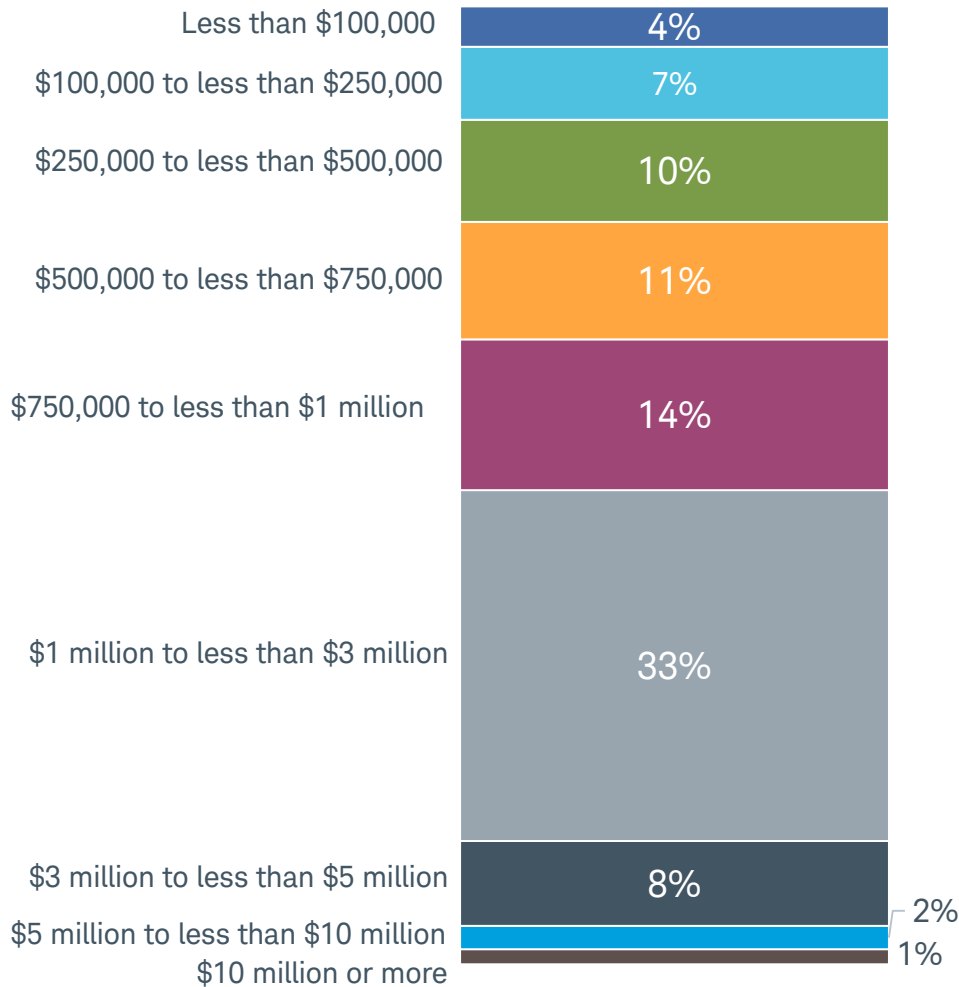


2019 401(k) Participant Survey

charles
SCHWAB

Own your tomorrow™

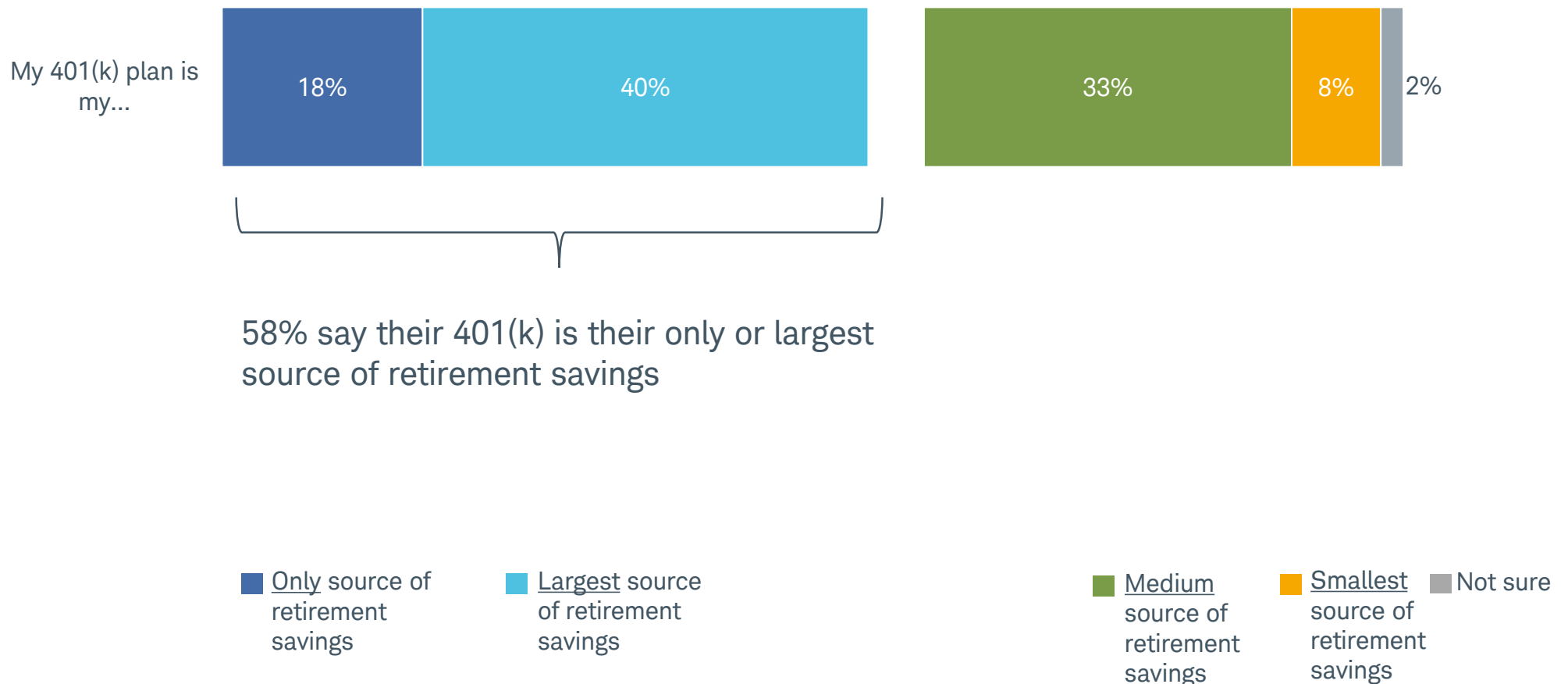
On average, participants think they need \$1.7 million saved for retirement



Average = \$1.7 million

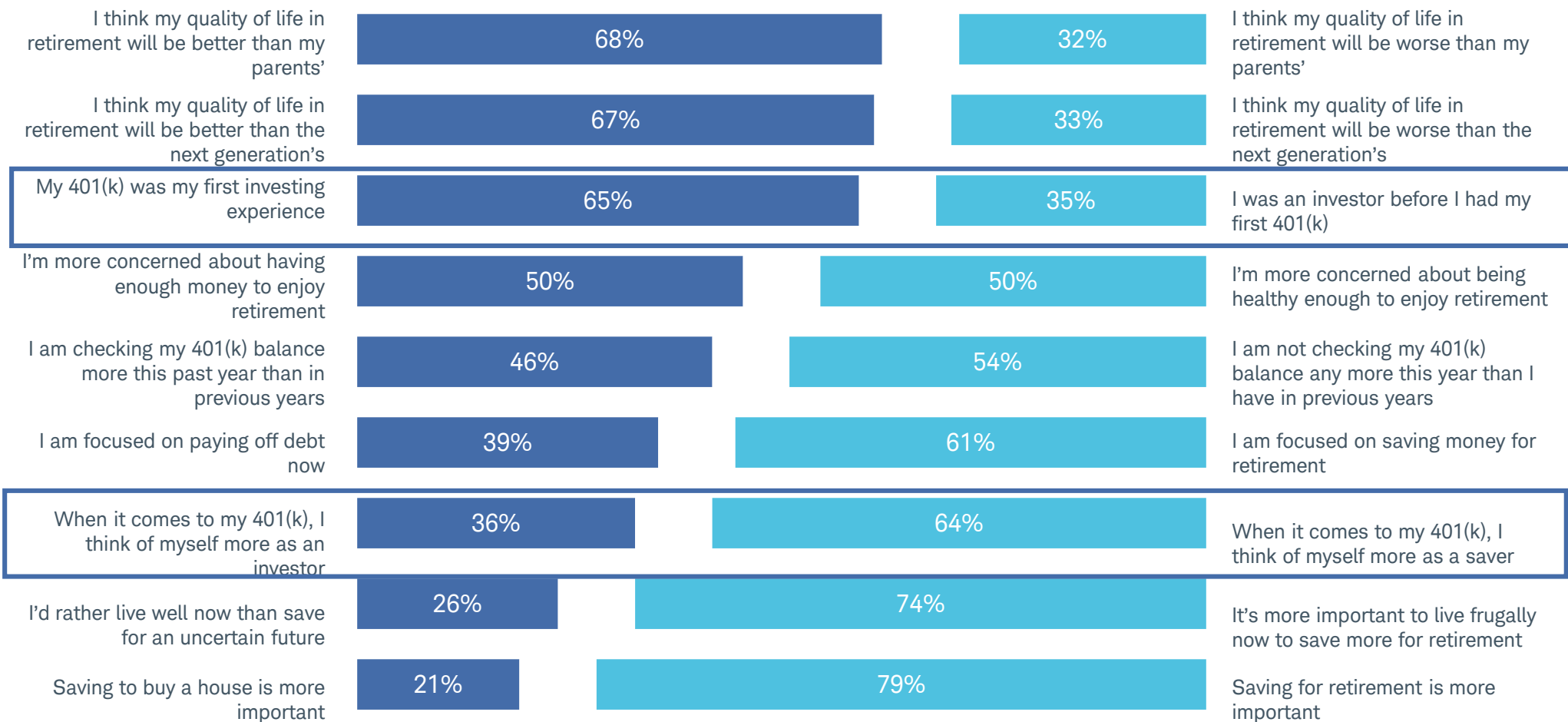
Q: How much do you think you need to have saved for retirement? (Base: Total 401(k) Participants = 1,000)

Nearly six in ten say their 401(k) is their only or largest source of retirement savings



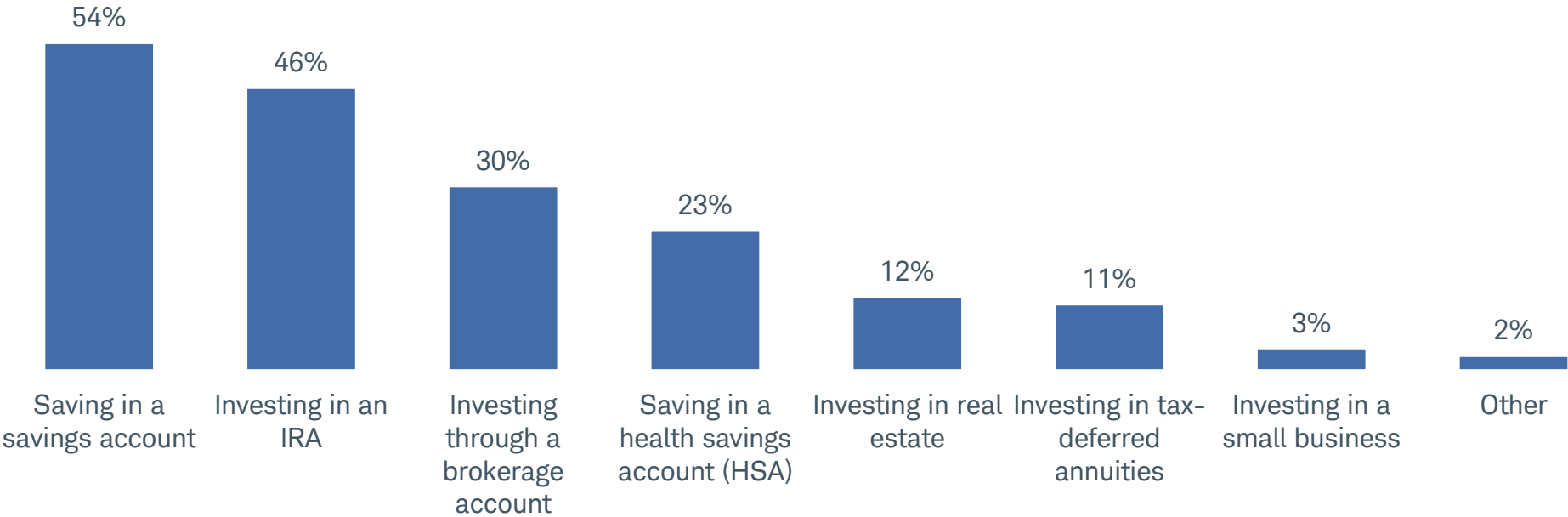
Q: How would you complete this sentence? My 401(k) plan is my... (Base: Total 401(k) Participants = 1,000)

Two-thirds say a 401(k) plan represents their first experience with investing; most view themselves as “savers” rather than “investors”



Q: Please select which statement describes you best. (Base: Total 401(k) Participants = 1,000)

Outside of their 401(k), participants are more likely to use a savings account to prepare for retirement than any other type of investment account

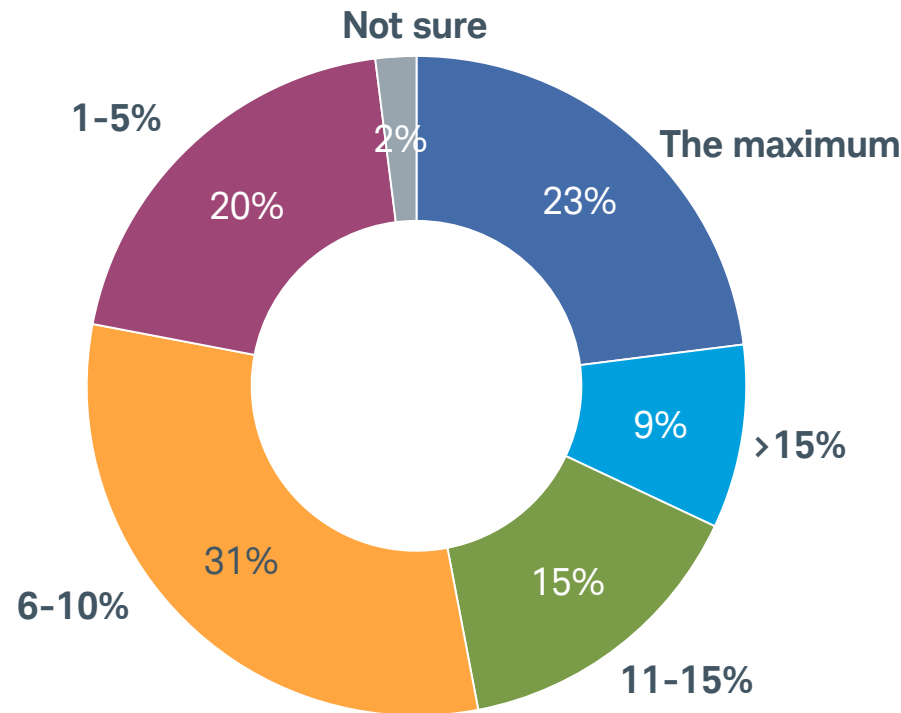


Q: Which of the following methods are you using to save or invest for retirement? (Base: Total 401(k) Participants = 1,000)

Half of participants are contributing 10% or less of their salary to their 401(k)

Percent of 2018 income contributed to 401(k)

Average 2018 dollars contributed to 401(k)

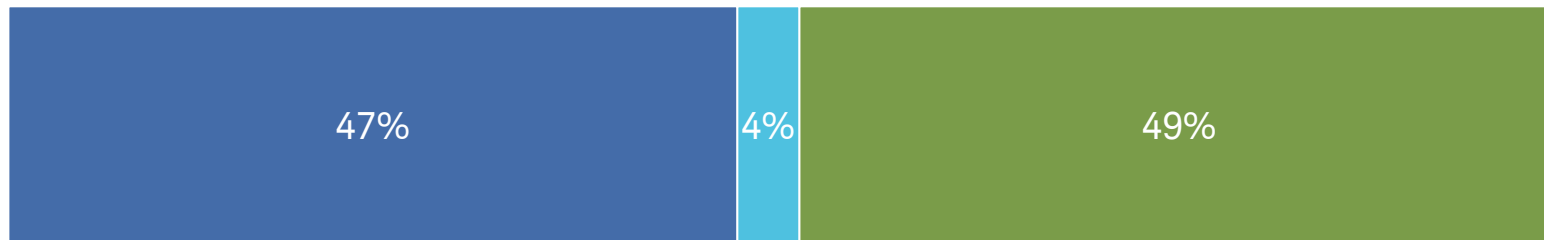


\$8,788

Q: In 2018, approximately how much did you contribute to your 401(k)? (Base: Total 401(k) Participants=1,000)

Q: In 2018, approximately how much did you contribute to your 401(k) in terms of dollars? Do not include any contributions from your employer, like matches or profit sharing. (Base: Total 401(k) Participants=1,000)

Less than half of participants increased their 401(k) contribution in the past two years



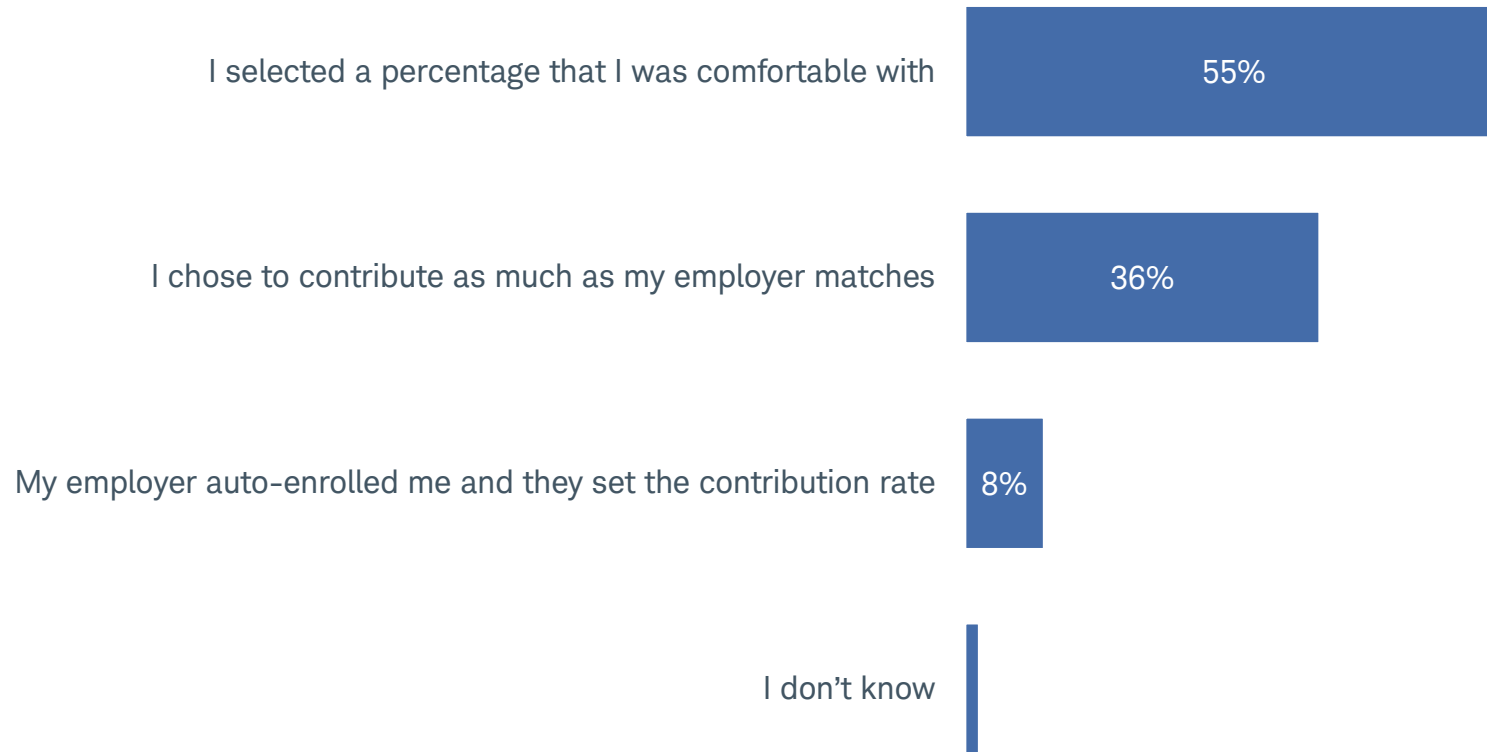
■ Increased the amount I am contributing to/saving in my plan

■ Decreased the amount I am contributing to/saving in my plan

■ I have not made any changes over the past two years to the percent of my salary I save in my plan

Q: Which of the following describes what you have done in your 401(k) plan in the past two years? (Base: Total 401(k) Participants=1,000)

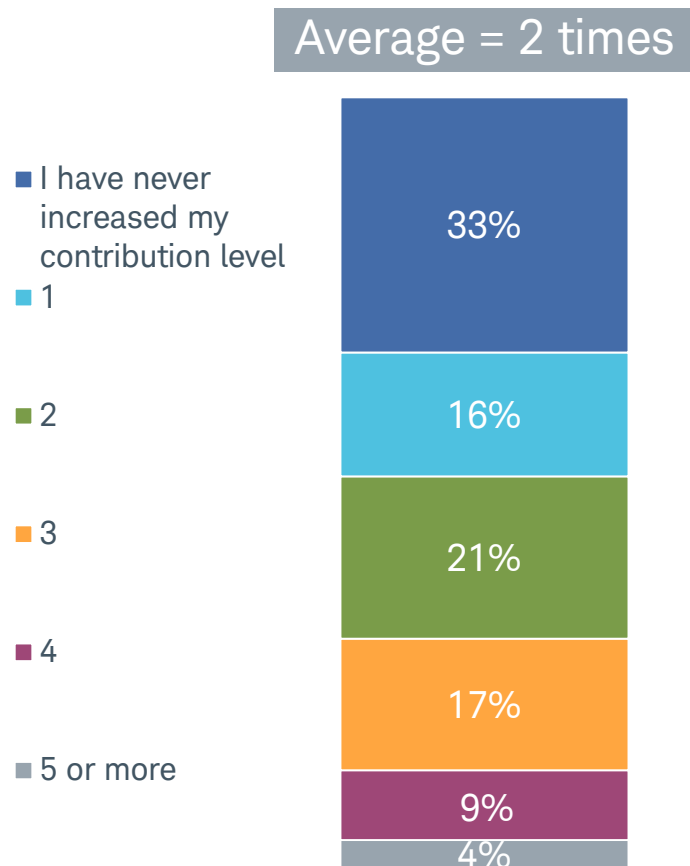
When deciding how much to contribute to their plan initially, most participants chose a percentage they were comfortable with and a third chose the match percentage



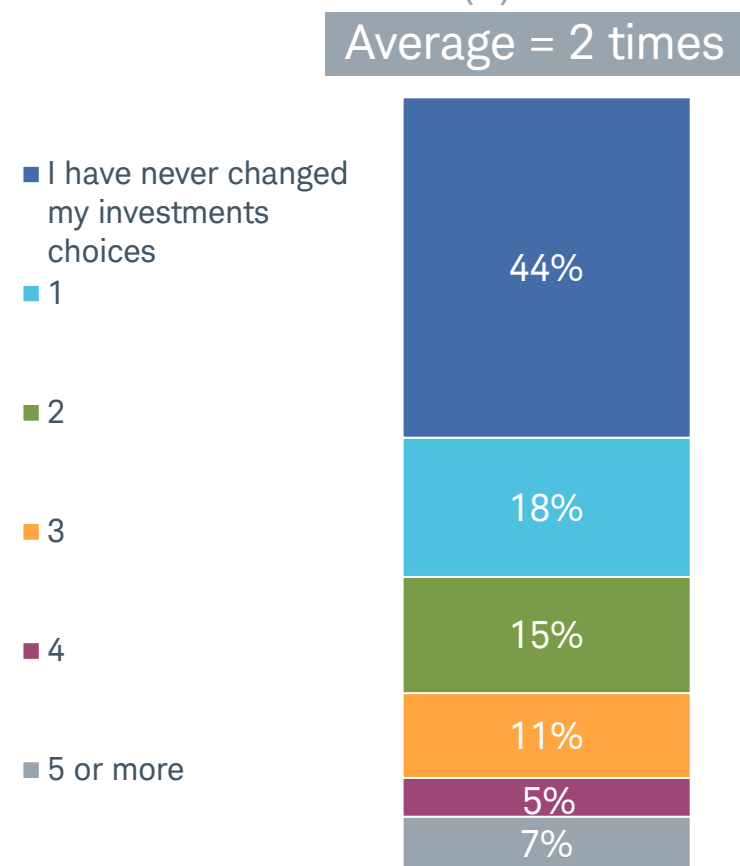
Q: How did you decide how much to contribute to your plan when you enrolled in your 401(k)? (Base: Total 401(k) Participants = 1,000)

One-third of participants who were auto-enrolled have never increased their contribution rate, and 44% have never changed their investment selections

Number of times increased contribution
Auto-enrolled into 401(k)

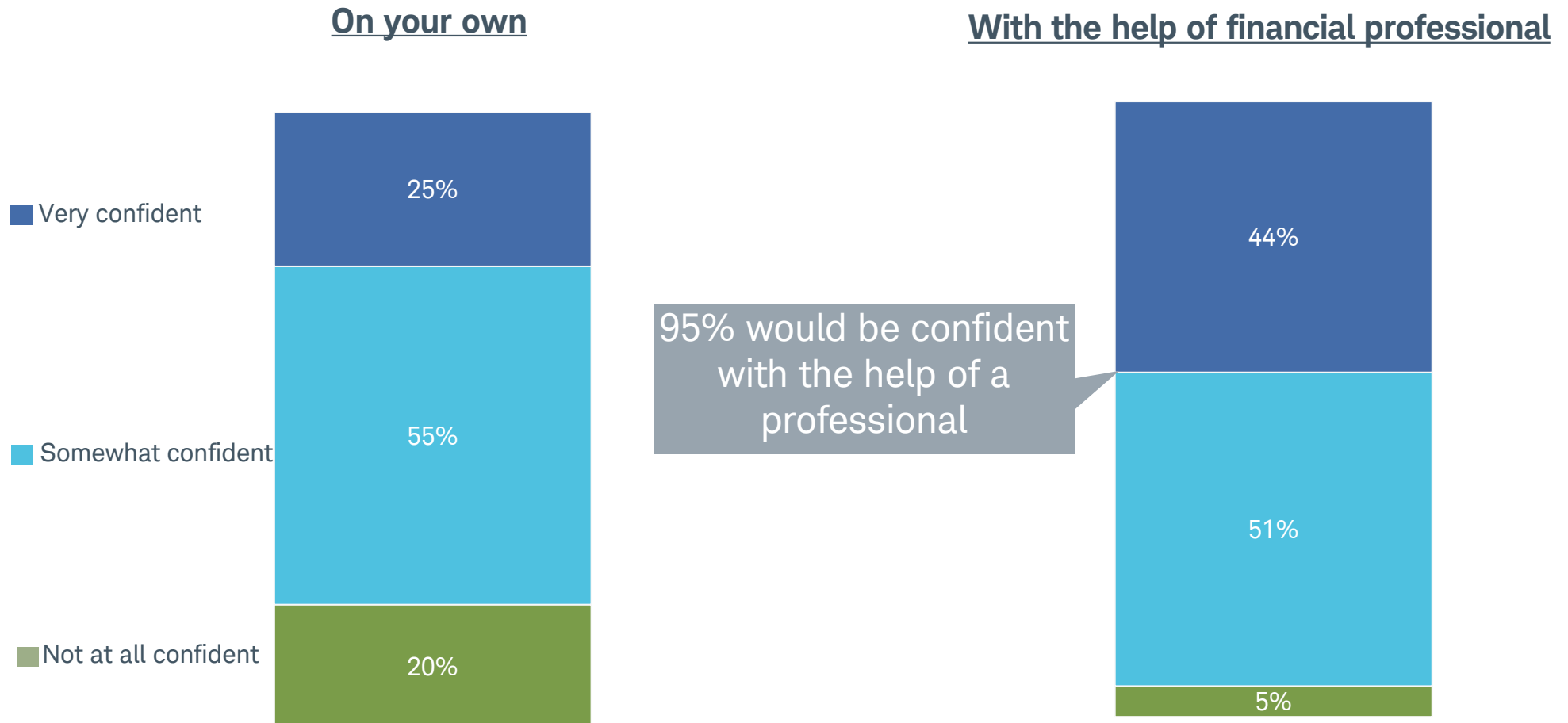


Number of times changed investment
choices
Auto-enrolled into 401(k)



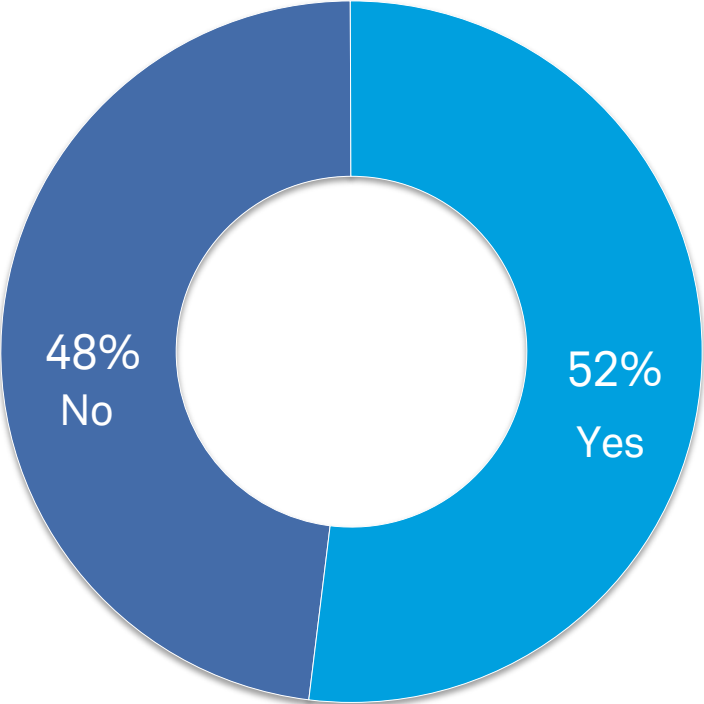
Q: Since you were enrolled in your current 401(k), how many times have you increased your contribution level? (Base: Those auto-enrolled in 401(k)=80)
Q: Since you were enrolled in your current 401(k), how many times have you changed your investment choices? (Base: Those auto-enrolled in 401(k)=80)

Almost twice as many participants would be very confident in making 401(k) investment decisions with help from a professional versus on their own



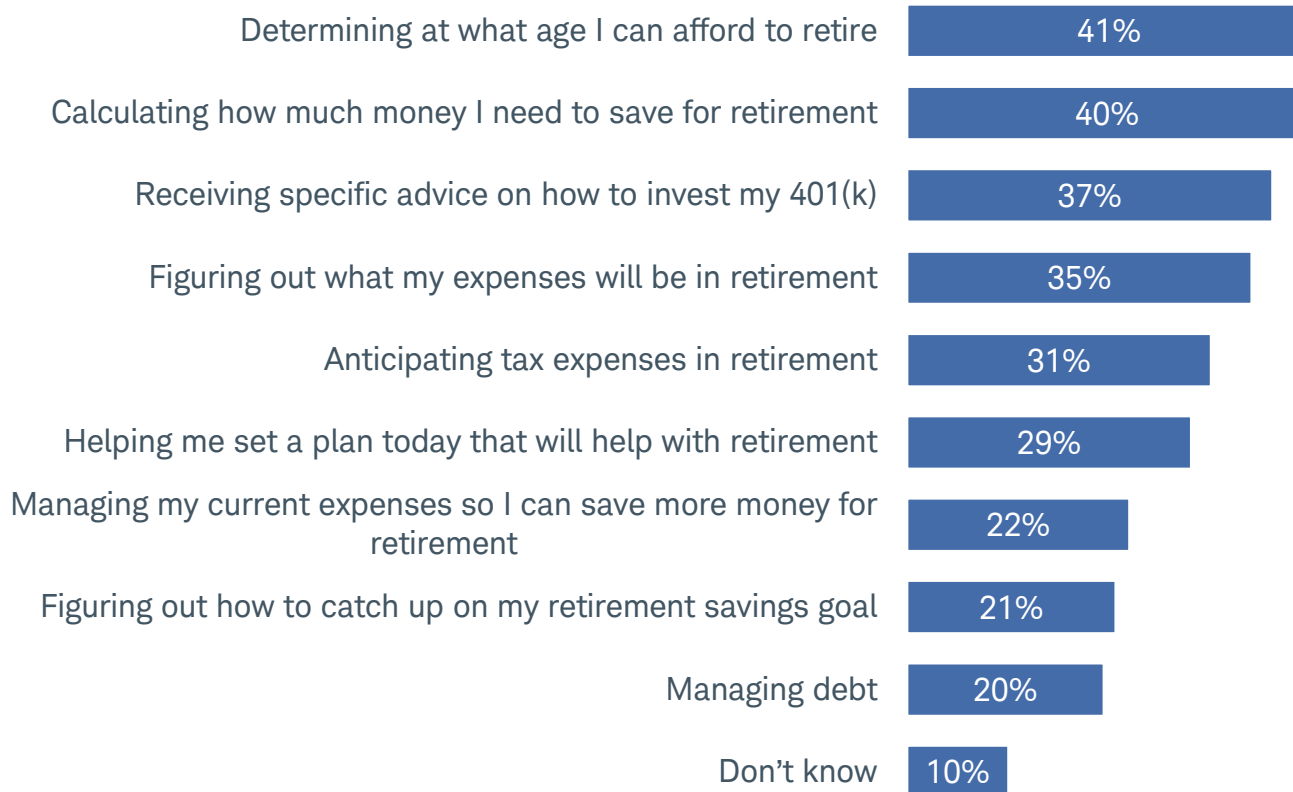
Q: How confident are you in your ability to make the right 401(k) investment decisions on your own? (Base: Total 401(k) Participants = 1,000)
Q: How confident would you be in your ability to make the right 401(k) investment decisions if you had the help of a financial professional? (Base: Total 401(k) Participants = 1,000)

Half of participants believe their financial situation warrants advice



Q: Do you think your current financial situation warrants advice from a professional? (Base: Total 401(k) Participants=1,000)

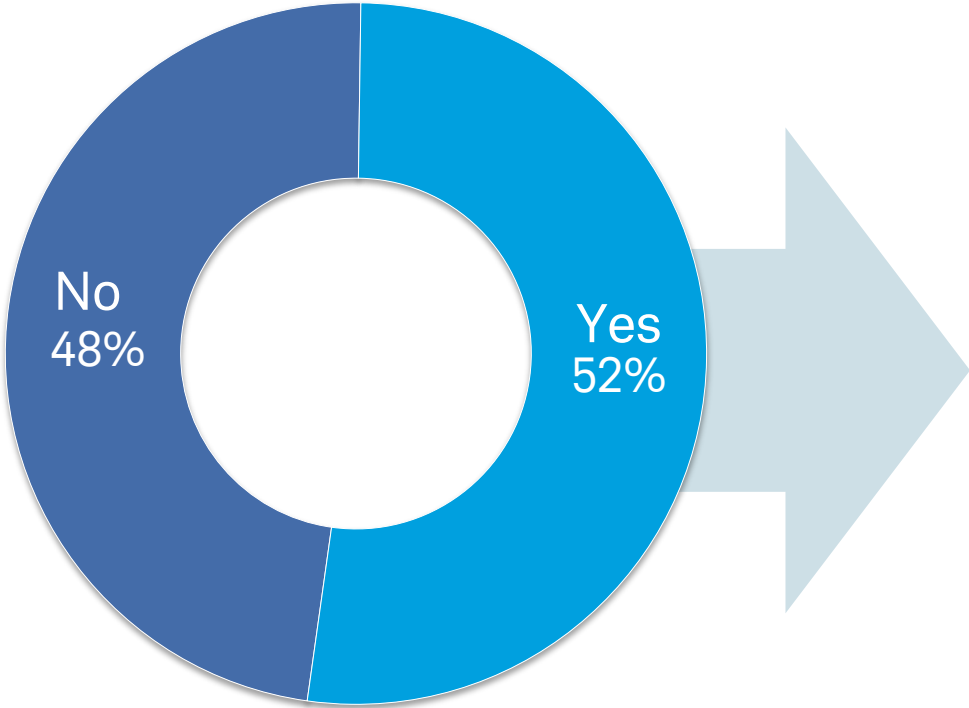
Participants want help setting specific retirement targets



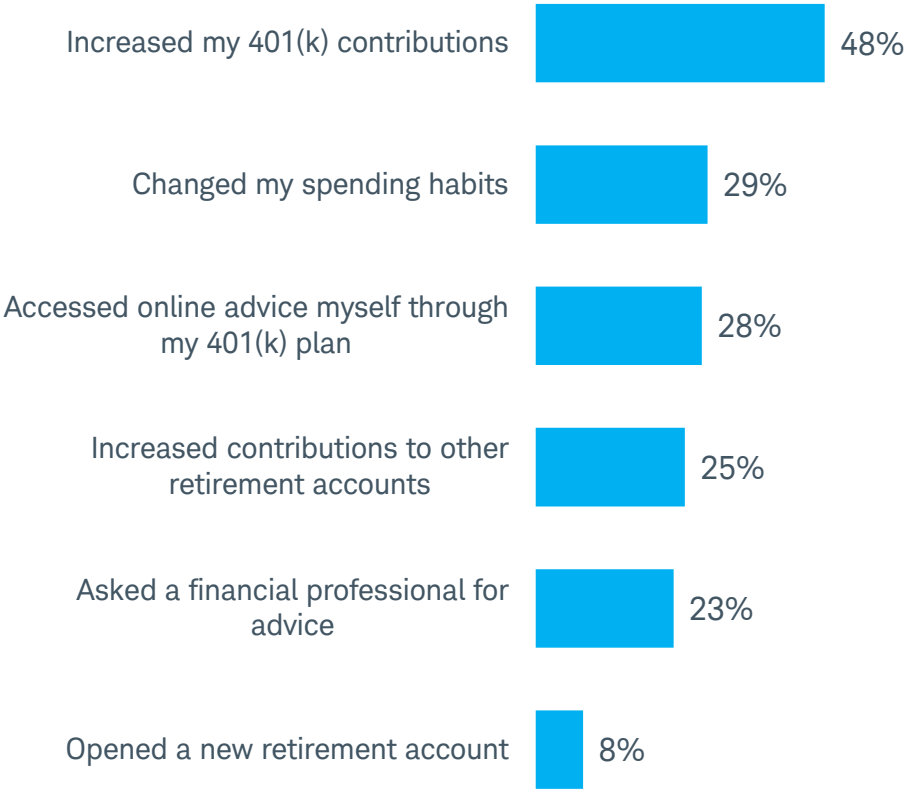
Q: If you could get help with retirement planning, what would you like help with? (Base: Total 401(k) Participants = 1,000)

Half of participants have used an online retirement calculator, and most of those took positive actions related to their finances as a result

Have used a retirement calculator

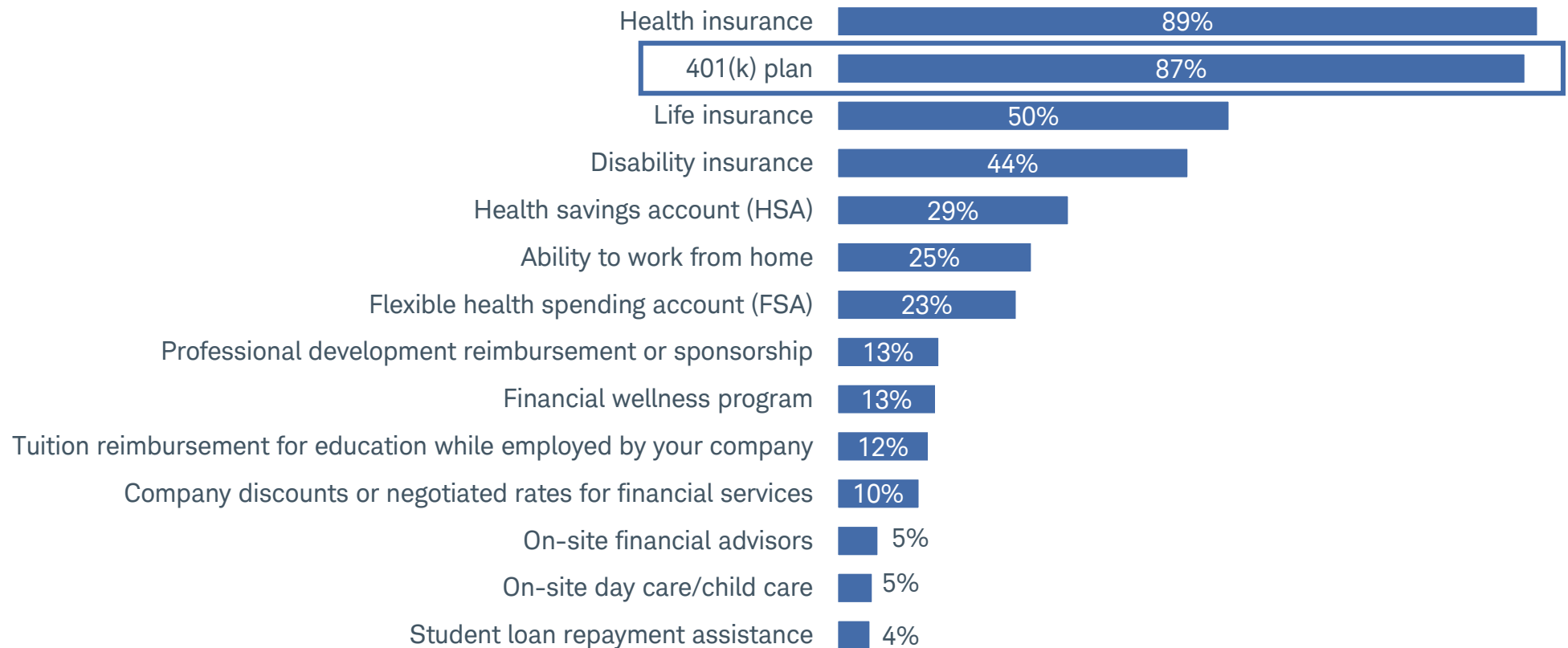


Steps taken after using a retirement calculator
61% of those who have used an online calculator have taken one or more actions



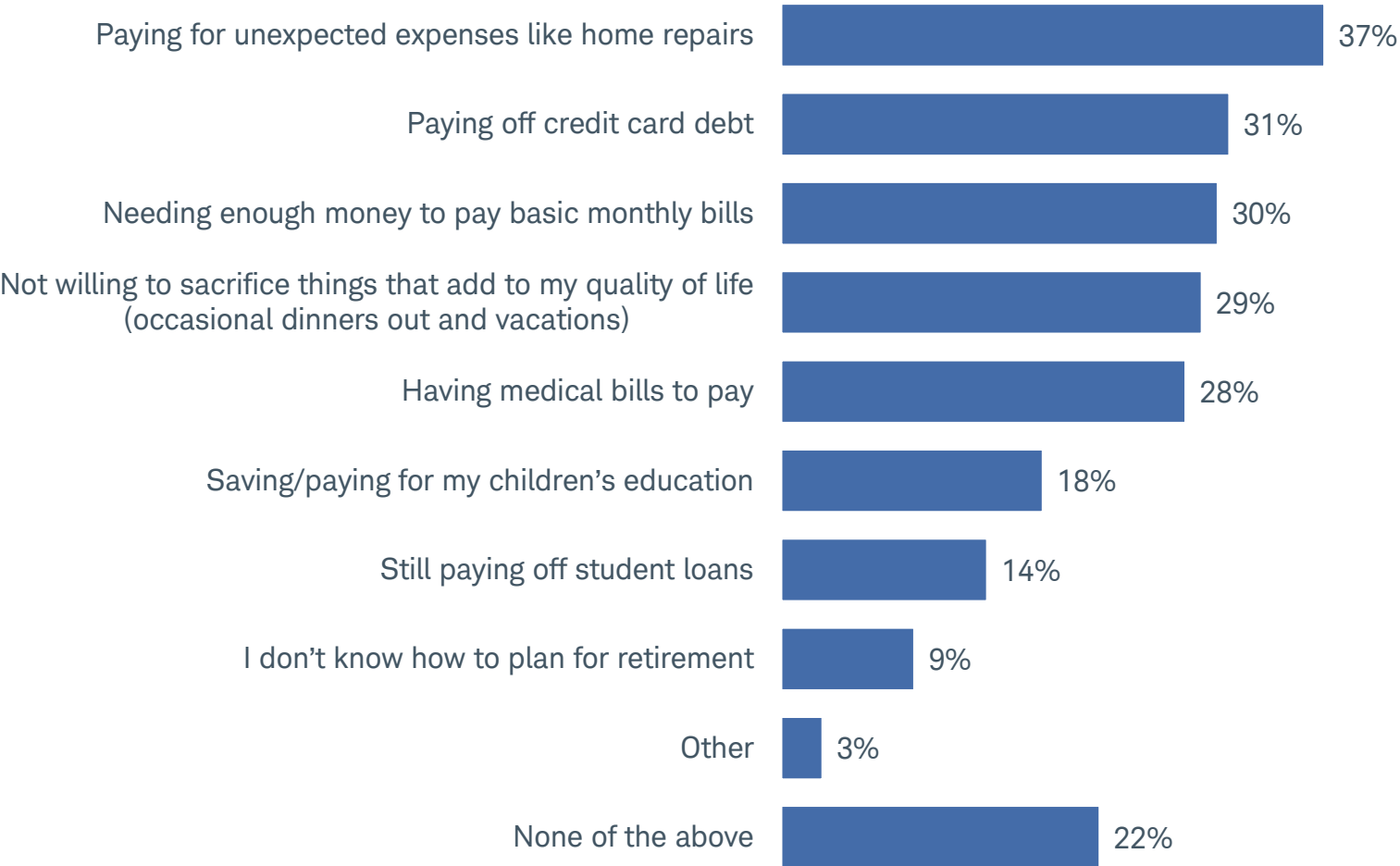
Q: Have you ever used an online retirement calculator? (Base: Total 401(k) Participants = 1,000)
Q: Which of the following steps have you taken after using a retirement calculator? (Base: Used online calculator and have taken action = 318)

401(k) plans are a “must-have” benefit for those seeking a new job



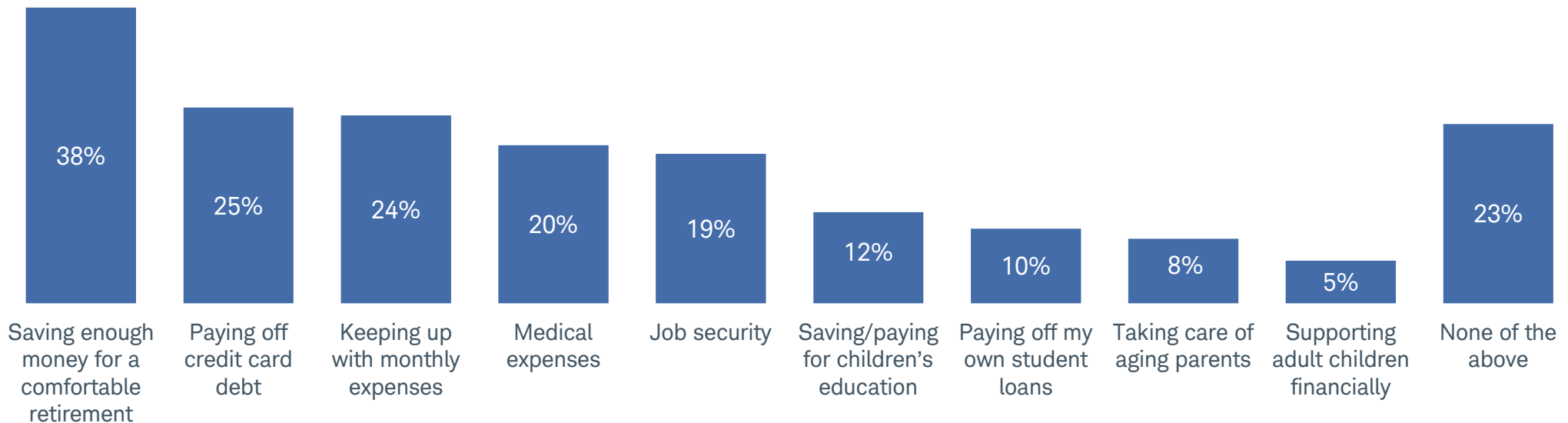
Q: If you were looking for a new job, which benefits or work options would you see as “must haves”? (Base: Total 401(k) Participants = 1,000)

Participants face many competing obstacles when trying to save for retirement



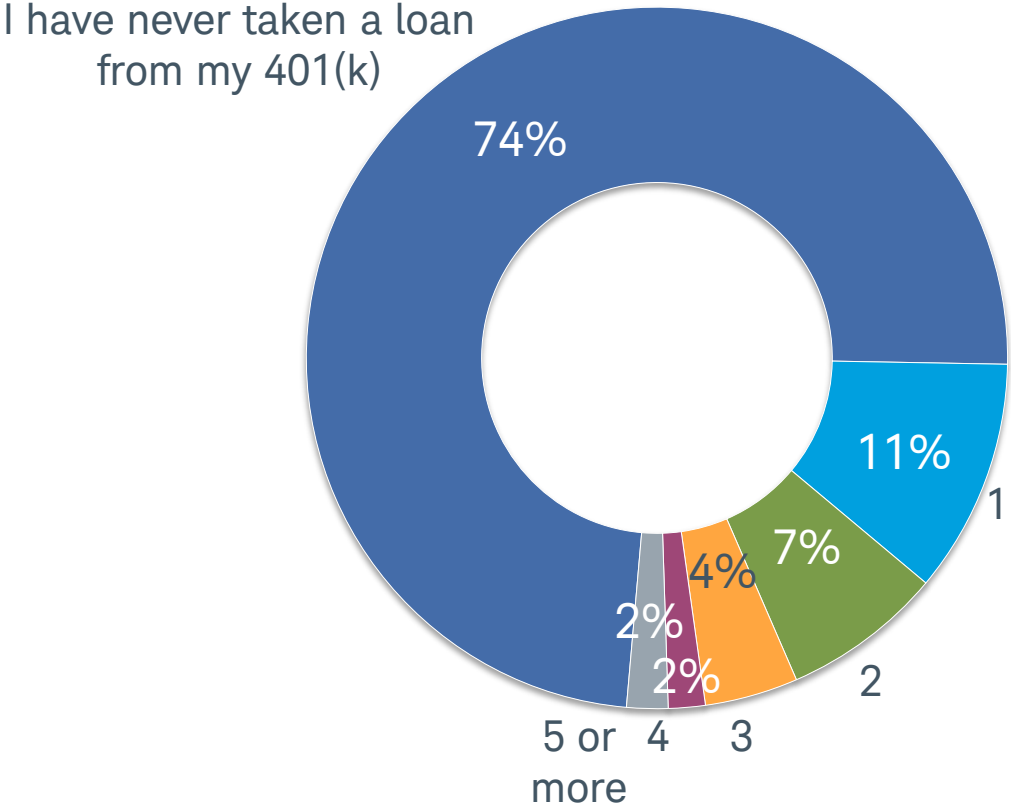
Q: Thinking about your own efforts to save for a comfortable retirement, which of the following are obstacles you face, if any? (Base: Total 401(k) Participants = 1,000)

Saving enough for a comfortable retirement is participants' top source of financial stress



Q: Which of the following would you say are a significant source of stress in your life today, if any? (Base: Total 401(k) Participants = 1,000)

A quarter of participants have taken a loan from their 401(k); most of those have taken more than one



Q: How many times have you taken a 401(k) loan over the course of your career? (Base: Total 401(k) Participants=1,000)

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, Inc. by Logica Research• Logica Research is neither affiliated with, nor employed by, Schwab Retirement Plan Services, Inc.• 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 March 19th through March 29th, 2019
Who	<ul style="list-style-type: none">• 1,000 401(k) participants who meet the following criteria:<ul style="list-style-type: none">• Ages 25-70• Work for companies with 25+ employees that have 401(k) plans• Currently contribute to their companies' 401(k) plans

Disclosures

Schwab Retirement Plan Services, Inc. provides recordkeeping and related services with respect to retirement plans.

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