

DB plan management continues to evolve. Do you know what to do next?



Conduent Defined Benefit Solutions

- 40 years DB administration experience
- 100 years DB consulting experience
- De-risking strategies, including proven term vested lump sum payment programs
- Specialty DB frozen plan administration
- White glove call center services
- Innovative readiness tools, modelers, and calculators
- Multi-media participant engagement tools
- Global pension services for Canada, UK, Brazil, and Netherlands

Defined benefit plan sponsors are increasingly rejecting the financial risk of DB plans, but aren't sure exactly what to do next. Maintaining the plan—whether active or frozen—creates many fiduciary, cost, quality, service, and employee engagement challenges. It takes diligent planning, clear priorities, and top-notch administrative expertise to manage—and reduce—a plan's liabilities and risks.

Conduent helps you meet these challenges with a comprehensive DB offering that combines innovative outsourcing with a full century of consulting expertise. The result is a solution that drives quality and satisfaction for all stakeholders—from the plan sponsor to the retiree—at all points in the process.

A force to be reckoned with in DB administration, backed by 100 years of DB consulting.

For over 40 years, we have delivered defined benefit administration services to many leading companies. Today, we are one of the largest DB plan administrators in the industry.

Our solutions support your benefit and business strategy while helping your employees to understand and appreciate their defined benefit plan and to prepare more effectively for retirement.

We take our cue from you.

Working together with you, we design solutions that address your unique plan requirements while recognizing your budget strategy, communications approach, employee and organizational goals, and culture. We don't try to fit you into our mold.

What exactly can you rely on with our DB solutions?

- Unparalleled administration, plan design and consulting expertise
- The flexibility of outsourced and co-sourced administration delivery models that are customized and can serve any size client of any complexity
- Outstanding multi-channel participant support, including Customer Service Center, portal, mobile and electronic, print and web-based education and communications
- High-touch participant guidance for “once-in-a-lifetime” events such as retirement or death
- Plan sponsor support, through actuarial valuation, compliance management and reporting, and data analytics
- Experience and infrastructure to drive special initiatives, including choice campaigns, early retirement windows, merger and acquisition activity, pension risk transfer/ annuity conversion, data remediation, audit services, and eventual plan wind up, if that's the route you need to take



Continue your DB plan evolution.

Contact us today to discuss our capabilities and how we can transform services for your employees.

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www.conduent.com/hrservices

Specialized services centered on you and your employees.

- A mobile-first portal, using our Life@Work® platform, built around your plans and populations that showcases simplified event processing
- Integrated self-service tools and resources that provide easy access to retirement information via phone or Web.
- Tools to support more informed decisions about retirement plan choices and preparedness, including a specialized pension calculator and access to educational resources via our value-added RetireeZone marketplace
- Proactive monitoring of key process indicators
- Plan event processing
- Annual valuations/5500 reporting

Why have our clients trusted us for so long?

Quality and accuracy is our top priority. We drive high automation rates for very complex DB plan calculation rules, maintaining data integrity and conducting rigorous and disciplined testing.

We provide high-touch customer service. Our service center representatives specialize in the complexities of your defined benefit programs. They combine expertise and sensitivity to address participant needs, including life event counseling, white glove service for retirement, death and executive processes, and multilingual support. We leverage the latest, multi-channel technologies to provide personal support according to the participant's own preferences.

A century of expertise. We provide access to emerging retirement program design trends, best practices, and actuarial /consulting expertise:

- Plan design
- Defined benefit program operations
- Compliance consulting and reviews
- Investment consulting
- Asset liability modeling
- Actuarial / valuation services
- Finance and accounting capability
- Merger / acquisition due diligence

We see where the industry is heading. We can provide support for your corporate financial wellness programs, and our flexible packaging offers solutions that best fit your current and future needs, including plan freezes and pension de-risking strategies:

- *Specialized DB Frozen Plan Administration* that is designed to reduce administration costs via an optimized shared services delivery model and focuses on sun-setting of the pension plan, payout commencements, and retiree administration.
- *Terminated vested lump sum (TVLS)* services are designed to help our clients de-risk pension plans by creating lump sum payout events for terminated vested participants. Our comprehensive, flexible solution spans expertise across Retirement Consulting, Retirement Administration, Data Remediation, Communications, and Tax/ Legal

Communication, education and engagement.

A pension plan is an important part of a benefits program, but often employees don't understand or appreciate it.

Appropriately positioning your plan and ensuring employees know how to access their information is part of successful administration. Our benefit communicators help clients meet their employee education and engagement objectives with award-winning strategies.