



2016 PLANSPPONSOR DC Survey Best In Class

American Trust earns 20 “Best in Class” awards with a 90.5% net recommendation score in the \$5 to \$25 million market.

American Trust Retirement was recognized nationally for excellence in the 2016 Defined Contribution (DC) Survey by PLANSPPONSOR magazine. Each year, the magazine conducts a survey recognizing the top recordkeepers in the nation based on the quality of participant and plan sponsor services. Recordkeepers are rated in the various market categories they serve, and benchmark information is collected for plan sponsors to gauge their plans against their peers. PLANSPPONSOR Best in Class Awards are based on an aggregated net satisfaction score derived from rating of 56 areas of service. The three highest net satisfaction scores in each of 22 major service categories earned Best in Class Awards, as did those providers with a net satisfaction score above the asset group’s benchmark score.

Survey Highlights

Ranked second in the “\$5 to 25 million market” by net recommendation score at 90.5 percent

Received a combined total of 20 PLANSPPONSOR Best in Class Awards in the “less than \$5 million” and “\$5 to \$25 million” markets

Across both markets, received recognition for service excellence in 20 of the 22 categories

220 Best in Class Awards since 2008²

Best in Class Awards

“Less than \$5 million” market³

Ranked in the top five:

- Education
- Plan administration

Ranked in the top ten:

- Technology
- Fees and investments
- Account/Service teams

Best in Class Awards

“\$5 million to \$25 million” market

Ranked in the top five:

- Education
- Plan administration

Ranked in the top ten:

- Technology
- Account/Service teams

¹Net recommendation score in the “\$5 million to \$25 million” market.

²Total awards: 20 in 2016, 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.

³19 providers qualified in the “less than \$5 million” and “\$5 million to \$25 million” markets.



2016 PLANSPONSOR DC Survey Best In Class

2016 Best In Class Awards				
Providers	Best in Class Awards <\$5 million market	Best in Class Awards \$5 to \$25 million market	Total Service Commendation Awards ^a	Net Recommendation Score ^b
AMERICAN TRUST RETIREMENT	10	10	12	90.5%
Ascensus	4	3	1	63.6%
Empower Retirement	3	4	1	74.1%
Fidelity Investments	0	0	1	55.4%
MassMutual Financial Group ^c	0	1	0	47.6%
Paychex, Inc. ^d	0	-	0	31.6%
Survey Average	6.4	6.7	1.2	64.1%

^aService Commendation awards were given to recordkeepers who did not receive Best in Class honors, but exhibited strong client satisfaction within a service attribute. Total awards in the less than \$5 million and \$5 to \$25 million markets.
^bNet Recommendation Score reflects responses from clients in the “\$5 million to \$25 million” market. Net recommendation/promoter score represents the percentage of respondents “very likely to recommend” the provider. Results from the “\$5 million to \$25 million” market.
^cMassMutual Financial Group failed to qualify for awards consideration in the less than “\$5 million market.”
^dPaychex, Inc. failed to qualify for awards consideration in the “\$5 million to \$25 million” market.

AMERICAN TRUST EARNS **20** “BEST IN CLASS” AWARDS

PARTICIPANT and SPONSOR SERVICES

- Participant call center
- Education programs*
- Plan communications*
- Enrollment assistance*
- Onsite meetings*
- General plan administration*
- Form 5500 processing*

- Compliance support/testing*
- Legislative/Regulatory updates*
- Service team knowledge*
- Service team responsiveness*

* 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.

