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SCHWAB

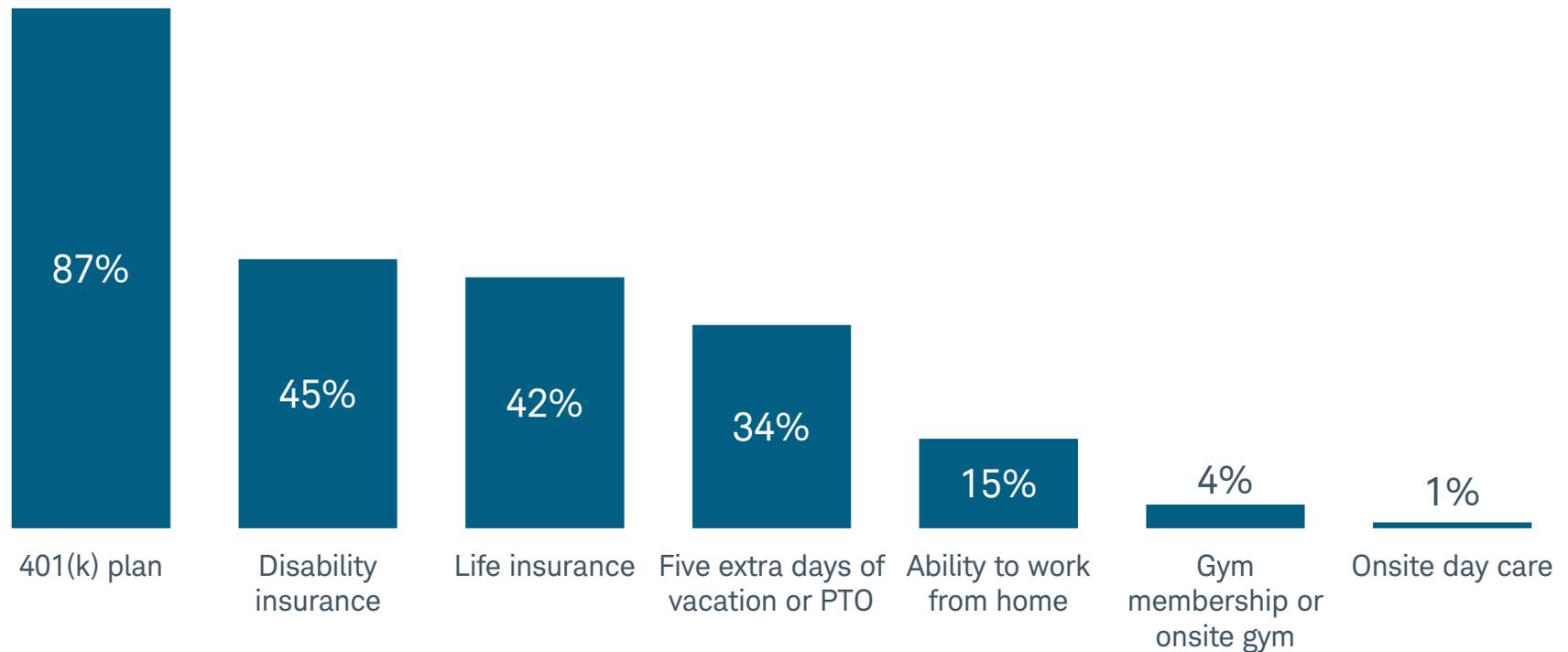
401(k) Participant Survey

August 2014

Aside from health insurance, a 401(k) plan is the must-have benefit

Must-have benefit/work option if looking for a new job

Total

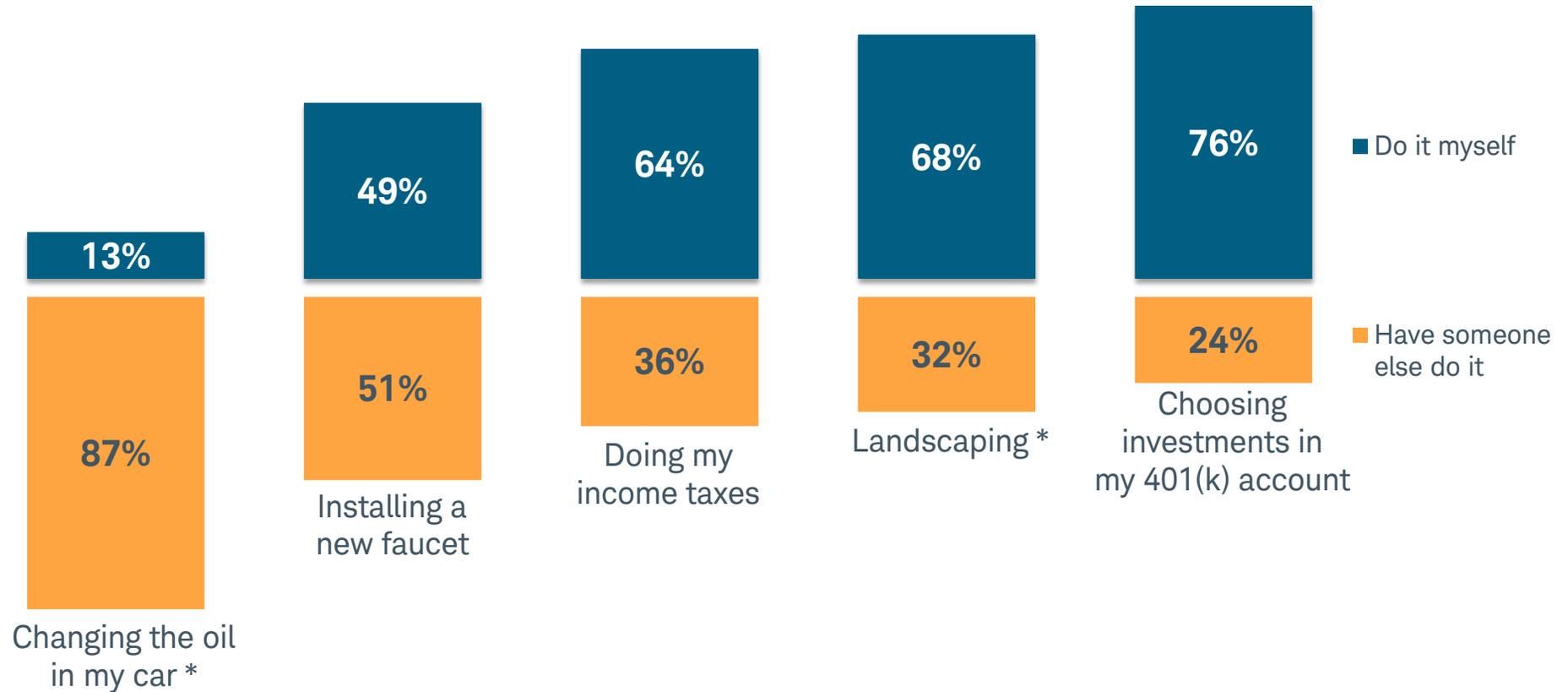


Q: If you were looking for a new job, aside from health insurance, which benefits or work options would you see as “must-haves?” (Base: Total = 1000)

Participants seek help in doing some of life's chores, but less so when it comes to choosing 401(k) investments

Do it yourself vs. Have someone else do it

Total

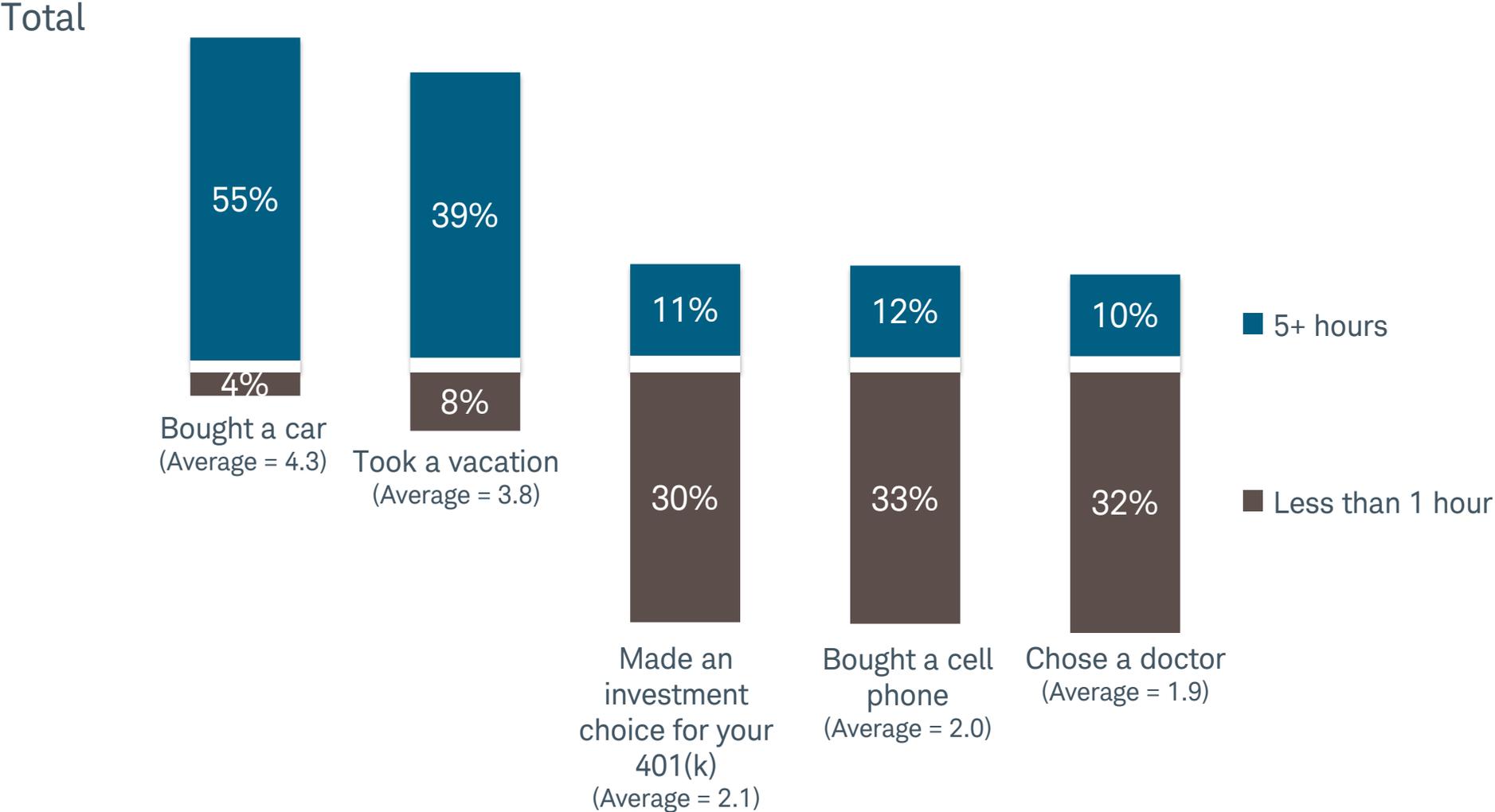


Q: Which of the following things do you do yourself vs. have someone else do for you? (Base: Total = 1000)

* Those saying they do not have a car or do not have a yard are removed from the base.

Participants spent more time researching options for a new car or vacations than researching 401(k) investment choices

Amount of time spent researching options

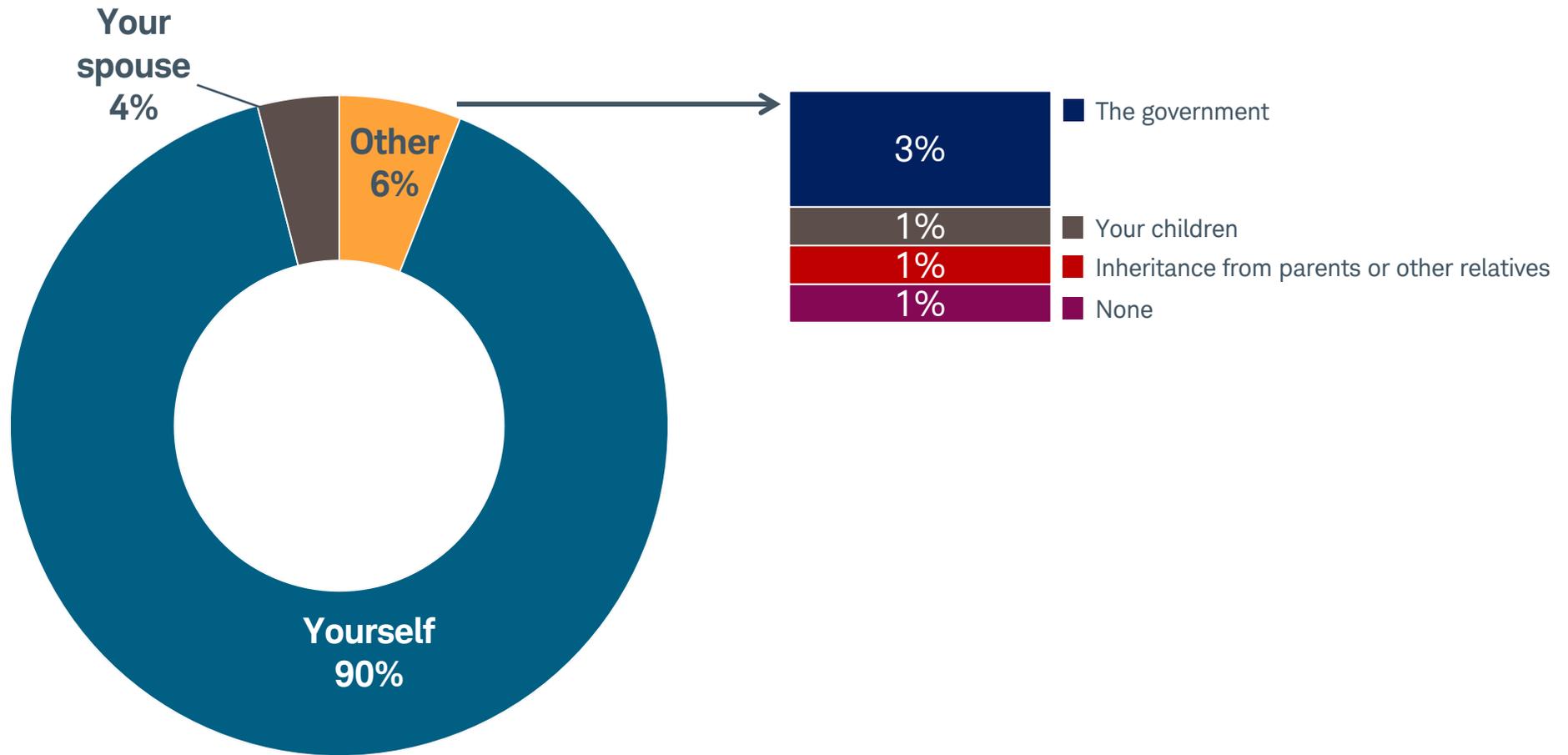


Q: How much time did you spend researching your options the last time you did each of the things below (Base: Total = 1000).
 Average time spent was calculated using these assigned values to possible responses: less than 1 hour = .5; 1-2 hours = 1.5; 2-3 hours = 2.5; 3-4 hours = 3.5; 4-5 hours = 4.5; 5+ hours = 6; and never did this = 0.

Nine out of ten participants say they will rely on themselves for the money they will need for retirement

Who participants will rely on most for money needed in retirement

Total

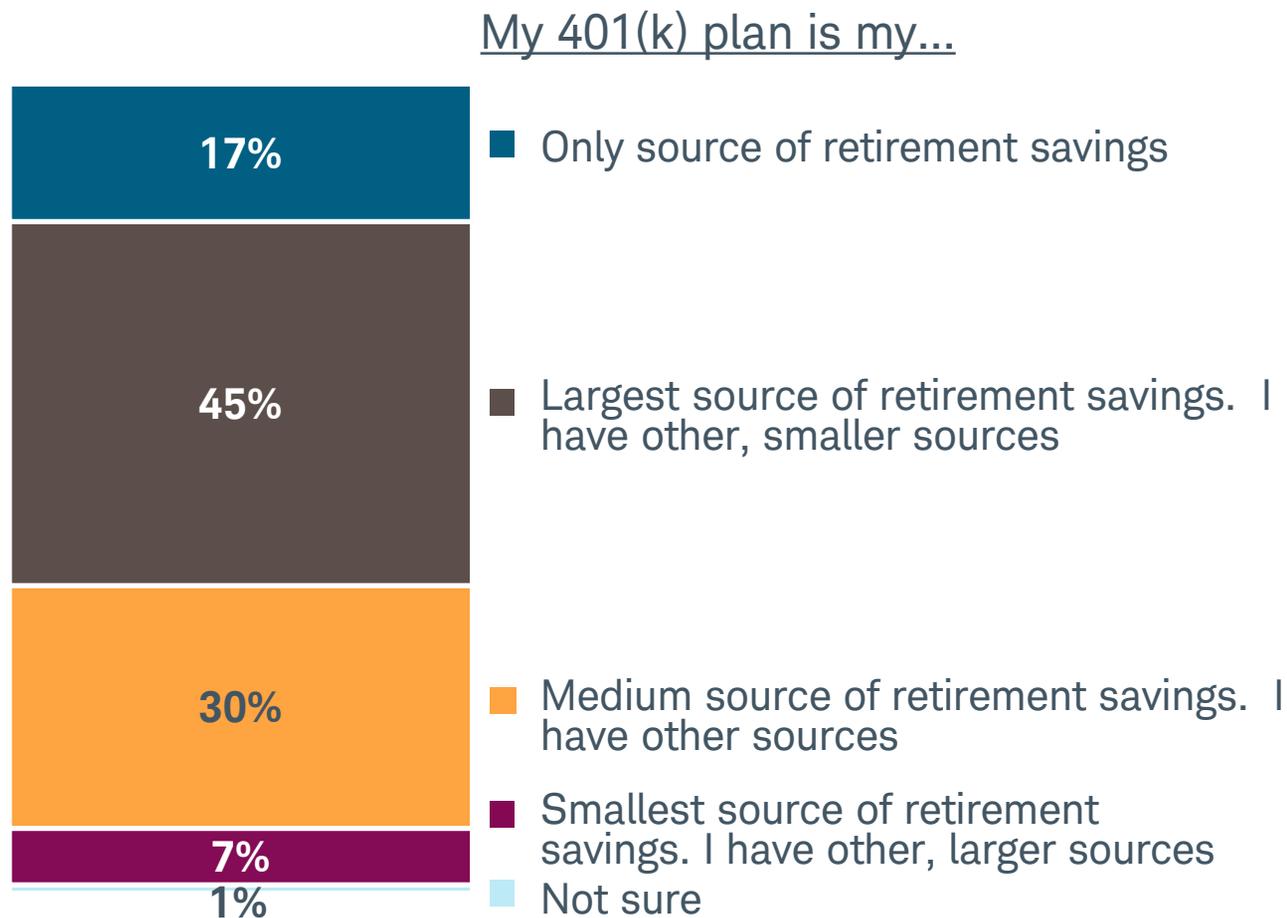


Q: As you consider retirement, who will you rely on most for providing the money you will need for retirement or when you cut back on your working hours? (Base: Total = 1000)

Most participants say their 401(k)s are their only or largest source of retirement savings

Not considering Social Security, statements best describing participant

Total

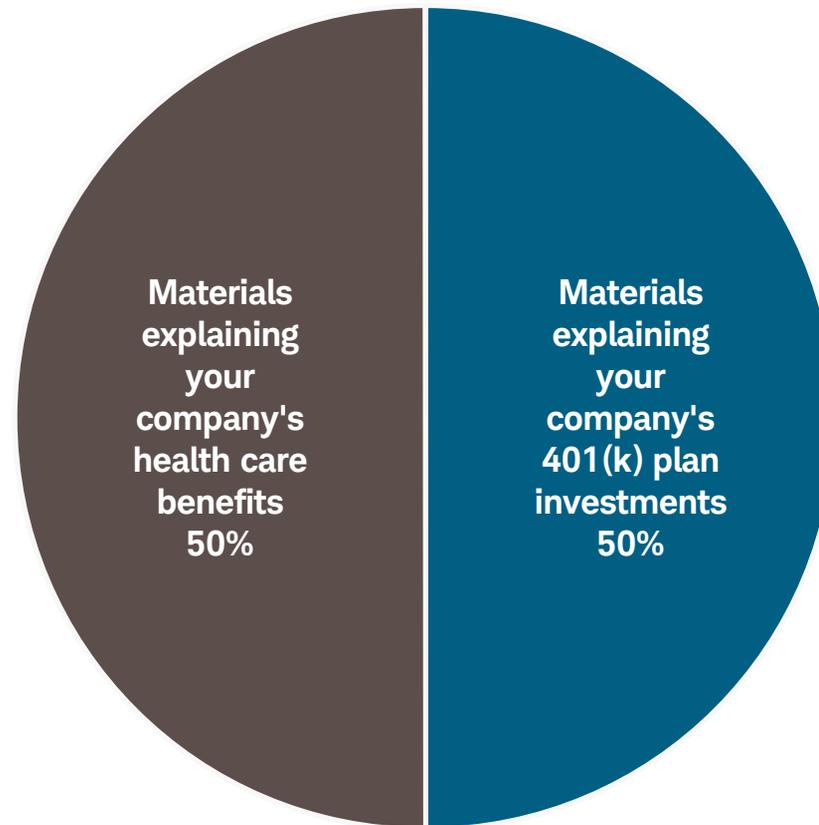


Q: Thinking of your 401(k) account(s) at current or past employers and not considering Social Security, which of the following statements best describes you? (Base: Total = 1000)

Which materials are more confusing? Half say company health care benefits materials; half say 401(k) investment materials

Materials that are more confusing

Total

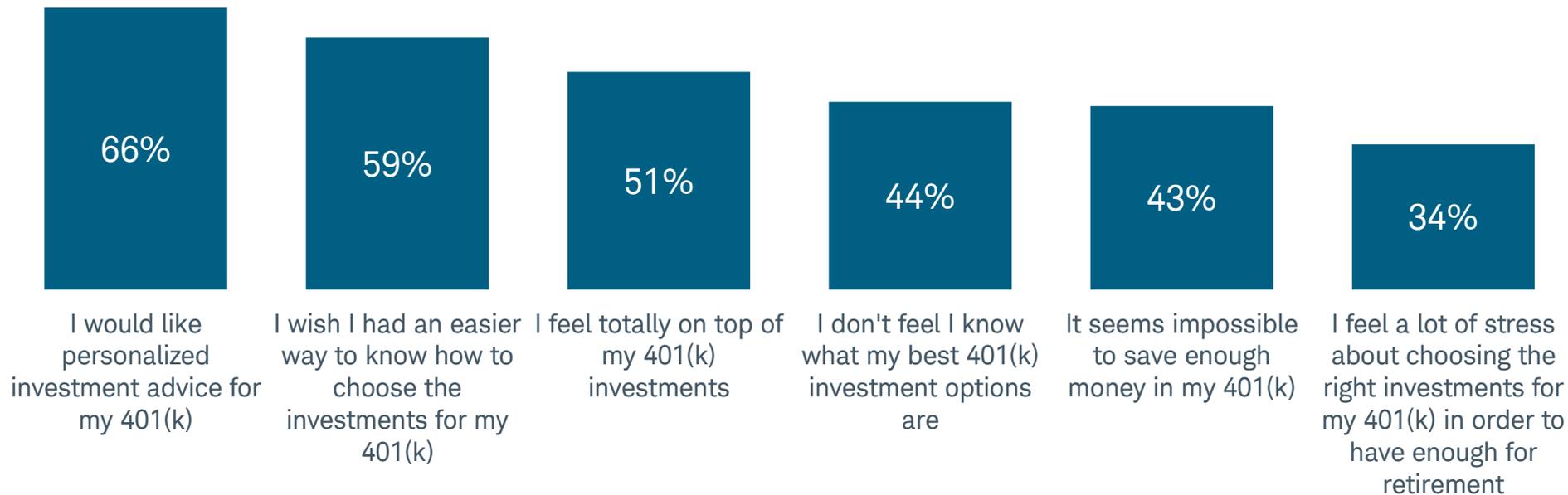


Q: Which one of the following things is more confusing? (Base: Total = 1000)

Despite half of participants feeling on top of their 401(k) investments, there is considerable uncertainty

Agreement with statements

Total

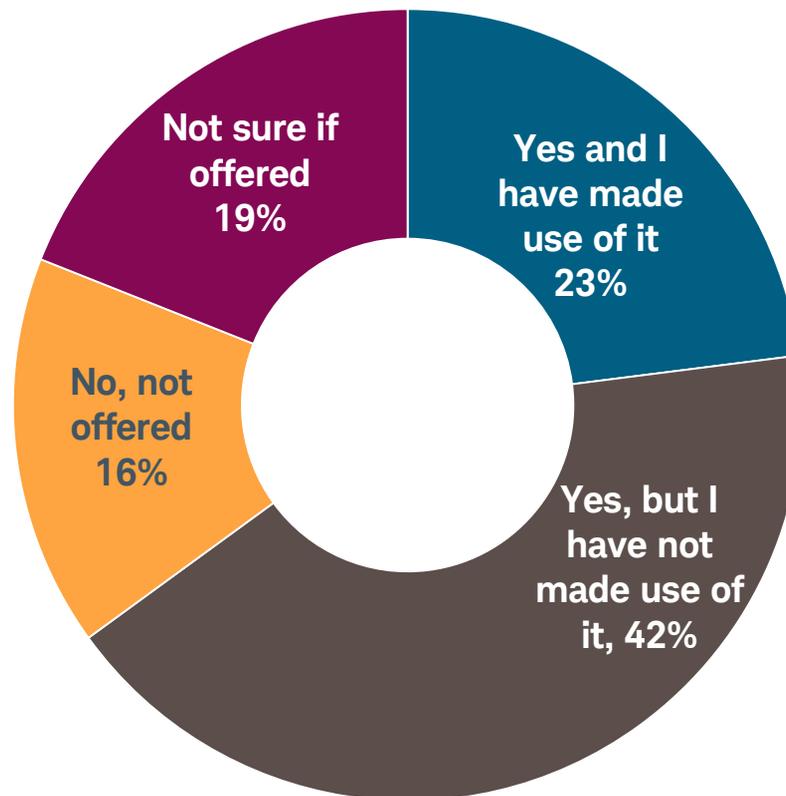


Q: For each of the statements below, please indicate whether you agree or disagree. (Base: Total = 1000)

Approximately one in four participants has used 401(k) plan personalized financial advice

401(k) plan offers personalized financial advice

Total

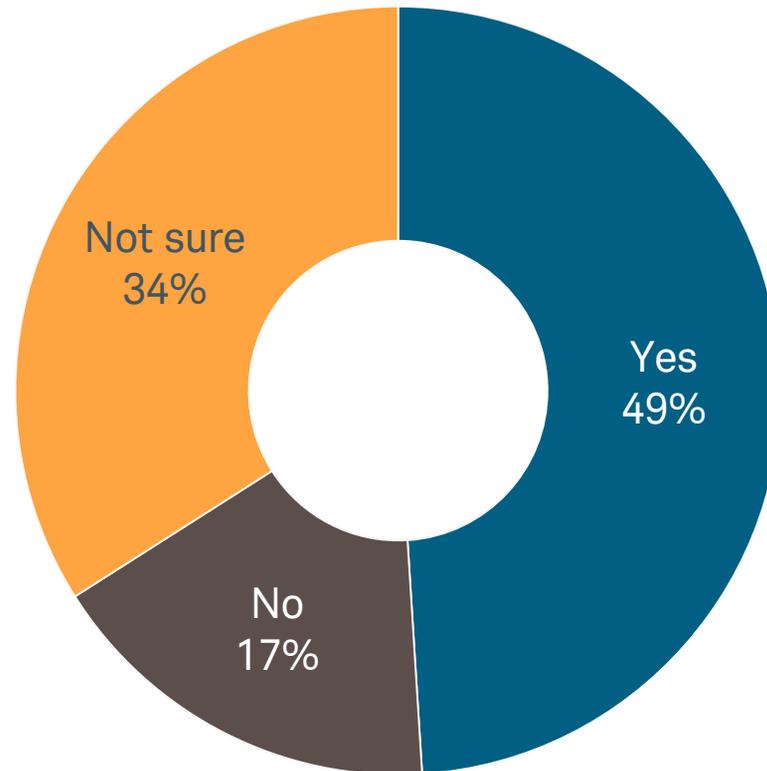


Q.: Does your 401(k) plan offer personalized professional financial advice to help you with your investments? (Base: Total = 1000)

Half of participants not using advice would expect better 401(k) investment results if they had professional advice

Expect better results if had professional investment advice for selecting 401(k) investments

Among those not currently using advice



Q: Would you expect to get better investment results if you had professional investment advice for selecting your 401(k) investments.

(Base: Those not currently using an advisor = 869)

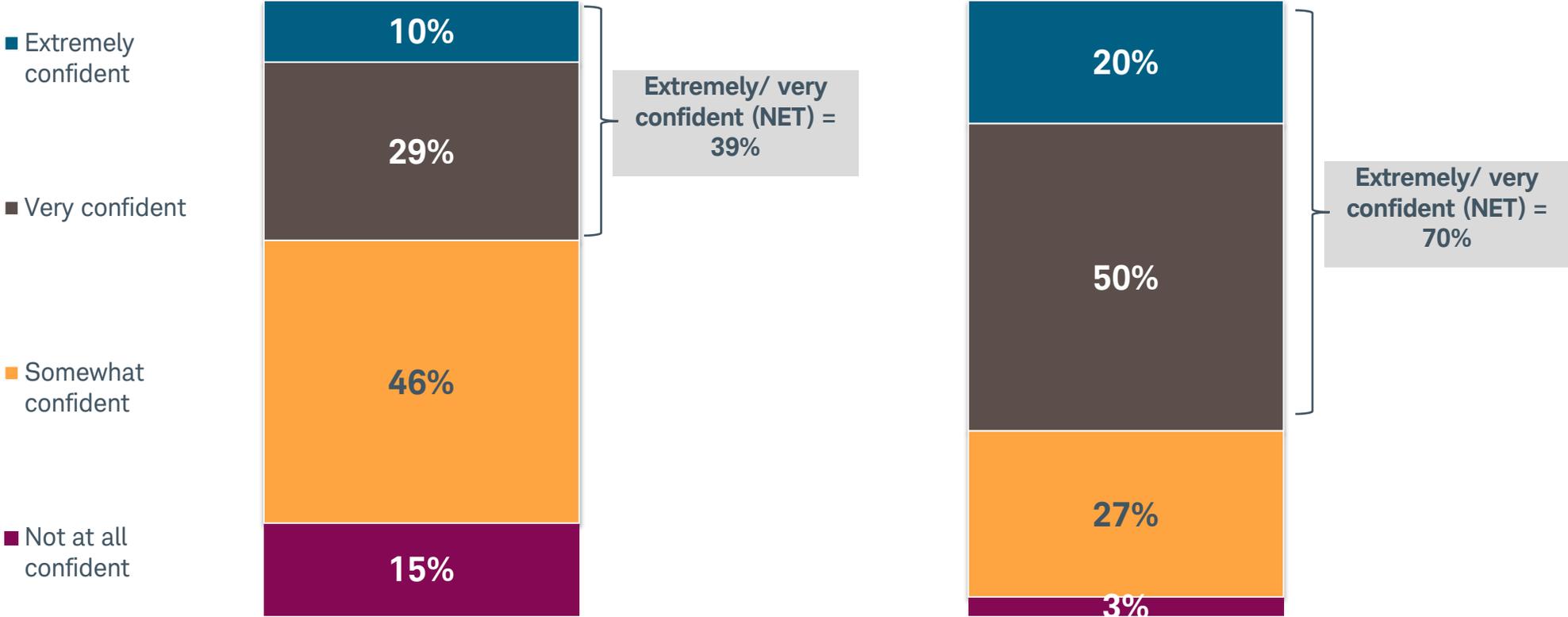
High confidence in own ability to make right investment decisions = 39%; with help of a financial professional = 70%

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

Total

With the help of financial professional

Yourself



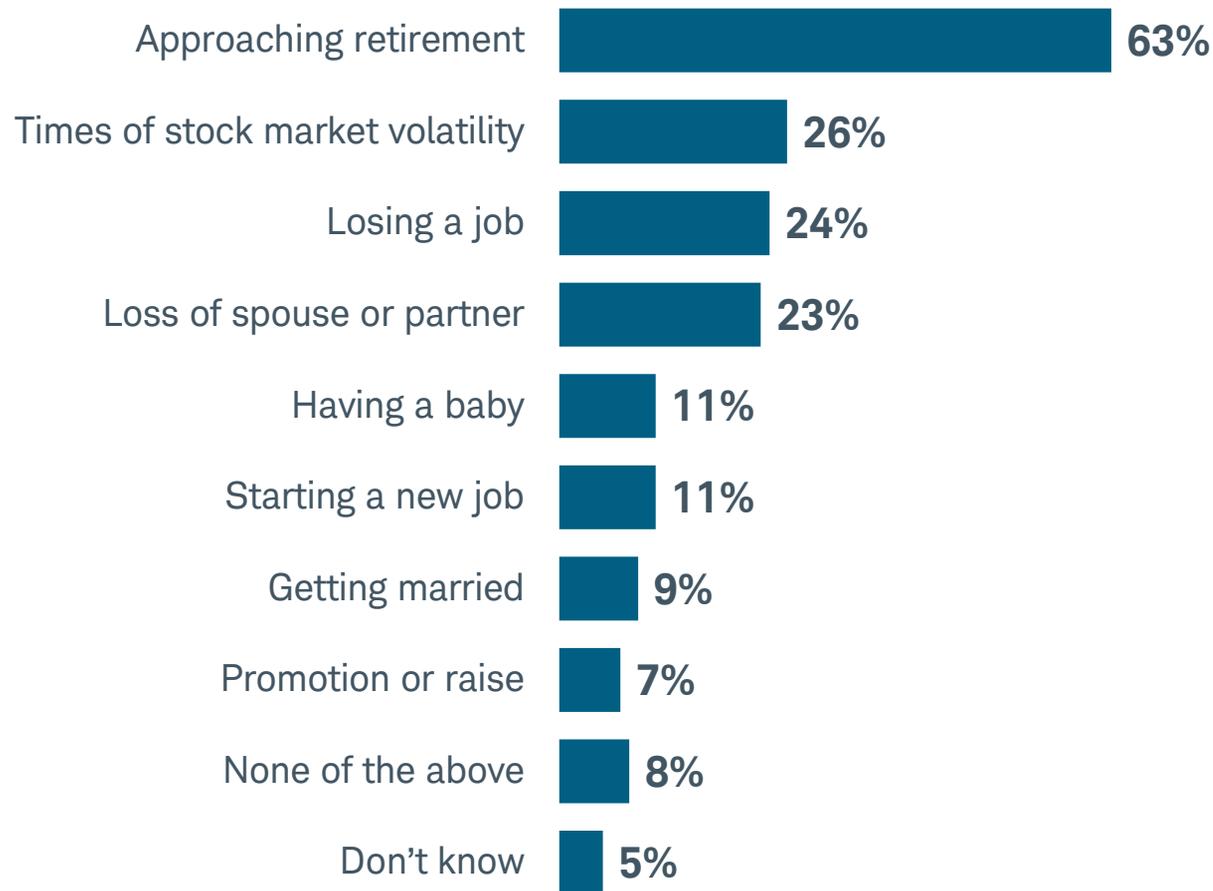
Q: How confident are you in your ability to make the right 401(k) investment decisions for yourself?

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 = 1000)

401(k) participants are most likely to seek advice about retirement planning when they are approaching retirement

Events most likely to prompt seeking help with retirement planning

Total



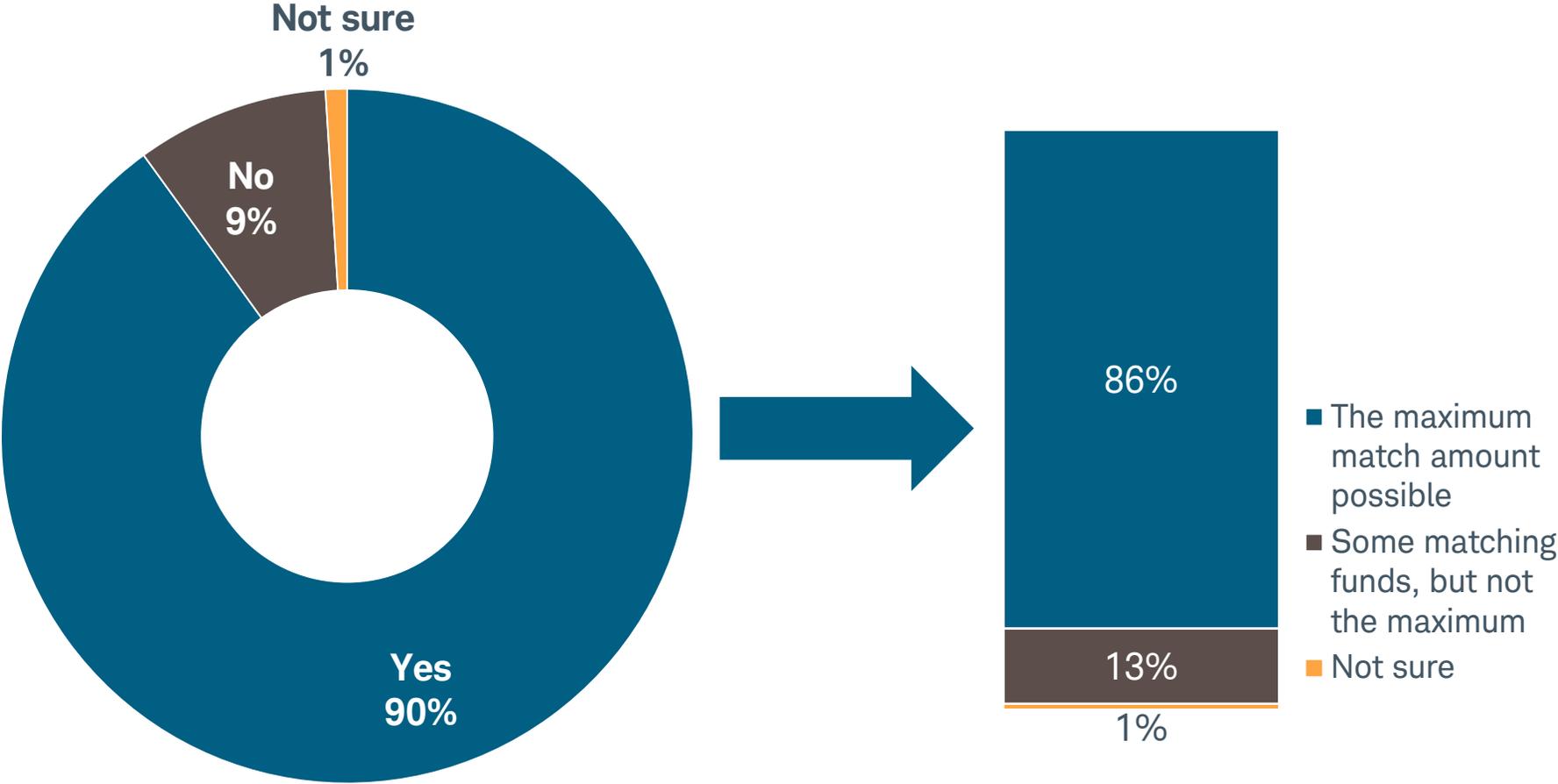
Q: At different points in our lives we may be more likely or less likely to seek help with planning for retirement. Which two of the following potential events would be most likely to prompt you to seek help with retirement planning? (Base: Total = 1000)

Nine out of ten say their companies offer 401(k) matching programs - and most take full advantage of them

Company offers 401(k) matching program

Total

- Amount currently contributing, if company offers matching program



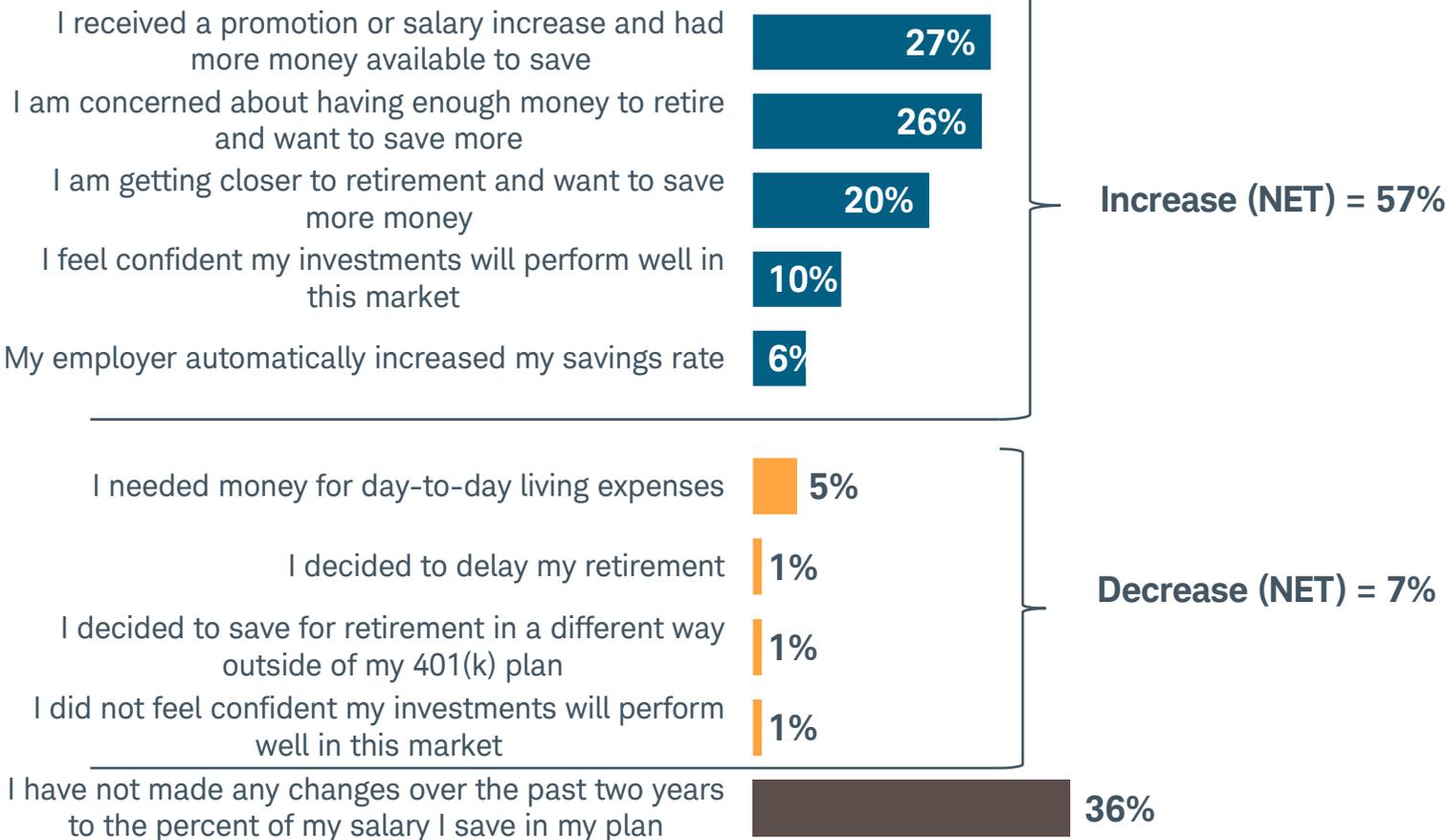
Q.: Does your company have a 401(k) matching program in which the company will match your 401(k) contributions up to a certain amount? (Base: Total = 1000)

Q: For your 401(k) matching program, are you currently contributing enough to receive...? (Base: Company has 401(k) matching program = 903)

Most have increased contributions in past two years due to promotion/raise or concern about money for retirement

Have done in past two years

Total

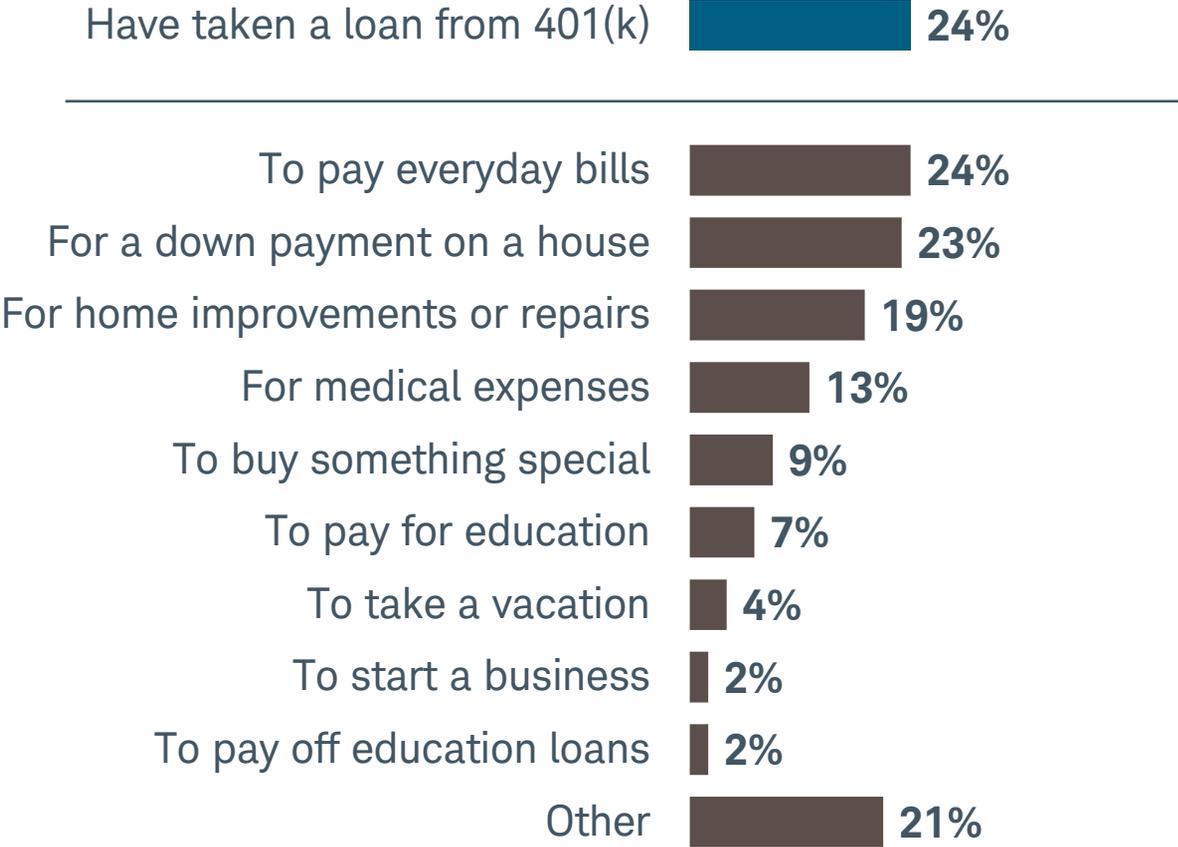


Q: Which of the following describes what you have done in your 401(k) plan in the past two years? (Base: Total = 1000)

One in four participants has taken a 401(k) loan - mainly for bills, house down payment or home improvements

Reasons for taking a loan from 401(k) account

Have taken a loan from 401(k)



Q: Have you ever taken a loan from your 401(k)? (Base: Total = 1000)

Q: Why did you take a loan from your 401(k)? (Base: Have taken a loan from 401(k) = 238)

Study Scope and Method

What	<ul style="list-style-type: none">• This study of 401(k) participants is an online study conducted for Schwab Retirement Plan Services 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 study was conducted online from May 27 through June 4, 2014• The survey took participants 10-12 minutes to complete
Who	<ul style="list-style-type: none">• 1,000 401(k) participants who meet the following criteria:<ul style="list-style-type: none">• Ages 25-75• Work for companies with 25+ employees that have 401(k) plans• Currently contribute to their 401(k) plans

Disclosures

Schwab Retirement Plan Services, Inc. and Schwab Retirement Plan Services Company (collectively Schwab Retirement Plan Services) provide recordkeeping and related services with respect to retirement plans.

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