



2015 PLANSPONSOR DC Survey Best In Class

AMERICAN TRUST EARNS 30 “BEST IN CLASS” CUPS WITH A 87.1% NET RECOMMENDATION SCORE¹

American Trust Retirement was recognized nationally for excellence in the 2015 Defined Contribution (DC) Survey by PLANSPONSOR magazine. Each year, the magazine conducts a survey recognizing the top retirement plan providers in the nation based on the quality of participant and plan sponsor services. Defined contribution providers are rated in the various market categories they serve, and benchmark information is collected for plan sponsors to gauge their plans against their peers. PLANSPONSOR Best in Class Awards are based on the average rating received in each of 23 service attributes, with the three highest-scoring providers earning Best in Class Awards and those providers with an average score above the asset group’s benchmark score.

Survey Highlights

Ranked second in the “less than \$5 million market” by net recommendation score at 87.1 percent

Received a combined total of 30 PLANSPONSOR Best in Class Awards in the “less than \$5 million” and “\$5 to \$25 million” markets

Ranked in the top three in combined awards for plans with \$25 million or less in plan assets

220 Best in Class Awards since 2008²

¹ Net recommendation score in the “less than \$5 million” market

² Total awards: 20, 30 in 2015, 32 in 2014, 39 in 2013, 18 in 2012, 36 in 2011, 16 in 2010, 11 in 2009, and 18 in 2008.

³ 18 providers qualified in the “less than \$5 million” market.

⁴ 21 providers qualified in the “\$5 million to \$25 million” market.

Best in Class Awards

“Less than \$5 million” market³

Ranked in the top five:

- Technology
- Education
- Plan administration
- Account and service teams

Ranked in the top ten:

- Fees and investments

Best in Class Awards

“\$5 million to \$25 million” market⁴

Ranked in the top five:

- Technology
- Education
- Plan administration
- Fees and investments

Ranked in the top ten:

- Account and service teams



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2015 Best In Class Awards

	Best in Class Awards	Commendation Awards	Overall Recommendation Likelihood
AMERICAN TRUST RETIREMENT	30	6	83%
ADP Retirement Services	0	0	20%
Ascensus	1	0	51%
Bank of America Merrill Lynch	8	2	72%
Fidelity Investments	0	3	55%
Voya Financial	20	6	66%

Total PLANSPONSOR Best in Class Awards in the “less than \$5 million” and “\$5 million to \$25 million” markets.
 Overall Recommendation Likelihood score reflects responses from clients in all markets
 ADP Retirement Services failed to qualify for awards consideration in the “\$5 million to \$25 million” market.
 Bank of America Merrill Lynch failed to qualify for awards consideration in the “less than \$5 million” market.

AMERICAN TRUST **30** “BEST IN CLASS” CUPS

PARTICIPANT and SPONSOR SERVICES

Participant call centers*
 Participant statements
 Education program*
 Communication materials
 Enrollment assistance*
 On-site meetings
 Retiree services
 Loan/withdrawal processing*
 Beneficiary administration*
 Form 5500 processing*

Compliance support/testing*
 Plan design flexibility*
 Participant fee disclosure
 Cost-to-value of plan fees
 Range of investments
 Legislative/regulation updates
 Account team knowledge
 Service team responsiveness
 Staff consistency

* Received a Best in Class Award in both the “less than \$5 million” and “\$5 million to \$25 million” markets.

If you have any questions on American Trust Retirement and our PLANSPONSOR survey results, contact us at 800.548.2993.

