



# 2014 PLANSPONSOR DC Survey Best In Class

AMERICAN TRUST EARNS 32 “BEST IN CLASS” CUPS WITH A 96.1% CLIENT RECOMMENDATION RATE

American Trust Retirement was recognized nationally for excellence in the 2014 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. Major defined contribution providers are rated in the various client categories they serve, and benchmark information is collected for plan sponsors to gauge their plans against their peers. Best in Class awards are given to qualified providers with average scores in the top quartile for each category.

## Survey Highlights

Top five provider by net recommendation score in the “\$5 million to \$25 million market” at 92 percent.

Received a total of 32 Best in Class awards in the “less than \$5 million” and “\$5 million to \$25 million” markets.

Ranked in the top five of total Best in Class awards received in both markets.

Received “A” ratings in both markets in participant and sponsor services.<sup>1</sup>

170 Best in Class awards since 2008<sup>2</sup>

## Best in Class Awards

*“Less than \$5 million” market*

Ranked in the top five:

- All participant services<sup>3</sup>
- Education
- Administrative services
- Fees and investments
- Account team/representatives
- Total Best in Class awards

Ranked in the top ten:

- All sponsor services<sup>3</sup>
- Technology

## Best in Class Awards

*“\$5 million to \$25 million” market*

Ranked in the top five:

- Administrative services
- Total Best in Class awards

Ranked in the top ten:

- All participant and sponsor services<sup>3</sup>
- Technology
- Education

<sup>1</sup> Letter grades were assigned according to the cumulative scores with “A” ranking scores 93.0 to 95.9 percent.

<sup>2</sup> Total awards: 32 in 2014, 39 in 2013, 18 in 2012, 36 in 2011, 16 in 2010, 11 in 2009, and 18 in 2008.

<sup>3</sup> All participant represents the average for all 13 areas of participant services evaluated in the survey. All sponsor represents the average for all 10 areas of sponsor services evaluated in the survey.



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## 2014 Best In Class Awards

	Participant Services Best in Class Awards	Sponsor Services Best in Class Awards	Total Best in Class Awards	Net Recommendation/ Promoter Score
<b>AMERICAN TRUST RETIREMENT</b>	<b>18</b>	<b>14</b>	<b>32</b>	<b>84.3%</b>
ADP Retirement Services*	2	2	4	70.5%
Ascensus	4	5	9	74.8%
Bank of America*	11	14	25	61.3%
Fidelity Investments	3	2	5	61.9%
Voya Financial	15	12	27	68.4%

Total Best in Class awards in the “Less than \$5 million” and “\$5 million to \$25 million” markets.  
 Net Recommendation/Promoter score reflects responses from clients in all markets, including plans with less than \$25 million in assets.  
 \*ADP Retirement Services and Bank of America failed to qualify for awards consideration in the less than \$5 million market.

## AMERICAN TRUST **32** “BEST IN CLASS” CUPS

### PARTICIPANT SERVICES

- Participant call centers\*
- Participant website functionality
- Online tools/savings and investing services
- Participant statements\*
- Overall education program
- Enrollment assistance\*
- Retiree services/payments
- On-site meetings\*
- Range of investment options\*
- Participant loan/withdrawal processing\*
- Participant beneficiary administration
- Participant fee disclosure

### SPONSOR SERVICES

- Sponsor website and tools
- Plan analytics/reporting/benchmarking
- Form 5500 processing
- Compliance support/testing\*
- Legislative/regulatory updates
- Account/service team industry knowledge\*
- Account/service team responsiveness\*
- Staff consistency/lack of staff turnover\*
- Plan design flexibility\*

\*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.

