

# Special Power Report

## Nationwide Ranks Highest in Mixed Plan Segment in Inaugural J.D. Power Group Retirement Satisfaction Study

Nationwide ranks highest in the Information Resources, Fees and Expenses, and Communications factors

**N**ationwide ranks highest in the Mixed Plan segment, according to the inaugural *J.D. Power 2018 Group Retirement Satisfaction Study*<sup>SM</sup>. With a score of 770 (on a 1,000-point scale), Nationwide exceeds the segment average by 26 points. Nationwide also ranks highest in three of six study factors: Information Resources, Fees and Expenses, and Communications. Further demonstrating Nationwide’s strong performance in the study, the financial services provider ranks above segment average in all six study factors.

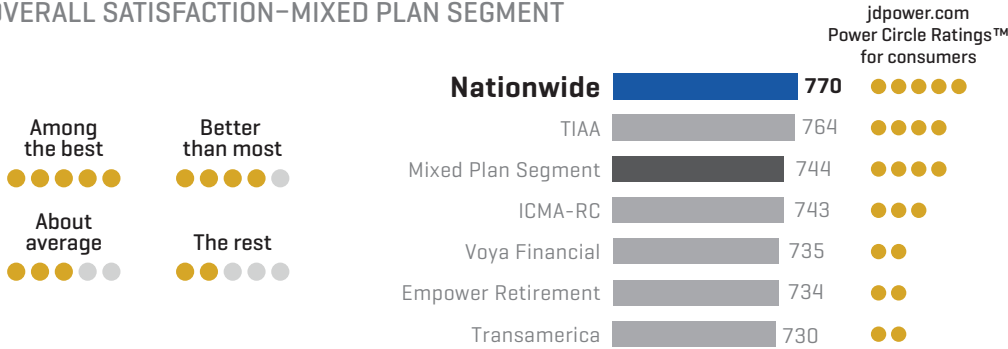
The inaugural *Group Retirement Satisfaction Study* evaluates participant satisfaction with providers of group retirement plans, such as 401(k)s, based on six factors: interaction across live and digital channels; investment and service offerings; fees and expenses; plan features; information resources; and communications. Plan providers are ranked in three categories based on their overall mix of business in terms of average plan size.



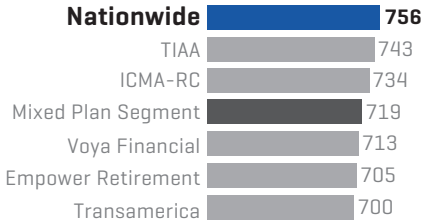
Key Performance Indicators (KPIs) are diagnostic measures that have the most significant impact on customer satisfaction. Nationwide outperforms all ranked competitors in six of 13 study KPIs. Highlights include:

- Complete understanding of the mobile features/ services
- Brand always notified about the fee charges before the transaction
- Aware of and use market summary and benchmarks
- Aware of and use retirement goal setting
- Offered exchange traded funds (ETFs)
- Offered employer’s stock

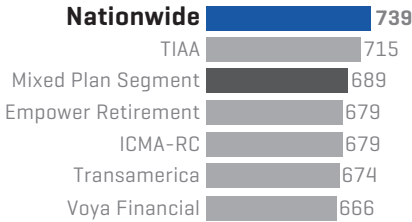
### OVERALL SATISFACTION—MIXED PLAN SEGMENT



### INFORMATION AND RESOURCES



### COMMISSIONS AND FEES



### About the Study

The 2018 *Group Retirement Satisfaction Study* is based on responses from more than 9,500 group retirement plan members. The study was fielded in February-March 2018.

“At Nationwide, we’re continuously focused on enhancing the service we deliver as we help America’s workers prepare for and live in retirement. Receiving the highest ranking in this year’s *J.D. Power Group Retirement Plan Satisfaction Study* demonstrates that our customers recognize and value the investments we’re making to our service experience, which makes this distinction even more meaningful.”

—John Carter, President, Nationwide Retirement Plans

Source: J.D. Power 2018 Group Retirement Satisfaction Study<sup>SM</sup>

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