



Proposers shall complete and submit the entire Submittal Packet

7A. Transmittal Section & Original Signature

BIDDERS SHALL COMPLETE AND SIGN THE FORM BELOW

We acknowledge that all Addenda (1 through 2) have been examined as part of the Proposal documents.

Company Name: Nationwide Retirement Solutions, Inc.	
Address: 10 W. Nationwide Blvd.	City/State/Zip Code: Columbus/OH/43215
Original Signature: 	Authorized Representative / Title (Please Print Name and Title): Keith Wild, Vice President and Chief Financial Officer
E-mail: wildk@nationwide.com	Phone: 614-435-8374 Fax: 855-296-2361

Please complete the following information:

Is your firm a:

- | | | | |
|------------------------------------------|------------------------------|----------------------------------|------------------------------|
| Women Business Enterprise (WBE)? | Yes <input type="checkbox"/> | Small Business Enterprise (SBE)? | Yes <input type="checkbox"/> |
| Minority Business Enterprise (MBE)? | Yes <input type="checkbox"/> | Veteran Owned Business (VOB)? | Yes <input type="checkbox"/> |
| Disadvantaged Business Enterprise (DBE)? | Yes <input type="checkbox"/> | | |

Do you have a certification number? Yes

If yes, please provide certification number and state or entity who issued the number below:

Certification No.: _____ State or Entity Issued: _____

7B. Experience/Similar Plans:

The proposer shall be financially stable and be able to demonstrate substantial experience in providing the services the County is seeking.

- Describe the firm's history, ownership structure, and other business affiliates (locations and number of affiliated offices).
- Describe the firm's qualifications experience at administering Section 457 retirement plans include the number of years the firm has been in business and any previous or additional names under which the firm has conducted business.
- List a minimum of ten (10) governmental section 457 plans that the firm currently manages that are of similar size to the County.
- Describe the firm's experience with and understanding of the State of Washington law and the Snohomish County Code.
- Proposal shall also include any non-compliance with Section 457 Plans with the IRS in the past five (5) years.

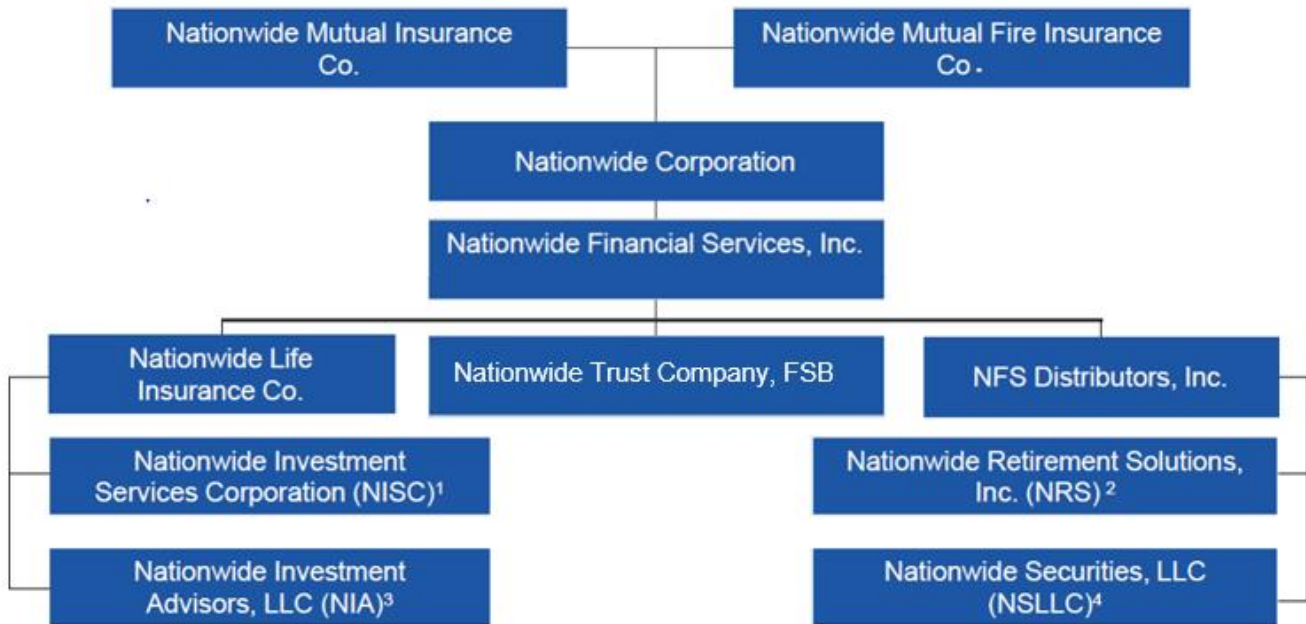
7B. 1

Nationwide is an American insurance and financial company founded by farmers in 1926 to collectively protect what mattered most to them. Since then, we have continued our focus on our customers while growing into one of the largest, financially stable financial services companies in America. As a Fortune 100 company, currently #74, we have built a diversified business portfolio that provides the financial guarantees to help deliver on our promises.

Nationwide’s *On Your Side* promise is more than a successful 47-year-old slogan. It’s a broad-based promise of service to our customers and partners, and our associates deliver on this promise every day. Throughout our history, we have built our brand by going the extra mile for our customers. This attitude drives everything we do and has been integral to the success we have had in servicing plans with customized and unique needs as a dynamic industry leader.

Today, we continue to do things differently to help Plan Sponsors create a remarkable experience for their employees through our plan expertise and our integrated approach to participant retirement readiness. We look forward to continuing our 32 year relationship with Snohomish County (the County) through providing exclusive retirement plan services.

Nationwide Retirement Solutions, Inc. (NRS), the legal entity providing recordkeeping, third-party administrative and communication / education services described in this RFP, is a Delaware corporation and is wholly owned by NFS Distributors, Inc. (NFS), which is in turn wholly owned by Nationwide Financial Services, Inc. (NF), a holding company for long-term savings operations and financial services. NF is wholly owned by Nationwide Corporation, which in turn is jointly owned by Nationwide Mutual Insurance Company (NMIC) and Nationwide Mutual Fire Insurance Company.



¹ Wholesale Broker Dealer for NRS Representatives.

² NRS Provides third-party administration, recordkeeping and education.

³ Investment adviser registered with the Securities and Exchange Commission (SEC) and offers Nationwide ProAccount®, a managed account program.

⁴ Retail Broker Dealer supporting Participant Solutions Center sales and service

7B. 2

At Nationwide, we exist to protect people, businesses and futures with extraordinary care. Nationwide goes above and beyond to do the right thing at the right time, so participants get better outcomes and you get a better partner. As a mutual company, the quarterly earnings pressures of publicly held companies don't sway us. We can take a long-term view of our investments and business decisions to ensure we provide the most benefit to our customers, and we have the strength, stability and staying power to deliver on our promises.

Formerly known as PEBSCO (Public Employees Benefit Services Company), Nationwide Retirement Solutions, Inc. (NRS) was formed in 1973 as a provider of marketing and third party administration services for government sector employers. PEBSCO and Nationwide (the company that would eventually purchase PEBSCO) first joined forces in 1975, with Nationwide providing annuity products, and PEBSCO providing administration and marketing services.

In May of 1982, Nationwide acquired PEBSCO and, in 1998, National Deferred Compensation(NDC), when PEBSCO and NDC were merged changing their names to NRS. Nationwide's businesses have a common goal: protect what matters most to our customers. We are able to do that by being a trusted partner in helping America's employees prepare for a more secure financial future. Our current name better reflects our commitment to the retirement industry as well as our affiliation with the Nationwide family of companies.

We have grown to be the largest retirement plan provider serving the public sector with over 7,600 government sector retirement plans, providing them with bundled third-party administrative, recordkeeping, investment services and communication/education. In addition to the public sector, Nationwide also administers retirement plans in the private sector defined contribution marketplace. In all, we serve 2.7 million total participants with more than \$150 billion in retirement plan assets. We are proud of our strong presence in the state of Washington, where we currently service 397 plans, more than 34,600 participants, and over \$2.8 billion in retirement plan assets.

Data as of 6/30/20

7B. 3

A selection of similar sized plans are provided below:

- Maricopa County, AZ
- Fresno County, CA
- Marin County, CA
- Pierce County, WA
- Orange County Fire Authority, CA
- Tempe, AZ
- Scottsdale, AZ
- Spokane County, WA
- Howard County, MD
- DeKalb County, GA
- Solano County, CA

7B. 4

Nationwide's experience and understanding of the State of Washington law can be demonstrated through the number of plans currently under our administration in the State of Washington. We provide retirement plan services for 397 plans in the state, with over \$2.8 billion in assets. Nationwide has provided recordkeeping and administrative services for Snohomish County for 32 years, deepening our understanding of the Snohomish County Code.

Nationwide has a team of professionals, our Government Relations Team, located in Washington DC, focused on Federal legislation, and professionals throughout the country focused on city, county, and state level legislation to ensure we maintain expertise and remain involved in all changes impacting the financial services industry.

In addition, Nationwide is supported by a team of 15 attorneys, eight compliance staff and retirement plan professionals. Nationwide monitors legislative and regulatory changes that may affect our products and services. Should a change be needed, we will work with plan sponsors to implement changes with a focus on minimal impact to participants. While Nationwide and its support team do not provide legal or tax advice to plan sponsors or participants, we provide a number of beneficial services to help keep our clients informed about matters that may impact their plans. These services include:

- Legislative updates
- Regulatory updates
- Plan sponsor educational seminars
- Plan sponsor fiduciary education tools
- Consultative services related to:
 - Plan design
 - Administrative processes
 - Services Agreements
 - Webinars
 - Alternative plan designs

7B. 5

The various businesses conducted by the Company are subject to oversight by numerous federal and state regulatory entities, including but not limited to the Securities and Exchange Commission, the Financial Industry Regulatory Authority, the Department of Labor ("DOL"), the Internal Revenue Service, the Federal Reserve Bank and state insurance authorities. Such regulatory entities may, in the normal course, be engaged in general or targeted inquiries, examinations and investigations of the Company and/or its affiliates. With respect to all such scrutiny directed at the Company or its affiliates, the Company is cooperating with regulators. The Company will cooperate with its ultimate parent company, Nationwide Mutual Insurance Company ("NMIC") insofar as any inquiry, examination or investigation encompasses NMIC's operations. In addition, recent regulatory activity, may impact the Company's business and operations, and certain estimates and assumptions used by the Company in determining the amounts presented in the financial statements and accompanying notes. Actual results could differ significantly from those estimates and assumptions.

7C. Investment Program

The Plan must provide a broad range of professionally managed investment options that span the risk/return spectrum and are diverse from one another in terms of investment objective, investment strategy, asset category, and/or management style. Proposers shall offer an open/flexible investment platform that provides for non-proprietary as well as proprietary funds.

There shall be no front-end charges, and no back-end charges or market value adjustments of any kind. There shall be no charges, restrictions, or penalties on Participant transfers or withdrawals. Core investment options shall be mutual funds with readily available expense ratios and pricing.

1. Provide information on fund/investment options available to Participants. How often are these options normally updated or expanded? How often are Participants allowed to make changes to funds?
2. Who will be the Plan's custodian? Will the custodian also act as trustee? Please provide a resume(s) for the custodian and trustee.
3. Describe your standard reports. What reports are available online? Real-time basis? Describe month end reports and when they are normally available?
4. Describe your identify theft protection program. How often has identify theft be an issue for your firm in the last five (5) years? What safeguards do you recommend to participants?
5. Describe other programs, options, or benefits available to the County or participants that may increase the value/benefits of the Plan. Also, include investment options and other services that benefit the Plan.
6. Proposals shall include a draft statement of services that will be provided and identify requirements or tasks to be completed or performed by the County.

7C. 1

Nationwide has agreements in place with over 200 fund houses offering nearly 14,000 mutual funds across a wide spectrum of asset classes. Additionally, we are willing to establish agreements for investment products that are not currently available through our platform. Due to the extensive number of funds currently offered, we are providing a complete list of the available fund houses with whom we have an agreement.

Plan Level Fund Changes

Funds can be added or removed during any of our periodic release dates scheduled throughout the year, typically one per month. Depending on when the Plan requests a fund addition / removal, the investment menu would be updated with the next available scheduled release. Nationwide is willing to work with the County if a fund change is required outside of our standard schedule.

Participant Fund Changes

Participants may reallocate their funds and request fund transfers at any time via the following methods:

- Our fully transactional website
- Our Voice Response System
- Via an appropriately licensed Solutions Center Representatives during normal business hours
- Via hard copy request

All fund transfers received in good order by the close of the NYSE, typically 2 pm PT, will be processed the same business day. Fund changes received after 2 pm PT will be processed the following business day. Following the transfer, a written confirmation is mailed to the address on file within two business day. Participant enrolled in eDelivery will receive a confirmation via email notification.

7C. 2

Nationwide offers directed trustee (non-discretionary) or custodial services through the Nationwide Trust Company, FSB (NTC). NTC's duties are to establish and maintain a trust or custodial account and take direction from the fiduciary or its authorized representative with respect to the administration and investment of the account in accordance with the Plan Document and federal law. NTC is not a plan fiduciary with respect to the trustee services that it provides and assumes no responsibility for the administration or management of the plan. A separate agreement would be required for the trustee or custodial services outlined above. NTC has been in operation for over 22 years. The total assets held by NTC as of June 30, 2020 were \$69.4 billion, which consists of 18,115 retirement plans.

7C. 3

To assist you in managing your Plan and gauge its success, we offer the following suite of comprehensive reports.

Plan Health Dashboard

To better understand the overall health of the Plan and how ready your employees are for retirement, Nationwide provides a Retirement Readiness status and action plan both on the Plan Sponsor website and within a Quarterly Plan Health Report. Details of the website and report include:

- A section that summarizes the overall readiness of your participants
- Illustrates how many participants (number and percentage) are currently ready for retirement (i.e., on track to replace of their pre-retirement income) vs not ready
- Show the trend over time (i.e., how has the overall readiness improved year over year)
- Summarizes the actions your participants are taking to change their retirement readiness, including:
 - Accessed the website to view their holistic Retirement Readiness Report utilized the My Interactive Retirement Planner
 - Increased deferral
 - Updated asset allocation
 - Called or visited a Retirement Specialist

An action plan will suggest opportunities to partner with Nationwide to further improve your employees' retirement readiness, such as participant communications, group meetings, invitations to take advantage of a comprehensive financial need's assessment.

Employer Statement of Account

This report is produced in conjunction with participant statements and provides a summary of participant activity that transpired during the reporting period.

Self-Service Online Reports

Through the easy to use online ad hoc reporting tool, the County can independently obtain participant or financial data that's pertinent to your needs. All reports can be filtered by IRS money type, date, and participant age range. After gathering the information, you can then save the report to your "report inbox" to view it again at a future date. The reports include:

- **Plan Assets Report** – details asset holdings and total number of participants invested within each investment option.

- **Participant Census Data Report** – details basic information about the Plan participants, including: demographics and basic account information. The report offers customizable options to add or omit data by clicking the “customize table” link within the report.
- **Plan Contributions Report** – details information relating to contributions submitted on behalf of Plan participants.
- **Loan Activity Report** – provides Plan level loan activity and information about active and defaulted outstanding loans.
- **Rollover/Transfers Report** – provides data relating to transfers and rollover activity in and out of the Plan.
- **Participant Distributions Report** – provides data on distributions that have been taken by participants.
- **Enrollment Detail Report** – provides enrollment activity for participants within the Plan for a selected date range. Plan Sponsors may choose to view results for single or multiple IRS codes and for specific channels and may also choose to display Tax IDs in a redacted view.
- **Participant Details Report** – a customizable report provides detailed information at a participant level including demographic, account and census information. The following outputs are available:
 - o Account Holder Name
 - o Employment Status
 - o SSN
 - o Date of Birth
 - o Gender
 - o Address
 - o Email Address
 - o Account Number
 - o Account Balance
 - o Employee Type
 - o Participant Setup Date
 - o Hire Date
 - o Contribution Status
 - o Salary Reduction Amount or Percentage
 - o Roth Reduction Amount or Percentage
 - o Latest Contribution Amount
 - o Latest Contribution Date
 - o Initial Contribution Date
 - o Service Termination Date
 - o Date of Rehire
 - o Date of Death
 - o Entry Date*
 - o Entry Date Type*
 - o Auto Enroll Entry Status*
 - o Auto Enroll Entry Date*
 - o Auto Increase Date*
 - o Ownership Percentage*
 - o Relationship to Owner*

- o Refund Deadline*
 - o Officer*
 - o Related to Owner SSN*
- *if applicable*

Specialty Reports

The following reports are available through the County's Relationship Consultant, Ryan Sawyer, upon request:

- Managed Accounts reports
- Money Source reports (i.e. Roth)
- Participants Voice Response System (VRS) Usage reports
- Participants Web Usage reports

Reports are available in varying timeframes as described below.

Available online/immediately:

- Plan Sponsor Dashboard
- Plan Assets Report
- Participant Census Data
- Contributions report
- Distributions report
- Rollovers in/transfers out reports
- Loans reports
- Payroll Historical reports
- Enrollment Detail Report

Available upon request within five business days of request:

- Managed Accounts reports
- Money Source reports (i.e. Roth)
- Participants VRS Usage reports
- Participants Web Usage reports
- Other reports as needed

Periodically issued statements and reports:

- Plan Quarterly Statements – issued within 15 calendar days of the quarter end
- Plan Health Report -issued within 15 calendar days of the quarter end

7C. 4

Privacy and security is imperative in today's information technology-driven society and Nationwide firmly believes in the value of system security to keep our information, hardware, software, facilities, and most importantly, your Plan's information secure. We have developed a highly effective partnership between our technology and business teams to protect your Plan against identity theft. Our holistic approach focuses on three key areas for detection and prevention: People, Process and Technology.

People

- More 200 Nationwide associates are dedicated to data protection. We staff a Security Command Center 24/7 to monitor potential threats as soon as they occur. These professionals are responsible for the investigation and review of any attempted data exfiltration to external devices and for enforcing compliance with Nationwide's Confidentiality Agreement and Information Security Policy.
- All Nationwide associates are required to attend Fraud Identification and Prevention Training.
- Nationwide associates are only granted the access necessary to do their jobs. An automated tool is used to maintain least-privileged access. The tool immediately revokes access upon termination, and Managers routinely review and approve their associate's access.
- Prior to any account change or inquiry over the phone, Solutions Center Representatives are required to execute identity proofing whereby the participant will be required to correctly answer a minimum of three pieces of uniquely identifiable data elements. Solution Center Representatives are required to use both static and dynamic data elements and security questions are rotated regularly.

Process

- The foundation of Nationwide's information security starts with our Information Security Policy. It provides a comprehensive framework for adhering to sound information security practices and is modeled on NIST 800-53. The Policy is then implemented through dozens of more specific Information Security Standards, which are actively managed to map to a wide variety of federal, state, and industry information security guidelines. Our formal Information Security Policy is reviewed, updated as necessary, and approved at least annually by Executive Leadership & the Board of Directors. It was last reviewed in November 2019.
- Our security program leverages a wide set of tools and processes that we use to monitor activity on our network systems. For example, we use a suite of tools to scan the network and endpoints to protect against viruses and malware. These tools are routinely updated by the vendor to address newly discovered threats. Further, we employ intrusion detection services and intrusion prevention services to monitor and block unusual or malicious activity on the network.
- Nationwide applies encryption methodology that conforms to the NIST approved algorithms, key lengths, and related standards as outlined on the NIST website. Data which resides on all end-points, and laptops utilizes full disk encryption. In addition, Personally Identifiable Data (PII) may only be copied to a Nationwide approved encrypted device. This is enforced through data loss prevention tools deployed on every endpoint. Email at rest is encrypted and structured application data at rest on network storage is encrypted as well. All data which resides on the mainframe is encrypted at rest. Finally, we leverage Mobile Device Management (MDM) technology which allows for remote wipe and device encryption for all mobile end-points.

- All Nationwide associate workstations, portable media devices, and removable media containing participant data are monitored using data loss prevention tools to block any confidential data exfiltration. Alerts are sent to our Security Command Center based upon defined thresholds for further review.
- Nationwide uses data loss prevention tools to monitor and block confidential information on endpoints. These tools report into the company's centralized log review system, where the data is assessed daily by information security professionals.
- When Nationwide's Threat Intelligence Team is alerted to a cybersecurity threat outside of Nationwide that may impact our Plan Sponsors and their employees -- such as a ransomware incident -- we expediently work with the Solutions Center management team to provide relevant information on that threat to our front-line Solutions Center Representatives to help protect Plan and participant data from inappropriate external access and future use.
- A building management system (BMS) is utilized to monitor the environment controls within the facilities, including HVAC, fire detection and suppression and power management equipment. Access and authentication mechanisms to the physical and environment security systems are governed through Active Directory.
- FraudShare, founded by a group of 10 companies including Nationwide, is an innovate, easy-to-use tool for cross-industry report about the types and frequency of account takeover fraud occurring in the life insurance, annuity, and retirement services industry. It allows us to share information that helps detect and prevent fraud, defend against increasingly sophisticated account takeover schemes, and protect customers.
- We leverage a defined response process where all suspected fraud is investigated, documented and file appropriate paperwork with Financial Crimes and Sanctions when appropriate.

Technology

- Multi-factor authentication (MFA) is deployed on the Retirement Plans participant and business partner facing websites.
- Nationwide partners with our MFA provider to obtain device specific information to identify and stop fraudulent devices from accessing our network.
- Enhanced registration controls require entry of a unique case or account number for participant web profile registration.
- We have implemented PINDROP® technology in our Nationwide Solutions Centers that assesses more than 300 call characteristics, such as the point of origin of the call and the volume of calls in a given period to determine if the call could be fraudulent and needs to be escalated for security purposes.
- We offer Nationwide Account Lock, a feature that allows participants to prevent distributions from being taken from their retirement account until they unlock the account using a unique password. More than 100 participants have signed up for this new feature. We expect significant increases in the number of participants using this feature in 2020 as we enhance our systems to provide the ability to lock and unlock their account through their online account or mobile application. For more information, please see the attached marketing flyer.

- We use a service called GIACT for distribution requests that allows our experienced team members to confirm bank account ownership and status in real-time before processing. We can detect potentially fraudulent activity and take additional steps to assure that the actual participant is requesting the distribution
- We are currently looking for opportunities to partner with a third-party service provider to deploy Voice Recognition technology in our Solutions Center. The tool analyzes “normal” dialect, exchange, gender etc. and then sends an automated warning to the Solutions Center Representative if the software flags something as anomalous behavior or does not match pre-established “normal’ patterns.

Nationwide has not experienced any security breaches that jeopardized the security of participant data within the last five years.

If a participant ever suspects fraudulent activity, we encourage the participant to notify Nationwide immediately so we may investigate and determine the proper course of action. We recommend that all participants set up online credentials to prevent fraudsters from doing it for them. We encourage participants to set up a secret question and answer through the Solutions Center. We also recommend that participants leverage account lock to proactively protect their account from unauthorized distributions.

7C.5

Nationwide’s service model is centered on breaking down and simplifying the most challenging retirement issues to help ensure your participants are ready for retirement. Our success comes through the purpose of our culture, the deep engagement of our associates, and the passion they bring to their work.

Nationwide is dedicated to public sector employers and provides a simple, all-inclusive plan for administrative services to the County that makes administering your Plan easier for your staff. Our administrative services include:

- Payroll automation
- Payroll processing
- Verification reports
- Administration and Plan Sponsor reports
- Participant statements
- Participant transaction confirmations
- Unforeseeable Emergency Withdrawal review and processing
- Domestic Relations Orders review and processing
- Loan administration
- Brokerage accounts
- Managed accounts
- Voice Response System
- Participant website
- Plan Sponsor website
- Account valuation & adjustments
- Plan Document updates, when utilizing Nationwide’s Plan Document
- Loan program reviews
- Quantitative Investment Menu Reports, if desired by the Plan and its consultant
- Plan Sponsor fiduciary training
- Marketing collateral

- Legislative and regulatory updates

Here are a few more reasons how we can continue to support Snohomish County:

Included Services

- **Enhanced Digital Service Technologies**

Nationwide's current recordkeeping system was introduced in 2006 and we are continuously upgrading and enhancing our systems to meet client needs, industry changes, government regulations, and technology advances. Our continuous investment in IT and other infrastructure updates make it easier for participants and partners to do business with us.

Nationwide delivers a differentiating participant experience through enhanced recordkeeping and service technologies. The following are a some of the anticipated enhancements over the next 24 months:

- Online distribution capabilities
- Enhanced online enrollment options for participants to make it easier for participants to enroll into their retirement account using different modes, such as texting to enroll or an express path enrollment that takes an employee only 3 clicks to enroll.
- Enhanced communications (direct mail, email, text messages, alerts, etc.) to eligible employees and existing participants to help them engage the way they choose and take appropriate actions at the right time to improve their retirement readiness.
- Enhancement to the My Interactive Retirement Planner© to better assist participants in understanding where potential gaps may exist in their retirement savings journey.
- Online "live" chat capabilities
- Investment in cyber-security technologies to ensure Nationwide stays current on capabilities to protect plan and participants

- **The Plan Health Dashboard**

The Plan Health Dashboard enhances the current Plan Sponsor website by summarizing all Plan level information and retirement readiness statistics. Through the dashboard, the County is able to:

- See their Plan balance and how the Plan is performing, including enrollment, contribution, investment, plan demographics and retirement readiness plan data
- Drill down into additional Plan level details and compare to benchmarks and peer groups
- Summarize specific actions Plan Sponsors can take to improve plan performance
- Generate and print report ad hoc reports
- Generate and print quarterly plan performance reports

- **Participant Engagement Platform**

Our targeted communication program, the Participant Engagement Platform, delivers relevant information to your employees to encourage better retirement planning behavior. Your employees will be segmented into five unique groups that each have varying needs:

- **Eligible employees** – We inform non-participating employees about the features and benefits of enrolling in the Plan.
- **New enrollees** – We deliver a personalized "Welcome Experience" that introduces new enrollees to the Plan and informs them of the available tools and resources.

- **Savers** – We engage participants, so they continue saving for retirement along with their multiple savings goals (college saving, increased household expenses, etc.).
- **Transitioners** – We help pre-retirees plan for their transition to retirement by helping them understand their options as they convert their savings into retirement income.
- **Retirees** – We educate retirees to help them understand how to manage their savings to support their retirement lifestyle.

Between January and December 2019, our engaging approach has been able to produce a 28% increase in conversations between participants and their Retirement Specialist, an 18% increase in the number of participants who increase their contributions across our public sector plans, and a 22% increase in participants rolling assets into their public sector plan. All excellent indicators of improved retirement readiness for employees.

- **Nationwide Retirement Institute**

Nationwide Retirement Institute was formed to help advance the collective thought leadership of Nationwide and improve the financial health and retirement outcomes of Nationwide’s clients and their employees. The Nationwide Retirement Institute identifies and looks for solutions for the challenge’s retirees face today and in the future.

We leverage the experience and leadership the Nationwide Retirement Institute provides to help educate your employees about advanced retirement topics such as income planning, health care, long-term care and social security in simple, easy to understand ways. These topics are covered in workshops and specific action plans are created by plan participants to address potential challenges they face.

- **Retirement Resource Group**

Nationwide also offers full-service access to professional advice and guidance through the Nationwide Retirement Resource Group. The Retirement Resource Group is staffed by 40 licensed professionals who maintain the required FINRA registrations and state Life and Health licensing. Approximately 50% of the Retirement Resource Group team have earned the Certified Financial Planner designation, including the team of Personal Retirement Consultants, and other appropriate industry designations.

Retirement Resource Group team members are here to help your employees make progress toward their long-term retirement goals and preserve what they have already worked hard to build. Here’s how:



Enrollment

- Help participants understand:
 - The benefits of long-term investing
 - Your Plans’ investment options
 - Our tools and calculators
 - How to balance saving for retirement and meeting everyday financial needs



Investment

- Take time to:
 - Understand participant needs and long-term goals
 - Help participants determine your comfort with investing

- Introduce participants to options and services that can help take the guesswork out of investing



- If participants have retirement assets in another plan or IRA, we help them understand how combining their assets could:
 - Help strengthen the power of their investments
 - Make it easier to manage investment for them and their beneficiaries



- As participants prepare to move into retirement, the Nationwide Retirement Institute and the Retirement Resource Group's Personal Retirement Consultants can help provide them with a holistic assessment that:
 - Compares retirement income needs with available resources
 - Answers questions about Social Security, health care, and long-term care planning
 - Offers cash flow analysis and retirement income plans.

- **My Investment Planner[®]**

Nationwide makes investment advice available to participants through the online My Investment Planner[®] tool at no additional cost to participants or Plan Sponsors. NIA, the registered investment adviser for My Investment Planner[®], has retained Wilshire as an Independent Financial Expert (IFE) for My Investment Planner[®]. My Investment Planner[®] provides individualized investment advice using an investment process developed and maintained by Wilshire.

Participants are asked to complete a six-part questionnaire (the Risk Tolerance Questionnaire) to assess their individual risk tolerance and investment time horizon. Using this information, Wilshire's methodology identifies the appropriateness of one of five unique risk-based profiles for each participant.

The tool provides specific investment advice at the fund level using the Plan's investment options. Once a participant has logged into their secure online account, they will be able to access the My Investment Planner[®] tool. A link is provided to the "Manage My Account" page increasing the likelihood that the participant will take the appropriate action in their account.

NIA accepts and discloses fiduciary responsibility for My Investment Planner[®] investment advice provided to your employees.

- **Enrollment Flexibility**

Nationwide offers multiple enrollment options through our high-touch local service team, a simplified online enrollment feature, over-the-phone option through our Retirement Resource Group, and through the Plan Sponsor. The enrollment services we offer are based on our knowledge of behavioral finance principles. Using our insights, we work with all eligible employees to help them understand the benefits of the Plan, how it complements their retirement benefits and can help them prepare for retirement.

- **In-Person Enrollment** – The County's Retirement Specialist, Mike Ferguson, will conduct one-on-one and group enrollment meetings, either in-person or virtually, to discuss the process and assist participants. Nationwide supplies tablet computers that our service team uses for online enrollment during individual and group meetings.

- **Online Enrollment** – Nationwide provides a user-friendly 3-Click Simplified Enrollment experience that allows employees to walk through a step-by-step guided experience to complete their enrollment, select a contribution amount, name beneficiaries, and select investment allocations. Additionally, your local Retirement Specialist, Mike Ferguson, can conduct workshops and walk participants through the online enrollment feature using Nationwide provided tablets.

Nationwide's website offers participants the ability to increase their deferrals as allowed by the plan document and provides educational content to show the benefits of saving including the My Interactive Retirement Planner that calculates how much participants may need to reach their goal and allows them to model different investment savings and retirement scenarios.

- **Over-the-phone Enrollment** – For employees who want assistance at times convenient to them, Nationwide's Internal Retirement Resource Group provides asset allocation review and enrollment assistance over the phone.
- **EZ Enrollment** – For Plans that elect a Qualified Default Investment Option (QDIA) Nationwide offers the EZ Enrollment Guide for new enrollees. The EZ Enrollment Guide can be customized with the County's logo and desired information fields and parameters and uses a QDIA to provide your employees with a quick and easy enrollment option that removes the guesswork.
- **Paper Enrollment** – Nationwide supplies enrollment packets to Plan Sponsors to be available through the Benefits Office. Packets are available for those participants who prefer to enroll via paper.

- **Participant Mobile App**

Our participant mobile app, Nationwide MyRetirement, helps participants monitor and manage their retirement plan on the go. Our app is fully functional and all transactions that can be done through Nationwide's mobile-enhanced website can also be done through the app.

Nationwide's mobile-enhanced website has been a leader in the industry for the last five years, ranked the #1 mobile experience by DALBAR since 2014, and our mobile app provides another resource for participants that prefer an application. The application is available on Apple and Android devices through Google Play and the Apple App Store.

Optional Services

- **Nationwide Smart Alliance – Investment Fiduciary Services**

Featured in Nationwide's July 31, 2020 presentation to the County, Nationwide can further support the Plan Sponsor in its role as an investment Fiduciary. Through an affiliate, Nationwide can work with the Plan Sponsor to build an investment line-up for plan participants and provide on-going monitoring of the line-up. Through this process, Nationwide can help Plan Sponsors feel confident the investment options within the line-up are aligned with the intent of the Sponsor and their investment policy statement.

In this capacity, Nationwide will provide non-discretionary investment advice and the Sponsor remains part of the process by providing the direction on whether or not to act on the advice provided. This comprehensive investment fiduciary service is available for a fee as agreed to between Nationwide and the Plan Sponsor.

- **Digital Census & Eligibility Tracking**

Digital Census and Eligibility Tracking allows Plan Sponsors to digitally provide census information through the Plan Sponsor website, driving auto feature capabilities and better communication with the plan population for activation around retirement readiness.

- **Nationwide ProAccount**

Nationwide ProAccount offers professional, discretionary, investment management with an experienced investment firm developing a portfolio for Plan participants that takes into account how they feel about risk and where they are on the road to retirement. It was designed for retirement plan participants who prefer the convenience of having their accounts managed by a professional money manager or who simply do not feel they have the time or expertise to do it themselves.

Nationwide Investment Advisors, LLC (NIA), the investment advisor for Nationwide ProAccount, offers individualized investment advice using an investment process developed and maintained by the Independent Financial Expert (IFE) for the program, Wilshire Associates Incorporated (Wilshire). NIA is a fiduciary with respect to the provision of services described in the investment advisory agreement signed by each participant enrolled in ProAccount.

For Nationwide ProAccount, Wilshire utilizes a three-step institutional process for the creation and management of the ProAccount models.

- **Asset allocation** - Wilshire develops forward-looking strategic forecasts on a wide array of core and specialty asset classes based on institutional data by leveraging their access to asset class preferences of large institutional pools.
- **Portfolio Construction** - Wilshire utilizes a combination of target risk and target date methodologies. They blend managers with complementary styles into risk-controlled model portfolios while maintaining awareness of active risk and fees. The number of funds used, and size of allocations are driven by the magnitude of the policy allocation.
- **Monitoring and Rebalancing** - Wilshire uses a quarterly dynamic reallocation methodology which rebalances the model portfolios to minimize policy and style drift and maximize use of high conviction funds while dynamically shifting investment policies to become more conservative over time.

As of August 31, 2020, 659 County participants are enrolled in Nationwide ProAccount totaling more than \$32.1 million in assets.

- **Loans**

Should the County elect to allow participant loans, we have a dedicated Loans Team that works to help ensure loan administration is working properly on existing loans and that participants have a positive experience when requesting new loans at Nationwide. With our vast experience in handling the entire loan process, the County can be confident that your participants' loans will be administered correctly according to the Plan document.

Loans are taken from the participants' account and allows them to repay the loan using after-tax dollars. We provide amortization schedules, all required paperwork, and loan disbursements and keep the County informed of total outstanding loan principal through the customized website and quarterly Plan Statement.

The information below describes provisions that many plans follow in their loan programs:

- **Minimum and Maximum Loan Amounts**

The minimum loan amount is \$1,000. The maximum loan amount is the lesser of:

- 50% of the participant's vested account balance (not including deemed IRA account, if applicable), or
- \$50,000 reduced by the excess (if any) of -
 - The highest outstanding loan balance during the preceding one-year period, over
 - The outstanding balance of loans from the plan on the date on which such loan was made

- **Loan Application**

- **Online** – The County may choose to allow for online modeling or initiation of loans, if permitted by the Plan and Plan Documents. If allowed, only General-Purpose loans can be modeled and initiated online. Primary Residence loans can be modeled online but additional documentation will be required to initiate. We look forward to reviewing the loan provisions with you.
- **Solutions Center** – Solutions Center Representatives generate and send loan application paperwork through email, fax or mail.

- **Loan Guidelines for Participants**

Participants can apply for a loan from the Plan subject to limitations and other provisions outlined below:

- **Repayment Method** – Loan repayments are made through payroll deduction or via ACH payment from a participant's bank account.
- **Participant Eligibility** – Plan participant eligibility to take a loan from their account, is selected by the Plan and indicated on the Plan's Loan agreement. To qualify, participants must also complete and sign a loan application and pay an application fee.
- **Number of Loans** – A participant may only have the number of outstanding loans allowed in the agreed-upon Loan Administrative Procedures.
- **Suspension of Loan Payments** – A participant may suspend loan repayment while on qualified military leave of absence or non-military leave of absence documented with the employer. The employer is responsible for notifying Nationwide when a participant is on leave.
- **Interest Rate** – The interest rate is determined by the County.

Balances must be paid in full over a maximum term of five years – except for residential loans, which can be taken up to a maximum of 15 years.

- **Self-Directed Brokerage Account**

In collaboration with Charles Schwab, Nationwide offers participant access to Schwab's Self-Directed Brokerage Account (SDBA), the Personal Choice Retirement Account (PCRA). The Schwab PCRA is the only SDBA option that's been offered by Nationwide since 1998, and we've developed an informational kit in conjunction with Schwab that provides all the forms required to enroll in the service and establish an account.

Schwab's PCRA product currently provides access to more than 8,500 mutual funds from 640 fund families. Of the more than 8,500 mutual funds available, more than 4,000 are offered without loads and transaction fees as part of the Schwab Mutual Fund OneSource service and more than 2,200 are institutional funds. Schwab does not offer any load funds for new purchase on its platform.

PCRA participants have access to the full marketplace of exchange-traded funds, including 254 commission-free exchange-traded funds covering 69 Morningstar categories through Schwab ETF OneSource™. Other investments include individual stocks from all the major exchanges, bonds and other fixed income investments, CDs, and money market funds.

Ineligible investments include: Currencies, short sales, private placements, commodities, precious metals, real estate, futures, margin accounts, collectibles, and options (other than covered calls and protective puts, if permitted by the employer and approved by Schwab.)

Plan Sponsors can choose to limit the universe of available investments by excluding certain securities, or even a whole group of securities. Plan Sponsors can allow or restrict:

- **Taxable funds**
 - Mutual Fund OneSource Funds (No Load, NTF)
 - Specific Funds
- **Tax-exempt Mutual Funds**
- **Equities**
 - OTC or Nasdaq stocks
 - Exchange-traded funds (ETFs) only
 - Schwab ETF OneSource™ funds only
 - Closed-end mutual funds only
- **Publicly Traded Limited Partnerships**
- **Taxable Fixed Income**
 - Certificates of deposit (CDs)
 - Tax-Exempt Fixed Income
 - Treasuries
- **Foreign Securities (not ADR's)**
- **Option contracts (covered calls/protective puts)**

Schwab follows all standard ERISA investment restrictions, including the restriction of trading or borrowing on margin, and the restriction of making investments in collectibles, commodities, precious metals, and currencies. While the plan can allow certain option trades, such as writing covered calls and buying protective puts, participants can only use hedging strategies. Speculative trading is not allowed.

As of September 14, 2020, 14 County participants are enrolled in Schwab Personal Choice Retirement Accounts totaling more than \$2.4 million in assets.

7C. 6

Nationwide's offer to the County assumes the continuation and expansion of the bundled administrative services currently provided, minimizing the burden on the County by providing industry best practices to maintain the County's plan in compliance with all regulatory and legislative requirements in a timely, accurate and safe fashion.

Nationwide is dedicated to public sector employers and provides a simple, all-inclusive plan for administrative services to the County that makes administering your Plan easier for your staff. Our administrative services include:

- Payroll automation
- Payroll processing
- Verification reports
- Administration and Plan Sponsor reports

- Participant statements
- Participant transaction confirmations
- Unforeseeable Emergency Withdrawal review and processing
- Domestic Relations Orders review and processing
- Loan administration
- Brokerage accounts
- Managed accounts
- Voice Response System
- Participant website
- Plan Sponsor website
- Account valuation & adjustments
- Plan Document updates, when utilizing Nationwide's Plan Document
- Loan program reviews
- Quantitative Investment Menu Reports, if desired by the Plan and its consultant
- Plan Sponsor fiduciary training
- Marketing collateral
- Legislative and regulatory updates

Nationwide will continue to serve the County as a nondiscretionary provider of bundled third-party administrative and record keeping services and will not be exercising any discretionary control or authority over the County or Plan assets. We agree to perform all services for the Plans as a professional in defined contribution/deferred compensation administration and agree to hold ourselves out as possessing greater knowledge and skill than the average person with respect to third-party administrator services. As a nondiscretionary provider, we are not a plan fiduciary, but will adhere to the prudent person standard of care.

We will continue to partner with you to develop a communication and education strategy to address what is most important to you, including help with increasing activity, overall participation, enrollment, average deferrals and retirement readiness. This strategy includes resources such as:

- **Retirement Resource Group**
A full-service financial services team built to help participants prepare for and live in retirement. Nationwide has more than 30 licensed professionals available to meet the diverse needs of the communities we serve. Whether your employees are just beginning to save, working hard to maintain progress on goals, or trying to preserve what they've worked hard to build – we simplify the path to readiness with access to personalized guidance:
- **Enrollment**
We take time to educate participants on the Plan. This includes reviewing the available investment options, discussing Plan features and benefits, leveraging our tools and calculators, and helping them find the balance between saving for retirement and everyday financial needs.
- **Investment**
Our team of specialists will take time to ask the questions that help us guide participants to the information they need to manage money on their own or point them to information on services that can help take the guesswork out of investing, like asset allocation funds or professional money managers.

- **Financial Wellness**

Unfortunately, there isn't a one-size-fits-all solution to retirement. We provide access to Certified Financial Planners and the Nationwide Retirement Institute® to help participants bring together all of their financial goals when retirement income planning isn't the only goal, and we do this at no charge.

- **My Interactive Retirement Planner**

This online tool illustrates the importance of saving for retirement and enables participants to compare their progress with their personal retirement goals. It is intuitive and can take as little as 10 minutes from start to finish, either as part of a one-on-one consultation or on their own. Participants can input other retirement plan savings, personal investments, spousal assets and update pension and Social Security benefits to personalize the output from the My Interactive Retirement Planner. The tool calculates how much participants may need to reach their goal and allows them to model different investment savings and retirement scenarios.

- **Retirement Readiness Reports**

This report answers the question 'How am I doing' by providing a view of retirement readiness as defined by an employee's projected monthly income in retirement vs. their desired income in retirement. The report gauges their progress and recommends steps that can be taken to help improve their readiness score

7D. Communication and Education

Education and communication materials shall be readily available and easily understood by Participants at all levels.

1. Provide information on the variety of formats available (website, email, video, written, etc.).
2. Provide a link and a "sample" user and password for the proposer's online website. The sample or guest account shall allow the evaluation committee to view all information normally available to a Participant.
3. Provide information on the representative(s) that will be assigned to the County. What services do they offer to Participants? How often are they available for one-on-one meetings with Participants? How often are they available to participate in Onboarding New Hires? Resumes of proposed representative(s) shall be included with the proposal.
4. What is the location of the office that will be servicing the County?
5. Are representatives offered commission, bonuses, incentives or other compensation for their work with County Participants?





7D. 1

Our mission has never been clearer: to protect people, businesses, and futures with extraordinary care. In our Retirement Plans business, Nationwide goes above and beyond to do the right thing at the right time, so participants get better outcomes and you get a better partner. Through our strong partnership with the County and knowledge of your employees, Program Director Kris Morton is able to tailor a plan that is specific to your needs.

Education and Communication Philosophy

Our education and communication program help your employees build a better plan for their future to help them meet their income needs in retirement. Our approach delivers relevant messages to the right employees when they need them.

Your employees want to choose when and how they interact with Nationwide—that's why we surround them with educational resources through multiple channels:

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center;">In person</p>  <ul style="list-style-type: none">• Retirement education• Group meetings and webinars• 1:1 consultation | <p style="text-align: center;">By phone</p>  <ul style="list-style-type: none">• Retirement education• Needs assessment• Investment education |
| <p style="text-align: center;">Online</p>  <ul style="list-style-type: none">• Financial tools and calculators• Education videos and webinars• Mobile-responsive website | <p style="text-align: center;">Direct marketing</p>  <ul style="list-style-type: none">• Email• Marketing campaigns & programs• Direct mail |

We have a comprehensive approach to delivering increased retirement readiness for participants, and we engage with your participants when and how they want to engage with us by providing proactive communications, personal interactions, and award-winning digital experiences. We deliver Financial Wellness in three ways, through our Tools, Education, and a High Touch Service model.

TOOLS: We simplify the toughest challenges participants face in retirement by providing them with the following resources:

- **My Interactive Retirement Planner®** – My Interactive Retirement Planner allows participants to take an in-depth look at their retirement savings and can take less than ten minutes from start to finish. We help participants by estimating their Social Security benefits and allowing them to personalize the experience by adding assets outside of the Plan as well as spousal information. Using the My Interactive Retirement Planner, participants will have the ability to see how ready they are for retirement now, model different contributions and retirement spending scenarios, and identify how changes now may impact their retirement in the future.
- **Social Security 360 Analyzer®** - This tool simplifies the complex rules and options of Social Security for participants nearing retirement. Participants can identify beneficial Social Security filing strategies, position Social Security within the context of their retirement income needs and generate a unique report to further discuss with their Retirement Specialist.
- **My Healthcare Estimator®** - My Healthcare Estimator is a tool that helps participants estimate what their health care costs in retirement may be by answering a few basic questions. It also helps them understand how the cost of healthcare fits into their overall retirement budget. This personalized, monthly estimate helps motivate participants to save more today to ensure a secure tomorrow.
- **My Investment Planner®** - Nationwide makes investment advice available to participants through our My Investment Planner tool at no additional cost to your Plan or participants. NIA, the registered investment adviser for My Investment Planner, has retained Wilshire as an Independent Financial Expert for My Investment Planner.

Participants are asked to complete a six-part questionnaire to assess their individual risk tolerance and investment time horizon. Using this information, Wilshire's methodology identifies the appropriateness of one of five unique risk-based profiles for each participant. The tool provides specific investment advice at the fund level using the Plan's investment options.

- **Pension Estimator** – An online tool that is integrated into the My Interactive Retirement Planner that provides a pension payment estimate for the Plan Sponsor’s employees based on the pension system’s payment calculations.
- **Future value calculator** – The future value illustrates how participants' retirement investments could grow and demonstrates the importance of investing tax-deferred dollars.
- **Paycheck impact calculator** – This tool helps participants understand how increasing contributions to their sponsored plan can have tax advantages.
- **College funding calculator** – Participants receive help to determine how much is needed for college expenses and how much is needed to set aside each year in preparation.

EDUCATION: We engage participants with topics to help increase financial wellness, including:

- **Education Workshops** – We have developed a series of 19 education workshops that can be accessed through our website or presented by your local Retirement Specialist, Mike Ferguson, during seminars or one-on-one consultations.
- **Retirement Resource Group** – The Retirement Resource Group is a full-service financial services team built to help participants prepare for and live in retirement. Nationwide has more than 30 licensed professionals available to meet the diverse needs of the communities we serve. Whether your employees are just beginning to save, working hard to maintain progress on goals, or trying to preserve what they’ve worked hard to build – we simplify the path to readiness with access to personalized guidance:
 - **Enrollment** – We take time to educate participants on the Plan. This includes reviewing the available investment options, discussing Plan features and benefits, leveraging our tools and calculators, and helping them find the balance between saving for retirement and everyday financial needs.
 - **Investment** – Our team of specialists will take time to ask the questions that help us guide participants to the information they need to manage money on their own or point them to information on services that can help take the guesswork out of investing, like asset allocation funds or professional money managers.
 - **Financial Wellness** – Unfortunately, there isn’t a one-size-fits-all solution to retirement. We provide access to Certified Financial Planners and the Nationwide Retirement Institute® to help participants bring together all of their financial goals when retirement income planning isn’t the only goal, and we do this at no charge.

HIGH TOUCH: We offer an enhanced high-touch service model unique to the industry:

- **Promote personal consultation and group education seminars** – Nationwide will partner the Plan with local Retirement Specialist, Mike Ferguson, to conduct enrollment meetings, educational presentations and one-on-one consultations for both active and retired participants. Our on-site commitment to the Plan ensures all employees have an opportunity to meet with the Retirement Specialist to obtain the education necessary to make informed decisions on their retirement benefits. Your employees can also access our easy-to-use online Appointment Scheduler, allowing them to pick a time suitable for them which also allows the Retirement Specialist to be ready to address their specific needs.

- **Segmented marketing and communication** – Our targeted communication program, the Participant Engagement Platform, delivers relevant information to your employees to encourage better retirement planning behavior. Targeted communications are made available through multiple mediums, including digital messages, webinars, direct mailings, onsite promotions, educational videos, and newsletters.

Your employees will be segmented into five unique groups which each have varying needs, allowing us to deliver meaningful messages that drive specific retirement planning actions across all life stages.

We inform non-participating employees about the benefits of the Plan and encourage them to enroll through mailed flyers, targeted emails and marketing pieces placed at the Plan’s locations. Our marketing and promotional materials target participants according to their lifecycle phase, including:



ELIGIBLE

Deliver compelling information that explains the benefits of enrollment in their 457 plan.



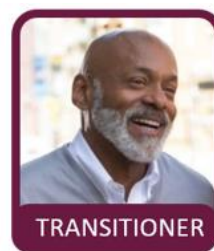
NEW ENROLLEE

Provide a personalized “Welcome” experience to guide a strong start.



SAVER

Deliver education, and tools that improve retirement readiness.



TRANSITIONER

Provide education for a successful transition into retirement.



RETIREE

Continue support in retirement years to sustain plan effectiveness.

Throughout the year, Nationwide continually measures the effectiveness of the platform to ensure we’re meeting the goals established. We will make adjusts as necessary so that the communication and education programs continue to align with the Plan Sponsor’s objectives

7D. 2

Participant Sample Website	
Web address:	www.nrsforu.com
Log-in:	NRSrfpDemo
Password/security question:	Demo!123

Plan Sponsor Sample Website	
Web address:	www.nrsforu.com/plansponsor
Log-in:	NRSrfpDemo
Password/security question:	\$Password3

County participants will continue to have access to the customized Snohomish County web site with its unique URL (www.snocodeferredcomp.com) the County’s Deferred Compensation Plan logo, references and descriptions of the County’s Plan, colors, special messages and alerts, forms, and links to other preferred websites requested by the County. The landing page items are specific to the Plan and its activities will remain intact -- e.g. the Retirement Specialist schedule and catalog class/group workshop schedule.

The County's customized website will continue to include more than customized pages in the following sections:

- Contact information throughout the site
- Articles and news headlines
- Home page banners
- Home page featurettes
- Enrollment section
- Plan information
- Forms page including personalized forms
- Fund performance page

7D. 3

Nationwide's service model is focused on you and your participants. Through your service team of local and home office-based professionals, we stand by our commitment to make participant education and client satisfaction the cornerstone of our unique service model.

Kris Morton, Program Director, will continue to provide oversight of your local service team. He will partner with the County to design, execute and measure the onsite education plan. Kris is charged with driving personal interactions and exceptional educational services for the County employees.

The County will continue to work directly with Andee Gravitt, Managing Director, to develop County-specific strategic initiatives focused on your objectives, service excellence, plan growth, and measurable participant outcomes. Andee will share industry best practices in plan design, operational efficiencies and tactical implementation that drive plan health and participant retirement readiness. She will also share successes from other large custom plans discussing key learnings and initiatives that may be adopted. Andee, in partnership with the County, will help set strategic goals and develop the initiatives to help accomplish those goals.

Nationwide will continue to provide local Retirement Specialist Mike Ferguson to work with your employees and participants. Mike will be available for 52 days annually for one-on-one meetings and new-hire onboarding. We will continue to partner with the County's Deferred Compensation Plan staff to provide onsite service across all County locations and shifts. Additionally, your Relationship Consultant at our home office, Ryan Sawyer, partners with Mike to enhance communication with the Plan. Ryan will continue to proactively work to help ensure client satisfaction with the County.

We believe our service model optimizes staffing to maximize the service that can be delivered at County worksites and also through Virtual Benefit Fairs. This model has shown to effectively reach and service the County's employee and retiree participant base.

Nationwide's Retirement Specialists provide education and advice using the My Investment Planner tool. Through one-on-one meetings, the County's Retirement Specialist assists the participant as they log into their account and will walk them through the My Investment Planner questionnaire. Additionally, your Retirement Specialist is available to answer any questions about the process and provide education on the investment options and how to make changes to their current and future investment option choices.

Nationwide provides participants with live webinar and workshop sessions delivered by the County's dedicated Retirement Specialist, Mike Ferguson. After each webinar, Nationwide sends out an online appointment scheduler allowing participants to set up a one-on-on appointment with their Retirement Specialist to further discuss the concepts.

Please refer to your service team's biographies below for additional information:



Kent Morris, Regional Vice President

Kent is the Regional Vice President of our West Region and is responsible for the management of the local service teams within the states of California, Washington, Idaho, Oregon, Montana, Wyoming, Utah, Alaska and Nevada. He is responsible for managing seven program directors, two managing directors and has a combined staff of 68 associates and oversees all services provided to our clients. Kent has more than 35 years of experience in the financial services industry.

Kent joined Nationwide in 2013 and resides in Southern California and is based out of the local San Diego office. Kent earned a bachelor's degree in Finance from Michigan State University. He holds the FINRA Series 7, 24 and 63 licenses along with the appropriate Life and Health licenses. He has passed the Series 66 examination and is registered as an Investment Adviser Representative of Nationwide Investment Advisors, LLC (NIA).



Kris Morton, Program Director

Kris will continue to provide direct supervision over the County's education and outreach services. Kris will be the County staff's single point of contact for these services and will continue to work with you to define strategic goals for the County's employees and puts the plans in place to achieve the desired outcomes.

Kris lives in Washington and has worked in the financial services industry for more than 20 years. Kris earned a bachelor's degree in Business Administration from Liberty University and currently maintains FINRA Series 6, 26, 63, and 65 licenses, Certified Retirement Counselor, Chartered Financial Consultant, and Chartered Retirement Plans Specialist designations.



Andee Gravitt, Managing Director

Andee will continue to be your expert partner responsible for strategic consulting and oversight of your plan. Ms. Gravitt will partner with the County to share best practices in plan design and operational efficiencies that result in measurable participant outcomes. She will organize and lead quarterly Plan Review meeting which address Plan update and initiatives, compliance, operations and participant education.

Ms. Gravitt has over 12 years of financial services experience, a majority of which has been focused on helping public sector clients drive measurable participant outcomes that improve plan health and retirement readiness. Andee earned a master's degree in Business Administration from the University of Alaska - Anchorage and currently maintains FINRA Series 6, 26 and 63 licenses and State of California Life and Health licenses. She also holds the professional designation of Certified Retirement Counselor and has passed the Series 65 examination and is registered as an Investment Adviser Representative of Nationwide Investment Advisors, LLC (NIA).



Mike Ferguson, Sr. Retirement Specialist

Mike coordinates and conducts initial education seminars and web-ex sessions for plan participants focusing on encouraging employee participation in the retirement plan. He also conducts ongoing education sessions to reinforce the benefits of plan participation, focus on retirement readiness and increase participation.

Mike earned his BA in Mathematics from Humboldt State University and his MS in Financial Services from American College. He currently holds his FINRA Series 6, 63 and 65 registrations as well as his Certified Retirement Counselor designation. He has worked in the industry for more than 19 years, the past 13 have been with Nationwide.



Ryan Sawyer, Relationship Consultant

Ryan currently serves as the County's day-to-day administration and operations Relationship Consultant based in our Columbus, Ohio home office. He brings experience working as both as an internal and external Retirement Specialist. As the Relationship Consultant, he works closely with Kris Morton and Andee Gravitt, the Plan's Program Director and Managing Director, to oversee all aspects of the services provided.

Ryan has over ten years of financial services experience with Nationwide. Ryan earned his Bachelor of Arts in English Literature from Bowling Green State University and currently maintains his FINRA Series 6 license.

Retirement Resource Group

The Retirement Resource Group is a full-service financial services team built to help your Plan's participants prepare for and live in retirement by providing phone-based services to complement the on-site service provided by local Retirement Specialists.

Nationwide has more than 30 licensed professionals available to meet the diverse needs of the communities we serve. Whether your participants are just beginning to save, working hard to maintain progress on goals, or trying to preserve what they've worked hard to build – we simplify the path to readiness with access to personalized guidance.

Personal Retirement Consultants are required to maintain the Series 6 or 7 and 63 licenses. The Retirement Resource Group is located in our corporate headquarters in Columbus, Ohio.

Nationwide Retirement Institute

Nationwide Retirement Institute was formed to help advance the collective thought leadership of Nationwide and improve the financial health and retirement outcomes of Nationwide's clients and their employees. The Nationwide Retirement Institute identifies and looks for solutions for the challenge's retirees face today and in the future.

We leverage the experience and leadership the Nationwide Retirement Institute provides to help educate your employees about advanced retirement topics such as income planning, health care, long-term care and social security in simple, easy to understand ways. These topics are covered in workshops and specific action plans are created by plan participants to address potential challenges they face.

Retirement Plans Solutions Center

Focusing on people and providing high-touch service is how we differentiate ourselves and offer a unique experience for your Plan's participants. Nationwide employs over 200 licensed Solutions Center Representatives who available extended business hours of are 5 am and 8 pm PT, Monday through Friday, as well as Saturday from 6 am to 3 pm PT.

Solutions Center Representatives are specifically trained on the intricacies of the County's Plan to assist participants with most account questions, including but not limited to:

- All account information
- Account maintenance
- Assistance with enrollment paperwork
- Distribution questions and calculations
- Deferral amount changes and exchanges
- Death claims
- Beneficiary changes
- Assistance with Unforeseeable Emergency withdrawal questions
- Provide forms and packets to participants
- Information on fund choices

Solutions Center Representatives are required to hold the FINRA Series 6 license, a requirement that we believe is unique to the industry. Solutions Center Representatives are located in our corporate headquarters in Columbus, Ohio as well as Scottsdale, Arizona, at our western Solutions Center.

7D. 4

Your local service team provides education and outreach to the County and its participants from Anacortes, Washington and Spokane, Washington.

From our home office in Columbus, OH, we provide third-party administration, recordkeeping, marketing and communication services, website and VRU support, and participant service through Nationwide Solutions Center.

7D. 5

Retirement Specialists' compensation is a combination of base salary and available incentives tied to individual goals. Base salary is 75% with a target incentive of 25%. Incentives are based upon successfully servicing the plan in areas such as enrollments, educational workshops, retention of current plan assets, and flow of assets into the plan via eligible transfers-in.

In addition, the Retirement Specialists do receive compensation for offering the Nationwide ProAccount managed account program and helping enroll participants who have selected the service. This incentive is based on the amount of participant assets under management within the Nationwide ProAccount program. Our representatives receive no incentive or commission based upon individual investment option elections or ancillary products that are unrelated to the plan.

7E. Transition Plan

1. Provide an outline of your transition plan; include a timeline that describe necessary actions, responsible parties, and target completion dates. Provide a one-page outline of your plan for communicating the transition to Participants.
2. Provide a sample of your standard agreement documents for participants. How do you switch accounts, so participants do not lose money?
3. Do you have a communication plan to address the transition plan to a new provider for current and former County employees?
4. What resources do you propose to dedicate and what resources will the County be required to dedicate to smoothly and quickly transition the plan to a new Provider? If there will be any costs associated with the transition, costs shall be detailed in the Price/Cost proposal.
5. Will there be a blackout period? If so, please define the length and the restrictions that will be in place for Participants. Are you willing to schedule a blackout period over a weekend?
6. The County has two older plans that do not have active participants, only disbursements.

7E. 1

As your current provider, a transition and transition plan is unnecessary. However, we propose executing a re-launch education and enrollment campaign.

We understand that whenever changes are made to a well-established retirement plan, numerous questions can be raised by affected participants regardless if an incumbent provider is retained or a new provider is selected. To build excitement, we will partner with you to design a re-launch campaign to boost participant awareness of the Plans, enhancements, services and our educational tools. Re-launch campaign tactics will include:

- **Re-launch direct mail and/or email communication** – designed to engage and excite participants and employees on the enhancements, the benefits of their deferred compensation plan, and the continued partnership with Nationwide.
- **Education informational sessions** – concentrated rep on-site visits at key locations and offices to promote plan enhancements. Communication during existing workshops, on-site events (NEO, Retiree Brunch, etc.) and rep 1:1's.
- **Website updates** – enhancements announced via www.snocodeferredcomp.com
- **Statement messaging** – to remind participants of the value-added enhancements.
- **Evaluate results** – measure results during and after the campaign and adjust the campaign if needed.

7E. 2

Should the County elect to rollover outside assets into the Plan, Nationwide offers a simplified solution to help participants rollover assets into the Plan. Nationwide provides incoming rollover and plan-to-plan services at no additional cost to the the County or the participant. The County may delegate this process in its entirety to Nationwide. Once a participant has submitted the appropriate rollover form in good order, Nationwide will process the request and issue a letter of acceptance, that verifies the source from the issuing institution.

The participant can elect to have the rollover be invested per their current investment election or the participant can specify a different investment election for their rollover to be invested. We also accept rollover submitted directly from other firms.

7E. 3

Not applicable.

7E. 4

Not applicable.

7E. 5

Not applicable.

A significant advantage in retaining Nationwide as your exclusive provider is that no transition of core accounts or Charles Schwab accounts is necessary. This means that no blackout period will occur, there will be no burden on the County's staff resources, and there will be no need to educate participants on changes or disruptions to the services they are currently receiving. Nationwide will continue to provide the exceptional service that the County has come to know over our 32-year relationship.

7E. 6

Nationwide offers a no cost consolidation option to the County. All members of your ongoing day-to-day service team, including Program Director, Kris Morton, Managing Director, Andee Gravitt, local Retirement Specialist, Mike Ferguson, and Ryan Sawyer, Relationship Consultant, will be highly involved throughout the consolidation process focusing on Plan oversight and participant/retiree communications.

As a current provider, the County's employees are already familiar with our systems and process. A plan consolidation will provide the participants with simplified account consolidation, abridged statements, and a unified fee structure. Each of the County's on-site and home office associates will be available throughout the consolidation process to answer questions and provide additional training, as needed.

7F. Adhere to Proposal Requirements.

Follow, complete, and submit all information required by RFP.

7G. Cost

Complete Schedule A and submit with the Submittal Packet.

7H. Legal Action

Disclose any current or recent (within past five years) legal action in progress or taken against the firm or individuals.

Nationwide has been involved in routine lawsuits common to the industry, which stem from normal business practices associated with administering employee benefit plans. These suits have not had an impact on our ability to service any of our plans nor does Nationwide foresee them having an impact on our ability to service your Plans.

7I. Disclosure

List all business transactions and relations within the past five years that may create or be perceived to create a conflict of interest. Any business dealings or recommendations of a product or firm that may conflict with this project shall be disclosed.

Nationwide is the Plan's current service provider. We do not foresee any conflicts of interest should the Plan elect to retain us as your provider.

7J. Non-Disclosure Request

If you believe any statements or items you submit to the County as part of this submittal/response are exempt from public disclosure under the Washington Public Records Act (PRA), you must identify and list them below. You must very clearly and specifically identify each statement or item, and the specific exemption that applies. If awarded a County contract, the same exemption status will carry forward to the contract records.

The County will not exempt materials from disclosure simply because you mark them with a document header or footer, page stamp, or a generic statement that a document is non-disclosable, exempt, confidential, proprietary, or protected. You may not identify the entire page, unless the entire page is within the exemption scope. Only records properly listed on this Form will be protected and withheld for notice. All other records will be considered fully disclosable upon request.

- I do not request any information be withheld
- I request the following specific information be withheld. I understand that all other information will be considered public information.

For each statement or item you intend to withhold, you must fill out every box below. You should not request an entire page withheld; only request the specific portion subject to the exemption.

Document Page: Specify the page number on which the material is located within your submittal package	Statement: Repeat the text you request to be held as confidential, or attach a redacted version	RCW Exemption: Specify the RCW exemption including the subheading

For this request to be valid, you must specify the RCW provision or other State or Federal law that designates the document as exempt from disclosure. For example, potential RCW exemptions include the following:

1. RCW 42.56.230.3 - Personal information - Taxpayer
2. RCW 42.56.230.4 - Personal information - Credit card numbers and related
3. RCW 42.56.240 - Investigative, law enforcement and crime victims
4. RCW 42.56.250 - Employment and licensing - specify the applicable subheading
5. RCW 42.56.260 - Real estate appraisals
6. RCW 42.56.270 (Items 1- 17) – specify applicable subheading
7. RCW 42.56.420 - Security

**Schedule A
Price/Cost Proposal**

7G. Price/Cost

Proposals shall include all costs and expenses for all services, benefits and features requested. The County is seeking a plan in which all compensation to the Provider is paid by the Plan Participants and service fee payments between the Provider and mutual fund investment providers. For the portion to be paid by the Participant, the County has previously used a tiered revenue structure based on the total assets of the Plan.

Nationwide’s pricing offer to the County is 0.06% on all Plan assets. Should the County desire to utilize the Nationwide Smart Alliance Investment Fiduciary Services, an additional 0.01% on all Plan assets will apply.

Nationwide’s offer assumes the continued use of the Nationwide Guaranteed Fund as the stable value option and full open architecture on all variable assets. The Nationwide Guaranteed Fund crediting rate is 3.14% for the 4th quarter 2020.

Proposals may include optional participant fees for optional participant services if available. Proposer to include all optional services and fees in price/cost proposal.

7G. 1

Optional Participant Fees	Cost of Services (\$)
Loan set-up:	\$50
Loan maintenance:	\$50/year while outstanding
In-service withdrawals:	\$0
Emergency withdrawals:	\$0
Required minimum distributions:	\$0
QDRO determination:	\$0
QDRO processing:	\$0
Stop payment:	\$0
Replacement 1099-R:	\$0
Wire transfer/EFT:	\$0
Disbursements:	\$0*

**A \$25 fee will be assessed to the participant's account if they elect for an overnight check delivery.*

Additional Loan Fees	Cost of Services (\$)
Refinance Fee:	\$50
Annual Loan Default Fee (until loan is repaid):	\$50
Insufficient Funds Fee:	\$25
Overnight Check Delivery Fee:	\$25

The Provider shall disclose the total amount of all revenue received from the Plan assets and any vendors also serving the 457 plan including commissions, fees, and rebates.

7G. 2

Confirmed. Nationwide will continue to provide the County a Quarterly Committee Report, which provides detailed revenue reconciliation reporting, including plan commissions, fees, and rebates. Your Relationship Consultant, Ryan Sawyer, will continue to provide the report to the County on a quarterly basis.

The Provider shall accurately and fully disclose all expenses and revenues associated with any service made available under the Plan. This includes services such as managed accounts, investment advice, financial planning and/or self-directed brokerage accounts.

7G. 3

Self Directed Brokerage Account Fees – Charles Schwab Personal Choice Retirement Account

Fee	Amount
Initiation:	\$50
Annual Administrative:	\$50

Fees are in addition to charges assessed by Charles Schwab.

Managed Account Fees – Nationwide ProAccount

Account Balance	Annual Program Fee
The first \$99,999.99	0.55%
The next \$150,000	0.50%
The next \$150,000	0.45%
The next \$100,000	0.40%
Assets of \$500,000 and above	0.35%

**Pricing reflects the expected effect various combinations of investment products and services will have on plan asset growth.*

Investment Fiduciary Services – Nationwide Smart Alliance

This comprehensive investment fiduciary service is available for a fee as agreed to between Nationwide and the Plan Sponsor and is reflected in the Investment Advisory Agreement.

Investment Advice and Financial Planning Fees

- **Local and on-site representatives** - Additional representatives are available to assist the County’s participants, when necessary at no additional cost to participants or the County.
- **Retirement Resource Group** - Personal Retirement Consultants offer your participants retirement planning and analysis services, including asset allocation education at no additional cost to participants or the County.
- **Nationwide Retirement Institute** – Thought Leadership Consultants leverage the experience and leadership the Nationwide Retirement Institute provides to conduct group workshop presentations and present information to help educate employees about advanced retirement topics at no additional cost to participants or the County.

- **My Investment Planner** - Participants are asked to complete a six-part questionnaire to identify the appropriateness of one of five unique risk-based profiles. The tool provides specific investment advice at the fund level using the Plan's investment options. Nationwide makes available investment advice to participants through our My Investment Planner at no additional cost to participants or the County.

Price/Cost proposals shall include the cost of the transition to a new Provider as described in Section 5 (X) and 7(E).

7G. 4

All transition and consolidation costs are available at no additional cost to the participants or the County.

Proposers shall define the level of services to be provided for current and increasing assets/revenue. If revenues/assets increase, are cost reductions available? If revenues/assets decrease, will Participants be penalized with additional fees? Is the proposer willing to rebate revenue above the defined amount back to the Plan?

7G. 5

Yes. Nationwide's fee proposal assumes a rate of growth and contraction throughout the life of the contract. Nationwide is willing to revisit and renegotiate the cost proposal prior to the contract renewal or during the term of the contract if there are significant changes in plan demographics that would benefit the County and its participants.

No. If revenues/assets decrease, participants will not be penalized with a fee.

Yes. We are able to rebate revenue above the defined amount back to the Plan.

Important Disclosures

Endorsement Relationships

Nationwide Retirement Solutions (Nationwide) makes payments to the National Association of Counties (NACo) and the NACo Financial Services Center Partnership; the International Association of Fire Fighters – Financial Corporation (IAFF-FC); and the United States Conference of Mayors (USCM) for services and endorsements that NACo, IAFF, and USCM perform generally for all their members related to Nationwide's products and services sold exclusively in public sector retirement markets. More detail about these payments is available at www.nrsforu.com.

This response should not be considered an endorsement by NACo, IAFF-FC, or USCM of Nationwide Investment Advisors, LLC (NIA) or its provision of investment advice, or a reflection of any NACo, IAFF-FC, or USCM member's experience as a client of NIA. NIA is not a party to the endorsement arrangement between Nationwide and NACo, Nationwide and IAFF-FC, or Nationwide and USCM; and NIA has not engaged NACo, IAFF-FC, or USCM to solicit retirement plan participants as clients for Nationwide ProAccount®. Nationwide's payments made to NACo, IAFF-FC, or USCM are not affected by whether an entity's member chooses to include the Nationwide ProAccount® option in its deferred compensation plan or whether a plan participant elects the service.

Nationwide Smart Alliance

Nationwide Smart Alliance is provided by Nationwide Investment Advisors, LLC (NIA), an SEC-registered investment advisory firm, and a Nationwide affiliate company. Investment products recommended are offered by Nationwide Trust Company, FSB, or Nationwide Life Insurance Company, and may be proprietary or non-proprietary products.

The Investment adviser does not receive compensation based on the product recommendations; however, the Nationwide affiliate companies may receive mutual fund service fee payments from the funds incorporated into a product representation. See also the Mutual Fund Service Fee Payment disclosure.

Mutual Fund Service Fee Payments

Nationwide Retirement Solutions, Inc. and its affiliates (Nationwide) offer a variety of investment options to public sector retirement plans through variable annuity contracts, trust or custodial accounts. Nationwide may receive payments from mutual funds or their affiliates in connection with those investment options. For more detail about the payments Nationwide receives, please visit www.nrsforu.com.

Nationwide Guaranteed Fund

The objective of the Nationwide Guaranteed Fund is to provide a low-risk, competitive option for participants. The Nationwide Guaranteed Fund seeks to achieve a competitive return, consistent with, and providing for, preservation of capital, credit quality, liquidity to pay plan benefits, and reasonable tracking of interest rates. Stability and consistency while providing a competitive return are key attributes.

Although the Nationwide Guaranteed Fund currently does not have any explicit asset management charges, Nationwide Life's compensation is derived from the difference between what NLIC earns on investments and what it credits to participants. Costs and expenses (such as plan charges and any expense credits issued to the Plan, including Nationwide Life's compensation) are reflected in the crediting rate. The crediting rate is determined by the investment return earned on Nationwide Life's portfolio, reduced by expenses (including compensation to Nationwide Life).

Guaranteed MVA Standard (Public)

If (the entity) terminates the Guaranteed Fund contract and withdraws its assets in a lump sum, a Market Value Adjustment ("MVA") may apply. The MVA is the amount that Nationwide Life Insurance Company ("NLIC"), an affiliate, determines would be the net capital loss, if any, resulting to NLIC if investments were liquidated to satisfy the lump sum withdrawal. The MVA would be calculated using NLIC's current procedures applicable to all contracts of this type and class at the time of withdrawal. If (the entity) withdraws its assets over a 60 – month period (5 years) instead of in a lump sum, the MVA would not apply. There are no fees associated with early withdrawal at the participant level.

Nationwide ProAccount®

Nationwide Investment Advisors, LLC (NIA) provides investment advice to plan participants enrolled in Nationwide ProAccount. NIA is an SEC-registered investment adviser and a Nationwide affiliate. NIA assesses participants an asset-based fee for the managed account services. When applicable, retirement products are offered by Nationwide Trust Company, FSB, or Nationwide Life Insurance Company.

My Investment Planner

The Risk Tolerance Questionnaire and the investment selections for NIA Advice Portfolios are provided to Nationwide Investment Advisors, LLC (NIA) by Wilshire®. Investors are responsible for implementing and maintaining the suggested allocations. Wilshire is a service mark of Wilshire Associates Incorporated, which is not an affiliate of NIA or Nationwide.

Retirement Resource Group

Nationwide offers access to the Retirement Resource Group through our affiliate NSLLC and the products and services offered by NSLLC are separate and distinct from the third-party plan administration services that are provided by Nationwide. Securities and advisory services offered through Nationwide Securities, LLC, member FINRA, SIPC and a Registered Investment Advisor, Columbus, OH. DBA Nationwide Advisory Services, LLC. In AR, CA, FL, IL, NY, TX and WY. NSLLC is an affiliate of Nationwide. The products and services offered by NSLLC are separate and distinct from the third-party plan administration services that are provided by Nationwide.

Nationwide Fiduciary Disclosure

Nationwide serves our clients as a nondiscretionary provider of bundled third-party administrative and record keeping services and does not exercise any discretionary control or authority over clients, the Plans, or Plan assets. We agree to perform all services for our clients as a professional in defined contribution/deferred compensation administration and agree to hold ourselves out as possessing greater knowledge and skill than the average person with respect to client third-party administrator services. As a nondiscretionary provider, we are not a plan fiduciary, but will adhere to the prudent person standard of care.