


**PERA** *SmartSave*

Deferred Compensation Plan 

# Public Employees Retirement Association of New Mexico

4Q2020

Plan Service Review



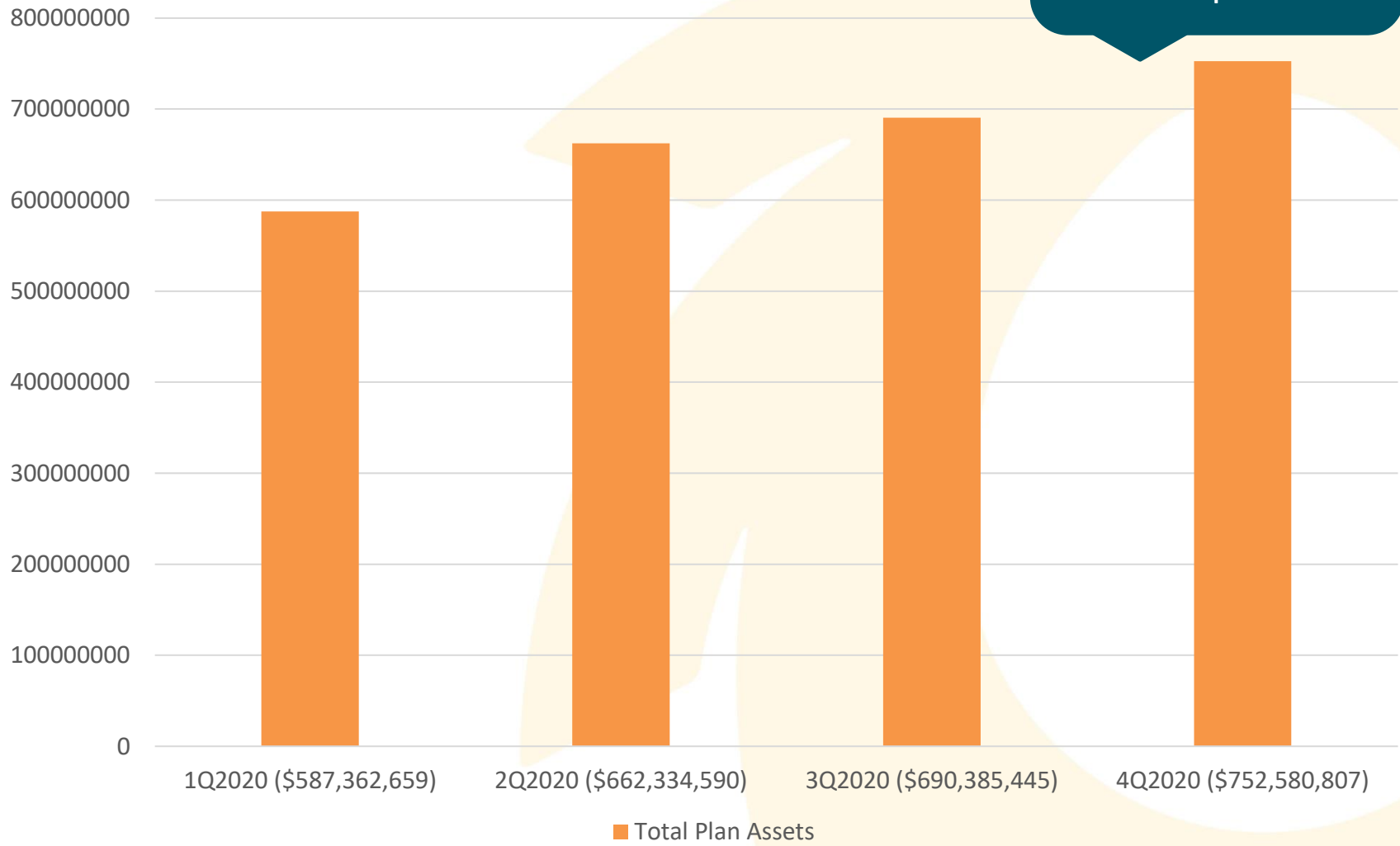
# Participant Analysis



# Participation Balance Summary

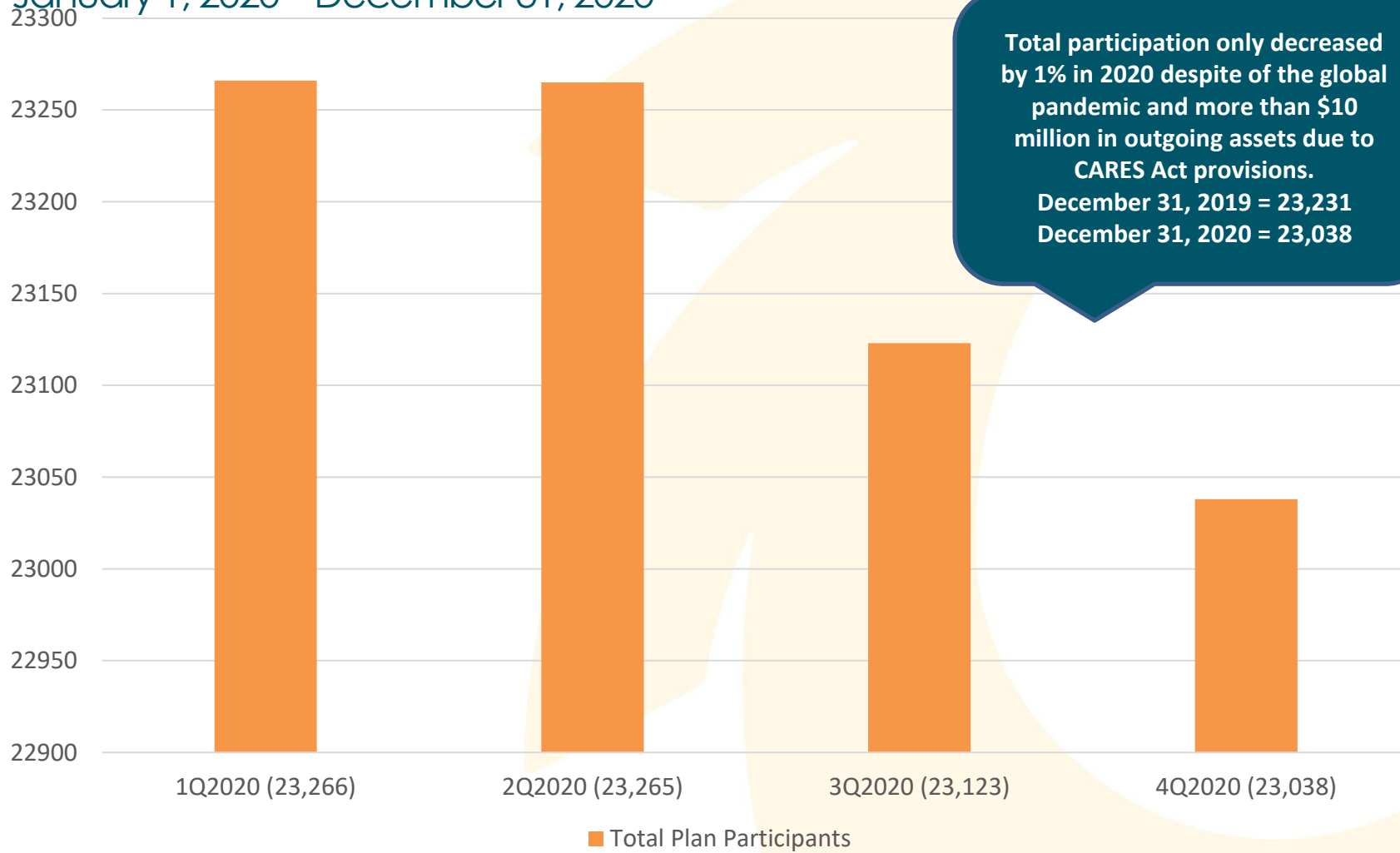
January 1, 2020 – December 31, 2020 (includes Deemed Loans)

Total plan assets grew by over 11% in 2020 despite \$10 million in outgoing assets due to CARES Act provisions



# Participation Rate Summary

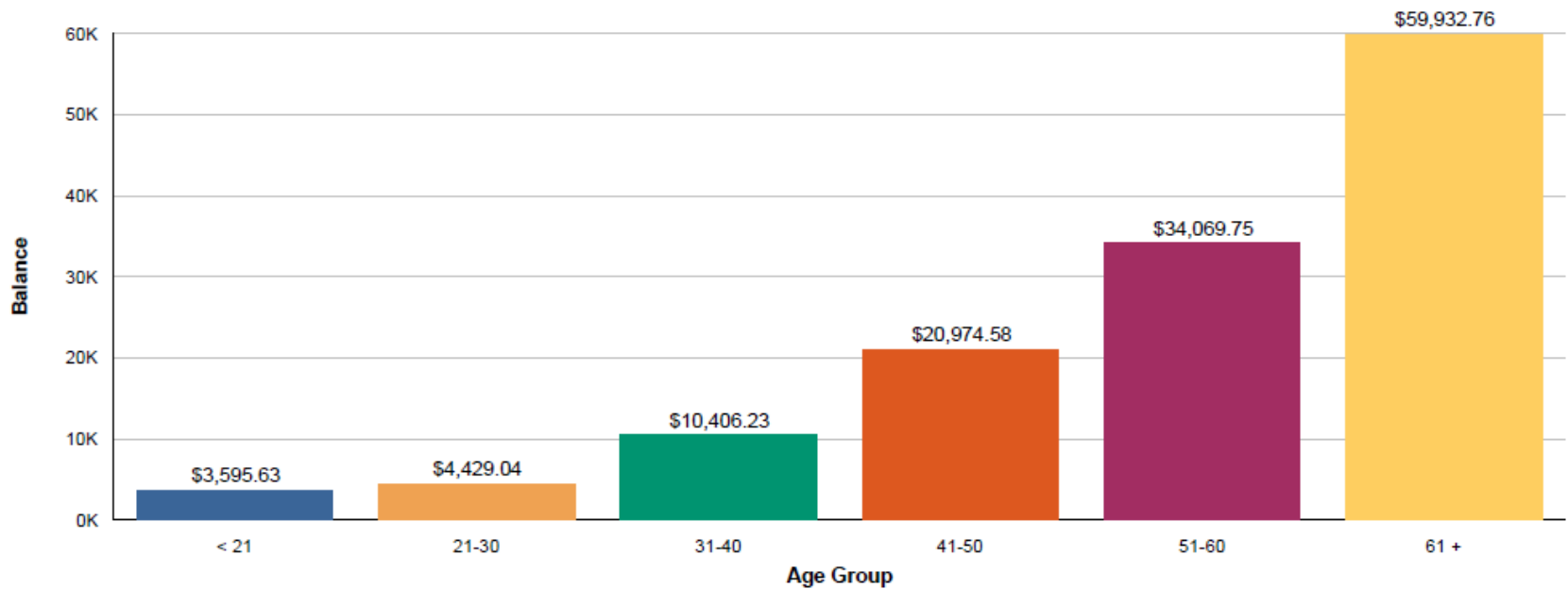
January 1, 2020 – December 31, 2020



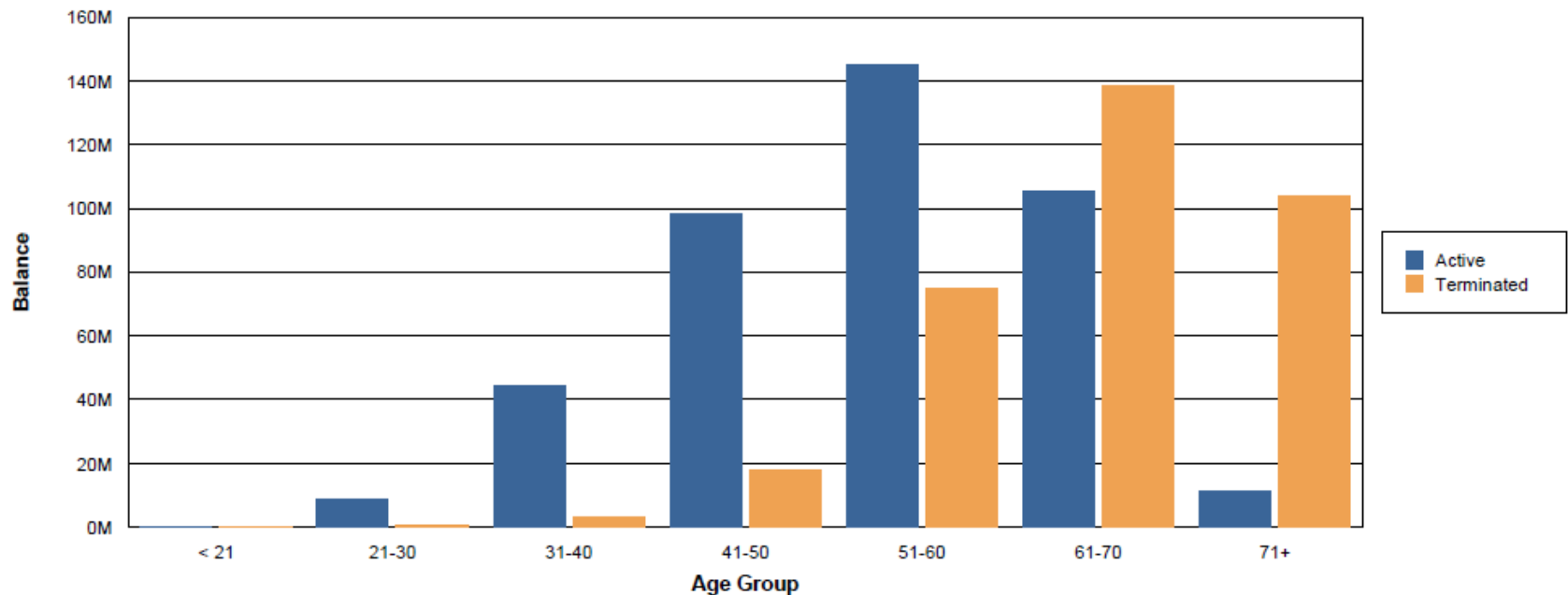


# Average Balances by Age

As of December 31, 2020

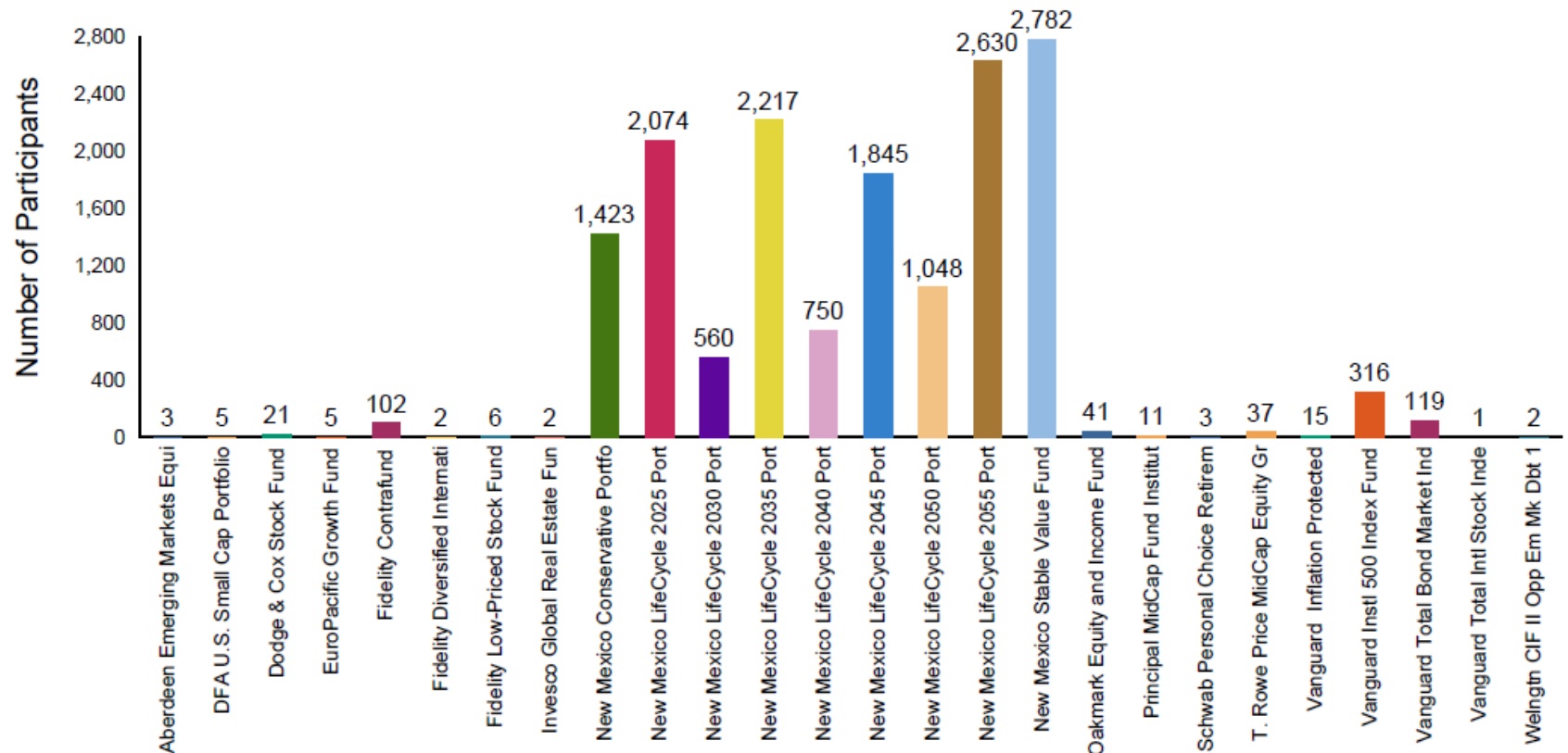


# Balances by Status As of December 31, 2020 (Deemed Loan Included)



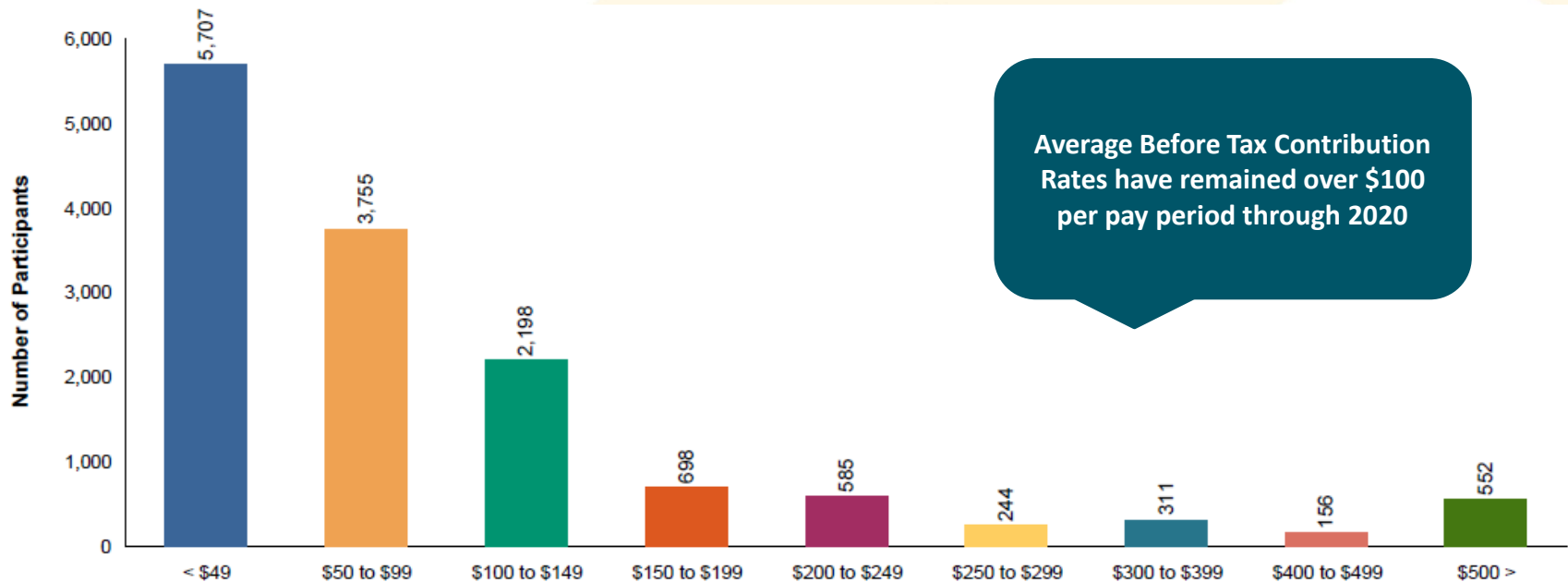
# Participants with a Balance in a Single Investment

As of December 31, 2020



# Before Tax Contribution Summary

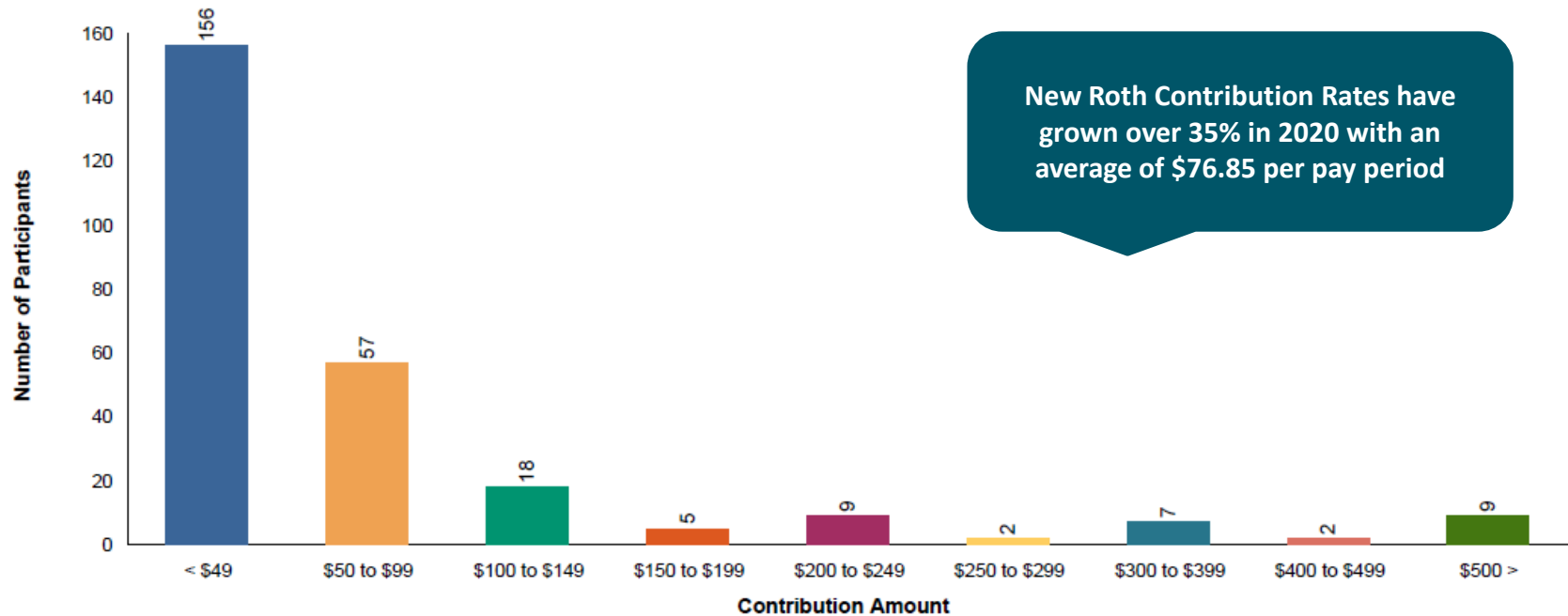
As of December 31, 2020





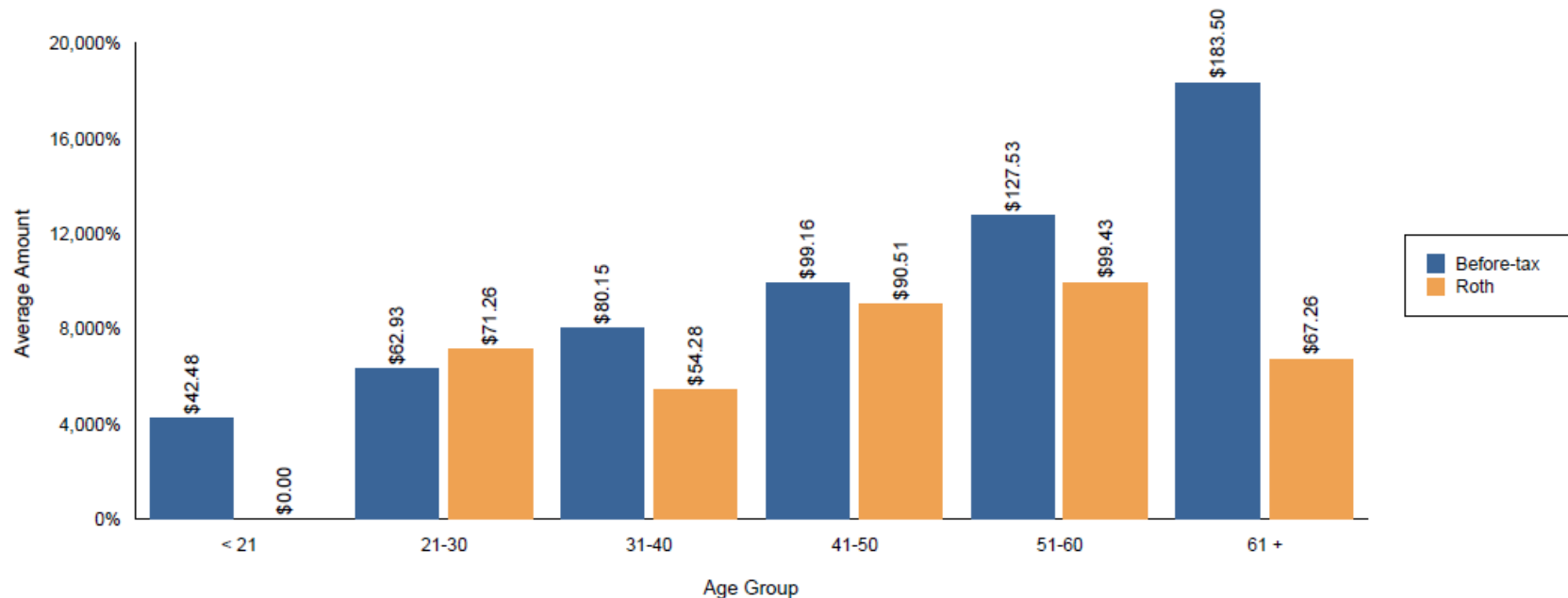
# Roth Contribution Summary

As of December 31, 2020



# Average Contribution Amount

As of December 31, 2020



Age Group	Before-tax Average \$	Roth Average \$
< 21	\$42.48	\$0.00
21-30	\$62.93	\$71.26
31-40	\$80.15	\$54.28
41-50	\$99.16	\$90.51
51-60	\$127.53	\$99.43
61 +	\$183.50	\$67.26
Overall	\$104.42	\$76.85

# Balance by Investment As of December 31, 2020

Investment	Investment Category	Number of Participants	Average Participant Balance	Percentage of Plan Assets	Investment Balance
Vanguard Instl 500 Index Fund	Large Cap Growth	4,234	\$26,883.70	15.42%	\$113,825,600.08
Vanguard Inflation Protected	Bonds	898	\$10,430.68	1.27%	\$9,366,749.10
EuroPacific Growth Fund	Global/International	1,026	\$10,885.64	1.51%	\$11,168,667.22
Invesco Global Real Estate Fun	Small/Mid/Specialty	328	\$4,430.79	0.20%	\$1,453,297.98
Principal MidCap Fund Institut	Small/Mid/Specialty	1,237	\$13,500.59	2.26%	\$16,700,231.81
Dodge & Cox Stock Fund	Large Cap Value	2,003	\$15,200.73	4.13%	\$30,447,062.41
Principal Diversified Real Ass	Small/Mid/Specialty	102	\$3,866.30	0.05%	\$394,362.31
T. Rowe Price MidCap Equity Gr	Small/Mid/Specialty	2,381	\$15,095.67	4.87%	\$35,942,793.69
Oakmark Equity and Income Fund	Balanced	1,478	\$12,594.70	2.52%	\$18,614,972.57
Vanguard Total Bond Market Ind	Bonds	2,503	\$14,283.35	4.84%	\$35,751,221.32
Aberdeen Emerging Markets Equi	Global/International	378	\$6,992.34	0.36%	\$2,643,106.07
DFA U.S. Small Cap Portfolio	Small/Mid/Specialty	2,131	\$5,720.58	1.65%	\$12,190,549.38
Vanguard Total Intl Stock Inde	Global/International	1,556	\$10,273.68	2.17%	\$15,985,852.33
New Mexico Conservative Portfo	Asset Allocation	2,079	\$22,737.56	6.41%	\$47,271,388.99
New Mexico LifeCycle 2025 Port	Asset Allocation	2,766	\$20,674.83	7.75%	\$57,186,585.88
New Mexico LifeCycle 2030 Port	Asset Allocation	712	\$11,447.47	1.10%	\$8,150,599.22
New Mexico LifeCycle 2035 Port	Asset Allocation	2,775	\$14,073.63	5.29%	\$39,054,314.66
New Mexico LifeCycle 2040 Port	Asset Allocation	899	\$7,206.93	0.88%	\$6,479,029.56
New Mexico LifeCycle 2045 Port	Asset Allocation	2,241	\$10,302.99	3.13%	\$23,089,011.71
New Mexico LifeCycle 2050 Port	Asset Allocation	1,172	\$4,702.39	0.75%	\$5,511,200.66
New Mexico LifeCycle 2055 Port	Asset Allocation	2,962	\$4,801.46	1.93%	\$14,221,913.76
New Mexico Stable Value Fund	Stability of Principal	5,724	\$23,853.13	18.50%	\$136,535,317.63
Fidelity Low-Priced Stock Fund	Small/Mid/Specialty	927	\$9,023.68	1.13%	\$8,364,953.70
Fidelity Contrafund	Lap Cap Growth	2,364	\$27,360.62	8.76%	\$64,680,496.46
Fidelity Diversified Internati	Global/International	1,256	\$9,747.62	1.66%	\$12,243,010.05
Schwab Personal Choice Retirem	Self Directed Brokerage	68	\$126,630.41	1.17%	\$8,610,868.07
LOAN FUND	Loan Fund	2,193	\$5,293.96	1.57%	\$11,609,645.05
Welngtn CIF II Opp Em Mk Dbt 1	Bonds	305	\$6,932.62	0.29%	\$2,114,449.01

**Total Investment Balance:**

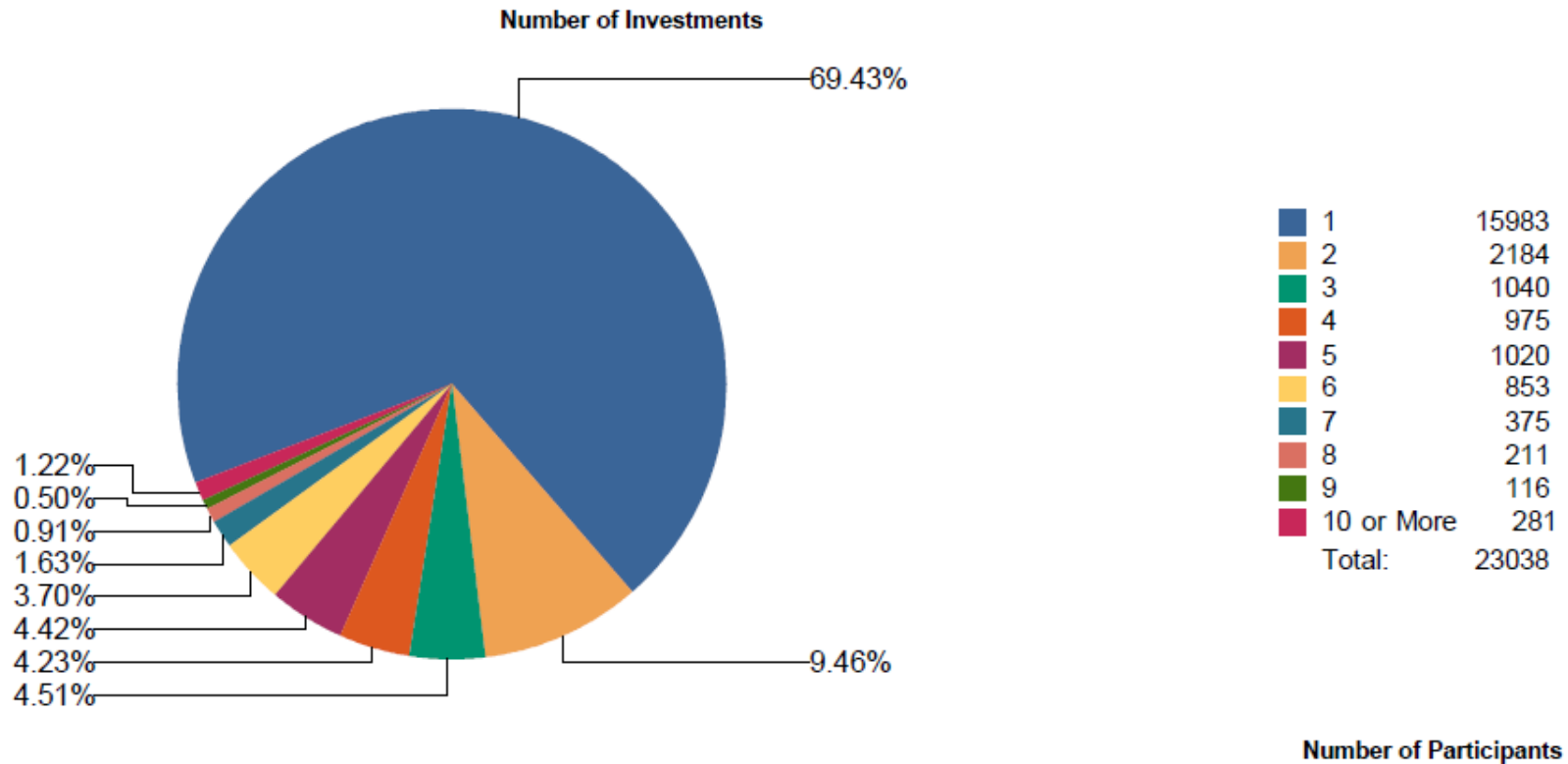
\$749,607,250.68

**Total Deemed Loan Fund:**

\$2,973,556.49

# Participants with Balance by Number of Investments

As of December 31, 2020



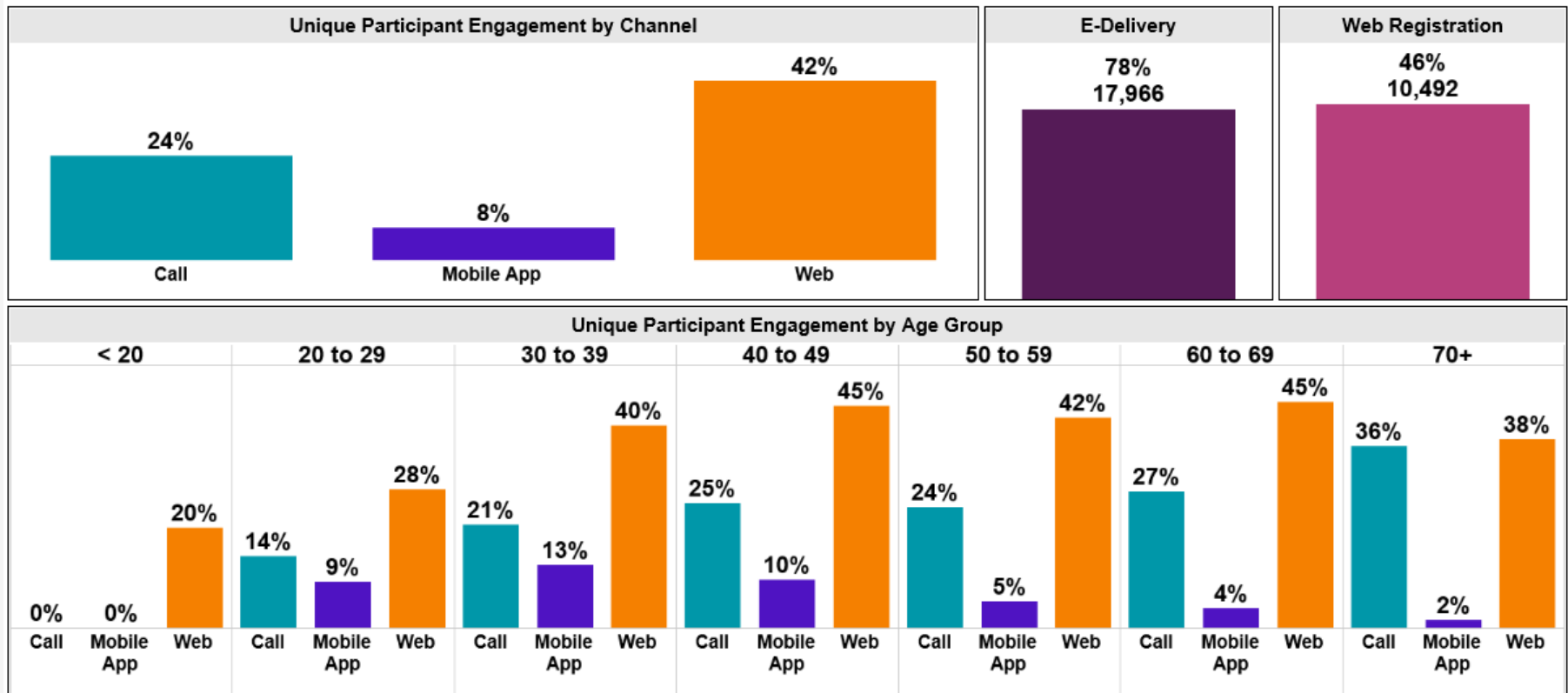
# Digital Engagement



# Participant Engagement

49% of Plan participants have engaged (calls, mobile, web)

42% of Plan participants have digitally engaged

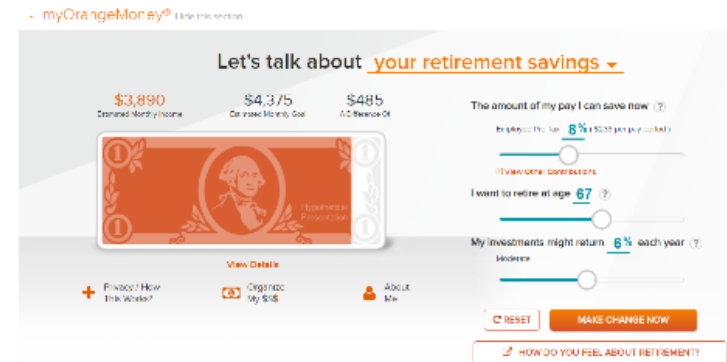




# Digital Engagement myOrangeMoney

## myOrangeMoney Engagement

Unique Participant Activity	Participants	
Logged in with access to myOrangeMoney	10,720	
Viewed myOrangeMoney	10,113	94%
Engaged and interacted with myOrangeMoney	4,640	46%
Took action after using myOrangeMoney	565	12%



## 12% of participants took action after using myOrangeMoney

463 participants are saving an average of \$55 more per pay period (from \$102 to \$158)

121 participants changed a fund allocation

84 participants enrolled in a managed account

20 participants rolled money into a plan

# Digital Engagement

## Personalized Video Engagement

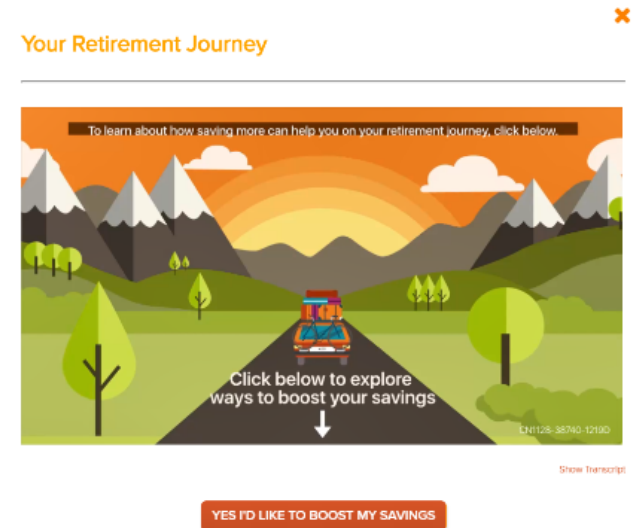
### Personalized Video

Unique Participant Activity	Participants	
Viewed Personalized Video	98	
Clicked on the call to action	36	37%
Took action after viewing Personalized Video	5	5%

5% of participants took action after viewing a personalized video

3 participants changed a fund allocation

2 participants enrolled in a managed account



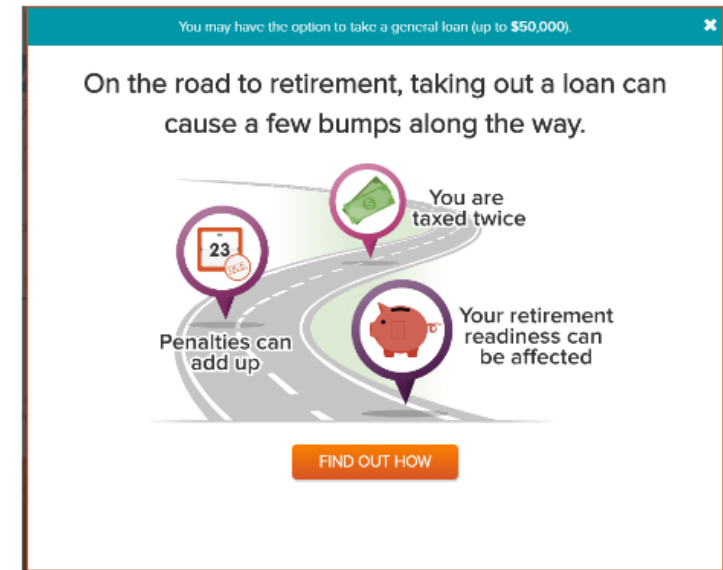
# Digital Engagement myOrangeMoney Loans

## myOrangeMoney Loans

**617** participants used loan guidance

**196 (32%)** participants used loan guidance and did not take a loan

**421 (68%)** participants used loan guidance and went on to take a loan



# Digital Engagement

## Financial Wellness



How do your employees feel about their current financial situation?

Your employees



Voya book of business



1  
not confident

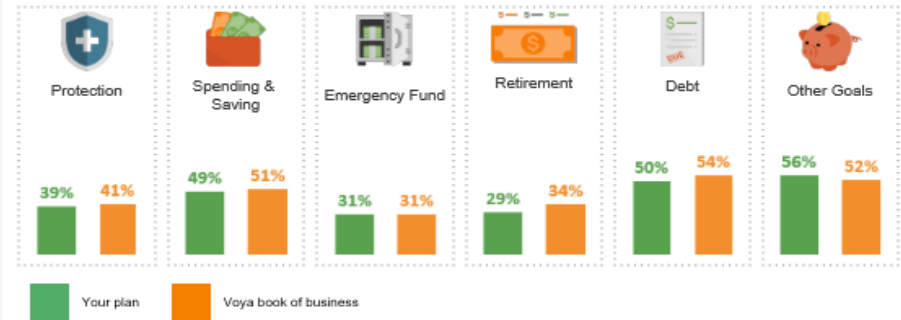
10  
very confident

59% have a financial confidence of 7 or more  
(Voya book of business: 53%)



Percent of employees on track by pillar

42% of your employees' pillar scores are green  
(Voya book of business: 44%)

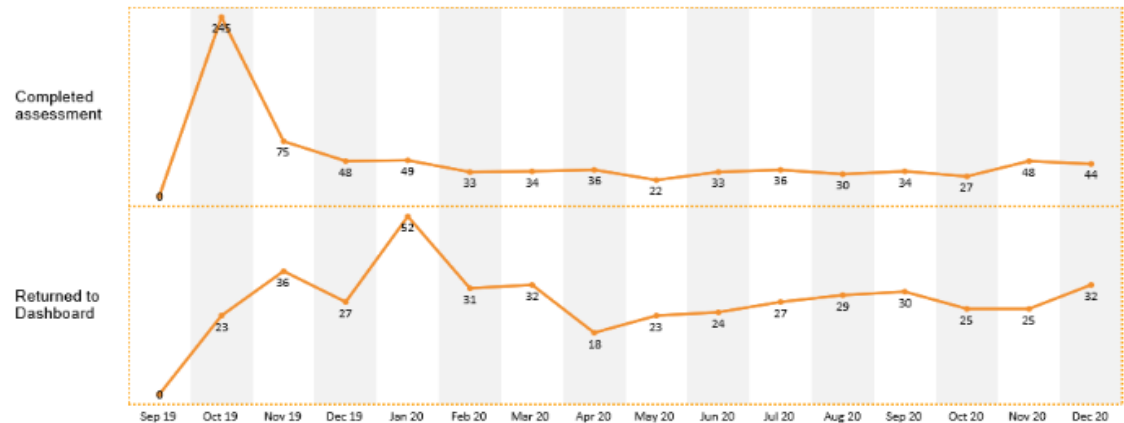


Engagement

	# of participants	% of participants	Voya Book of Business
Started Financial Wellness assessment	699	--	--
Completed assessment and viewed results	629	90%	88%
Viewed dashboard after completing assessment	532	85%	85%



Trending



# Personalized Messaging





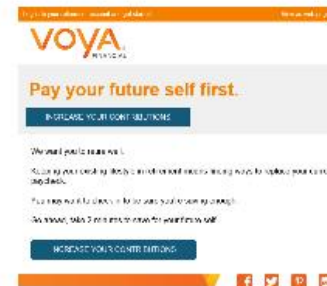
# Personalized Messaging Save More Results

**73 (8%)** participants targeted took action after opening a Save More email

**1** participants are saving an average of 1.0% more per pay period (from 0.0% to 1.0%)

**73** participants are saving an average of \$28 more per pay period (from \$141 to \$169)

Unique participant activity		Participants	
Unique participants delivered		2,050	
Unique participants opened		945	46%
Unique participants clicked		205	22%
Participants took action after opening		73	8%







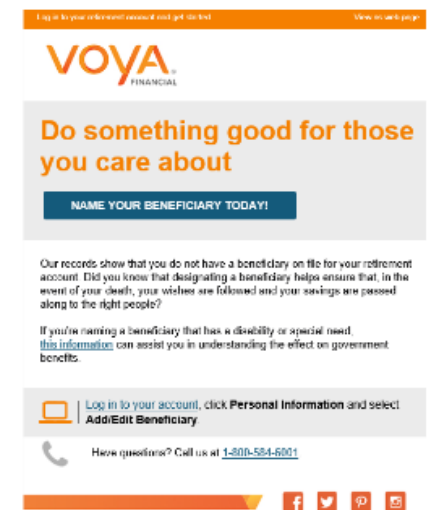


# Personalized Messaging

## Beneficiary Results

25 (15%) participants named a beneficiary after opening a Beneficiary email


Unique participant activity		Participants	
Unique participants delivered		356	
Unique participants opened		168	47%
Unique participants clicked		63	38%
Participants took action after opening		25	15%

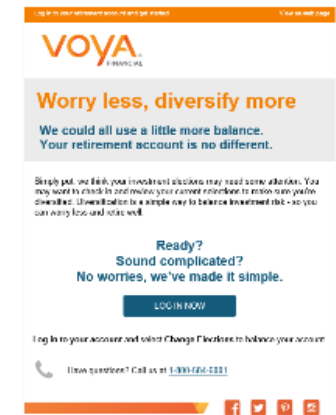


# Personalized Messaging

## Diversification Results

5 (1%) participants targeted diversified their account after opening a Diversification email

Unique participant activity		Participants	
Unique participants delivered		867	
Unique participants opened		413	48%
Unique participants clicked		79	19%
Participants took action after opening		5	1%

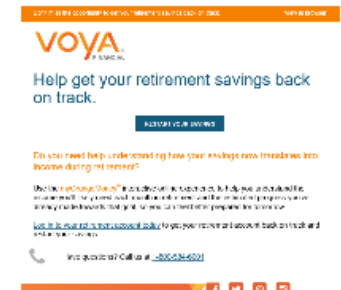


# Personalized Messaging Restart Savings Results

**6 (5%)** participants targeted resumed contributions after opening a Restart Savings email

6 participants are saving an average of \$152 more per pay period (from \$0 to \$152)

Unique participant activity		Participants	
Unique participants delivered		345	
Unique participants opened		127	37%
Unique participants clicked		18	14%
Participants took action after opening		6	5%

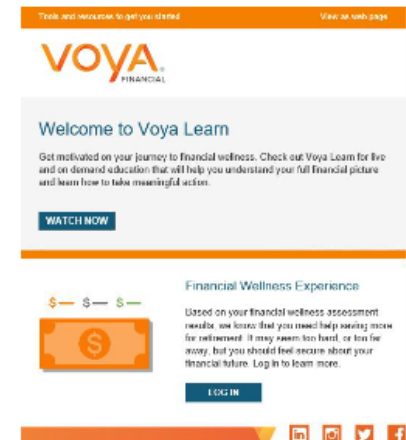


# Personalized Messaging

## Financial Wellness Results

21 (2%) participants targeted completed the Financial Wellness Assessment after opening a Quarterly Education email

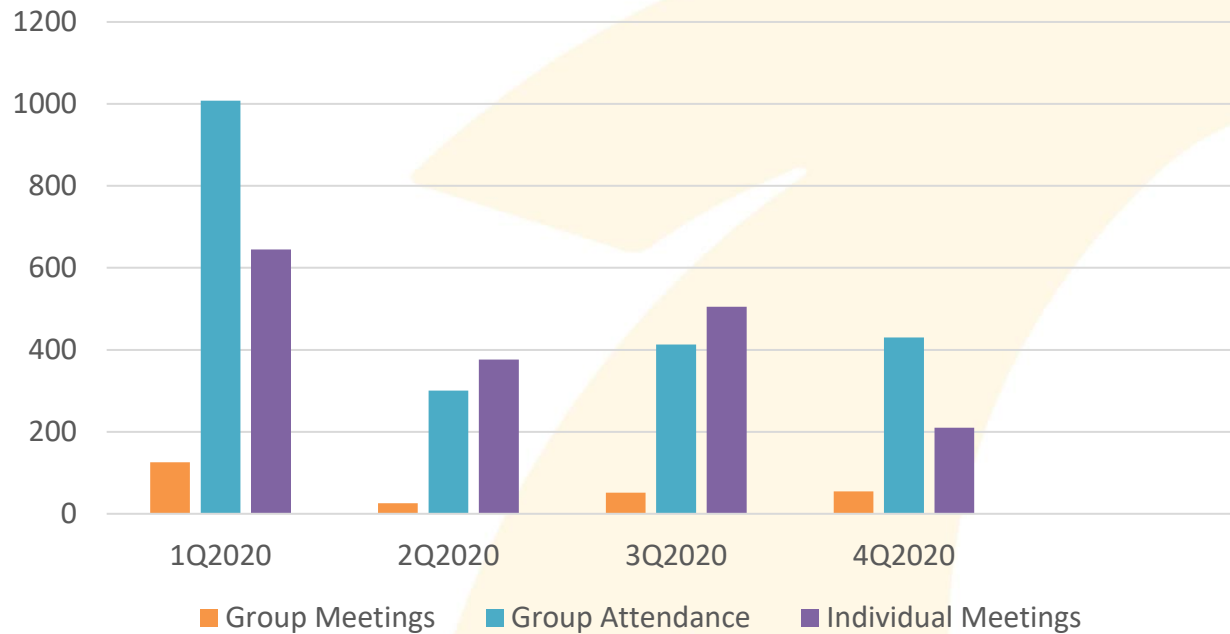
Unique participant activity		Participants	
Unique participants delivered		4,400	
Unique participants opened		1,042	24%
Unique participants clicked		173	17%
Participants took action after opening		21	2%



# Outreach Update



# Outreach Meeting Activity



	1Q2020	2Q2020	3Q2020	4Q2020
Group Meetings	126	26	52	55
Group Attendees	1,008	301	413	430
Individual Meetings	645	376	505	210



# Outreach Meeting Activity

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
10/02/2020	City of Albuquerque		Albuquerque	Lium	0	6
10/02/2020	Bernalillo County		Albuquerque	Lium	0	8
10/02/2020	Bernalillo County	Detention Center	Albuquerque	Lium	0	2
10/02/2020	Department of Health		Albuquerque	Lium	0	1
10/02/2020	Taxation and Revenue Department	Motor Vehicle Division	Albuquerque	Lium	0	2
10/02/2020	City of Santa Rosa		Santa Rosa	Lium	0	1
10/02/2020	PERA		Albuquerque	Lium	0	1
10/08/2020	Santa Fe County	NEO	Santa Fe	Day	4	3
10/08/2020	City of Santa Fe	NEO	Santa Fe	Day	3	2
10/08/2020	Espanola	Staff	Espanola	Day	0	2
10/08/2020	NM DOT	Staff	Santa Fe	Day	3	1
10/08/2020	NM GSD	Staff	Santa Fe	Day	0	1
10/09/2020	State of NM	Vocational Rehab	Las Cruces	Miller	0	1
10/09/2020	City of Las Cruces	Human Resources	Las Cruces	Miller	0	1
10/09/2020	City of Roswell	Streets	Roswell	Miller	0	1
10/09/2020	City of Roswell	Fire	Roswell	Miller	0	1
10/09/2020	City of Carlsbad	Legal	Carlsbad	Miller	0	1
10/09/2020	NM Institute of Mining	Education	Socorro	Miller	0	1
10/09/2020	City of Las Cruces	City Managers	Las Cruces	Miller	0	1
10/09/2020	City of Roswell	Fire	Roswell	Miller	0	1
10/09/2020	Grant County	Human Resources	Silver City	Miller	0	1
10/09/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
10/09/2020	City of Hobbs	Wastewater	Hobbs	Miller	0	1
10/09/2020	Socorro County	Detention	Socorro	Miller	0	1
10/09/2020	City of Roswell	Sheriff	Roswell	Miller	0	1
10/09/2020	Central NM Community College		Albuquerque	Lium	12	0
10/09/2020	PERA		Albuquerque	Lium	6	0

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
10/09/2020	City of Albuquerque		Albuquerque	Lium	39	5
10/09/2020	Bernalillo County		Albuquerque	Lium	0	2
10/09/2020	Village of Los Lunas		Los Lunas	Lium	0	1
10/09/2020	Guadalupe County		Santa Rosa	Lium	0	1
10/09/2020	City of Santa Rosa		Santa Rosa	Lium	0	1
10/16/2020	NM Institute of Mining	Education	Socorro	Miller	0	1
10/16/2020	City of Hobbs	Human Resources	Hobbs	Miller	0	1
10/16/2020	State of NM	Corrections	Las Cruces	Miller	0	1
10/16/2020	State of NM	Corrections	Santa Fe	Miller	0	1
10/16/2020	State of NM	PERA Meeting	statewide	Miller	14	1
10/16/2020	Chavez County	Road Dept	Roswell	Miller	0	1
10/16/2020	School for the Visually Impaired	Education	Alamogordo	Miller	0	1
10/16/2020	Elephant Butte Irrigation District	Road Dept	Las Cruces	Miller	0	1
10/16/2020	City of Roswell	Fire	Roswell	Miller	0	1
10/16/2020	City of Las Cruces	Fire	Las Cruces	Miller	0	1
10/16/2020	State of NM	Dept of Health	Roswell	Miller	0	1
10/16/2020	State of NM	Human Services	Las Cruces	Miller	0	1
10/16/2020	NM DOH	NEO	Santa Fe	Day	5	0
10/16/2020	NM BHI	NEO	Las Vegas	Day	8	0
10/16/2020	City of Santa Fe	Staff	Santa Fe	Day	0	1
10/16/2020	Santa Fe County	Staff	Santa Fe	Day	0	2
10/16/2020	San Juan County	Staff	Aztec	Day	0	1
10/16/2020	City of Albuquerque		Albuquerque	Lium	3	2
10/16/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	6	7
10/16/2020	Bernalillo County		Albuquerque	Lium	2	4
10/16/2020	Bernalillo County	Fire	Albuquerque	Lium	0	2
10/16/2020	Village of Ft. Sumner		Ft. Sumner	Lium	0	1

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
10/16/2020	Children Youth and Families Department		Albuquerque	Lium	0	2
10/16/2020	Department of Transportation		Albuquerque	Lium	0	1
10/23/2020	Town of Silver City	Human Resources	Silver City	Miller	0	1
10/23/2020	City of Las Cruces	Payroll	Las Cruces	Miller	0	1
10/23/2020	City of Las Cruces	Human Resources	Las Cruces	Miller	0	1
10/23/2020	State of NM	6th District Attorney	Silver City	Miller	0	1
10/23/2020	Santa Fe County	NEO	Santa Fe	Day	3	0
10/23/2020	City of Santa Fe	NEO	Santa Fe	Day	6	0
10/23/2020	Miner's Cofax Hosp	Staff	Raton	Day	4	0
10/23/2020	Town of Taos	Staff	Taos	Day	0	1
10/23/2020	Rio Arriba County	Staff	Espanola	Day	0	1
10/23/2020	City of Albuquerque		Albuquerque	Lium	2	4
10/23/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	4	2
10/23/2020	City of Albuquerque	Parks and Recreation	Albuquerque	Lium	3	0
10/23/2020	Bernalillo County		Albuquerque	Lium	0	3
10/23/2020	Bernalillo County	Fire	Albuquerque	Lium	0	2
10/23/2020	Bernalillo County	Sheriff	Albuquerque	Lium	0	2
10/23/2020	Albuquerque Public Schools		Albuquerque	Lium	0	2
10/23/2020	McKinley County		Gallup	Lium	0	3
10/23/2020	Village of Logan		Logan	Lium	6	0
10/30/2020	PERA	State EEs	Santa Fe	Day	12	0
10/30/2020	NM DPS State Police	Staff	Santa Fe	Day	0	1
10/30/2020	Santa Fe Comm College	Staff	Santa Fe	Day	3	0
10/30/2020	City of Santa Fe	Staff	Santa Fe	Day	0	2
10/30/2020	Santa Fe County	Staff	Santa Fe	Day	0	2
10/30/2020	Espanola	Staff	Espanola	Day	0	1
10/30/2020	Farmington	Staff	Farmington	Day	0	1

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
10/30/2020	City of Albuquerque		Albuquerque	Lium	33	1
10/30/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	6	4
10/30/2020	Bernalillo County	Sheriff	Albuquerque	Lium	0	1
10/31/2020	State of NM	Dept of Health	Las Cruces	Miller	0	1
10/31/2020	State of NM	Dept of Health	Las Cruces	Miller	0	1
10/31/2020	City of Carlsbad	Water	Carlsbad	Miller	0	1
10/31/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
10/31/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
10/31/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
10/31/2020	City of Hobbs	Human Resources	Hobbs	Miller	0	1
10/31/2020	State of NM	Dept of Health	Roswell	Miller	0	1
10/31/2020	Town of Mesilla	Administration	Mesilla	Miller	11	2
10/31/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
11/06/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
11/06/2020	Lincoln County	Human Resources	Carrizozo	Miller	0	1
11/06/2020	City of Las Cruces	Parks	Las Cruces	Miller	0	1
11/06/2020	School for the Visually Impaired	Education	Alamogordo	Miller	8	1
11/06/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
11/06/2020	Santa Fe County	NEO	Santa Fe	Day	7	0
11/06/2020	City of Santa Fe	NEO	Santa Fe	Day	5	0
11/06/2020	City of Santa Fe	Staff	Santa Fe	Day	0	3
11/06/2020	Santa Fe County	Staff	Santa Fe	Day	0	2
11/06/2020	NM Sec of State	Staff	Santa Fe	Day	0	1
11/06/2020	NM DOT	Staff	Wagon Mound	Day	0	1
11/06/2020	Village of Aztec	Staff	Aztec	Day	3	0
11/06/2020	Taos County	Staff	Taos	Day	0	1
11/06/2020	Mora County	Staff	Mora	Day	0	1

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
11/06/2020	Village of Questa	Staff	Questa	Day	0	1
11/06/2020	NM DOH BHI	NEO	Las Vegas	Day	11	0
11/06/2020	City of Albuquerque		Albuquerque	Lium	3	2
11/06/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	2	6
11/06/2020	Bernalillo County		Albuquerque	Lium	0	2
11/06/2020	PERA		Albuquerque	Lium	11	0
11/06/2020	City of Gallup		Gallup	Lium	0	1
11/13/2020	State of NM	Dept of Transport	Roswell	Miller	0	1
11/13/2020	City of Las Cruces	Parks	Las Cruces	Miller	0	1
11/13/2020	Eddy County	Human Resources	Carlsbad	Miller	0	1
11/13/2020	School for the Visually Impaired	Education	Alamogordo	Miller	0	1
11/13/2020	State of NM	Corrections	Las Cruces	Miller	0	1
11/13/2020	State of NM	Dept of Transport	Deming	Miller	0	1
11/13/2020	Eddy County	Sheriff	Carlsbad	Miller	0	1
11/13/2020	City of Las Cruces	Streets	Las Cruces	Miller	0	1
11/13/2020	NM DPS State Police	NEO	Santa Fe	Day	18	0
11/13/2020	NM DOH	NEO	Santa Fe	Day	7	0
11/13/2020	City of Santa Fe	Staff	Santa Fe	Day	0	4
11/13/2020	Santa Fe County	Staff	Santa Fe	Day	0	1
11/13/2020	NM Corrections	Staff	Santa Fe	Day	0	1
11/13/2020	N Central Solid Waste	Staff	Alcalde	Day	0	1
11/13/2020	NM Environment	Staff	Santa Fe	Day	0	1
11/13/2020	Farmington	Staff	Farmington	Day	4	0
11/13/2020	Taos Valley Ski Village	Staff	Taos Ski Village	Day	5	1
11/13/2020	City of Albuquerque		Albuquerque	Lium	3	8
11/13/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	6	3
11/13/2020	Bernalillo County		Albuquerque	Lium	0	1



# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
11/13/2020	Department of Health		Albuquerque	Lium	0	2
11/20/2020	State of NM	PERA Meeting	statewide	Miller	15	1
11/20/2020	Eddy County	Road Dept	Artesia	Miller	0	1
11/20/2020	State of NM	State Engineers	Roswell	Miller	0	1
11/20/2020	Eddy County	Human Resources	Carlsbad	Miller	0	1
11/20/2020	Lincoln County	Administration	Carizozo	Miller	0	1
11/20/2020	State of NM	Dept of Transport	Las Cruces	Miller	0	1
11/20/2020	State of NM	5th District Attorney	Roswell	Miller	0	1
11/20/2020	State of NM	State Engineers	Roswell	Miller	0	1
11/20/2020	School for the Visually Impaired	Administration	Alamogordo	Miller	0	1
11/20/2020	State of NM	Dept of Health	Las Cruces	Miller	0	1
11/20/2020	City of Albuquerque		Albuquerque	Lium	0	6
11/20/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	0	3
11/20/2020	City of Albuquerque	Police	Albuquerque	Lium	0	2
11/20/2020	Bernalillo County		Albuquerque	Lium	4	6
11/20/2020	Sandoval County		Rio Rancho	Lium	0	3
11/20/2020	Department of Transportation		Tucumcari	Lium	0	1
11/21/2020	City of Santa Fe	NEO	Santa Fe	Day	3	0
11/21/2020	Santa Fe County	NEO	Santa Fe	Day	4	0
11/21/2020	Highlands University	Staff	Las Vegas	Day	6	0
11/21/2020	Highlands University	Staff	Las Vegas	Day	0	2
11/21/2020	Santa Fe County	Staff	Santa Fe	Day	0	3
11/21/2020	NM GSD	Staff	Santa Fe	Day	0	1
11/21/2020	San Juan County	Staff	Aztec	Day	3	0
11/21/2020	City of Las Vegas	Staff	Las Vegas	Day	0	1
11/27/2020	Eddy County	Sheriff	Carlsbad	Miller	0	1
11/27/2020	City of Albuquerque		Albuquerque	Lium	0	17



# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
11/27/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	0	2
11/27/2020	Bernalillo County		Albuquerque	Lium	2	3
11/28/2020	City of Taos	Staff	Taos	Day	2	0
11/28/2020	NM DOH	Staff	Santa Fe	Day	0	1
11/28/2020	City of Santa Fe	Staff	Santa Fe	Day	0	1
12/04/2020	City of Carlsbad	Legal	Carlsbad	Miller	0	1
12/04/2020	State of NM	Education	Socorro	Miller	0	1
12/04/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
12/04/2020	State of NM	5th District Attorney	Carlsbad	Miller	0	1
12/04/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
12/04/2020	City of Deming	Human Resources	Deming	Miller	0	1
12/04/2020	City of Carlsbad	Human Resources	Carlsbad	Miller	0	1
12/04/2020	City of Albuquerque		Albuquerque	Lium	5	8
12/04/2020	Village of Ruidoso		Ruidoso	Lium	0	1
12/04/2020	Bernalillo County		Albuquerque	Lium	0	6
12/04/2020	Bernalillo County	Fire	Albuquerque	Lium	0	2
12/04/2020	Bernalillo County	Sheriff	Albuquerque	Lium	0	1
12/11/2020	State of NM	PERA Meeting	statewide	Miller	15	1
12/11/2020	State of NM	5th District Attorney	Roswell	Miller	0	1
12/11/2020	State of NM	Taxation & Revenue	Las Cruces	Miller	0	1
12/11/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	0	2
12/11/2020	Department of Public Safety	State Police	Albuquerque	Lium	0	1
12/11/2020	PERA		Albuquerque	Lium	4	0
12/16/2020	Chavez County	Administration	Roswell	Miller	0	1
12/18/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
12/18/2020	State of NM	Human Services	Deming	Miller	0	1
12/18/2020	State of NM	Human Services	Las Cruces	Miller	0	1

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
12/18/2020	Taxation & Reve	Human Resources	statewide		16	1
12/18/2020	State of NM	Dept of Transport	Roswell	Miller	0	1
12/18/2020	City of Las Cruces	Transit	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Billing	Las Cruces	Miller	0	1
12/18/2020	State of NM	3rd District Court	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Billing	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Human Resources	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Quality of Life	Las Cruces	Miller	0	1
12/18/2020	State of NM	12th District Attorney	Silver City	Miller	0	1
12/18/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
12/18/2020	State of NM	Taxation & Revenue	statewide	Miller	7	1
12/18/2020	City of Carlsbad	Legal	Carlsbad	Miller	0	1
12/18/2020	City of Las Cruces	Transit	Las Cruces	Miller	0	1
12/18/2020	NM Courts	12th District Court	Alamogordo	Miller	0	1
12/18/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
12/18/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
12/18/2020	Lincoln County	Administration	Carizozo	Miller	0	1
12/18/2020	Luna County	Administration	Deming	Miller	0	1
12/18/2020	State of NM	5th District Attorney	Roswell	Miller	0	1
12/18/2020	Chavez County	Detention	Roswell	Miller	0	1
12/18/2020	NM Courts	5th Magistrate Ct	Roswell	Miller	0	1
12/18/2020	NM Courts	3rd District Attorney	Las Cruces	Miller	0	1
12/18/2020	Chavez County	Payroll	Roswell	Miller	0	1
12/18/2020	State of NM	Dept of Public Safety	Truth or Consequences	Miller	0	1
12/18/2020	City of Las Cruces	Streets	Las Cruces	Miller	0	1

# Outreach Meeting Activity cont.

Week Ending	Entity/Agency	Department	Location	Rep	Group Attendees	One/One
12/18/2020	City of Santa Fe	New Employee Orientation	Santa Fe	Lium	8	0
12/18/2020	City of Albuquerque		Albuquerque	Lium	36	5
12/18/2020	City of Albuquerque	Fire Rescue	Albuquerque	Lium	0	5
12/18/2020	Bernalillo County		Albuquerque	Lium	2	7
12/18/2020	McKinley County		Gallup	Lium	0	1
12/18/2020	PERA		Albuquerque	Lium	0	1
12/25/2020	City of Albuquerque		Albuquerque	Lium	0	3
12/31/2020	City of Roswell	Recreation	Roswell	Miller	0	1
12/31/2020	City of Las Cruces	Utilities	Las Cruces	Miller	0	1
12/31/2020	NM Courts	3rd District Court	Las Cruces	Miller	0	1
12/31/2020	State of NM	Environment	Las Cruces	Miller	0	1
12/31/2020	NM Courts	3rd District Court	Las Cruces	Miller	0	1
12/31/2020	City of Las Cruces	Fire	Las Cruces	Miller	0	1
12/31/2020	Dona Ana County	Codes	Las Cruces	Miller	0	1
12/31/2020	City of Las Cruces	Human Resources	Las Cruces	Miller	0	1
12/31/2020	NM Courts	12th District Court	Alamogordo	Miller	0	1
12/31/2020	Dept of Transportation	Administration	Roswell	Miller	0	1
12/31/2020	City of Las Cruces	Administration	Las Cruces	Miller	0	1
12/31/2020	City of Santa Fe	New Employee Orientation	Albuquerque	Lium	7	0
12/31/2020	City of Albuquerque		Albuquerque	Lium	0	2
12/31/2020	City of Albuquerque	Albuquerque Fire Rescue	Albuquerque	Lium	0	2

# Participant Services



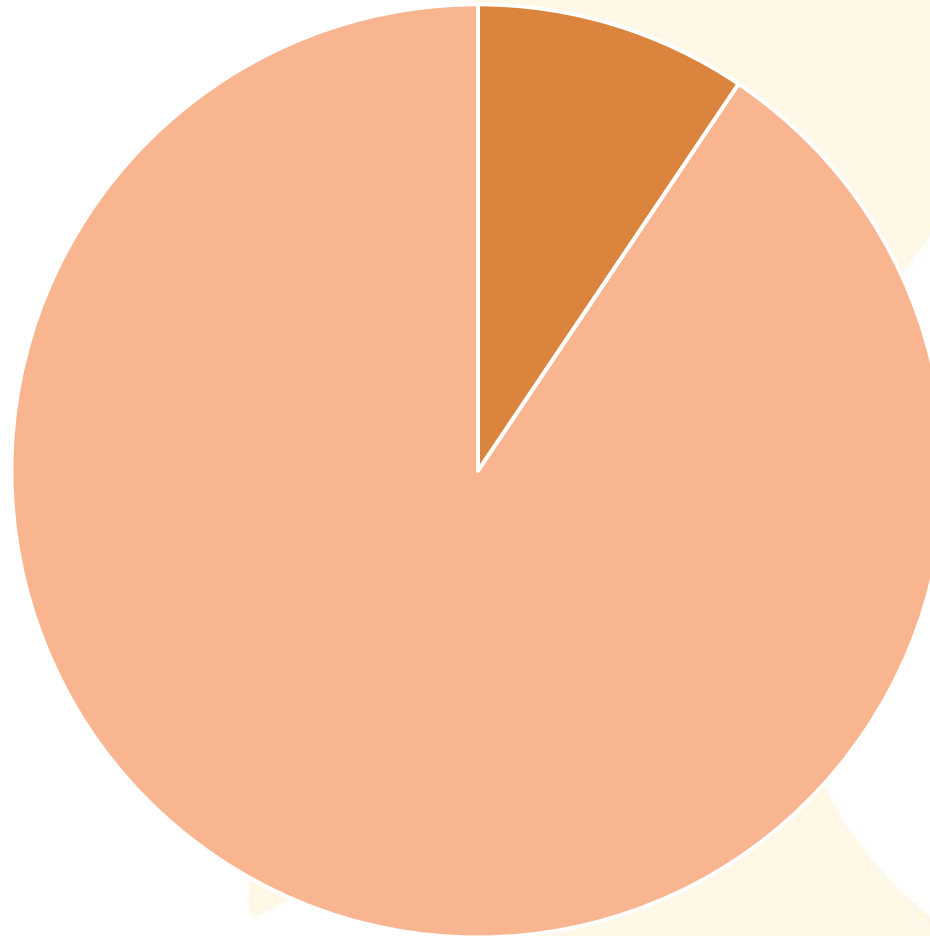
# CARES Act

April 8, 2020 – December 31, 2020

Plan Provision Elections		
COVID Related Distributions	YES- adopted April 8, 2020	
COVID Increased Loan Limits	YES- adopted April 8, 2020	
COVID Loan Repayment Deferrals	YES- adopted April 8, 2020	
COVID Related Participant Calls	755	
	Transaction Counts	Transaction Amounts
COVID Related Distributions	876	\$9,774,612.70
COVID Increased Loan Limits	20	\$296,659.00
COVID Loan Repayment Deferrals	54	-

# Participant Contact Summary

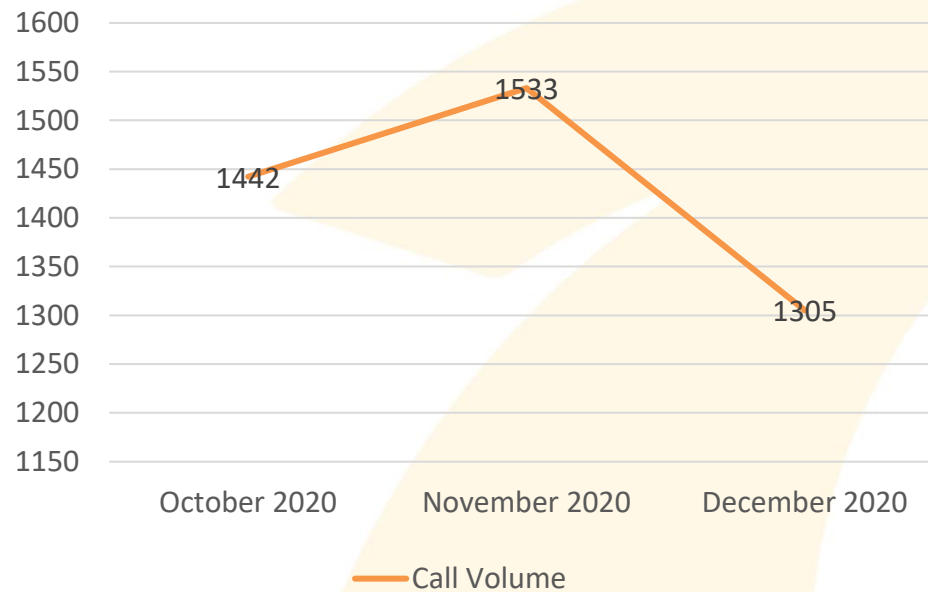
October 1, 2020 – December 31, 2020



■ Call Center (4,280) ■ Participant Web (41,084)



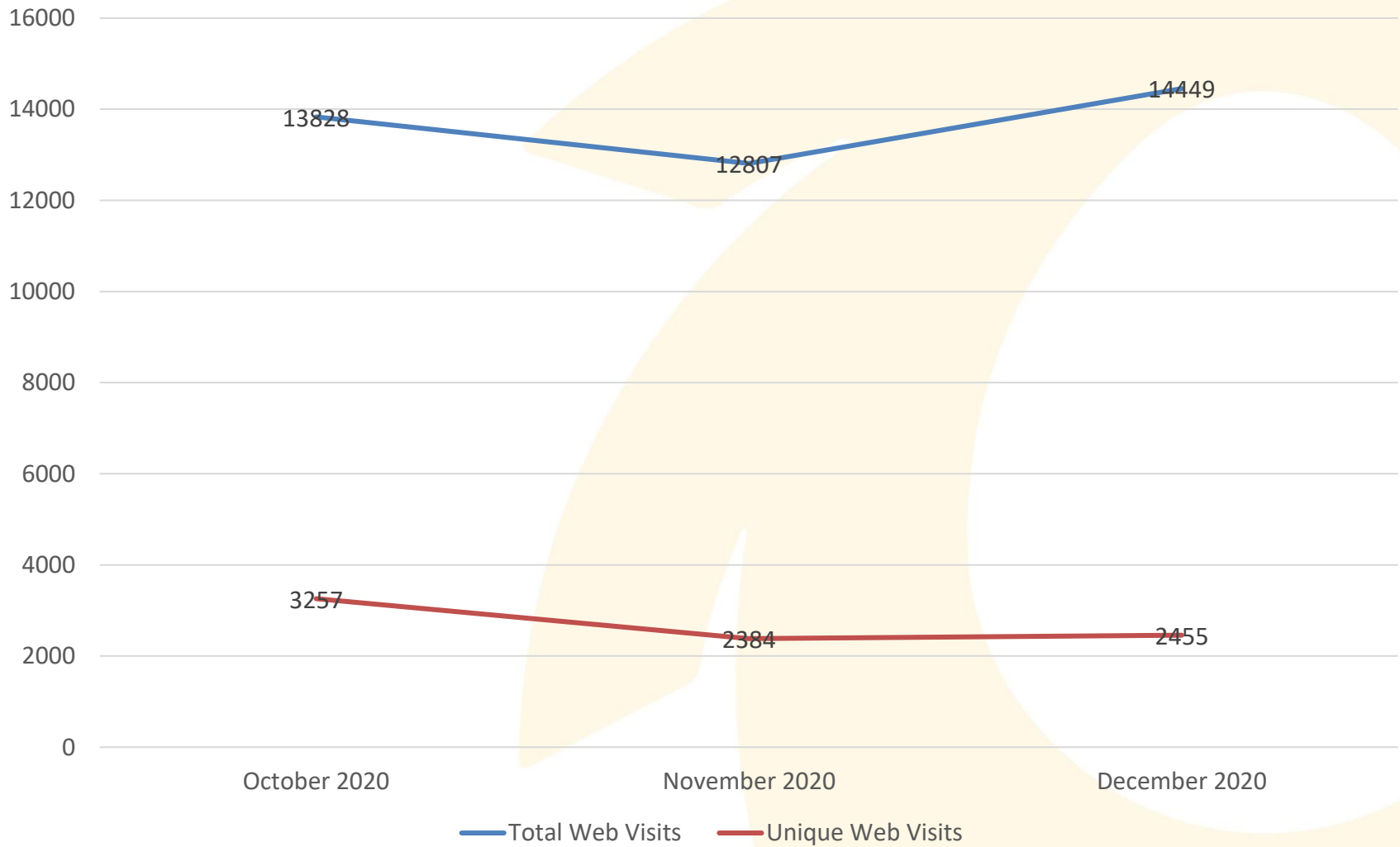
# Call Center Activity October 1, 2020 – December 31, 2020



	Call Volume	Average Speed of Answer (Seconds)	Average Call Length (Minutes)	Number of Abandoned Calls	Percentage of Abandoned Calls
October 2020	1,442	2	8.68	0	.00%
November 2020	1,533	9	7.47	12	.01%
December 2020	1,305	147	7.17	96	.07%

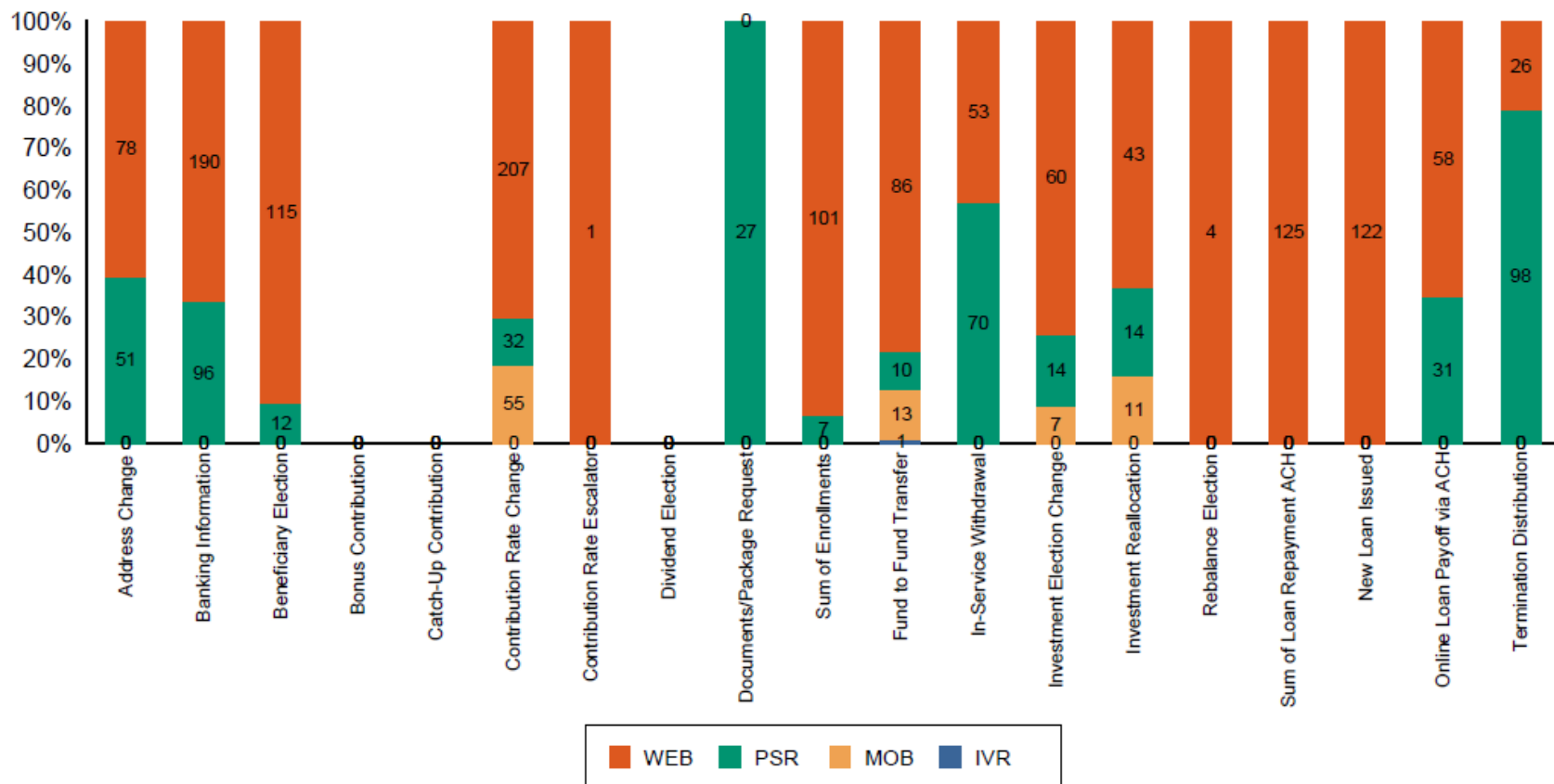
# Participant Web Activity

October 1, 2020 – December 31, 2020



# Paperless Transactions by Channel

October 1, 2020 – December 31, 2020



# Paperless Transactions Volume

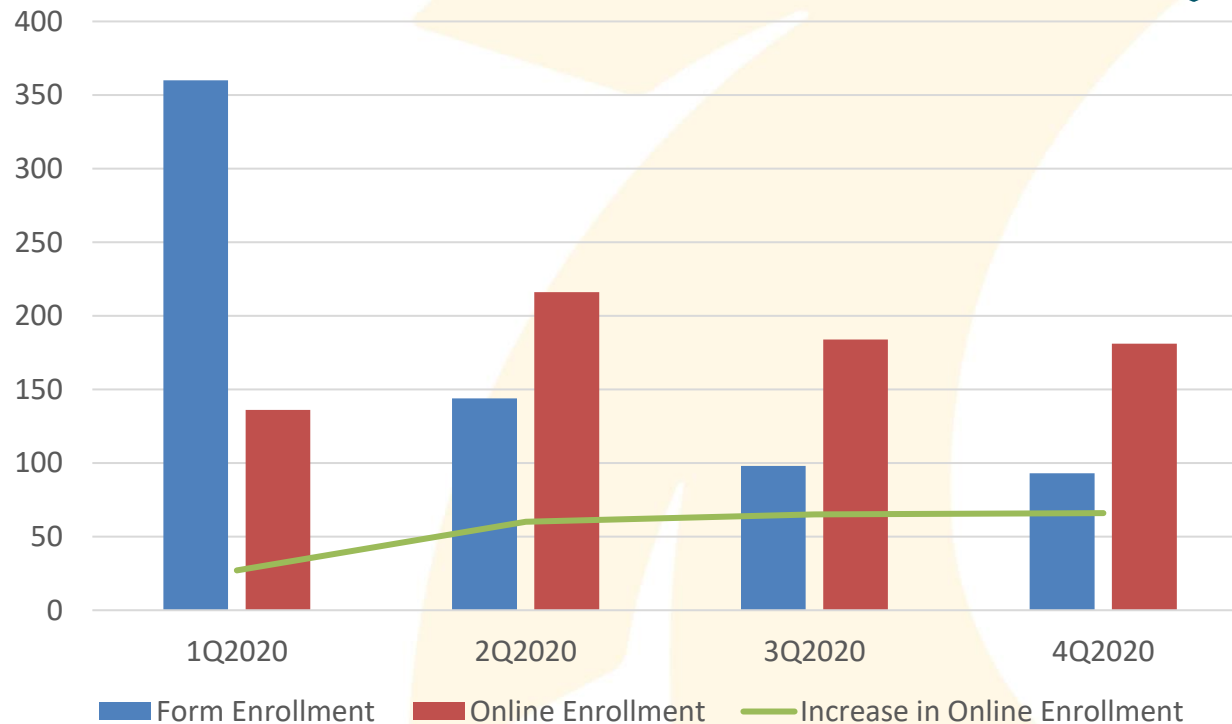
October 1, 2020 – December 31, 2020

Paperless Transaction Description	Transaction Volume
Address Change	129
Banking Information	286
Beneficiary Election	127
Bonus Contribution	0
Catch-up Contribution	0
Contribution Rate Change	294
Contribution Rate Escalator	1
Dividend Election	0
Document/Package Request	27
Fund to Fund Transfer	110
In-service Withdrawal	123
Investment Election Change	81
Investment Reallocation	68
Rebalance Election	4
Loan Repayment ACH Election	125
New Loans Issued	122
Online Loan Payoff via ACH	89
Termination Distribution	124

# Enrollment Summary

October 1, 2020 – December 31, 2020

Online enrollment has  
increased to 66%  
during 2020



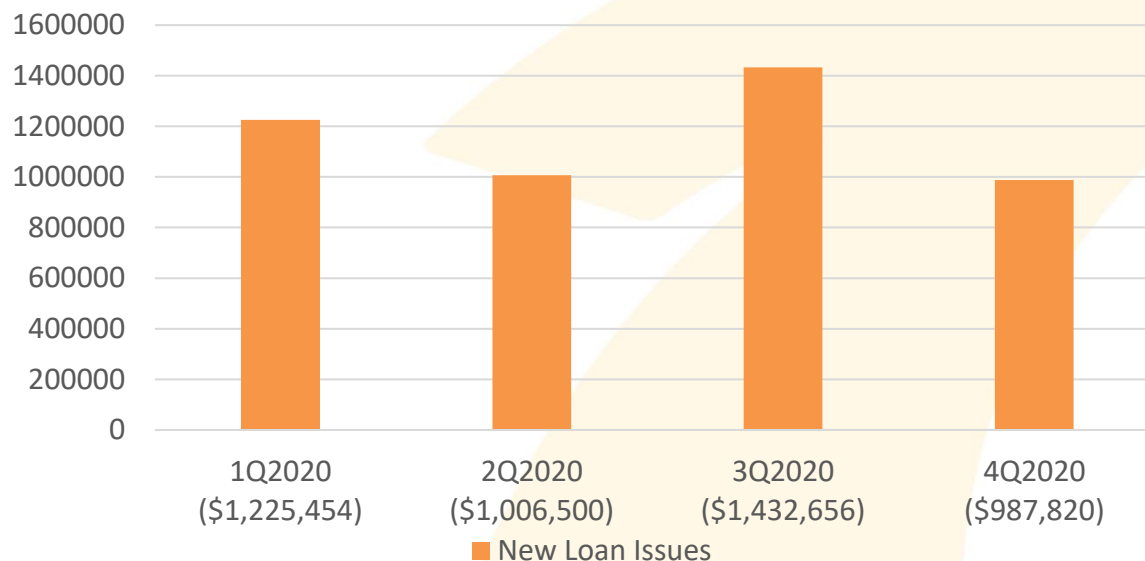
# Transaction Processed Summary

October 1, 2020 – December 31, 2020

Transactions	Transaction Volume
Contributions	94,055
Rebalance Transfers	60
Loan Repayment	6,324
Loans Re-amortized	17
Dividend Pass-Throughs	0
Dividend Reinvestments	13,026
Fee Deductions	24,827
Installment Distributions via Check	84
Installment Distributions via ACH	898
Forced Deminimus Distributions	0
Required Minimum Distributions	0
Forced Default Rollover Distributions	0
<b>Total:</b>	<b>139,291</b>



# Loan Summary As of December 31, 2020



New Loans Issued 4Q2020	\$987,820
Total Outstanding Loans as of December 31, 2020	2,192
Total Outstanding Loan Balance as of December 31, 2020	\$11,609,645
Total Outstanding Deemed Loan Balance as of December 31, 2020	\$2,973,556

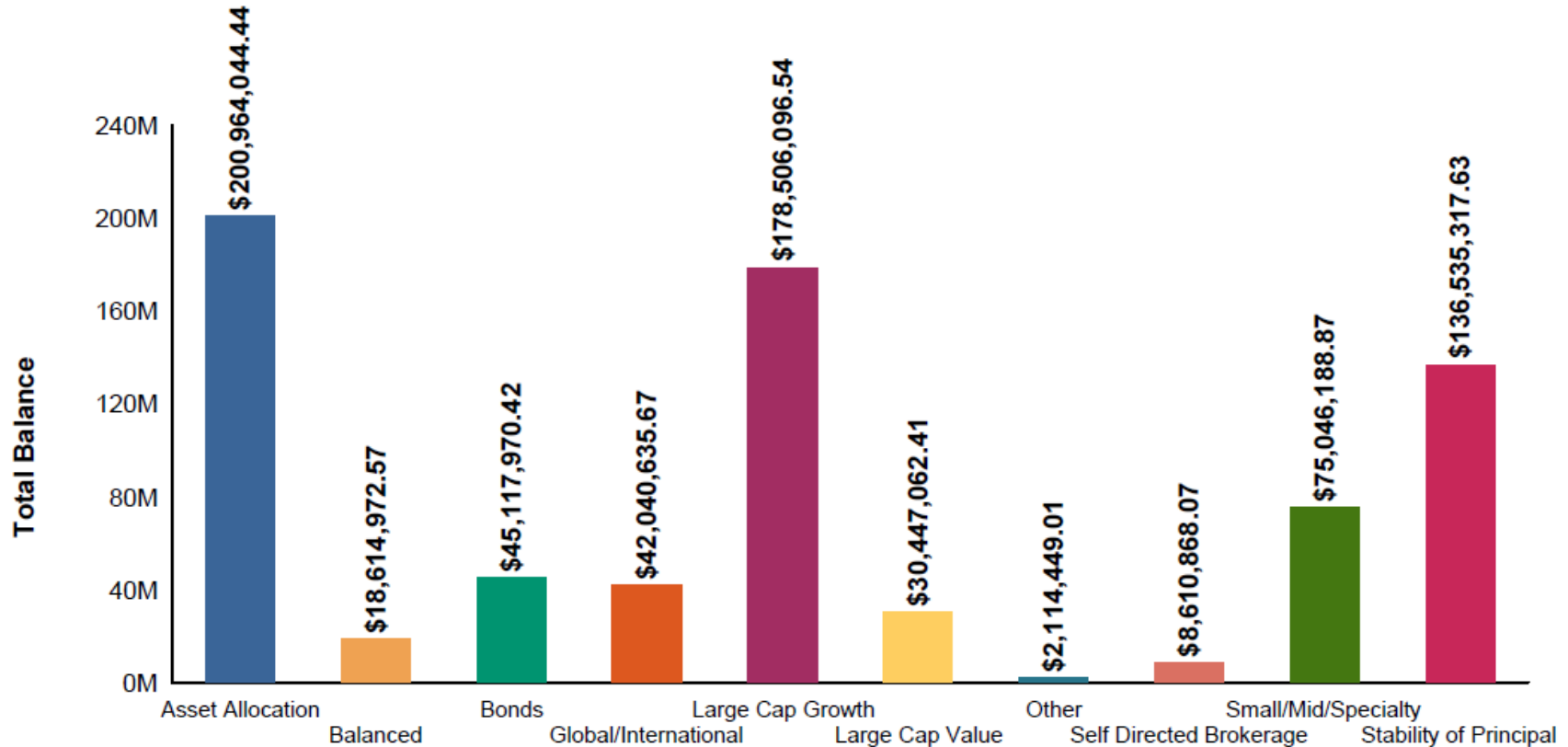
# Voya Retirement Advisors, LLC Summary

	October 2020	November 2020	December 2020
<b>Total participants eligible for advice</b>	<b>22,821</b>	<b>22,802</b>	<b>22,748</b>
<b>Advisor Service Activity</b>			
# Participants with a balance that have used the VRA Services	2,025	2,035	2,037
% Participants with a balance that have used the VRA Services	8.87%	8.92%	8.95%
VRA Advisor Calls	578	577	572
Online Advice Adopters	547	551	553
Professional Management Members	900	907	912
<b>Monthly VRA Investment Advisor Activity</b>			
Calls	38	48	28
Received a Retirement Plan	28	26	18
Processed a Transaction	11	10	6
<b>Monthly Online Activity</b>			
New Adopters	15	8	4
Received Forecast	14	8	3
Received Advice Online	14	8	3
<b>Professional Management Activity</b>			
Net Activity	18	7	5
Total Members	900	907	912
<b>Total Members Assets</b>	<b>\$38,476,606</b>	<b>\$ 41,073,676</b>	<b>\$ 42,371,150</b>
Average Member Balance	\$ 42,752	\$ 45,285	\$ 46,460

# Asset Analysis



# Asset Class Summary As of December 31, 2020

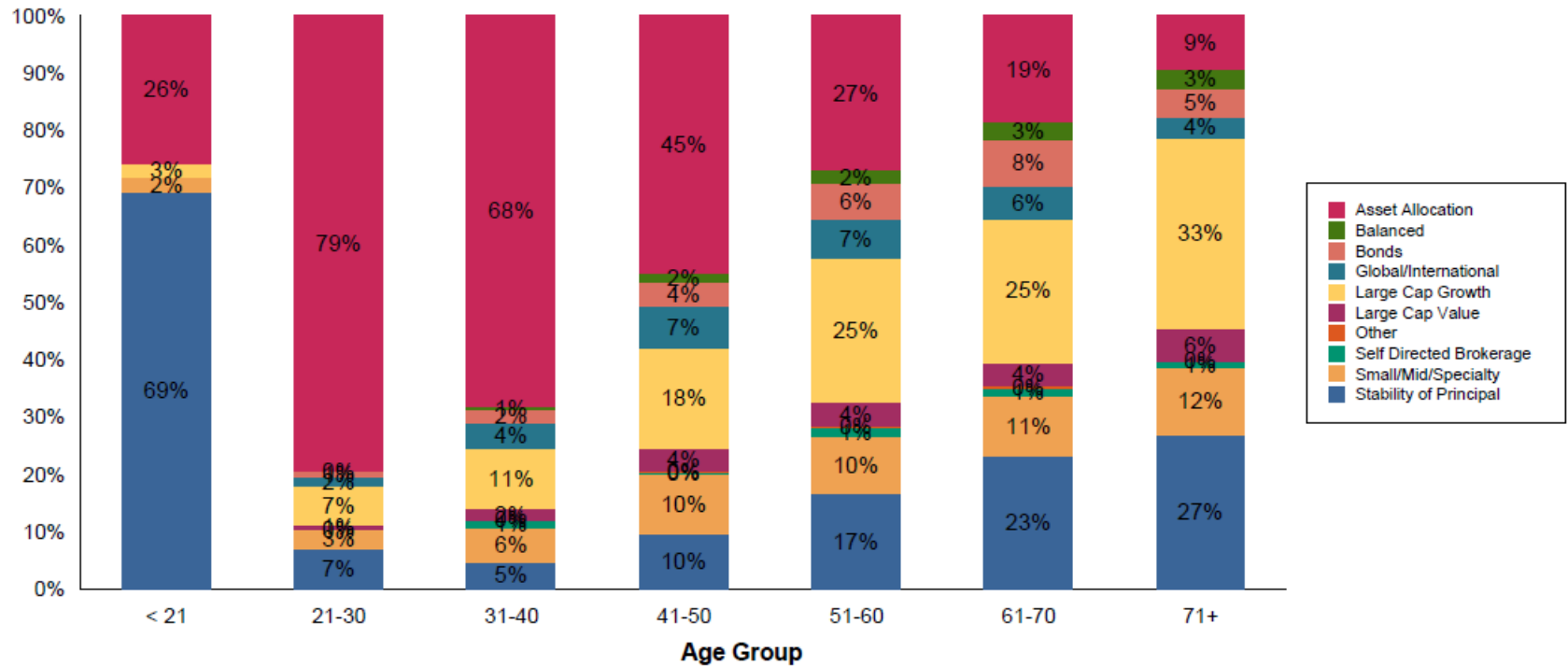


# Asset Class Summary As of December 31, 2020

<b>Asset Class</b>	<b>Balance</b>	<b>Percentage of Total Assets</b>
Asset Allocation	\$200,964,044.44	27.23%
Balanced	\$18,614,972.57	2.52%
Bonds	\$45,117,970.42	6.11%
Global/International	\$42,040,635.67	5.70%
Large Cap Growth	\$178,506,096.54	24.19%
Large Cap Value	\$30,447,062.41	4.13%
Other	\$2,114,449.01	0.29%
Self Directed Brokerage	\$8,610,868.07	1.17%
Small/Mid/Specialty	\$75,046,188.87	10.17%
Stability of Principal	\$136,535,317.63	18.50%

# Asset Class Balances by Age Group

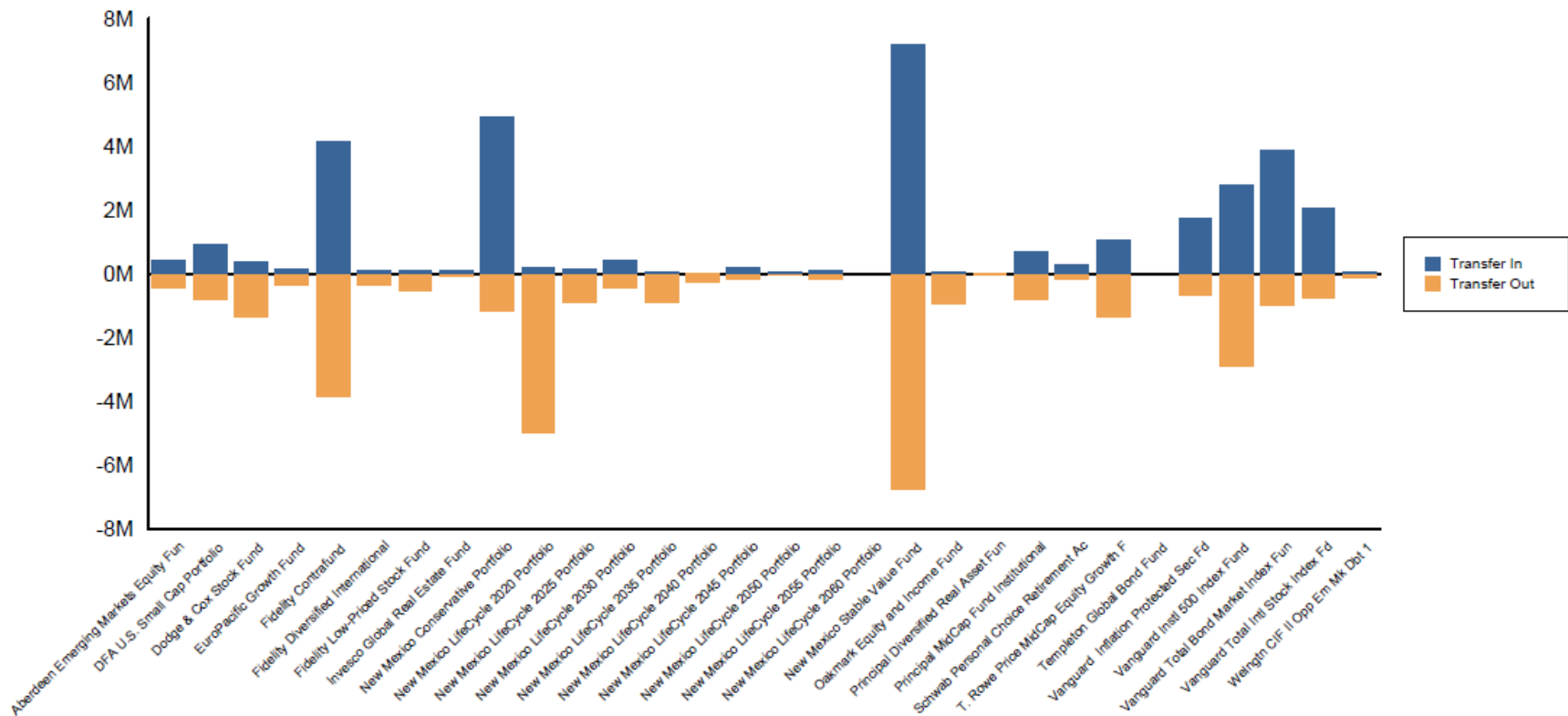
As of December 31, 2020





# Transfer Activity by Investment

October 1, 2020 – December 31, 2020



# Transfer Activity by Investment

October 1, 2020 – December 31, 2020

Investment Name	Transfers In	Transfers Out	Net
Aberdeen Emerging Markets Equity Fun	\$428,253.14	(\$455,961.35)	-\$27,708.21
DFA U.S. Small Cap Portfolio	\$940,479.66	(\$818,709.10)	\$121,770.56
Dodge & Cox Stock Fund	\$369,648.14	(\$1,331,872.57)	-\$962,224.43
EuroPacific Growth Fund	\$166,101.12	(\$328,749.28)	-\$162,648.16
Fidelity Contrafund	\$4,146,349.01	(\$3,853,801.76)	\$292,547.25
Fidelity Diversified International	\$102,169.69	(\$373,138.46)	-\$270,968.77
Fidelity Low-Priced Stock Fund	\$98,105.31	(\$527,430.88)	-\$429,325.57
Invesco Global Real Estate Fund	\$103,172.85	(\$62,449.23)	\$40,723.62
New Mexico Conservative Portfolio	\$4,909,051.19	(\$1,169,578.70)	\$3,739,472.49
New Mexico LifeCycle 2020 Portfolio	\$216,226.55	(\$4,962,605.44)	-\$4,746,378.89
New Mexico LifeCycle 2025 Portfolio	\$155,798.20	(\$902,926.12)	-\$747,127.92
New Mexico LifeCycle 2030 Portfolio	\$432,343.55	(\$439,908.76)	-\$7,565.21
New Mexico LifeCycle 2035 Portfolio	\$60,140.83	(\$902,120.23)	-\$841,979.40
New Mexico LifeCycle 2040 Portfolio	\$8,979.90	(\$232,017.16)	-\$223,037.26
New Mexico LifeCycle 2045 Portfolio	\$187,171.86	(\$175,282.73)	\$11,889.13
New Mexico LifeCycle 2050 Portfolio	\$36,579.40	(\$47,636.78)	-\$11,057.38
New Mexico LifeCycle 2055 Portfolio	\$88,098.40	(\$170,911.98)	-\$82,813.58
New Mexico LifeCycle 2060 Portfolio	\$0.00	\$0.00	\$0.00
New Mexico Stable Value Fund	\$7,181,728.31	(\$6,758,676.91)	\$423,051.40
Oakmark Equity and Income Fund	\$35,055.91	(\$947,268.67)	-\$912,212.76
Principal Diversified Real Asset Fun	\$12,598.01	(\$46,142.12)	-\$33,544.11
Principal MidCap Fund Institutional	\$708,092.09	(\$786,972.45)	-\$78,880.36
Schwab Personal Choice Retirement Ac	\$277,607.56	(\$161,780.56)	\$115,827.00
T. Rowe Price MidCap Equity Growth F	\$1,045,860.93	(\$1,351,913.82)	-\$306,052.89
Templeton Global Bond Fund	\$0.00	\$251.93	\$251.93
Vanguard Inflation Protected Sec Fd	\$1,724,092.24	(\$670,766.01)	\$1,053,326.23
Vanguard Instl 500 Index Fund	\$2,798,579.98	(\$2,887,044.00)	-\$88,464.02
Vanguard Total Bond Market Index Fun	\$3,875,696.42	(\$983,251.06)	\$2,892,445.36
Vanguard Total Intl Stock Index Fd	\$2,067,140.43	(\$777,631.31)	\$1,289,509.12
Wellington CIF II Opp Em Mk Dbt 1	\$60,624.74	(\$109,189.22)	-\$48,564.48
	<b>\$32,235,745.42</b>	<b>(\$32,235,484.73)</b>	<b>\$260.69</b>

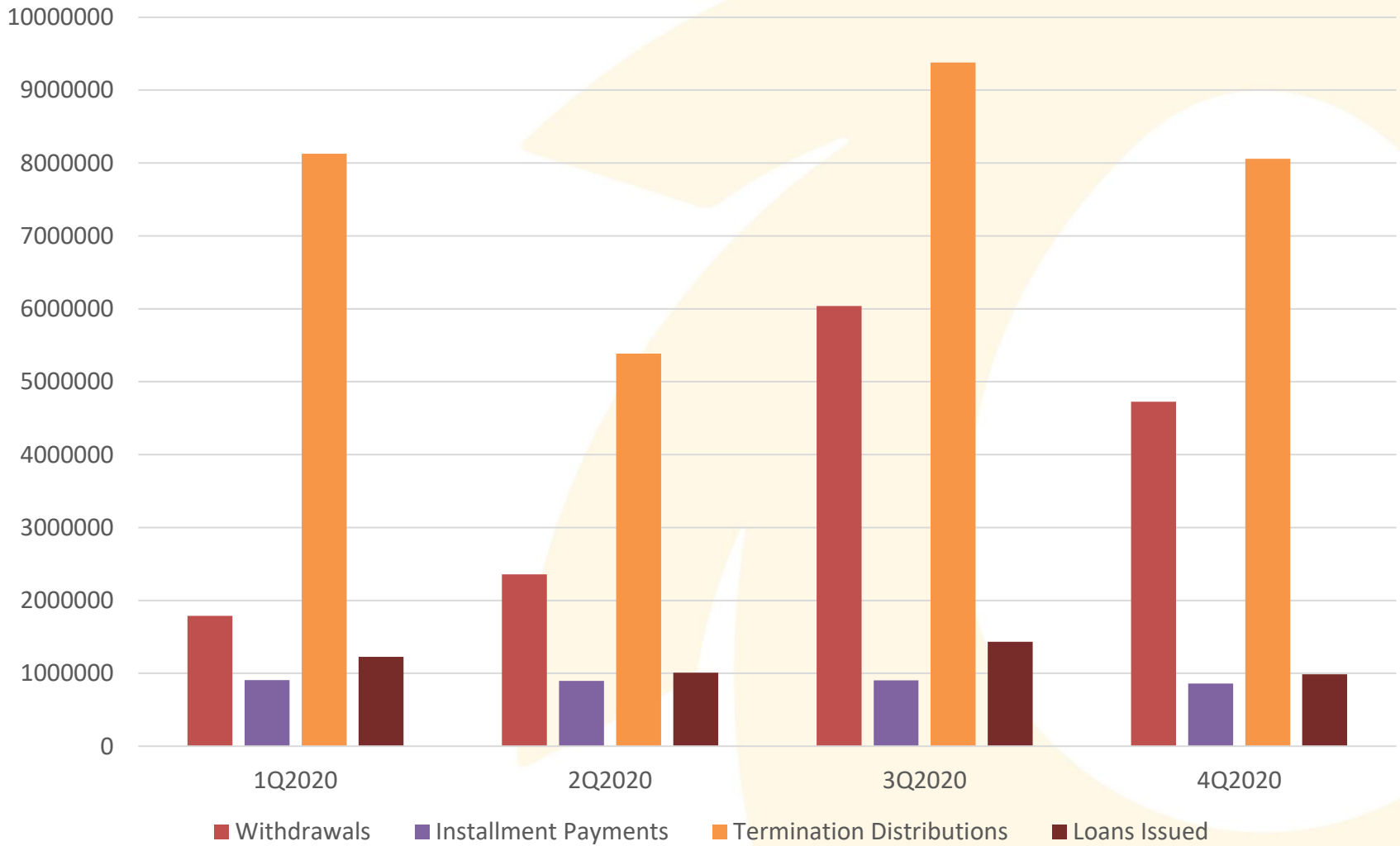
# Withdrawals and Distributions by Investment

October 1, 2020 – December 31, 2020

Investment Name	Withdrawals	Termination
Aberdeen Emerging Markets Equity Fun	\$45,512.85	\$4,374.20
DFA U.S. Small Cap Portfolio	\$55,824.61	\$53,302.14
Dodge & Cox Stock Fund	\$190,237.20	\$302,242.79
EuroPacific Growth Fund	\$99,423.83	\$15,981.63
Fidelity Contrafund	\$330,761.36	\$450,510.74
Fidelity Diversified International	\$67,198.17	\$84,772.56
Fidelity Low-Priced Stock Fund	\$88,730.29	\$90,941.55
Invesco Global Real Estate Fund	\$13,569.37	\$70,762.60
New Mexico Conservative Portfolio	\$209,500.40	\$1,190,488.47
New Mexico LifeCycle 2020 Portfolio	\$4,205.41	\$62,599.56
New Mexico LifeCycle 2025 Portfolio	\$389,574.93	\$743,762.97
New Mexico LifeCycle 2030 Portfolio	\$68,173.89	\$52,013.96
New Mexico LifeCycle 2035 Portfolio	\$370,387.53	\$180,525.92
New Mexico LifeCycle 2040 Portfolio	\$34,654.10	\$127,838.97
New Mexico LifeCycle 2045 Portfolio	\$397,598.34	\$205,702.09
New Mexico LifeCycle 2050 Portfolio	\$95,595.29	\$11,767.64
New Mexico LifeCycle 2055 Portfolio	\$472,307.70	\$84,452.65
New Mexico LifeCycle 2060 Portfolio	\$0.00	\$0.00
New Mexico Stable Value Fund	\$436,956.03	\$1,930,177.90
Oakmark Equity and Income Fund	\$51,616.21	\$233,146.59
Principal Diversified Real Asset Fun	\$990.41	\$38.99
Principal MidCap Fund Institutional	\$147,158.15	\$275,179.74
Schwab Personal Choice Retirement Ac	\$0.00	\$0.00
T. Rowe Price MidCap Equity Growth F	\$308,617.19	\$128,514.01
Templeton Global Bond Fund	\$0.00	\$0.00
Transamerica Life	\$0.00	\$0.00
Vanguard Inflation Protected Sec Fd	\$54,224.56	\$274,030.36
Vanguard Instl 500 Index Fund	\$447,115.00	\$1,053,162.98
Vanguard Total Bond Market Index Fun	\$199,426.45	\$359,938.94
Vanguard Total Intl Stock Index Fd	\$136,986.60	\$72,580.60
Wellingtn CIF II Opp Em Mk Dbt 1	\$10,113.79	\$1,082.39
	<b>\$4,726,459.66</b>	<b>\$8,059,892.94</b>

# Withdrawal and Distribution Breakdown

January 1, 2020 – December 31, 2020



# Quarterly Fee Reconciliation

REVENUES		1Q2020	2Q2020	3Q2020	4Q2020
PARTICIPANT REVENUES					
Asset / Admin Fee Amount Collected*					
Asset / Admin Fee Amount Collected**		\$331,354.80	\$339,721.00	\$353,721.70	\$367,410.86
PRODUCT PROVIDER REVENUES					
	Total Product Provider Revenues	\$29,115.64	\$31,000.00	\$24,222.22	\$31,000.00
GRAND TOTAL REVENUES		\$360,470.44	\$370,721.00	\$377,943.92	\$398,410.86
PAYMENTS					
Voya Recordkeeping Fee					
Participants					
	Per Participant Fee	\$13.587500	\$13.587500	\$13.587500	\$13.587500
	Number of Participants collected from	23266	23265	23123	23038
	Total Recordkeeping Fee	\$316,126.78	\$316,113.19	\$314,183.76	\$313,028.83
MEKETA CONSULTING FEE		\$22,500.00	\$22,500.00	\$22,500.00	\$22,500.00
PERA PAYMENT FOR EXPENSES		\$27,000.00	\$25,000.00	\$25,000.00	\$25,000.00
GRAND TOTAL PAYMENT		\$365,626.78	\$363,613.19	\$361,683.76	\$360,528.83

\*\*Participant fee is \$10 per quarter plus 0.135% of assets, not to exceed \$26 per quarter.

# Important disclosure

**Not FDIC/NCUA/NCUSIF Insured • Not a Deposit of a Bank/Credit Union • May Lose Value • Not Bank/Credit Union Guaranteed • Not Insured by Any Federal Government Agency**

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