

PARTICIPANT RESOURCE GUIDE

A Comprehensive Overview of Tools and Resources



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Delivering a customized financial education program tailored to the unique needs of your workforce is an impactful way to show employees how much they are valued. Based on the latest research and trends in behavioral finance, the participant resources described in this guide provide you with the opportunity to effectively help employees better manage their finances and prepare for retirement.

The Participant Resource Guide offers resources to create a customized program developed around your employees' specific financial concerns and educational needs. The program begins by identifying and analyzing your employees' current financial wellness. This foundational information provides the basis for an ongoing, customized financial education program for your employees with ongoing advice, support and tools you need to help promote their success in planning for a secure financial future with confidence.

Active Employer Support of Employees' Planning and Saving Efforts Has Become the Norm

Financial education programs are proving to be an effective way to help employees navigate the financial challenges they are facing. These programs may also help employers save significant resources by avoiding delayed retirement, healthcare costs from financial stress, and productivity and performance deficiencies. In addition, education programs may help employers fulfill fiduciary obligations and can potentially prevent costly lawsuits from employees who claim they did not get the information they needed to make informed investing and retirement-planning decisions.

LPL Financial offers a variety of resources to raise your employees' financial education and wealth-building options to a higher level. Working with your retirement plan professional, you now have an array of online tools, written materials and onsite presentations to make available to your employees. In addition, providing a proactive communication program may help engage employees toward saving for their financial future and build appreciation for the benefits of their retirement plan.



THE VALUE OF PERSONALIZED ADVICE AND ATTENTION

Surveys of employee satisfaction routinely confirm that retirement plans are typically their most valued company benefit.^{1,2} When an employer-sponsored plan is combined with investment advice or guidance from a financial professional, the bonds can be made even stronger. LPL Financial offers two ways to deliver advice to employees — on their terms to best fit their needs.

Participant Consulting Advice Program (PCAP)

The Participant Consulting Advice Program (PCAP) is designed to provide clients with advice at the individual participant level where financial professionals deliver one-on-one, objective advice and investment support for qualified plan participants through the LPL Financial Registered Investment Advisor (RIA). When your plan is enrolled in PCAP, your employees received personalized attention and professional advice from experienced, program-certified retirement plan professionals. Your employees will receive the following services for a low per-participant fee:

- Guidance on clearly and accurately defining their financial goals and investment objectives
- Informed investment recommendations based on each individual employee's unique financial situation, needs and goals
- Portfolio construction advice tailored from all the investment options available under the plan, including mutual funds, exchange traded funds (ETFs), annuity sub-accounts, collective investment trusts (CITs), pooled separate accounts and publicly traded company stock
- Education and guidance on transition options, including pros and cons of each option

Designed as a one- time consultation or upon request with a fixed or hourly fee, employees enrolled in PCAP have sole responsibility for determining whether to implement any of the recommendations made by the financial professional, and for implementing such transactions.

Individual Participant Advice (IPA) Program

For employees who are looking to receive ongoing, fee-based advice on a fully discretionary basis, LPL Financial offers the Individual Participant Advice (IPA) Program though the LPL Financial Corporate RIA. Employees who enroll in IPA receive the following benefits:

- Personalized and objective investment advice through third-party discretionary account management
- Recommendations of specific changes to each employee's investment mix, investment selection and contribution rates based on changes in market conditions or employee's changing attitude toward risk
- Regular updates on progress toward retirement income goals, account balances and investment performance
- Individual employee concerns addressed, including investments outside the plan

This program is currently available for Charles Schwab, Fidelity Wealth Central (403b/457) and TIAA plans. A plan needs to allow for third party investment advice to be eligible.

MetLife 17th Annual US Employee Benefits Trends Study, 2019 (https://www.metlife.com/content/dam/metlifecom/us/ebts/pdf/MetLife-Employee-Benefit-Trends-Study-2019.pdf)

² EBRI, Retirement Confidence Survey, 2020 (https://www.ebri.org/docs/default-source/rcs/2020-rcs/2020-rcs-summary-report.pdf?sfvrsn=84bc3d2f_7)

SUPPORT COMMUNICATIONS





Educational Flyers

Each of these action-oriented one-page flyers deals with a specific financial concern or planning tip and focuses on practical solutions.

They cover a variety of topics, including:

- Financial Fitness: The Key to Making Your Money Last
- Common Financial Mistakes to Avoid
- Life Insurance
- Understanding Your Credit Report
- The Benefits of Regular Investing
- Retirees Face a Different Kind of 'R&R'
- Fasten Your Seatbelt: Steering Through Market Volatility
- Getting Rid of Financial Clutter
- Ten Steps to Teach Children About Finances
- Pitfalls of Withdrawals
- Net Worth as a Retirement Planning Tool
- Long-Term Care
- Asset Allocation
- Roth Q & A
- Tug of War: Competing Financial Goals
- Assessing Your Financial Health

Quarterly Newsletters

The most common excuse participants typically give for not contributing more to their retirement plan is "I can't afford it." Plan sponsors can empower them to change this perception to "I can't afford NOT to save for retirement." The quarterly employee newsletters seek to accomplish this goal by giving employees tools and techniques to make small but meaningful changes to their behavior that may help contribute to successful outcomes over time.

The newsletters include timely topics, practical savings techniques and fun human-interest pieces that promote reader engagement with critical retirement planning issues.

Also available in Spanish.

WORKSITE FINANCIAL WELLNESS CAPABILITIES

Help your employees take control of their financial lives with LPL Worksite Financial Wellness capabilities. From assessment to education to action, employees can better prepare for their future when they have the right resources.

Financial stress impacts every facet of life, including work. Taking financial control can begin with an assessment of the employee's current financial situation. Then, by learning more about how to manage debt, budget effectively and plan for a successful retirement, employees feel more in control — less weighed down by financial stress and uncertainty.

With customized tools and resources, employees gain a better understanding of their personal financial status, and get the tools and encouragement they need to build a better tomorrow.

Your employees can:

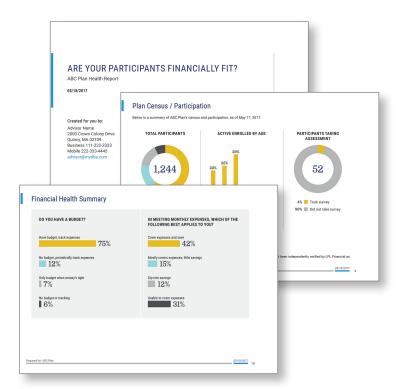
- Answer a select set of questions designed to assess the current state of both their overall financial health and their retirement readiness.
- * Receive feedback reports showing their personal financial wellness status, including what they're doing well... and where they could use some help.
- * Access engaging educational tools, like online tutorials, calculators, videos and articles where they can learn about budgeting, debt and other important financial topics on a dedicated web site, worksite.lpl.com.

The Worksite Financial Wellness Assessment can help you help your employees.

The Wellness Report shows you:

- Who your employees are, by age, employment status, income, and other demographic information
- * How your employees are doing in financial health today, and as they save for retirement
- * Financial trends impacting your employees, including credit card usage, retirement contributions, and budgeting

Based on the data for your specific group, the Wellness Report recommends tools and communications that can help in areas that need improvement.



FINANCIAL YOU Personal Financial Education from LPL

Launched in 2020, LPL's Financial You education series was designed to provide the building blocks of personal finance and financial planning to retirement plan participants. The program can be delivered as a comprehensive education campaign or as a supplement to other plan education efforts.

Each individual topic includes key learning concepts, planning strategies, tools and resources to expand knowledge, as well as an interactive exercise to help participants move forward in their financial planning efforts. Presentations, which include both an educational brochure and PowerPoint, are available either on-site or via webinar or other means, based on your organization's situation and unique needs.



The Basics of Budgeting

For many people, the idea of budgeting can be challenging. Days are taken up with work, friends, family and the energy and activities required just to manage their lives. However, budgeting is really the foundation of everything in our financial lives. Developing a budget can do more than track an individual's spending and savings. It can help them achieve their financial goals. The Basics of Budgeting includes a six-step process for creating a budget, along with key money management strategies and a learning exercise that focuses on creating a net worth statement and using it to measure current financial health and progress over time.



The Basics of Managing Debt

According to a number of research reports, the aggregate level of U.S. household debt has never been higher. For a lot of people, debt can make it hard to cover even their everyday living expenses, not to mention saving for retirement or other financial goals. However, as stressful as debt can be, some debt can be a smart financial tool. The Basics of Managing Debt helps participants understand the difference between good debt and bad debt, learn how to manage credit card debt wisely, interpret and manage their credit score, and calculate and improve their debt-to-income ratio (DTI).



The Basics of Investing

Many people find it a bit challenging to get interested and engaged with investing and the planning and strategy that comes with it. However, the confidence and sense of empowerment that comes with having a formal investment strategy to meet their financial goals can be very powerful. The Basics of Investing offers a four-step process for becoming an investor, including a review of the three major asset classes, socially responsible investing options, and basic investing concepts such as risk versus reward and diversification. The module concludes with an exercise to help participants determine their risk tolerance and implement an asset allocation strategy.

FINANCIAL YOU Personal Financial Education from LPL Continued



The Basics of Retirement Planning

When it comes to retirement planning, there is a lot to consider. Besides choosing a savings vehicle and underlying investments, there are assumptions that need to be made about inflation, Social Security benefits, longevity and health care expenses during retirement. Not to mention lifestyle decisions. The Basics of Retirement Planning explores these assumptions and offers five steps to retirement saving success, including a guide that participants can use to help determine how much they need to save. Participants can also complete an exercise to help them explore their lifestyle expectations and any challenges they may perceive with regard to retirement planning.



The Basics of Social Security

Besides being uncertain about its future benefits, many people simply lack basic knowledge regarding Social Security.

The Basics of Social Security begins with an interactive quiz to help participants gauge their current knowledge about Social Security benefits. A review of the current landscape of Social Security follows, including the facts regarding benefits and industry expectations regarding future funding. Participants will also learn what factors they should consider when choosing whether to take benefits earlier or later, along with additional resources to help them estimate their benefit and learn more.



The Basics of Estate Planning

When participants hear the word "estate", it may conjure up images of Downton Abbey, Wayne Manor or one of J. Paul Getty's many residences. At first glance, it may seem like estate planning is something quite grand and only for the super-rich. However, it's really just common terminology encompassing smart financial planning strategies that everyone should consider. The Basics of Estate Planning reviews the six essential things participants need to know about estate planning, including probate, creating a will and beneficiary designations, along with planning considerations regarding revocable trusts, a durable power of attorney and healthcare directives. The module also includes a checklist that participants can use as a guide for organizing their personal and financial information and important documents into a master file.

EDUCATIONAL SEMINARS



Work, Life and Money: Creating a Living Financial Plan

For many people, balancing the responsibilities related to work, life and money is very challenging. For some of us, the obligations created by these aspects of our life can be overwhelming. Dealing with conflicting priorities has become the new normal.

This seminar helps participants to focus on what's important, and how to improve their work-life-money balance. It includes specific, practical tips on how to help achieve a balance that is productive and satisfying.

Personal financial habits play a major role in how successfully we can reach that balance. Three solid financial habits are discussed in detail, starting with determining a financial well-being score. Another is how to effectively review personal finances, and the third involves how to keep big goals on track.

Handouts include a Financial Well-Being Self-Evaluation questionnaire, and cash flow and personal net worth worksheets.



The Mortgage Question: How Much, How Long and Tradeoffs

Purchasing a home can be challenging, frightening and satisfying. Buying a home is usually the largest financial commitment a person makes in his or her life, and it is not something that should be done with little or no preparation.

A major aspect of buying a home is obtaining a mortgage loan. Participants in this program will become acquainted with:

- How to qualify for a loan
- How much house can I afford?
- What types of mortgages are available?
- What changes might occur with the loan over time?

Planning, creating a saving system, and paying down debt are key steps borrowers need to take before seeking a loan. Prequalifying for a loan or being preapproved is important to putting the home buyer in an attractive position. It's also wise to make sure that debt can be managed, and that family finances aren't damaged.

Participants can use the Income Allocation Worksheet to assess their income. They can also take advantage of the Home Mortgage Refinancing and Mortgage Comparison Worksheets.



Managing Marriage and Money

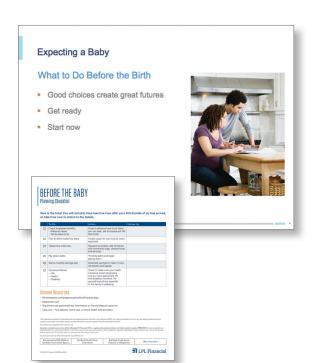
Marriage is a combination of romance and the business of life. How that combination works out is determined by the ability of a couple to communicate with each other and develop their own set of money habits.

Participants in this program will learn:

- Communication techniques for comfortable, productive money conversations
- Discovery exercises for establishing and committing to good money habits
- How to avoid the four big trouble spots for couples and money

Takeaway worksheets include:

- Couples Communication Exercise
- Couples Financial Agreements Exercise



Expecting? How to Be Financially Prepared for a Baby

In addition to sharing the joy of being an expectant parent, it's also important to prepare a family financial assessment and start or continue building solid financial habits, since having a child can be quite expensive.

Topics addressed include:

- Verifying health insurance coverage
- Reviewing life insurance amounts
- Considering disability income insurance
- Finding out how employee benefits might be affected
- Looking at cash flow
- Reviewing debts and setting up an emergency fund

Handouts include two helpful checklists: a Before the Baby Checklist and an After the Baby Checklist. Also provided is a Family Finance Foundations Checklist.





Kids and Money

Where do kids learn about money? First, they learn from parents at home, and then as they age, they learn from the media and their peers. Today, financial literacy is as important as nutrition. And like nutrition, all parents can do once their children hit their teens is to help establish good habits, find teaching moments and be ready to deliver the information and answers when the kids are ready to learn the next piece of the puzzle.

Filled with stories of how other parents have cracked the code, this workshop offers advice, process and a few tools that can be adjusted for each personal situation. How to talk about:

- The Four Money Choices Save, Spend, Invest and Share
- Your Family Money Story
- Teaching Moment Topics: Save vs. spend, debt and credit scores, investing basics, earning, taxes, Roth IRAs and 401(k)s

Takeaway worksheets include:

- Four Money Choices
- Family Money Story
- Teaching Moments Topics, Reminders and Tips

College Savings Planning

Paying for college is one of the financial concerns felt by just about everyone. How to begin an education savings plan, and learning about the many options available to help pay for higher education are the primary topics of this presentation.

Useful information is provided about these options:

- Section 529 plans
- Coverdell accounts
- Series EE and I U.S. Savings Bonds
- UGMA and UTMA accounts
- Tax credits for education expenses

Also discussed are federal and state student aid programs, student loan debt and repayment options.

The College Savings Planning handout provides numbers Web resources and essential reading suggestions, as well as specific questions to ask when selecting a Section 529 plan. Also included are student loan tips.



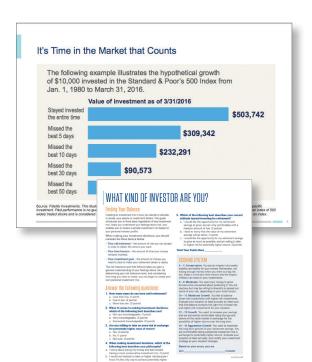
Taking Control of Your Finances

This presentation focuses on managing personal finances, and answers questions such as:

- What's the difference between good debt and bad debt?
- Why should I be saving more?
- How can I build my savings while paying down my credit card debt?
- How do I begin an investment program?

Takeaway worksheets include:

- Your Personal Balance Sheet
- Is Your Debt Level Too High?
- Monthly Spending and Monthly Budgeting Worksheets
- Create a 12-Month Spending Plan
- How Long Will It Take to Pay Off Debt?



Building Your Investment Strategy

The Building Your Investment Strategy seminar introduces participants to the concept of asset allocation and explains why this is a fundamental part of an investment strategy. It presents tools to use in determining a personal strategy, and describes the major types of investments found in most retirement saving plans.

Other learning topics include:

- Investment risks
- Diversification
- Model portfolios
- Risk vs. reward

The accompanying worksheet offers a quiz to help employees determine what kind of investor they are and includes practical information about related topics.



Estates and Trusts

Estate and trust planning isn't just for those nearing retirement or in a certain age group. This type of planning is a key part of overall financial planning, since it has an impact on who receives the person's assets upon death and who will control the process of handling the estate when death occurs.

Major topics covered in this presentation are:

- What is an estate?
- Why set up a trust?
- Different types of trusts
- Estate planning

An introduction to estate planning, including information about power of attorney, living wills, wills and trusts is provided, so that attendees will come away with knowledge of estate planning essentials.

The Estates and Trusts handout summarizes what is included in an estate, types of asset ownership, and the elements of estate planning. Resources for more information are also listed.



Preparing for Retirement

This workshop was developed for those with five years or less until retirement. The objective is to give employees the tools to prepare for their retirement needs and show them their options, such as how much they will need and how they can get there. It also helps them prepare for where they will retire, whether they will have other sources of retirement income, Medicare, etc. Online resources are listed for additional guidance.

This workshop includes a comprehensive eight-page booklet of worksheets that allows employees to calculate their income versus expenses, anticipate future income needs and future expenses, and determine how much money they will need for retirement and how long they may need to work.



Distribution Basics for Employer-Sponsored Retirement Plans

When the time comes to decide how to manage the money accumulated in a retirement savings plan, plan participants will need to understand their options. Knowing these options will help them take advantage of the tax treatment and investment vehicles that best suit their needs and goals.

Takeaway worksheets include:

- General Rules for Distributions from Employer-Sponsored Retirement Plans
- Gauge Your Risk Tolerance
- Find an Asset Allocation Model



Social Security, Medicare and Your Retirement

Social Security and Medicare have been frequent news items—and the news has been overwhelmingly negative. Reports of potential insolvency, tax hikes and increased eligibility ages have generated controversy and confusion. This workshop will explain how Social Security and Medicare work, what is being done to ensure their survival and how employees can plan for retirement and medical care so they do not have to rely heavily on either program.

Takeaway worksheets include:

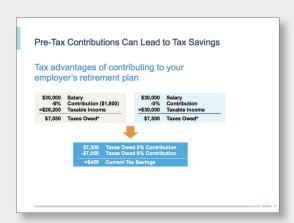
- Facts About Medicare and Health Care Reform
- Information Sources



Retiree Healthcare

According to the 2019 Fidelity Retiree Health Care Cost Estimate Report, the average couple will spend approximately \$285,000 on healthcare expenses during retirement (which doesn't include costs such as over-the-counter medications, most dental services and long-term care). While everyone's needs will be different, understanding available options for healthcare coverage is more important than ever in the retirement planning process. LPL's Retiree Healthcare workshop covers the basics of Medicare, Medigap and Medicaid insurance policies, along with long-term care issues and insurance options. The module also offers practical suggestions for maintaining good health during retirement. A handout with key informational points and resources to learn more is provided.

ENROLLMENT PRESENTATION



General Enrollment

In this informative workshop, it encourages all eligible employees to enroll in the plan and help them pursue their retirement goals. In this presentation, you will learn:

- Why starting to invest early is critical to your retirement
- The benefits of enrolling in your plan

TOOL AND RESOURCES



Customized Education Program



Educational Seminars



Seminar Invitations



Educational Worksheets



Educational Flyers



Educational Videos



Quarterly Newsletters

WORKSITE FINANCIAL SOLUTIONS WEBSITE

www.worksitefinancialsolutions.com

Making a Difference in Preparing Participants for Retirement

The Worksite Financial Solutions website takes an innovative new approach to helping employees gain confidence about their financial future. The website offers a full range of participant resources to help employees organize their financial lives and become more confident about their financial decisions.

The website provides full access to interactive tools and resources: Articles, videos, calculators and tutorials designed to help simplify the retirement planning process and guide plan participants toward the financial decisions that make the most sense for them.



Worksite Financial Wellness Assessment

Employees answer a select set of questions designed to assess the current state of both their overall financial health and their retirement readiness. Feedback reports give a "snapshot" of their personal financial wellness status, including what they're doing well, and where they could use some help.



Calculators

Different calculators found throughout the site offer quick and simple calculations to help plan participants develop and pursue their savings and retirement goals. Plan participants can enter their information directly into the online calculator for instant results.



Articles

The website's more than 80 articles provide timely information on how participants can embark on their path toward financial wellness and pursue their retirement goals. The articles have one-click options for printing or emailing to a colleague, or for sharing on social media.



Tutorials

Interactive tutorials available on the website provide participants with insights on how to achieve their goals, helping them gain more confidence in their financial future.

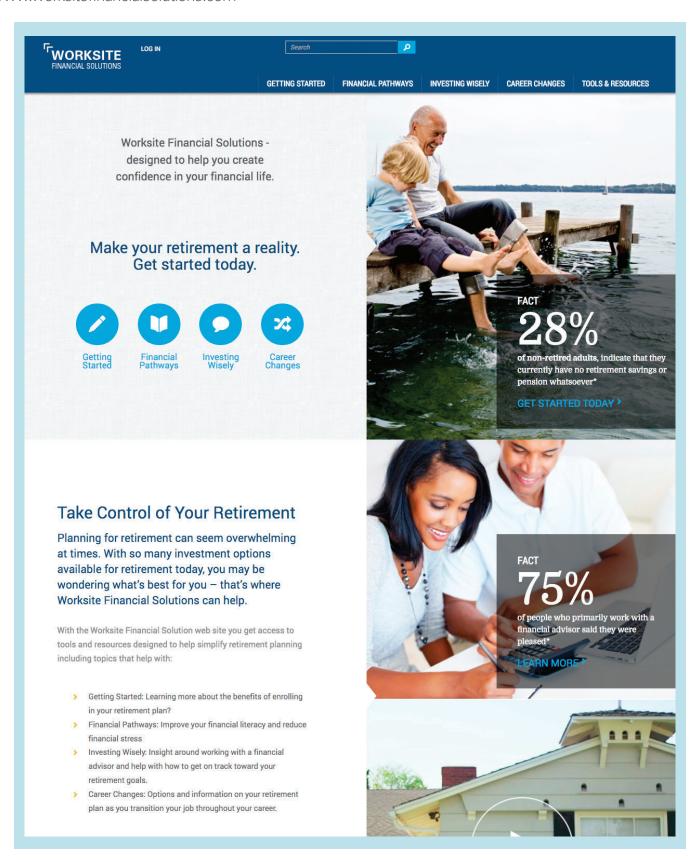


Videos

The website boasts more than 20 videos, including the Road to Retirement video series. These videos promote financial wellness and illustrate the benefits of planning for a secure financial future.

WORKSITE FINANCIAL SOLUTIONS WEBSITE

www.worksitefinancialsolutions.com





Don't Delay

Research indicates that employees need and want more information about preparing financially for the future. And they are looking to their employer for help.^{3,4}

You can now meet those needs and desires with a tailored program of educational opportunities and other participant resources available from your retirement plan professional.

Call today to get a practical and engaging education program started now.

³ EBRI, Retirement Confidence Survey, 2020 (https://www.ebri.org/docs/default-source/rcs/2020-rcs/2020-rcs-summary-report.pdf?sfvrsn=84bc3d2f_7)

⁴ MetLife 17th Annual US Employee Benefits Trends Study, 2019 (https://www.metlife.com/content/dam/metlifecom/us/ebts/pdf/MetLife-Employee-Benefit-Trends-Study-2019.pdf)

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