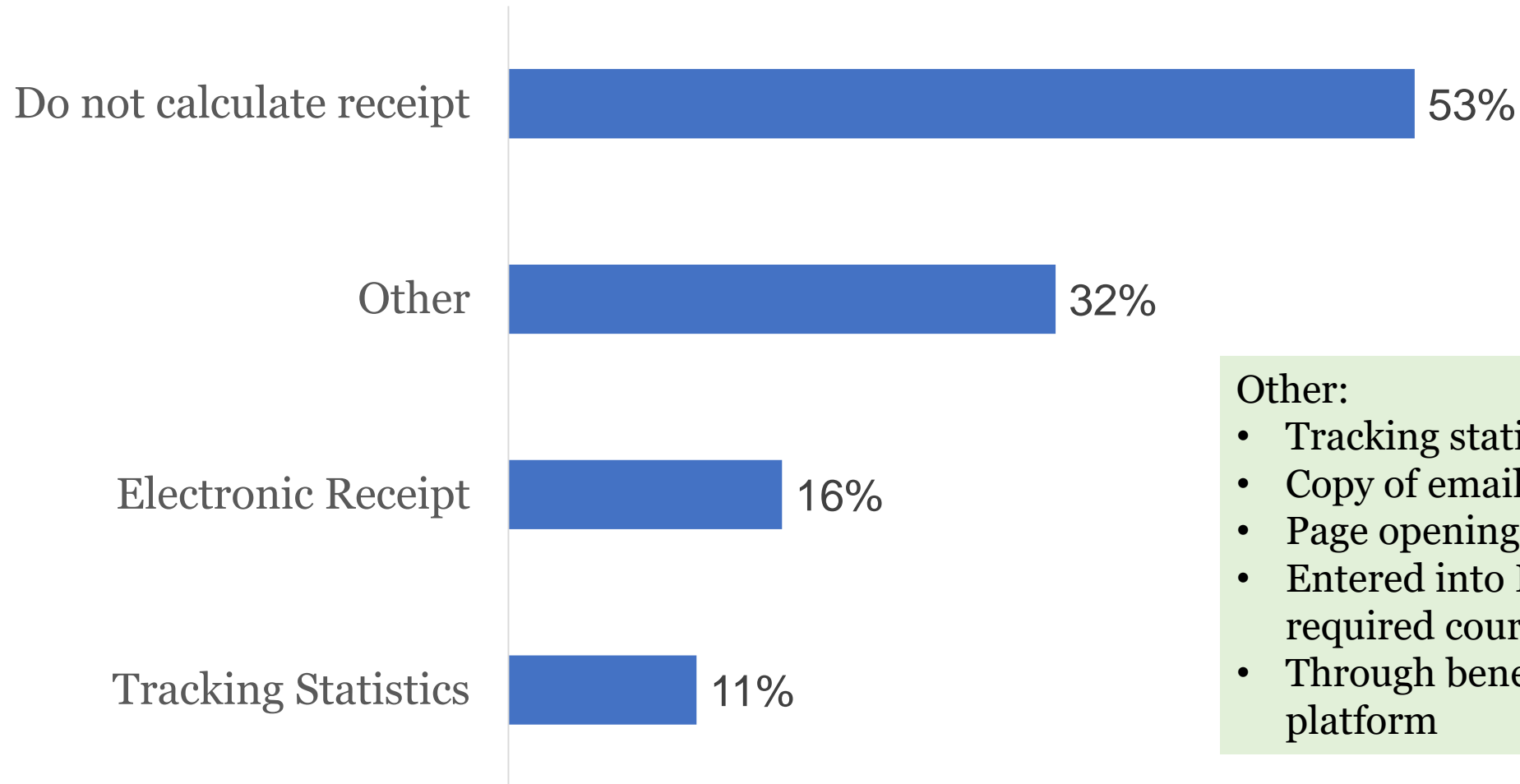
- Benefit enrollment portal at employee request to download

Consent to send electronically

- Yes, electronic consent is required
- No, SPD is automatically sent



Calculation of actual SPD receipt

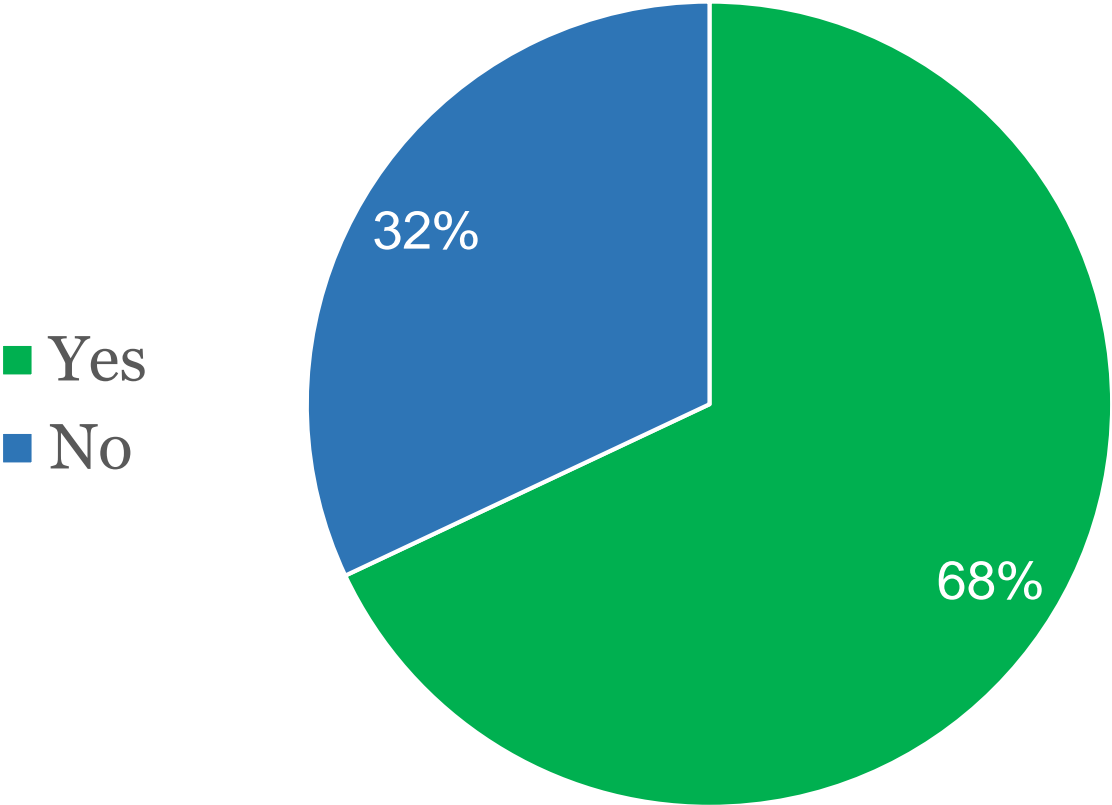


- Other:
- Tracking statistics
 - Copy of email
 - Page openings
 - Entered into LMS system as a required course
 - Through benefits annual enrollment platform

Opt-out Option for Employee to revert back to paper



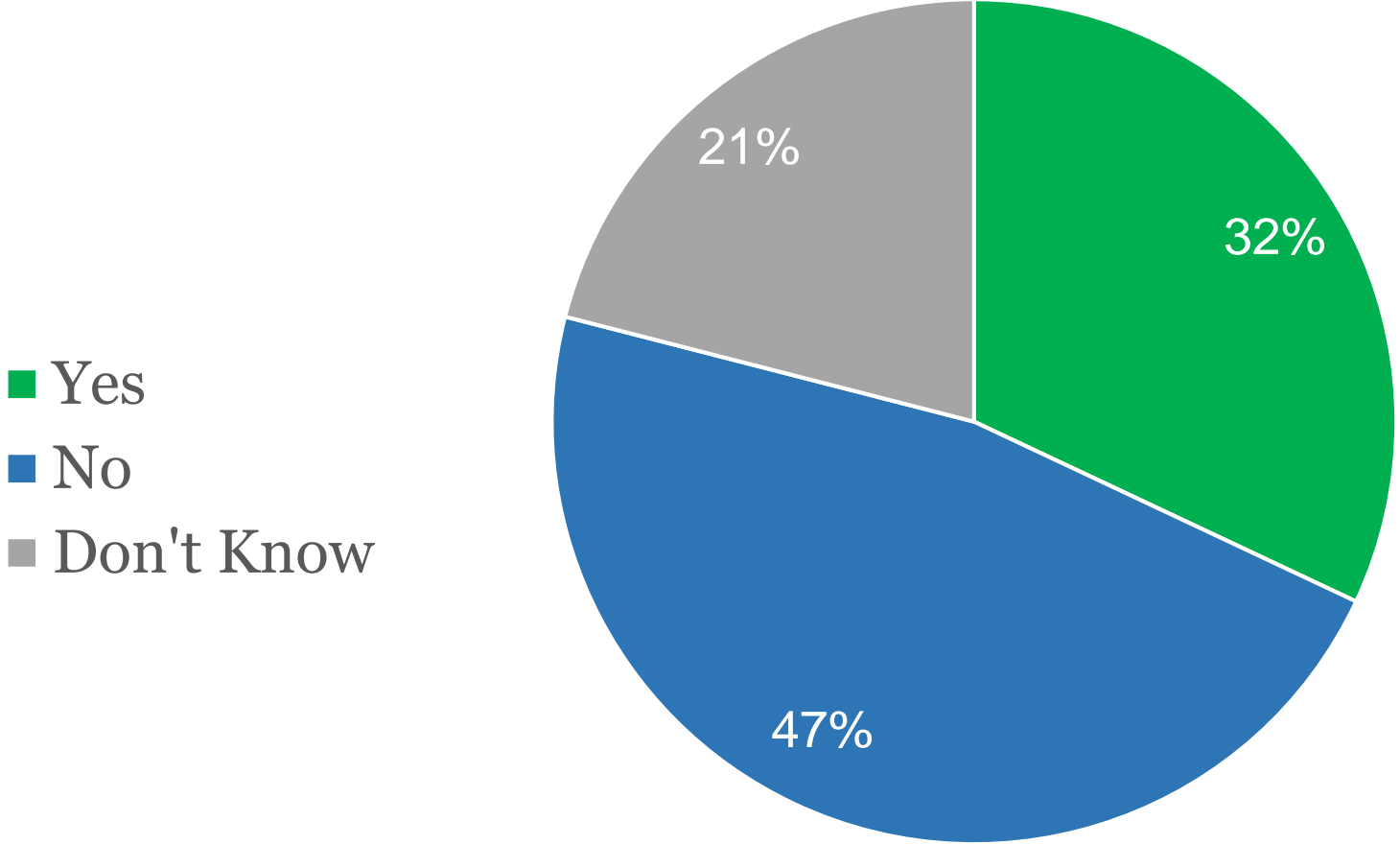
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Measuring how employees are electing to receive the SPD



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How do you measure?

- Call center reports
- Opt-out process is through eligibility vendor and they track it for us
- Paper requests
- Requests for paper are directed to the Plan Governance Committee
- Through our 3rd party Annual Enrollment site. Those that are making active elections (~60%) are required to agree to electronic consent of SPDs and plan documents to continue their benefits enrollment
- We collect electronic consent



Direct questions regarding this survey to:
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