



EBRI 2024 Financial Wellbeing Symposium

September 26, 2024

Agenda

9:30 a.m. – 10:00 a.m. — Welcome & Fireside Chat With Suze Orman

10:00 a.m. – 11:00 a.m. — Trends in Financial Wellbeing — Recent Survey Results

11:00 a.m. – 11:50 a.m. — The Intersection of Mental and Financial Health

11:50 – 12:40 — Livestream Break

11:50 a.m. – 12:30 p.m. — Networking Lunch

12:40 — Livestream Resumes

12:40 p.m. – 1:00 p.m. — Financial Wellbeing Employer Survey Results

1:00 p.m. – 2:00 p.m. — Measuring Success of Financial Wellbeing Strategies

2:00 p.m. – 2:20 p.m. — Break

2:20 p.m. – 3:10 p.m. — Meeting Financial Wellbeing Needs of Financially Vulnerable Workers

3:10 p.m. – 3:30 p.m. — Closing Remarks & Adjourn



*Thank you to our Financial Wellbeing
Research Center Supporters!*



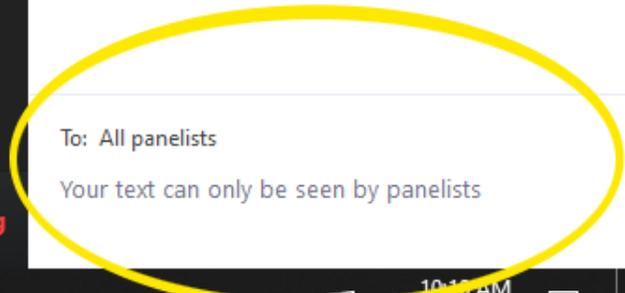
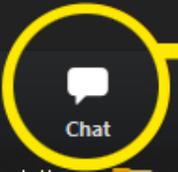
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EBRI 2024 Financial Wellbeing Symposium
September 26, 2024

Trends in Financial Wellbeing — Recent Survey Results

Trends in Financial Wellbeing — Recent Survey Results



Jake Spiegel, Senior Research Associate, EBRI



Sharon Carson, Executive Director, Retirement Insights Strategy, JPMorgan Asset Management



David John, Senior Strategic Policy Advisor, AARP



Kirsten Hunter Peterson, Fidelity Vice President, Thought Leadership

Methodology

2024 Financial Wellbeing Employer Survey



Information for this report was collected from an 18-minute online survey with 262 full-time benefits decision-makers conducted in July and August 2024.



All respondents worked full-time at companies with at least 500 employees that were at least interested in offering financial wellness programs. Respondents were required to:

- Be employed full-time
- Have at least moderate influence on their company's employee benefits program and selection of financial wellness offerings
- Hold an executive, officer, or manager position in the areas of human resources, compensation, or finance.

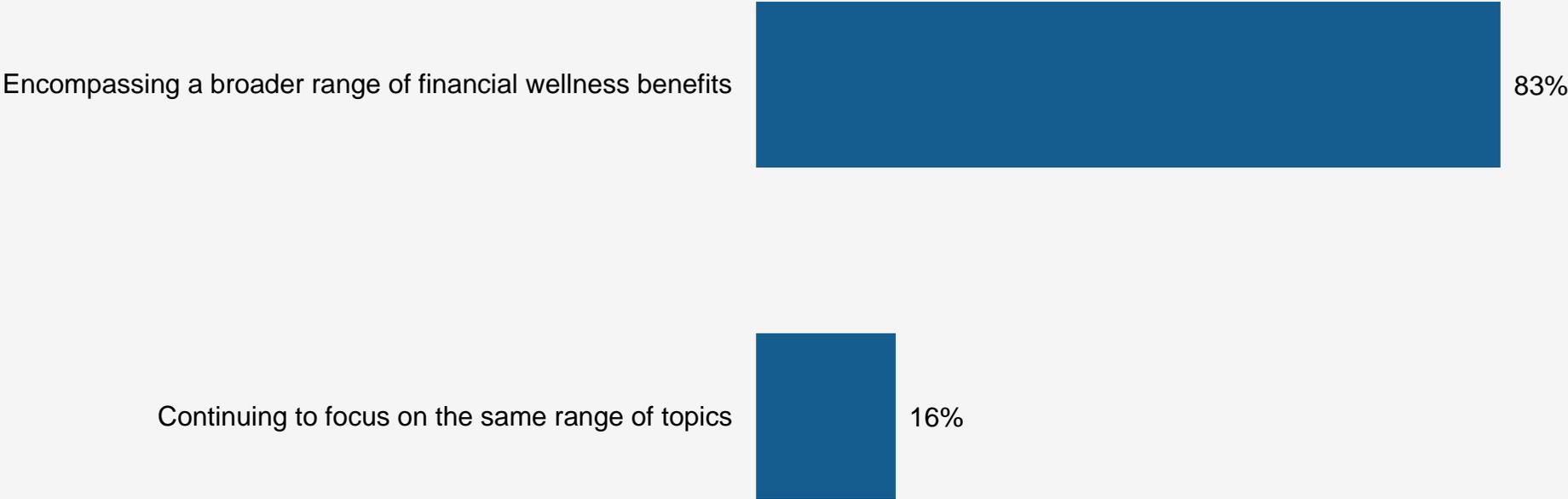


Where applicable, trend data from the 2018, 2019, 2020, 2021, 2022, and 2023 surveys are shown.

Note: Percentages in the tables and charts may not total to 100 due to rounding and/or missing categories.

Over eight in ten of those who currently offer financial wellness initiatives do so by encompassing a broader range of financial wellness benefits.

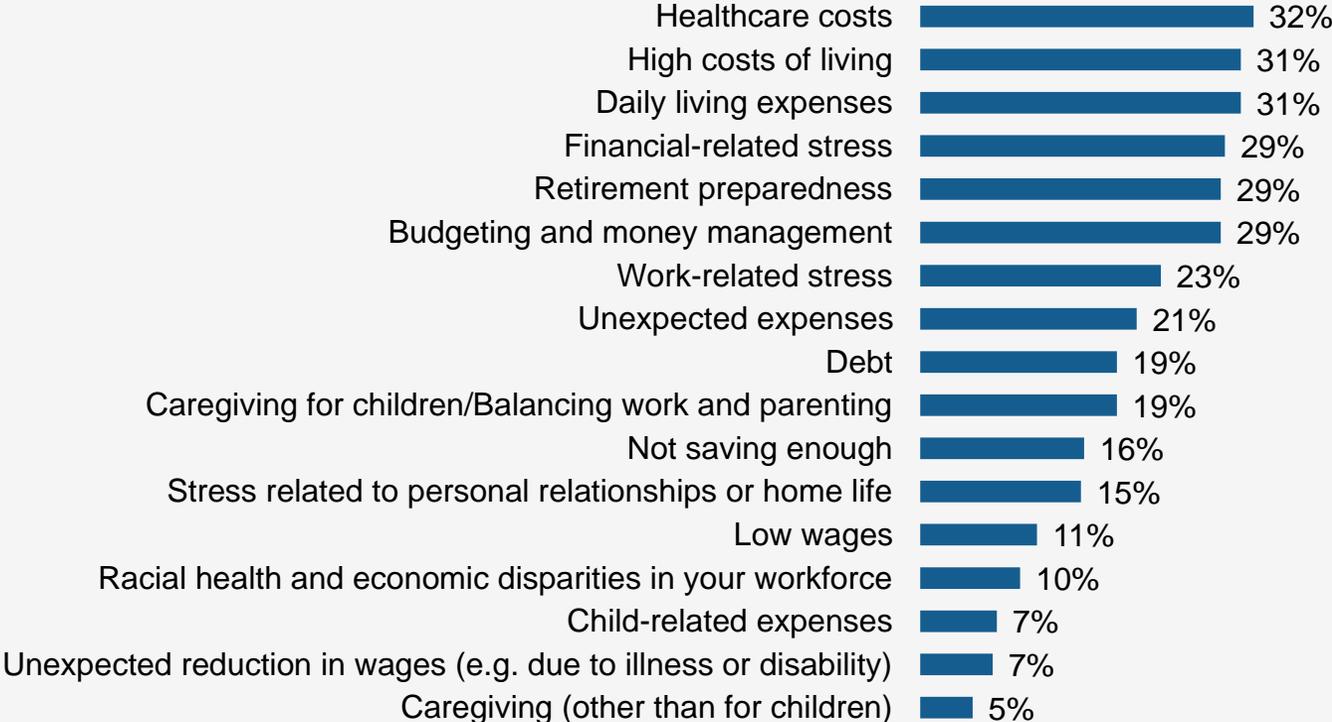
Focus of Financial Wellness Initiatives
Among those currently offering financial wellness initiatives



Q104. Are your financial wellness initiatives encompassing a broader range of financial wellness benefits, or are they continuing to focus on the same range of topics? (Currently offer financial wellness initiative n=154)

Around three in ten firms are trying to address retirement preparedness, healthcare costs, or financial-related stress with their financial wellness initiatives.

Top Issues to Address with Financial Wellness Initiatives

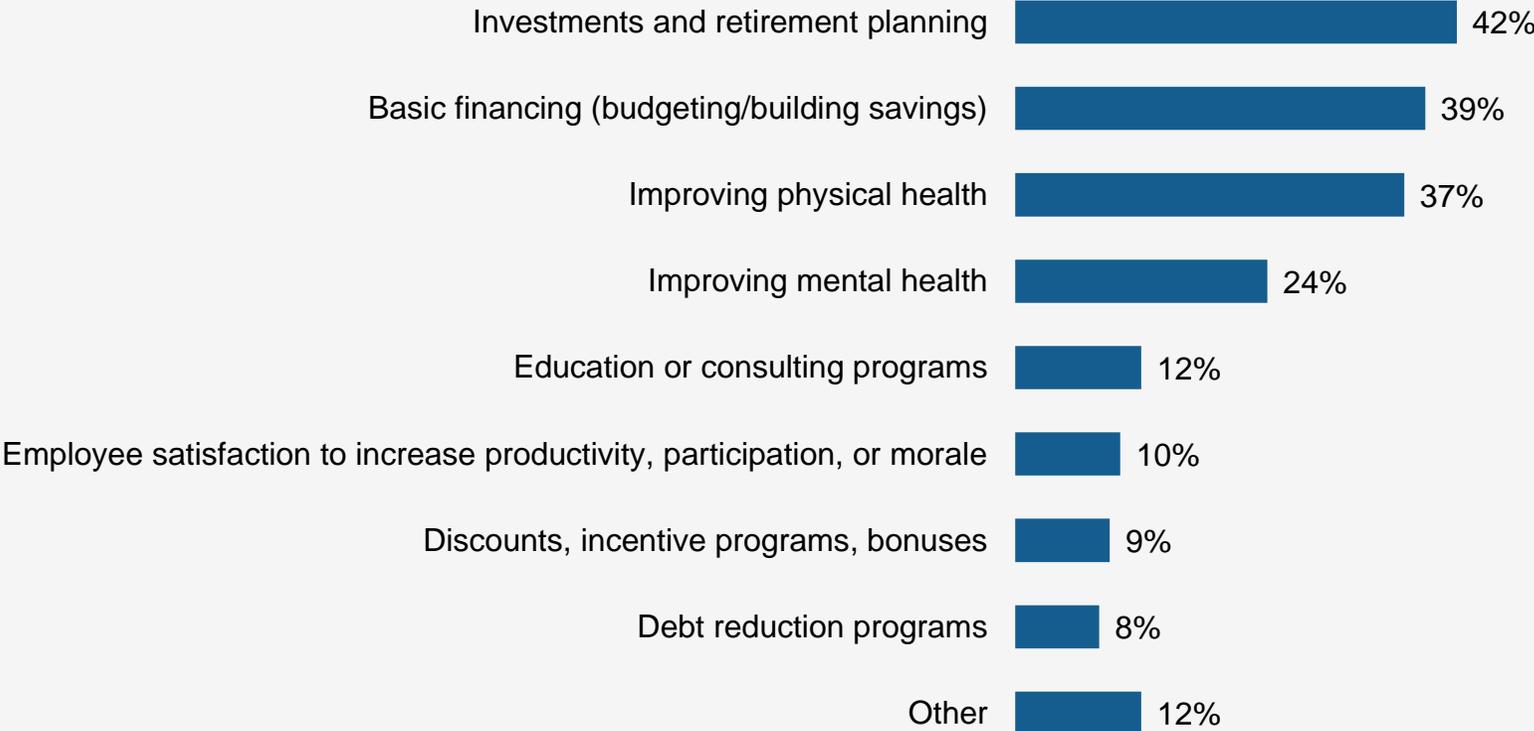


Compared with 2023, more firms are trying to address high healthcare costs (32% vs 28%)

Q126. What are the top three issues faced by your employees that your financial wellness initiatives are designed to address? Please select your top three reasons. (n=262)

Investments and retirement planning, basic financing, and physical health programs are mentioned most often as areas of focus for financial wellness initiatives.

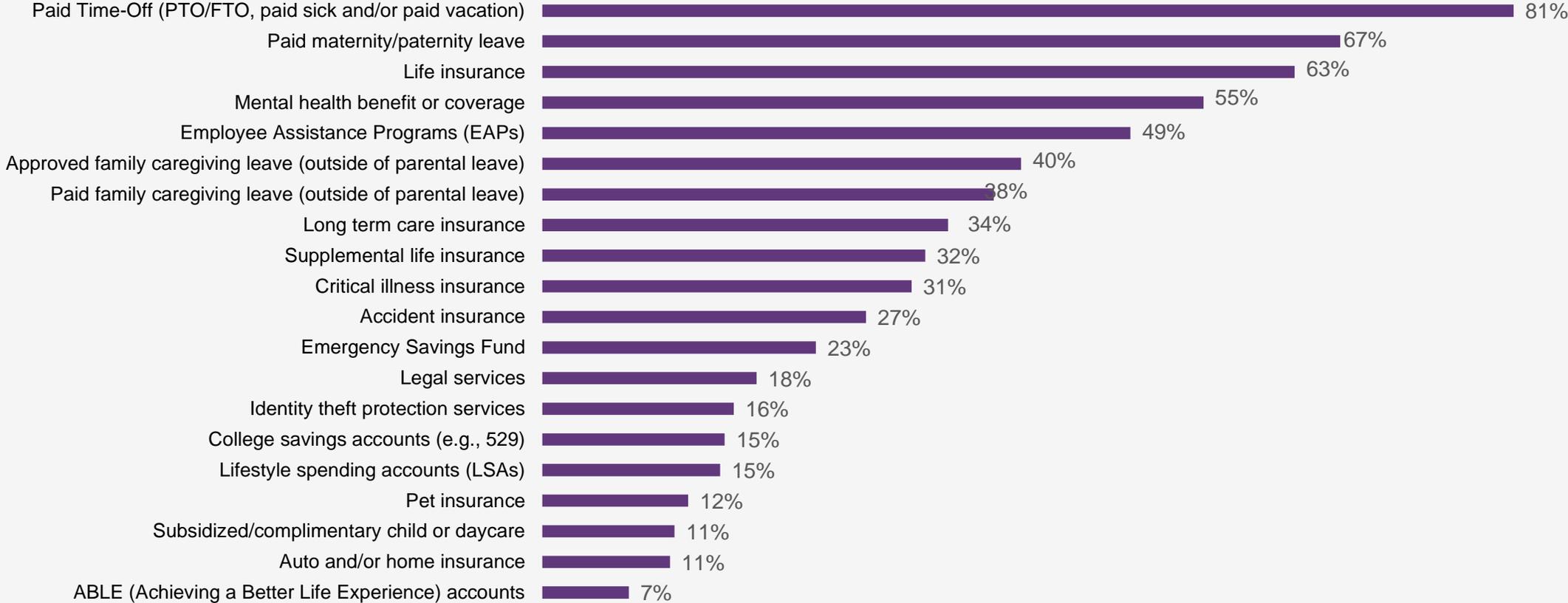
Areas of Focus in the Financial Wellness Initiatives



Q102. What programs or topic areas are your company's primary focus in their (current/anticipated) financial wellness initiatives? *Open-end question, multiple responses accepted. (n=262)*

PTO and leave programs are common benefits offerings, while specialized accounts are emerging in the benefits suite.

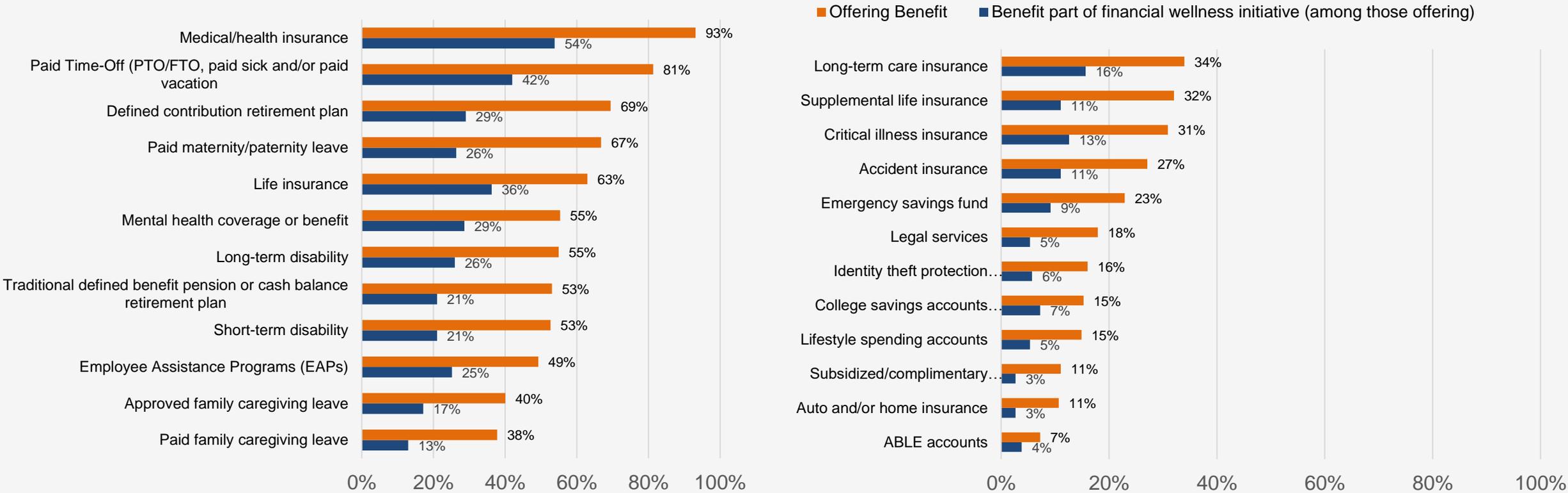
Voluntary Benefits Offered



Q85. Which of the following benefits does your company offer? Please select all that apply. (n=262). New additions: Life insurance, Long term care insurance, Emergency Savings Fund, Lifestyle spending accounts (LSAs), Pet insurance. Dropped: College preparation assistance

Medical/health, PTO, and life insurance are the benefits most likely to be considered part of financial wellness initiatives.

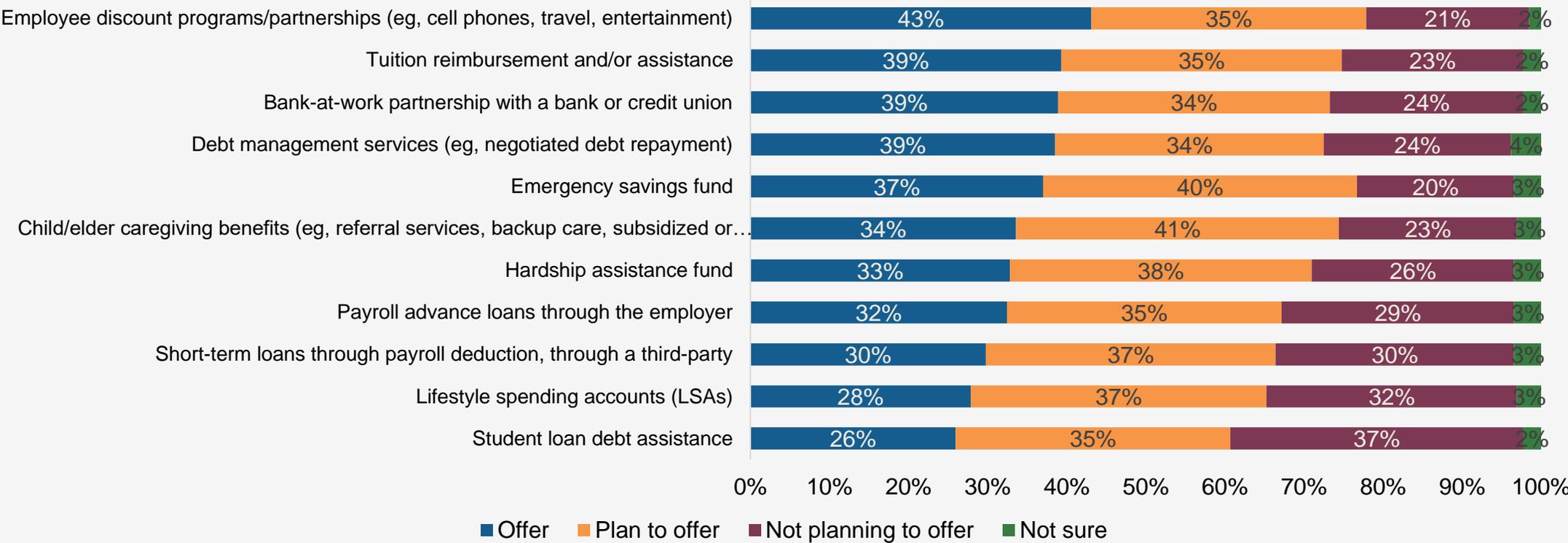
Benefits Considered Part of Financial Wellness Initiatives



Q89. Are any of the following benefits that you offer considered part of your financial wellness program? Please select all that apply. (n=262)

Emergency savings and child/elder caregiving benefits rank highest for planned to offer financial wellbeing benefits.

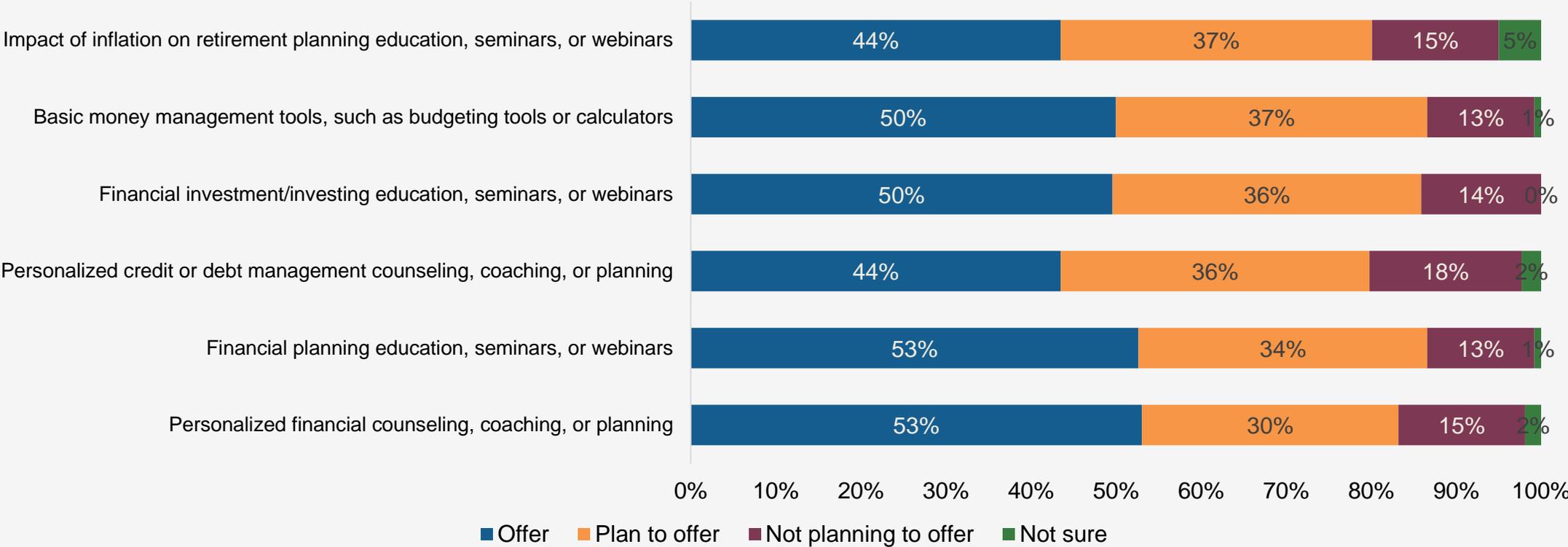
Financial Wellbeing Benefits Offered



Q91: Does your company offer or plan to offer any of the following financial wellbeing or debt assistance benefits to employees? (n=262)

Inflation-themed programming rank highest for planned to offer financial wellbeing benefits.

Personal Financial Wellbeing Benefits Offered



Q95: Which of the following does your company offer to help employees with personal financial wellness? (n=262)

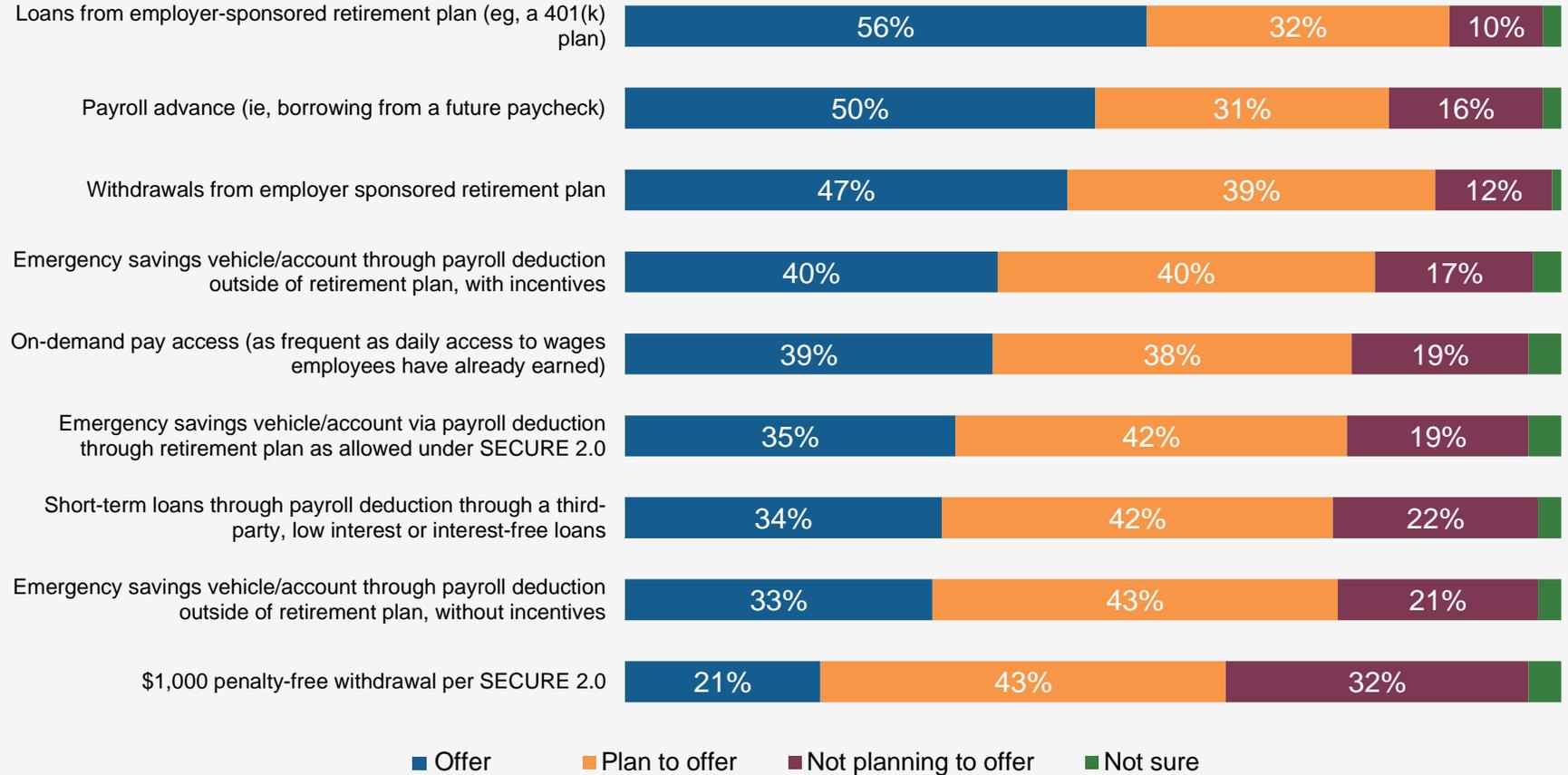
The SECURE Act's \$1,000 penalty-free withdrawal and emergency savings through payroll deduction outside of retirement plan are the top two planned emergency/hardship programs

Emergency Fund or Employee Hardship Assistance Programs

Among those offering or planning to offer emergency fund or employee hardship assistance program

77%
Currently or plan to offer emergency savings fund

71%
Currently or plan to offer hardship assistance



Q92: Which of the following are or will be components in your company's emergency fund or employee hardship assistance program?

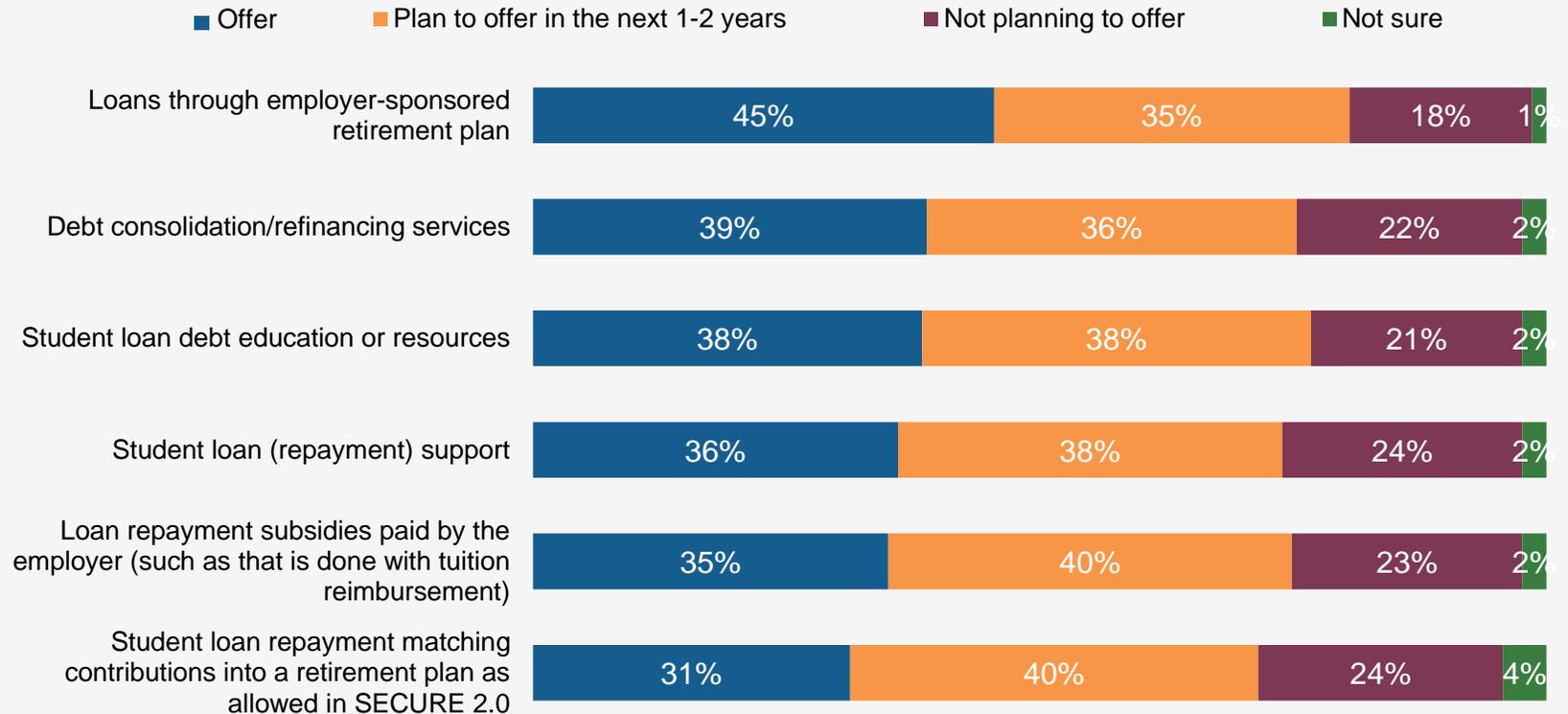
Loans through employer-sponsored plan are most common current offering for student loan debt assistance, while loan repayment matching contributions are most planned for

Student Loan Debt Assistance Programs

Among those offering or planning to offer a student loan debt assistance or tuition reimbursement

75%
Currently or plan to offer tuition reimbursement and/or assistance

61%
Currently or plan to offer student loan debt assistance

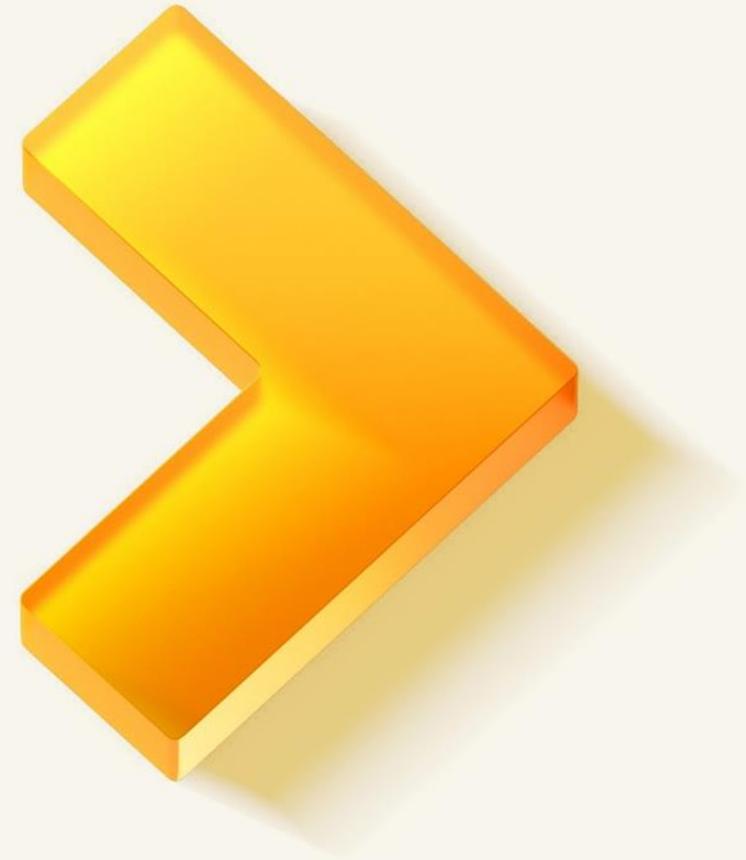


Q91: Does your company offer or plan to offer any of the following financial wellbeing or debt assistance benefits to employees? (Tuition reimbursement and/or assistance OR Student loan debt assistance). (n = 118)

Q94: Which of the following are or will be offered in your company's student loan debt assistance program?



Financial wellness research



Agenda

1

Participant survey

2

Joint research with EBRI

Survey methodology



**Conducted by
Greenwald Research
on behalf of J.P. Morgan**

- Plan participant online survey took place in January 2024



Survey respondents

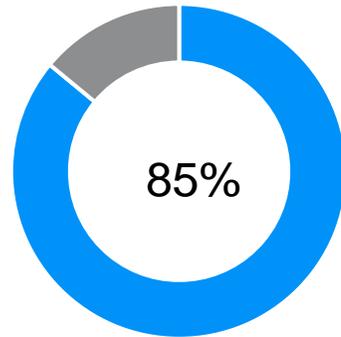
- 1,503 plan participants are employed full-time at a for-profit organization & actively contributing to a 401(k) plan in last 12 months



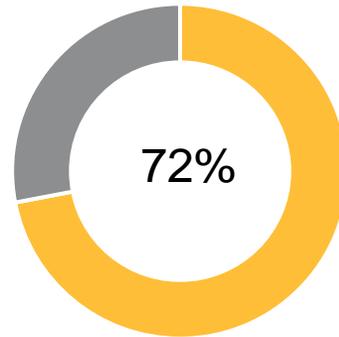
**Survey results weighted by age,
gender & household to reflect
overall makeup of general
population of 401(k) plan
participants & plan sponsors**

The majority of participants find employer-sponsored benefits related to their financial health as valuable

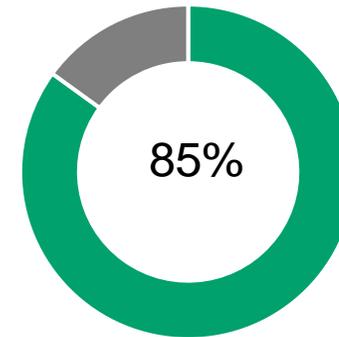
Retirement benefits are an important factor for staying with an employer.



Saw **financial wellness** programs as valuable



Said **their workplace retirement plan** was critical to their households' financial wellness

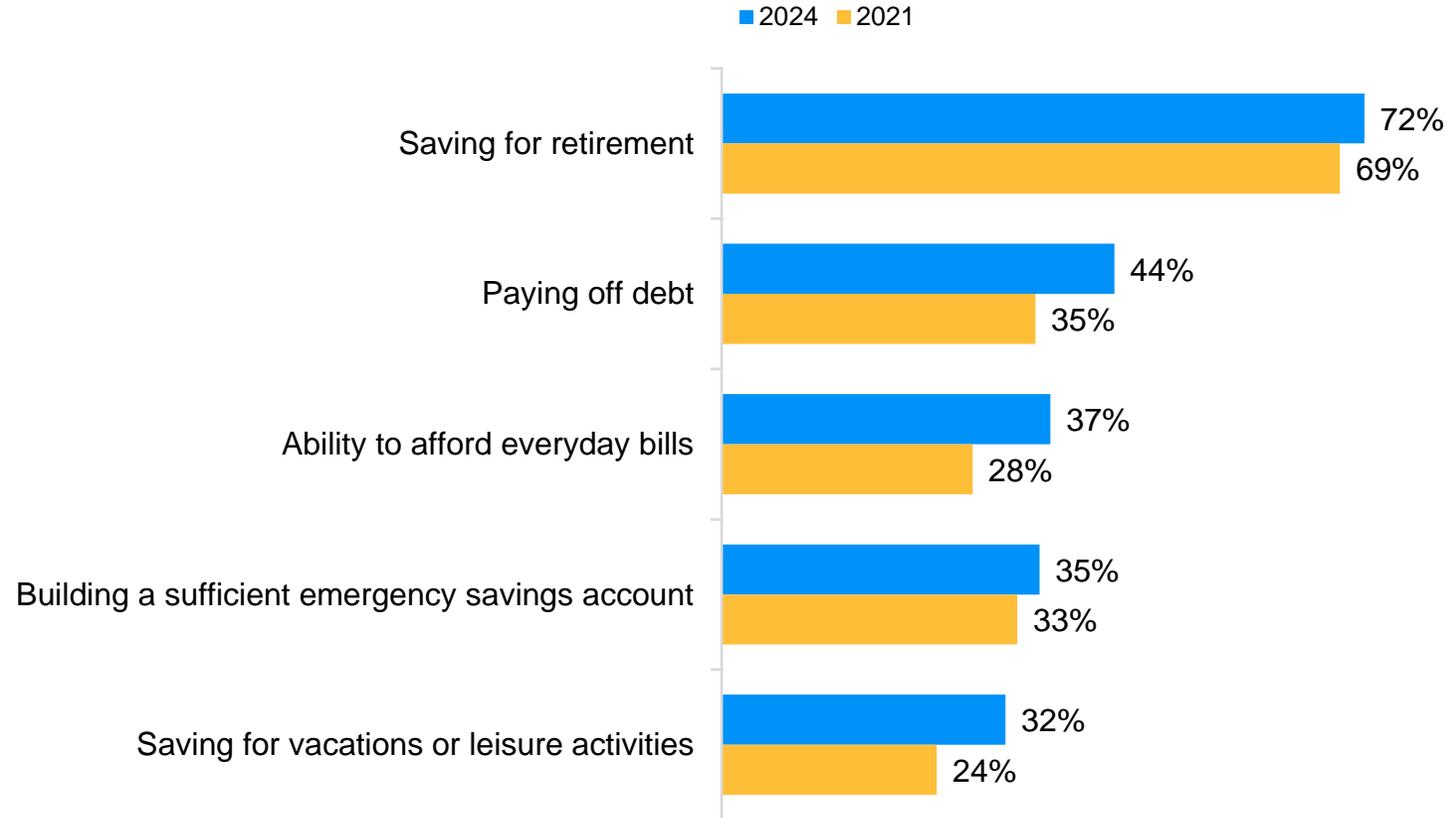


Indicated **retirement benefits** were an important factor for **staying with an employer or considering a new opportunity**

Note: 2024 total n=1,503
Source: J.P. Morgan Plan Participant Research 2024.

Saving for retirement remains the top financial goal...

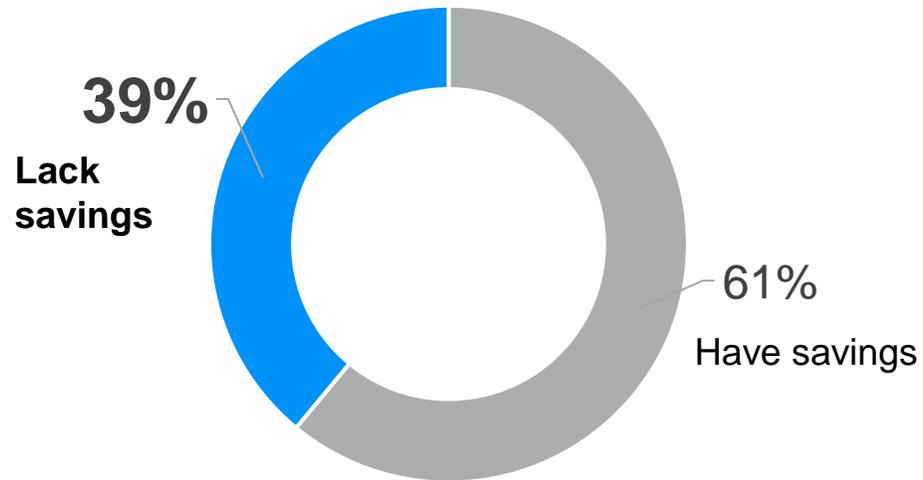
“Which of the following financial goals do you prioritize the most?” (Select top 3 responses)



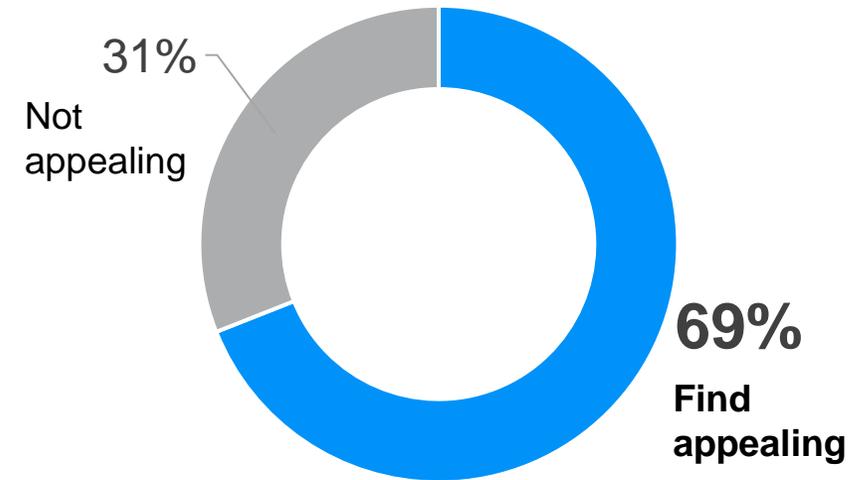
Note: 2024 total n=1,503. Top 5 responses shown.
Source: J.P. Morgan Plan Participant Research 2024.

Not all participants have a sufficient emergency savings; the majority are supportive of employer sponsored offerings to help

4 in 10 participants lack emergency savings



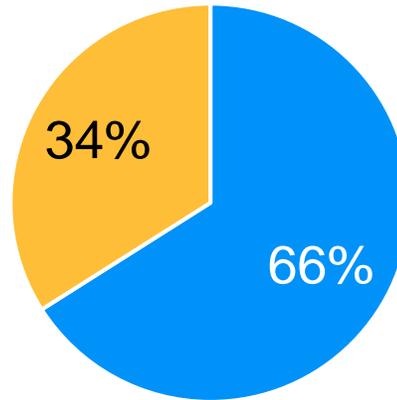
7 in 10 find having access to an emergency savings account through their employer appealing



Note: 2024 total n=1,503
Source: J.P. Morgan Plan Participant Research 2024.

Participants are interested in student loan matching programs

How appealing would this feature be to help you save for the future? A matching contribution to the retirement plan if the employee is making qualified student loan repayments, even if the employee does not contribute to the plan



■ Extremely/very appealing ■ Somewhat/not appealing

Note: 2024 total n=1,503
Source: J.P. Morgan Plan Participant Research 2024.

Joint research with EBRI



Lack of emergency savings can impact retirement readiness

GTR

27



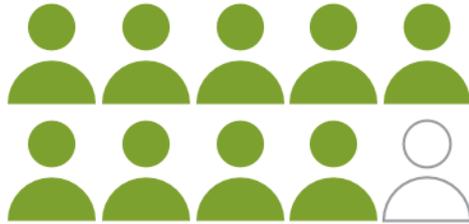
Households with spending spikes

Monthly spending 25% above the previous 12 months' median spending

Spending

9 in 10

have spending spikes > income



1 in 3

households cannot fund spikes with income and cash reserves



Build emergency savings

Emergency savings is a necessity for everyone. Households without an adequate cash buffer are more likely to take on debt and find themselves at risk of not achieving a successful retirement outcome.

What actions were taken by households to raise cash?

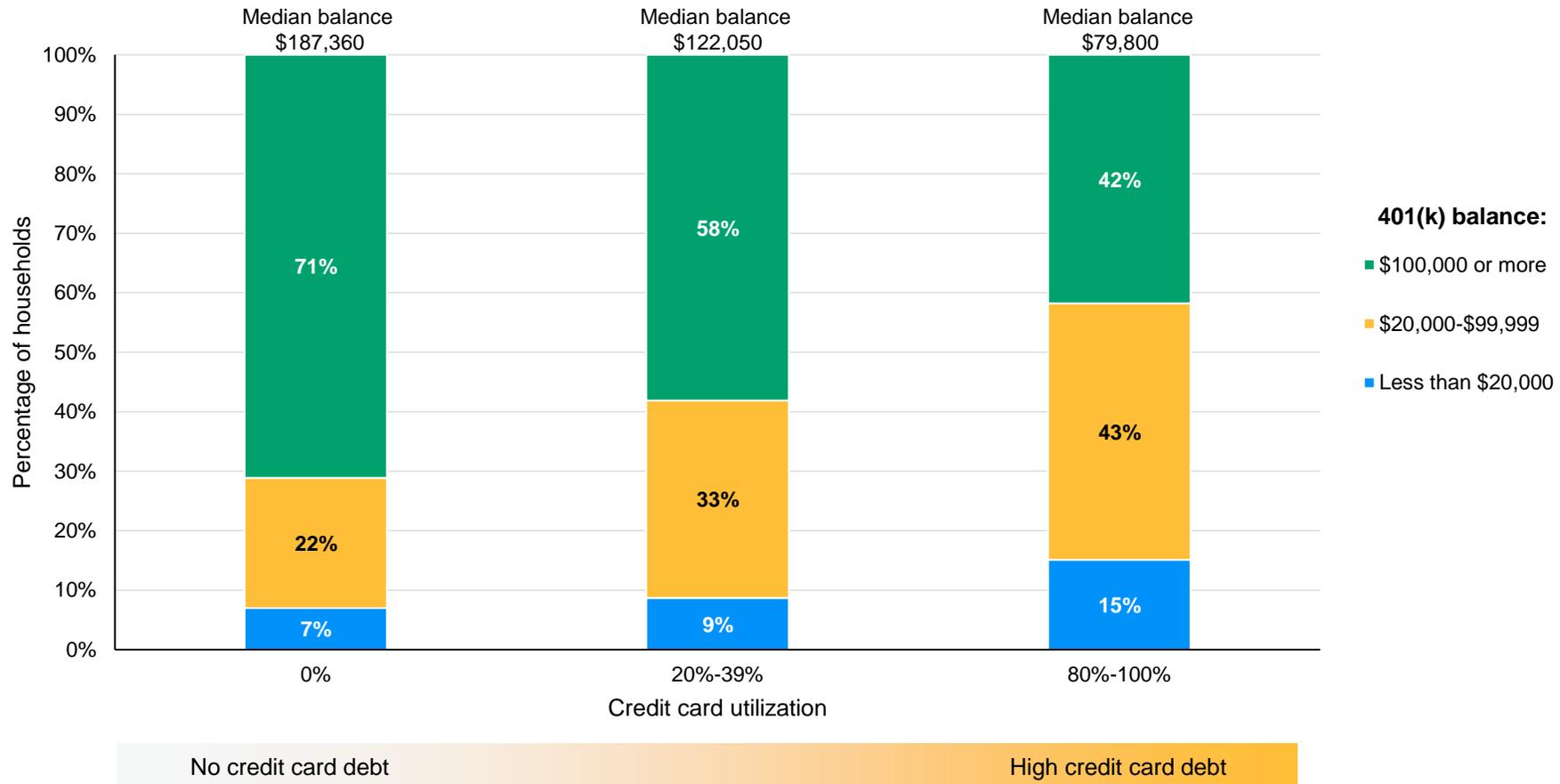
48%
increased credit card debt

17%
took a plan loan

13%
decreased contributions

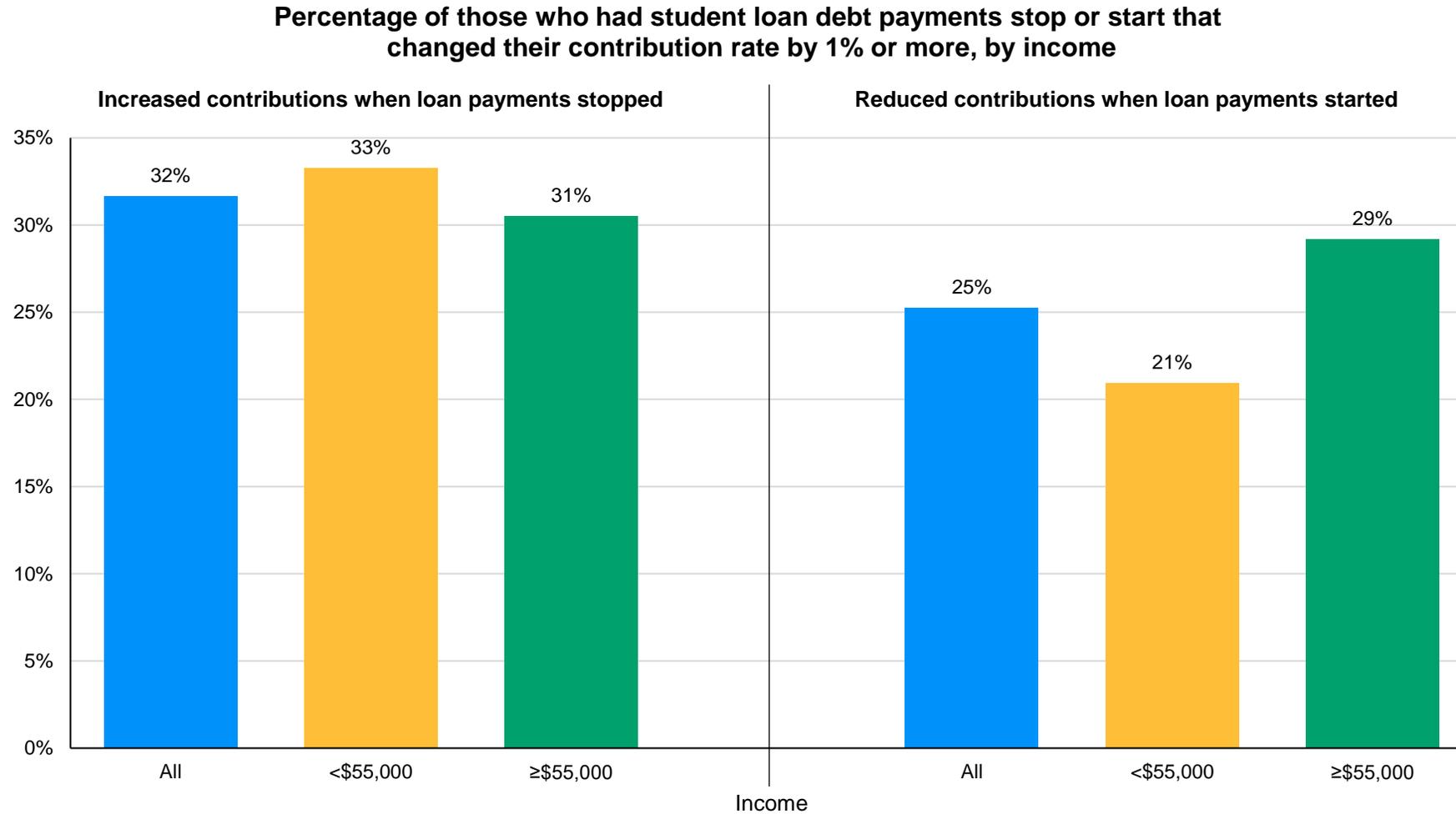
Retirement readiness: those with higher credit card utilization are more likely to have lower 401(k) balances...

Account balances by credit card utilization
For participants with income \$75,000-\$99,999 with tenure 15+ years



Source: How Financial Factors Outside of a 401(k) Plan Can Impact Retirement Readiness
[https://www.ebri.org/content/summary/how-financial-factors-outside-of-a-401\(k\)-plan-can-impact-retirement-readiness](https://www.ebri.org/content/summary/how-financial-factors-outside-of-a-401(k)-plan-can-impact-retirement-readiness)
 Note: Median balance amounts have been rounded to the nearest \$10

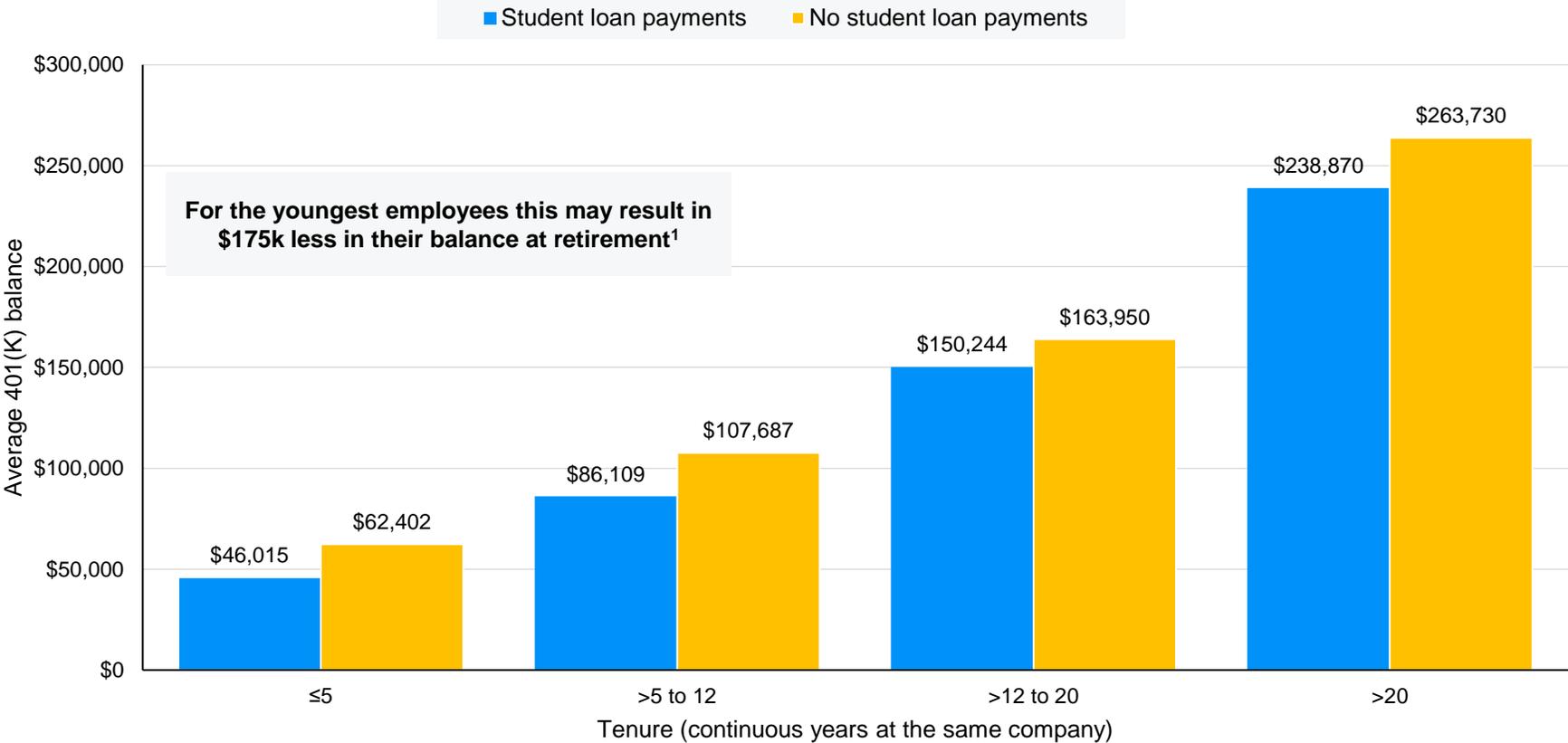
1 in 3 increased contributions when student loan payments stopped; 1 in 4 reduced contributions when student loan payments started



Source: "Student Loans and Retirement Preparedness," Employee Benefit Research Institute and J.P. Morgan Asset Management.

Average plan balances were significantly lower for those making student loan payments

Average 401(k) balance for employees with income \$55k or more by tenure



¹Assumes the \$16k difference for participants with less than 5 years of tenure has growth rate of 7% per year for 35 years.
 Source: "Student Loans and Retirement Preparedness," Employee Benefit Research Institute and J.P. Morgan Asset Management.

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- **Our analysis of spending patterns is based on proprietary data across JPMorgan Chase**
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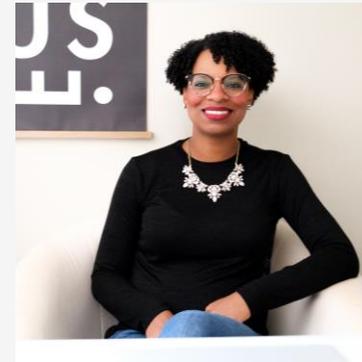
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The Intersection of Mental and Financial Health

The Intersection of Mental and Financial Health



Dr. George Blount,
Founder/Financial
Therapist, nBalance
Financial



Aja Evans, Financial
Therapist | Author of Feel
Good Finance



Moderator: **J. Michael
Dedmon, Director,** Research,
National Endowment for
Financial Education (NEFE)

What is Financial Therapy

Financial Therapy 101

nBalance

Financial





Which is the Penny?

You will see nine coins. Find
the penny.



1



2



3



4



5



6



7



8



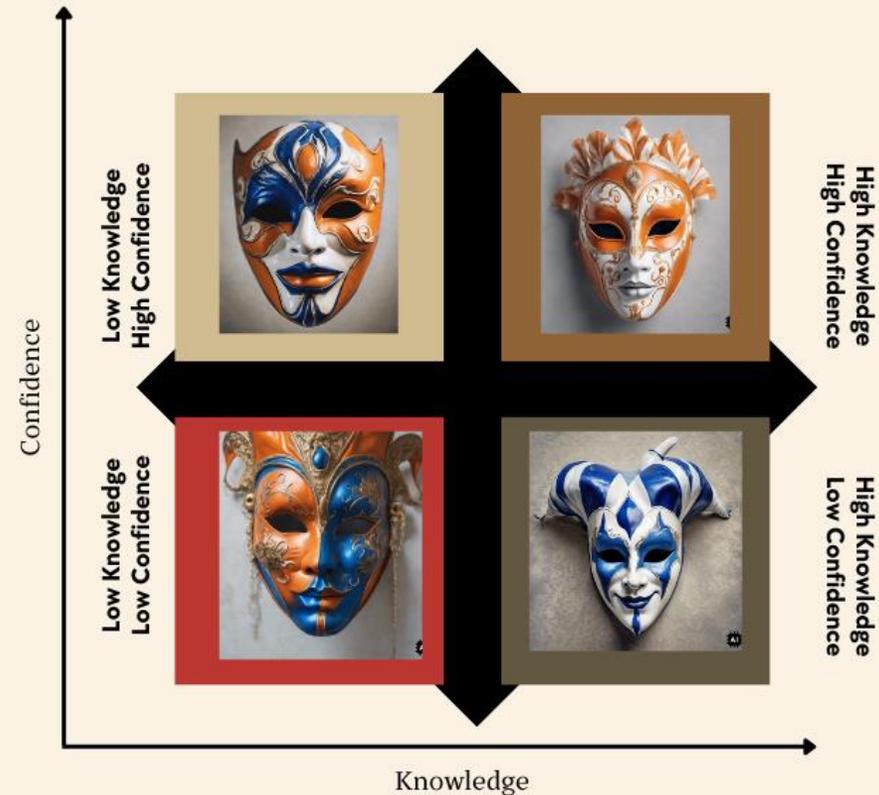
9

Increased Likelihood of an Irrational Response

- We are expected to remember something.
- We need to act fast.
- We receive too much information.
- We do not have enough contextual meaning.

MONEY MASK MATRIX

Knowledge + Confidence = Financial Decision



Supposedly Irrelevant Information “SIF”

- Behavioral Finance
 - Actual human behavior will often differ from statistical proxies of human behavior.
- Behavioral Economics
 - Actual human behavior will often differ from statistical proxies of human behavior in microeconomics (consumerism)

Financial Therapy

- A process informed by both therapeutic and financial competencies that helps people **think, feel, communicate, and behave** differently with money to improve overall well-being through evidence-based practices and interventions.
 - Financial Therapy Association:
<https://financialtherapyassociation.org/>



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Networking Lunch & Livestream Break

Please return by 12:40 p.m. EST for results from the 2024
Financial Wellbeing Employer Survey



EBRI 2024 Financial Wellbeing Symposium
September 26, 2024

2024 Financial Wellbeing Employer Survey

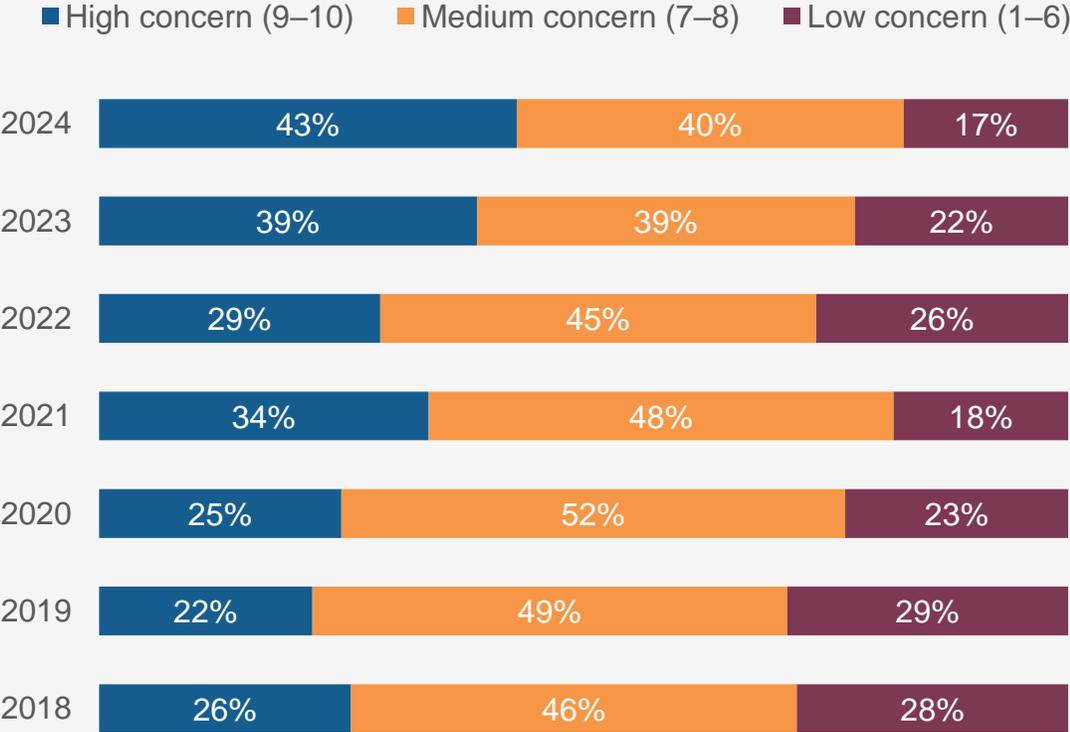
Overview

- Methodology
- Company Concern and Responsibility
- State of Financial Wellness Programs
- Financial Wellness Benefits
- Motivations and Measurement of Financial Wellness Initiatives
- Demographics

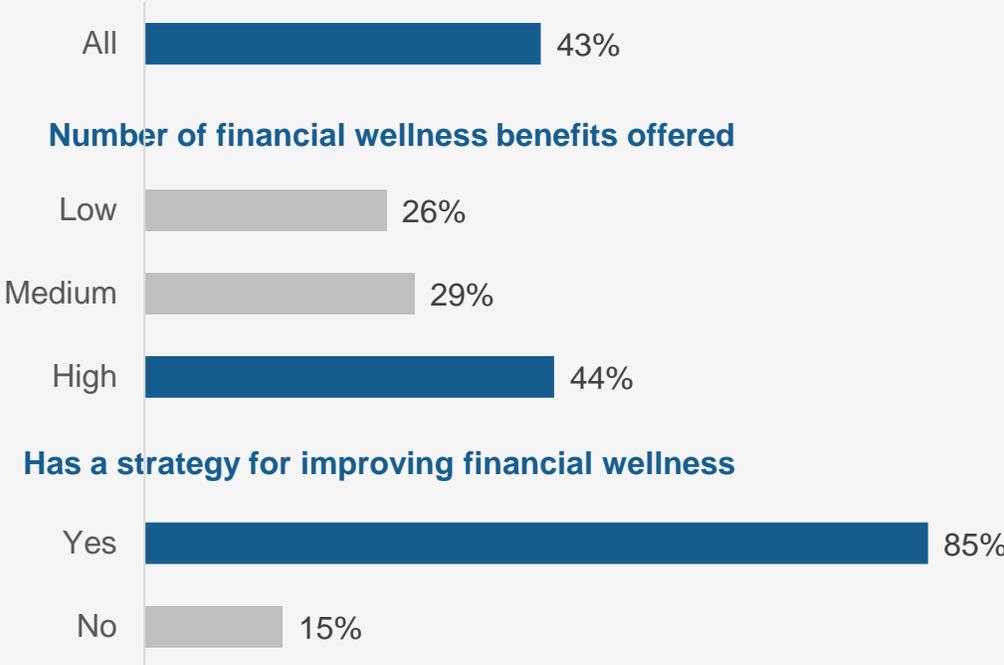
COMPANY CONCERN AND RESPONSIBILITY

Increased from last year, 43% of firms are highly concerned about their employees' financial wellbeing.

Company's Level of Concern about Employees' Financial Wellbeing



Firms with high concern (9-10)



Q25_1. Please rate your company's level of concern about employees' financial wellbeing. (2018 Study, n=250; 2019 Study, n=248; 2020 Study, n=250; 2021 Study, n=250 ; 2022 Study, n=250; 2023 Study, n = 252; 2024 Study, n = 262)

Most benefit decision makers and workers agree that their company has a responsibility to ensure their employees are mentally, physically, and financially well.

“Your Company Has a Responsibility to Make Sure Employees Are...”

% Agree



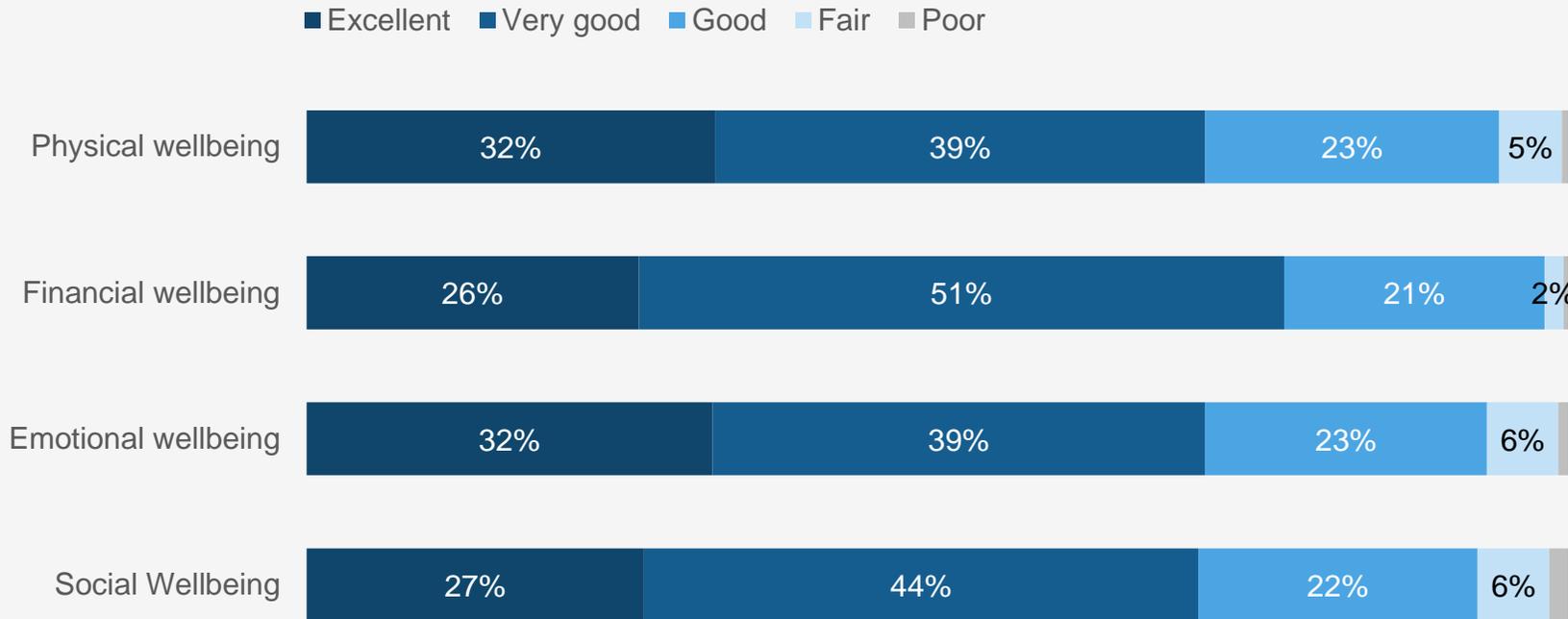
2024 Workplace Wellness Survey Comparison	
Mentally healthy and emotionally well	78%
Healthy and physically well	75%
Financially secure and well	67%

- Those more likely to agree include:
- Firms with a high level of concern
 - Those using financial wellbeing initiatives to differentiate themselves from their competitors

Q123. To what extent do you agree or disagree with the following statements? (n=262; Workplace Wellness Survey, n=1,505)

Most firms rate themselves highly when it comes to their efforts to improve employees' physical, financial, and emotional wellbeing.

Rating of Company's Efforts to Improve Employees' Wellbeing



Those more likely to rate efforts as excellent or very good include:

- Currently offering or implementing initiatives
- High level of concern

Extremely/Very Good

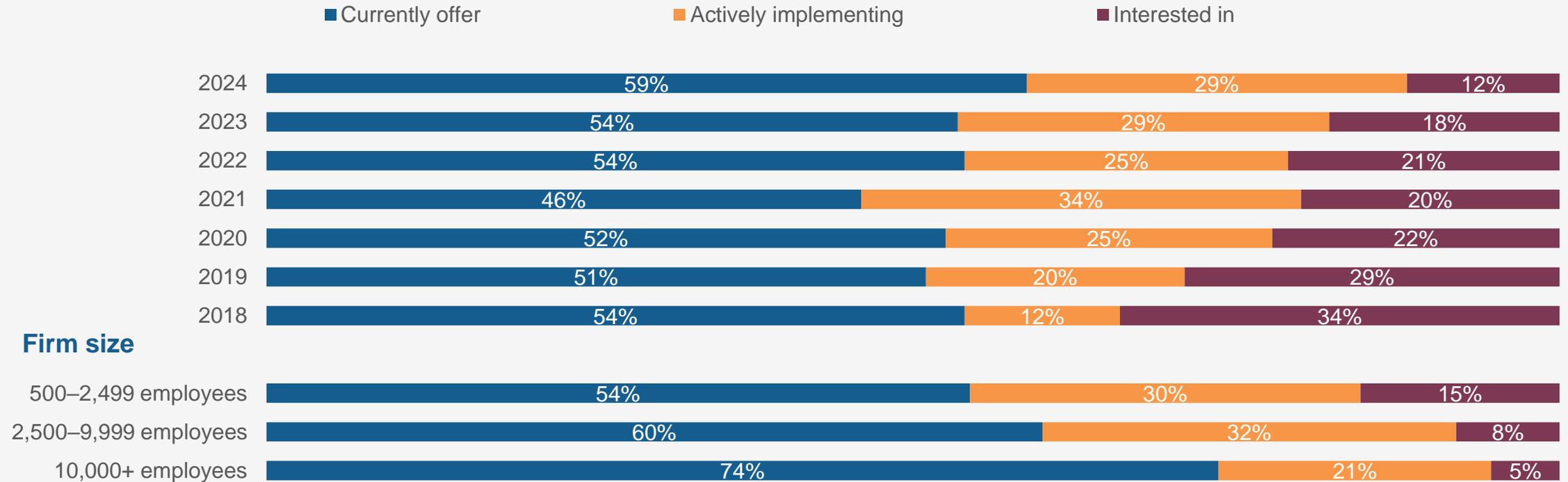
Total 2024 Employer Survey	2024 Workplace Wellness Survey Comparison
71%	37%
77%	33%
71%	38%
71%	39%

Q124. How would you rate your company's efforts to help improve your employees' wellbeing in the following areas? (n=262; Workplace Wellness Survey, n=1,505)

STATE OF FINANCIAL WELLNESS PROGRAMS

Over half of firms are currently offering financial wellness initiatives. Nearly six in ten firms with 10,000 or more employees are offering these initiatives.

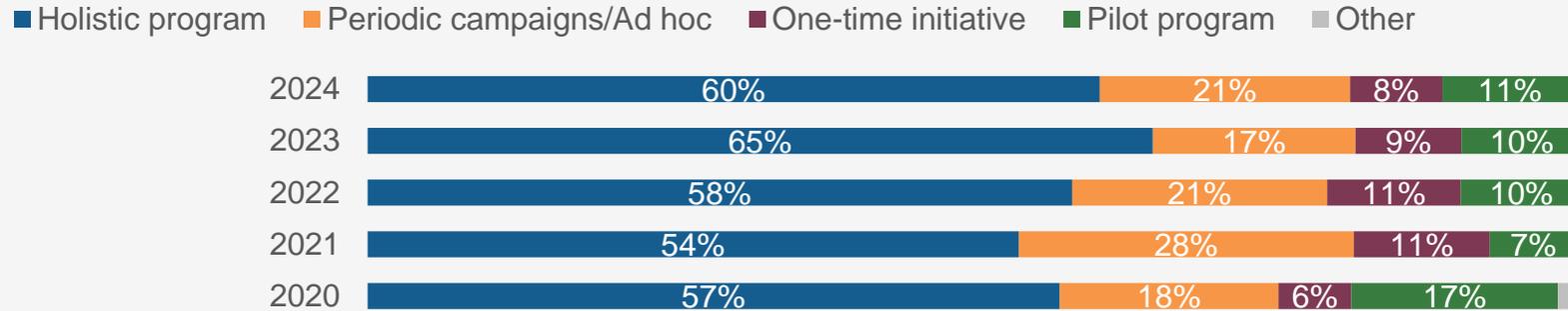
Current Approach in Offering Financial Wellness Initiatives



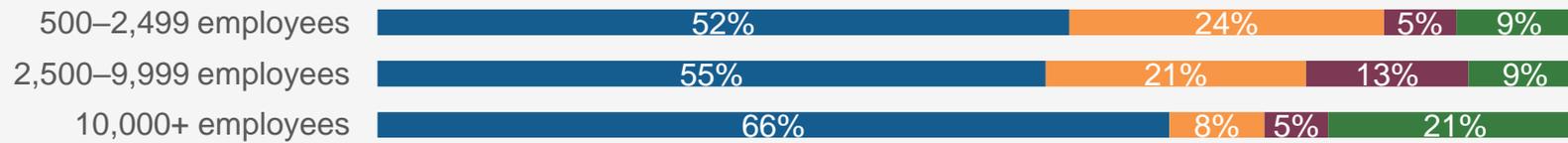
Q5. Which statement most accurately reflects your company's current approach in offering financial wellness initiatives to employees? (2018 Study, n=250; 2019 Study, n=248; 2020 Study, n=250; 2021 Study, n=250; 2022 Study, n=250; 2023 Study, n=252, 2024 Study n=262)

Six in ten firms consider their approach to their financial wellness programs to be holistic.

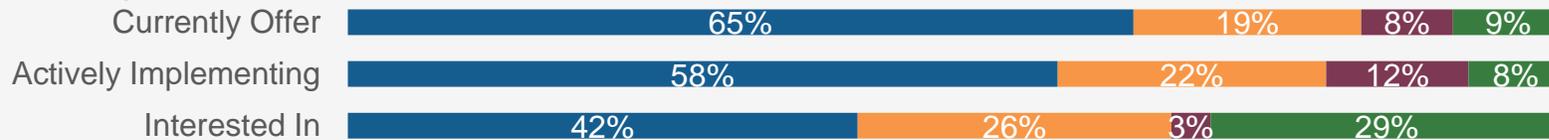
Primary Approach to Offering Financial Wellness



Firm Size



Company's current approach to financial wellness initiatives



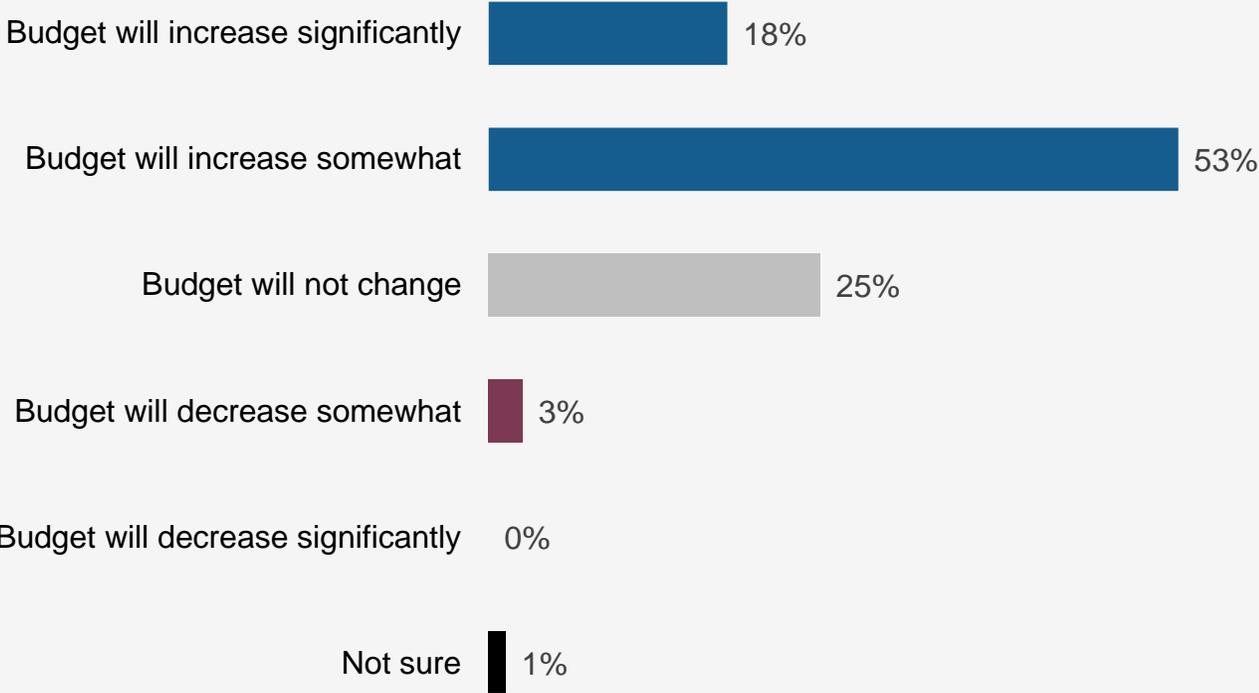
Firms with a strategy for improving their employees' financial wellness (61% vs. 57%) are more likely to be offering holistic programs.

Q103. How do you or might you offer your financial wellness initiatives? Please select your primary approach. (2018 Study, n=250; 2019 Study, n=248; 2020 Study, n=250; 2021 Study, n=250; 2022 Study, n=250; 2023 Study, n=262)

Seven in ten believe their companies' budget for financial wellness initiatives will increase over the next one to two years. Another quarter say their budgets will not change.

Anticipation of Organization's Financial Wellness Budget in Next One to Two Years

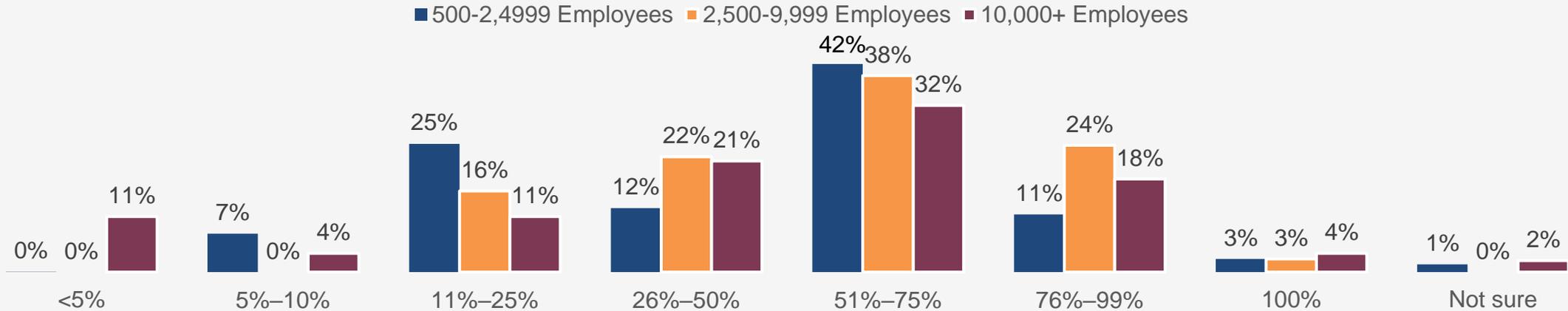
Among those who currently offer financial wellness initiatives



Q38. Overall, how do you anticipate your organization's budget for financial wellness initiatives will change in the next one to two years? (Currently offer financial wellness initiatives n=135)

Just over half of firms that are currently offering financial wellness benefits report that over half of their employees use them. Six in ten also say more employees than expected use these benefits.

Eligible Employees Using Financial Wellness Benefits



Employees' Use of Financial Wellness Benefits vs. Expectations

Among those who currently offer financial wellness initiatives

■ More than expected ■ About expected ■ Less than expected



Those who say more employees than expected are using financial wellness benefits include:

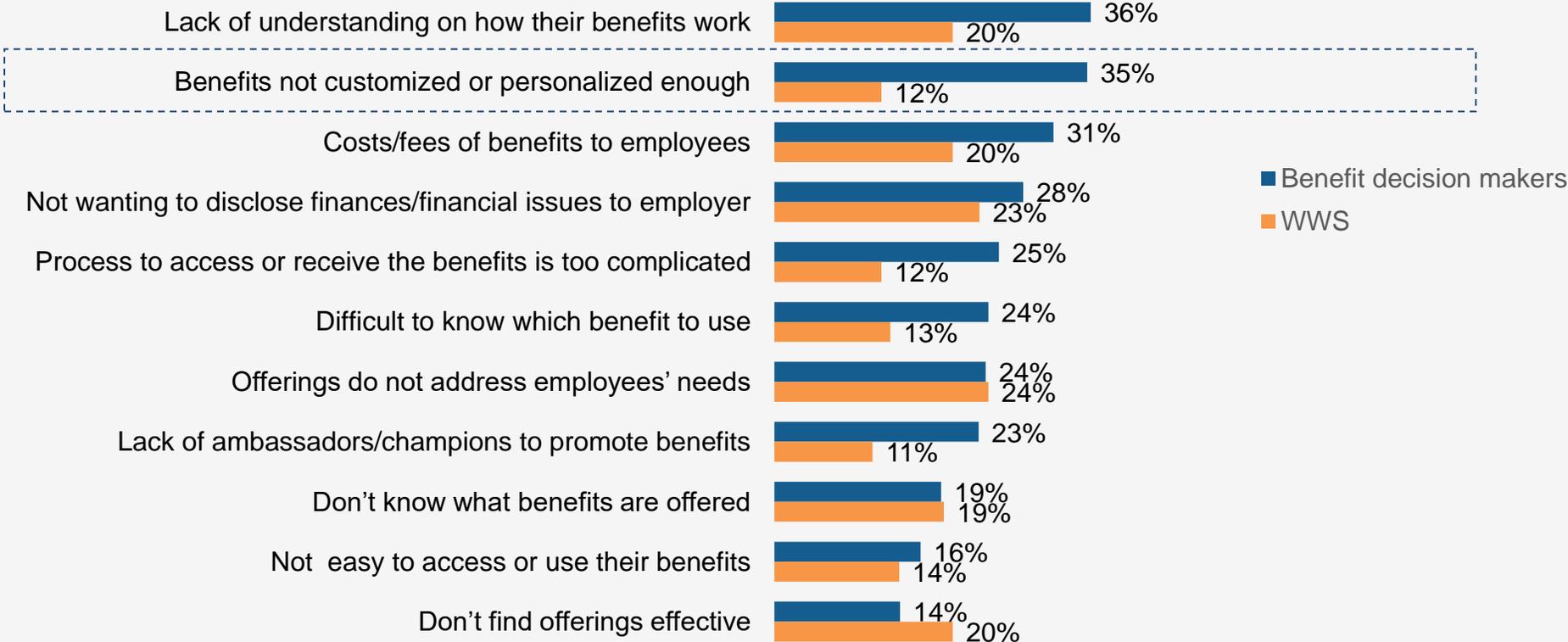
- Firms with less than 10,000 employees
- Those with a high level of concern
- Firms with a high amount of financial wellbeing benefits

Q38. (In the past year/In a typical year), approximately what percentage of eligible employees in your company do you estimate (have made/would likely make) use of the financial wellness benefits? (n=250)

Q40. How does the amount of eligible employees making use of the financial wellness benefits compare to what you would expect? (Offers financial wellness benefits, n=135)

The biggest barrier to engagement is lack of understanding on how benefits work. Over 1 in 3 worry that benefits are not customized or personalized enough

Reasons Employees Are Not More Engaged with Financial Wellness Benefits

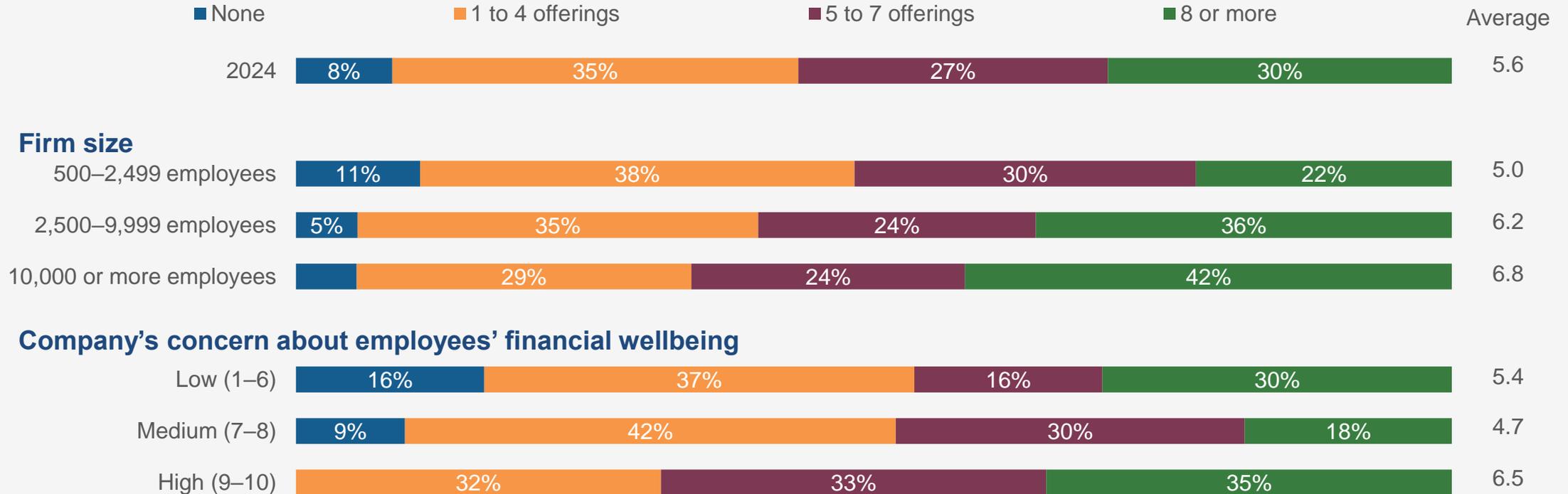


Q41. Which of the following do you think are reasons employees are not more engaged with your company's financial wellness benefits? Please select all that apply. (n=262; Workplace Wellness Survey, workers not participating in financial wellness benefits, n=55)

FINANCIAL WELLNESS BENEFITS

Out of a possible 16 benefits, three in ten firms are currently offering eight or more financial wellbeing benefits to their employees.

Number of Financial Wellbeing Benefits Currently Offered

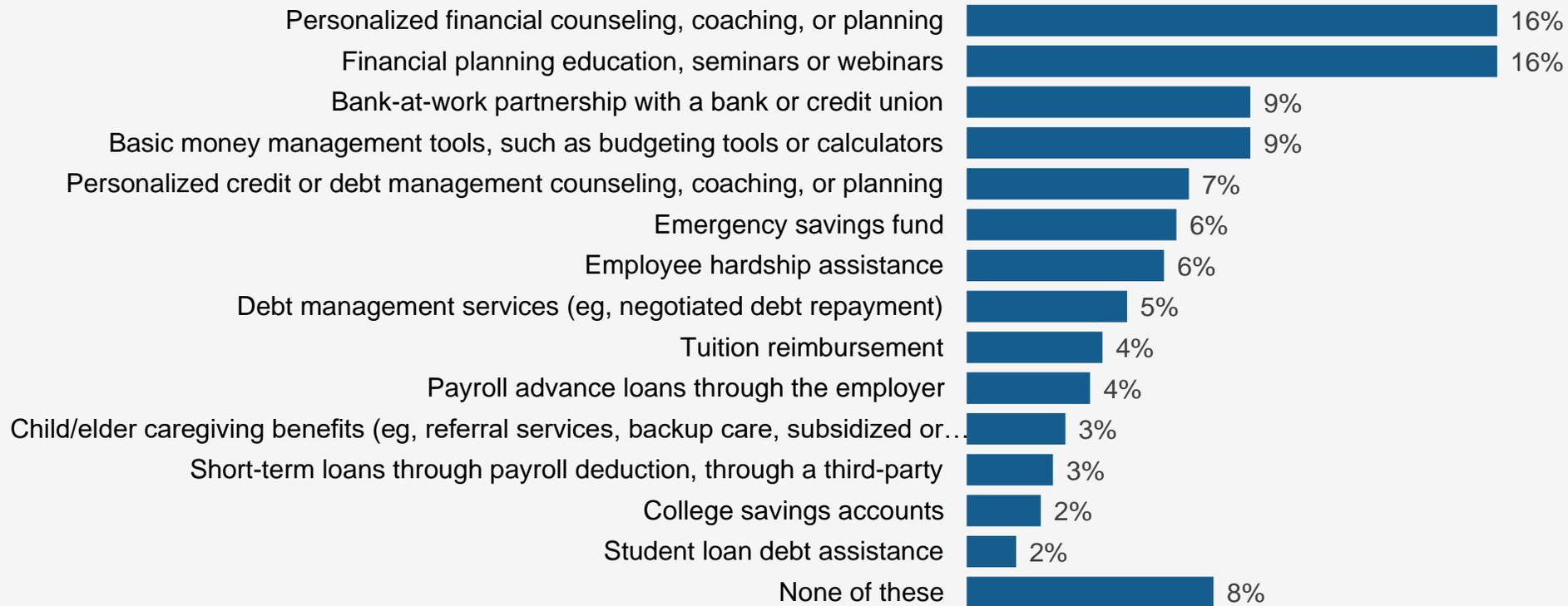


Q15. Does your company offer or plan to offer any of the following financial wellbeing or debt assistance benefits to employees? (n=262)

Q20. Which of the following does your company offer to help employees with personal financial challenges? (n=262)

Among those offering the benefit, financial education and counseling were top priorities.

Top Priority of Offerings
Among those offering each benefit

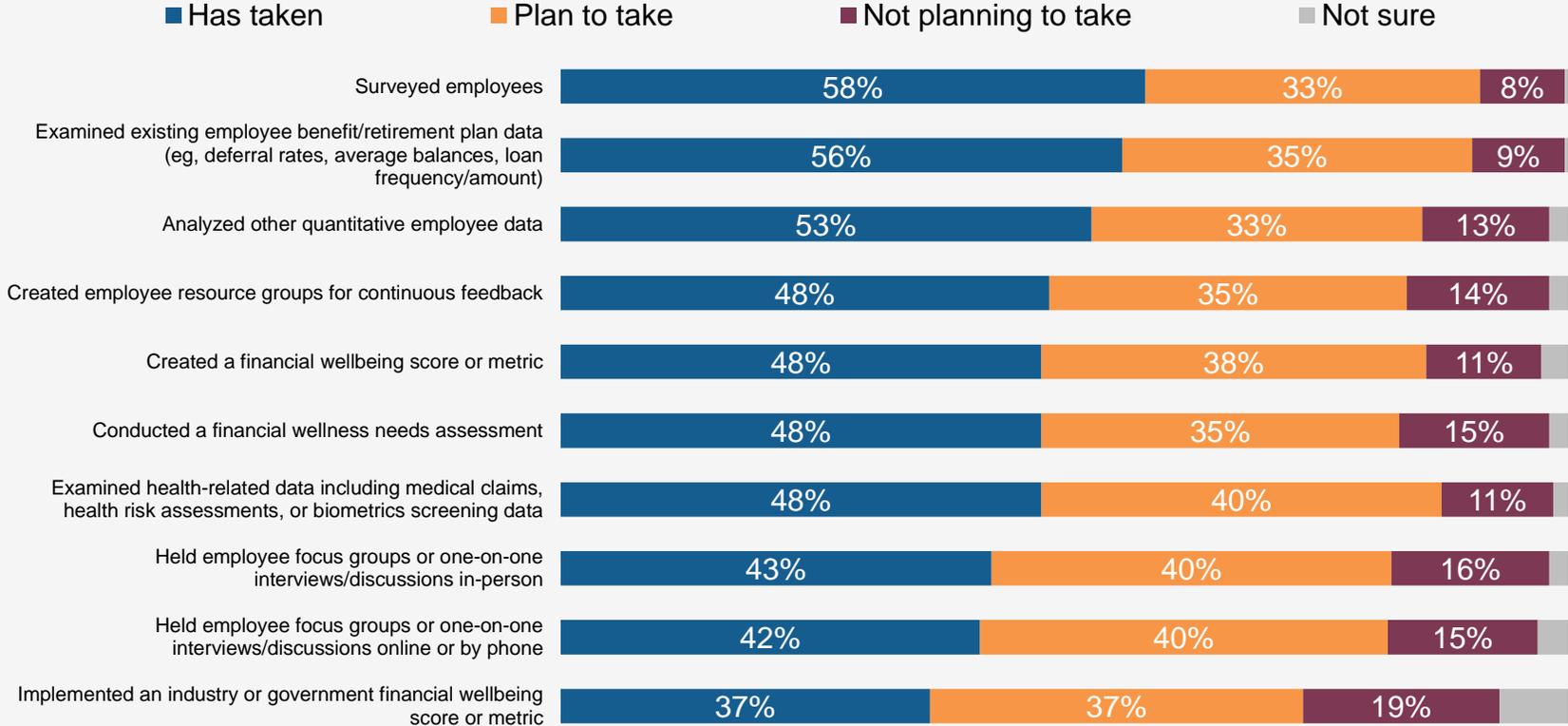


Q43: Which of your financial wellbeing offerings is your company's highest priority? **REVISED From** Q43: Which of your financial wellbeing offerings is your company's highest priority since the COVID-19 pandemic? (n=262)

MOTIVATIONS AND MEASUREMENT OF FINANCIAL WELLNESS INITIATIVES

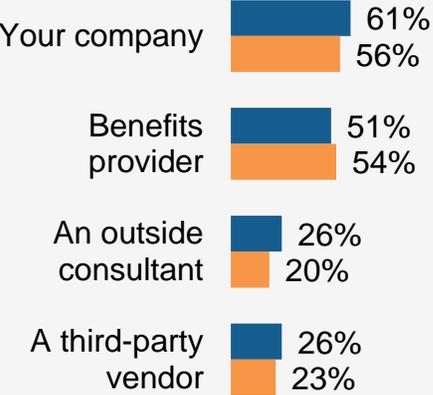
Surveying employees continues to be the most frequent approach to understanding employees' financial wellness needs.

Steps Taken to Understand Employees' Financial Wellness Needs



Who Conducted Research to Understand Needs

Among those who took steps to understand employees' financial wellness needs

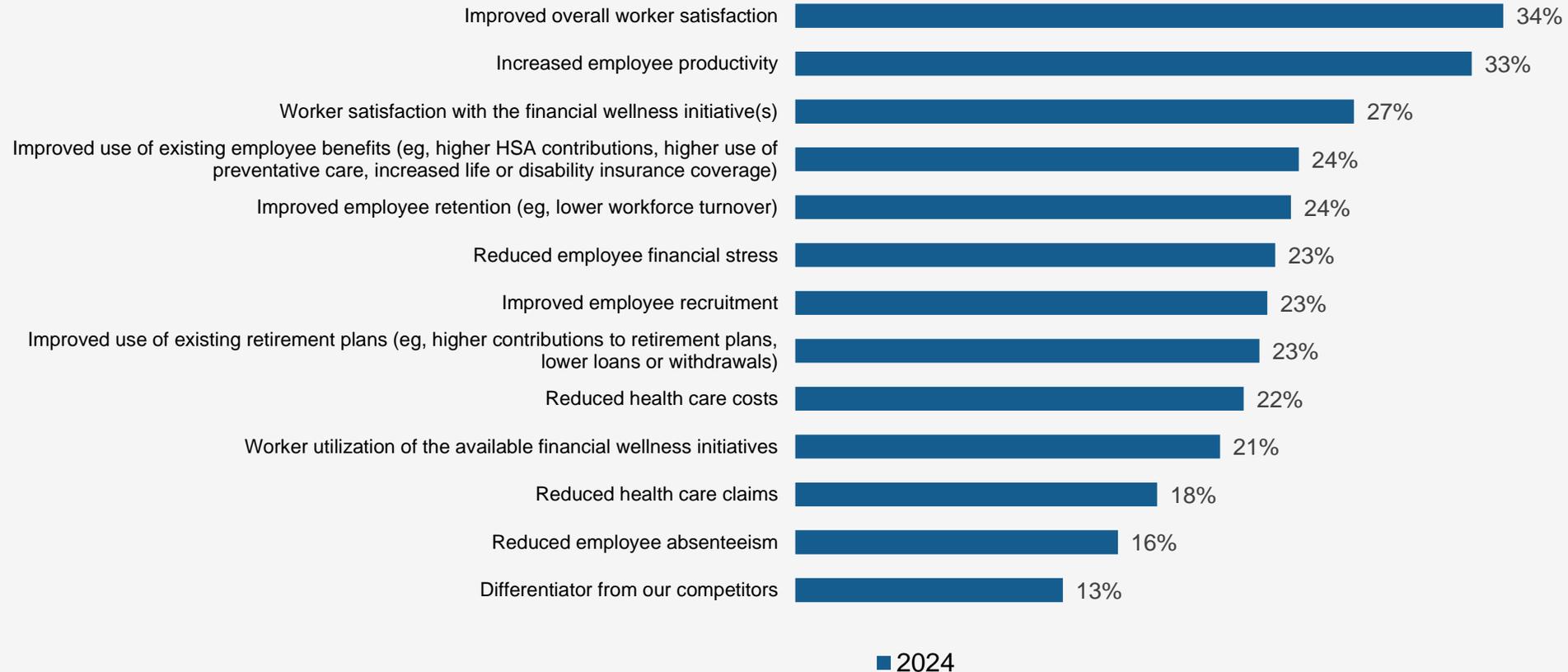


■ 2023 ■ 2024

Q29: What steps has your company taken or does it plan to take to understand your employees' financial wellness needs? (n=262)
 Q127: Who has conducted the research and/or developed the metrics to understand your employees' financial wellness needs? (n=262)

Employee satisfaction and productivity continue to be top two factors in measuring financial wellness initiatives.

Top Factors in Measuring Financial Wellness Initiatives' Success



Q33: What are the top three factors that are or will be important in the measurement of your financial wellness initiatives? Please select your top three. (n=262)

Consistent with previous findings, firms most commonly track employee satisfaction and productivity, conduct surveys, and measure engagement with financial wellness offerings.

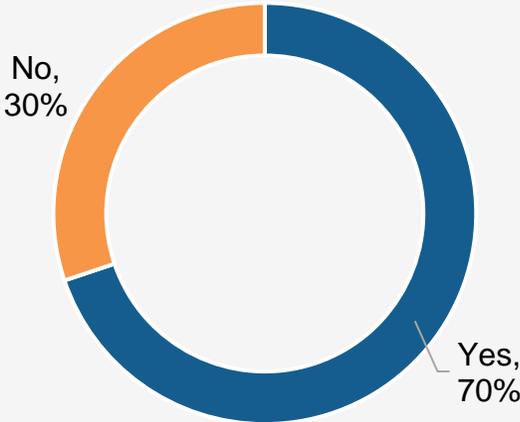
Data Tracked to Evaluate Effectiveness of Offerings



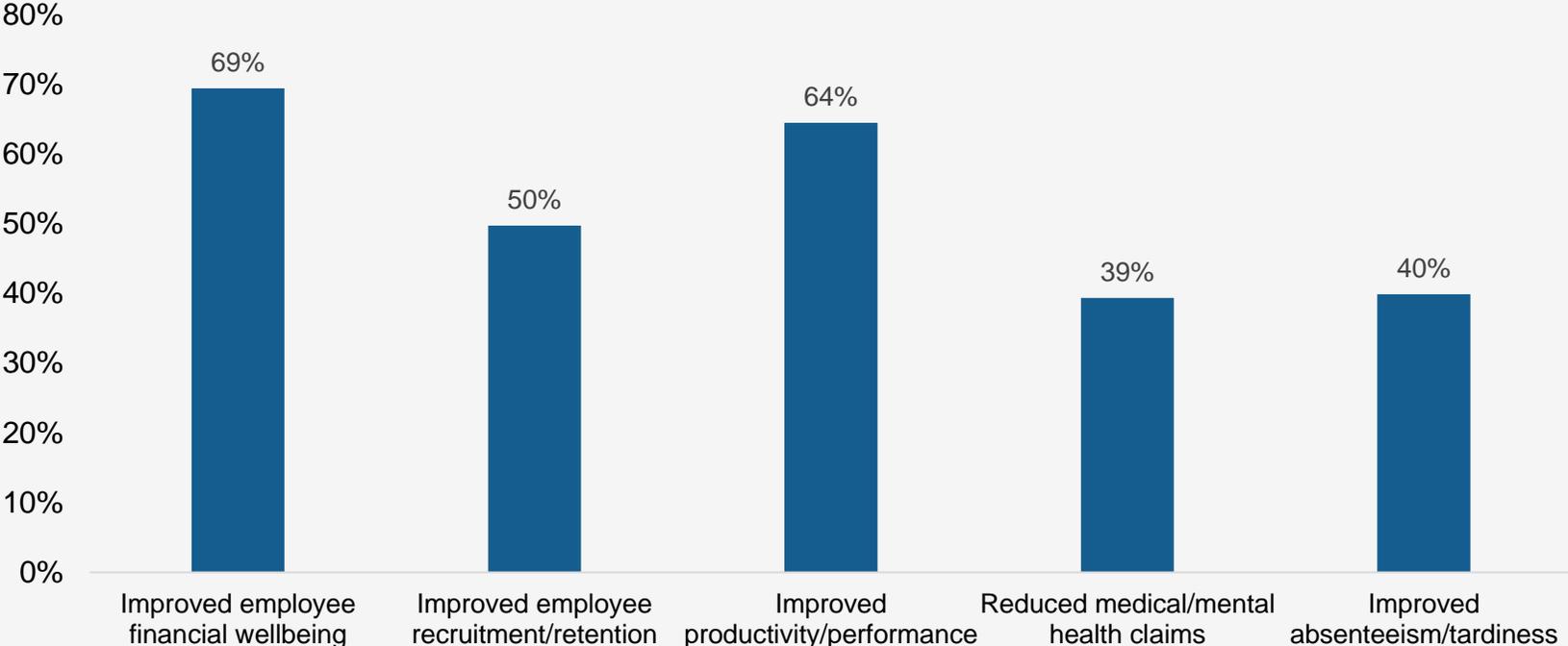
Q34: Do you track any of the following to evaluate the effectiveness of your financial wellness offerings? Please select all that apply. (n=262)

Seven in ten have developed a cost/benefit analysis to evaluate their financial wellness offerings.

Developed Cost/Benefit Analysis of Financial Wellness Offerings



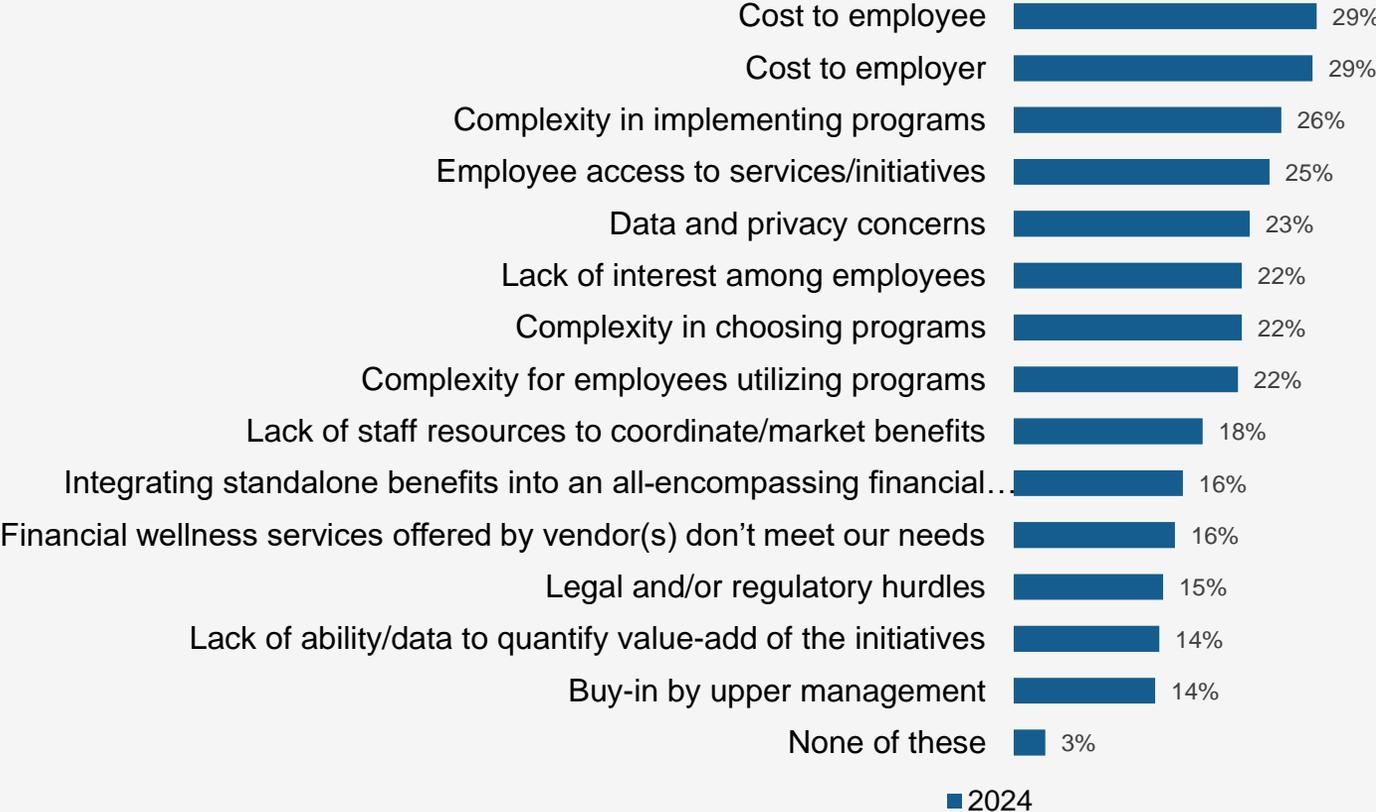
Factors considered in company's cost/benefit analysis



Q34A: Has your company explicitly developed a cost/benefit analysis based on any of the following factors to evaluate your financial wellness offerings? Please select all that apply. (n=262)
 Q34C: What factors are considered in your company's cost/benefit analysis of your financial wellness offerings? Select all that apply. (n=262)

Costs to both the employers and employees continue to be top challenges in offering financial wellness benefits, with complexity increasing.

Top Challenges in Offering Financial Wellness Benefits



Q32: What are the top three challenges your company faces or anticipates facing in offering financial wellness benefits in the workplace? Please select your top three. (n=262)

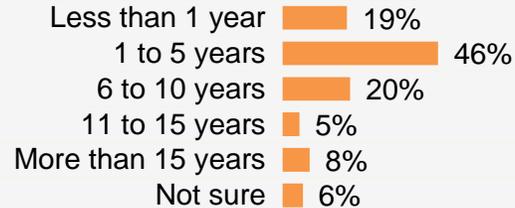
DEMOGRAPHICS

Demographics

FIRM SIZE



AVERAGE EMPLOYEE TENURE



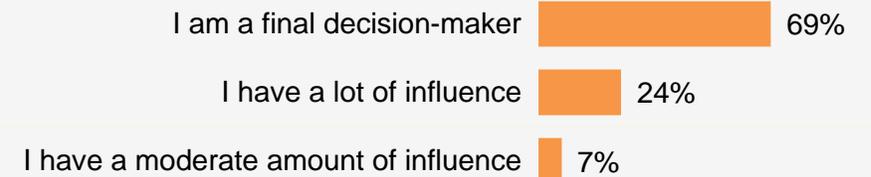
INDUSTRY



JOB TITLE



DECISION-MAKING FOR EMPLOYEE BENEFITS



EBRI EMPLOYEE BENEFIT
RESEARCH INSTITUTE



EBRI 2024 Financial Wellbeing Symposium
September 26, 2024

Measuring Success of Financial Wellbeing Strategies

Measuring Success of Financial Wellbeing Strategies



Don Baylor, Jr.,
Head, Worker
Solutions & Services,
Lafayette Square

Megan Conroy, Director of
Financial Education
Strategy & Delivery, Bank of
America



Barbara Kontje, Director of
Retirement & Smart Saving,
American Express Company



Moderator: **Sara Vipond,**
Senior Associate, US DC
Research Team, Mercer

EBRI EMPLOYEE BENEFIT
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Break

Please return by 2:20 p.m. EST for Meeting Financial Wellbeing Needs of Financially Vulnerable Workers



EBRI 2024 Financial Wellbeing Symposium
September 26, 2024

Meeting Financial Wellbeing Needs of Financially Vulnerable Workers

Meeting Financial Wellbeing Needs of Financially Vulnerable Workers



Devin Miller, CEO,
SecureSave



Chris Hynes, Income
Advance Program Manager,
Rhino Foods Foundation



Rochelle Gorey,
Founder & CEO,
SpringFour



Moderator: **Greg Ward**,
Think Tank Director,
Financial Finesse

June
2024



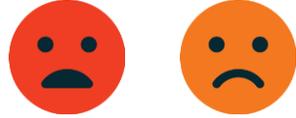
Workplace Financial Wellness in America

Four Stages of Financial Wellness

We have identified the following four stages along the financial wellness journey toward optimal financial wellbeing.

	Crisis 	Struggling 	Planning 	Optimizing 
Financial Wellness Score Range	<3	3-5	5-8	8+
Where They Stand	Behind on bills and struggling to meet basic needs.	Getting a handle on cash flow, debt, and saving for emergencies.	Achieving financial resilience and working on longer-term goals.	Becoming financially secure through wealth management and protection.
Workforce Distribution	4%	52%	24%	20%

Crisis / Struggling



Three years of elevated inflation have driven the cost of living so high that many workers have depleted emergency savings and are tapping other sources to fund expenses:



78% of Americans are living paycheck to paycheck⁵



22% have nothing saved for emergencies⁶



U.S. credit card debt reaches all-time high \$1.13T⁷



Record 3.6% of workers took a hardship withdrawal from their 401(k)⁸

Planning / Optimizing



Savers, investors, and homeowners see rise in net worth as interest rates, stocks, and home prices rise:



Interest rates on savings rise as the federal funds effective rate reaches 5.33%⁴



401(k) balances soar as the U.S. Stock Market gains over 26%¹

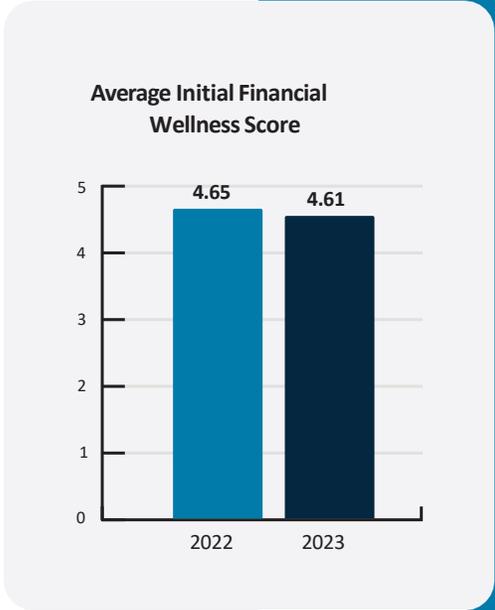
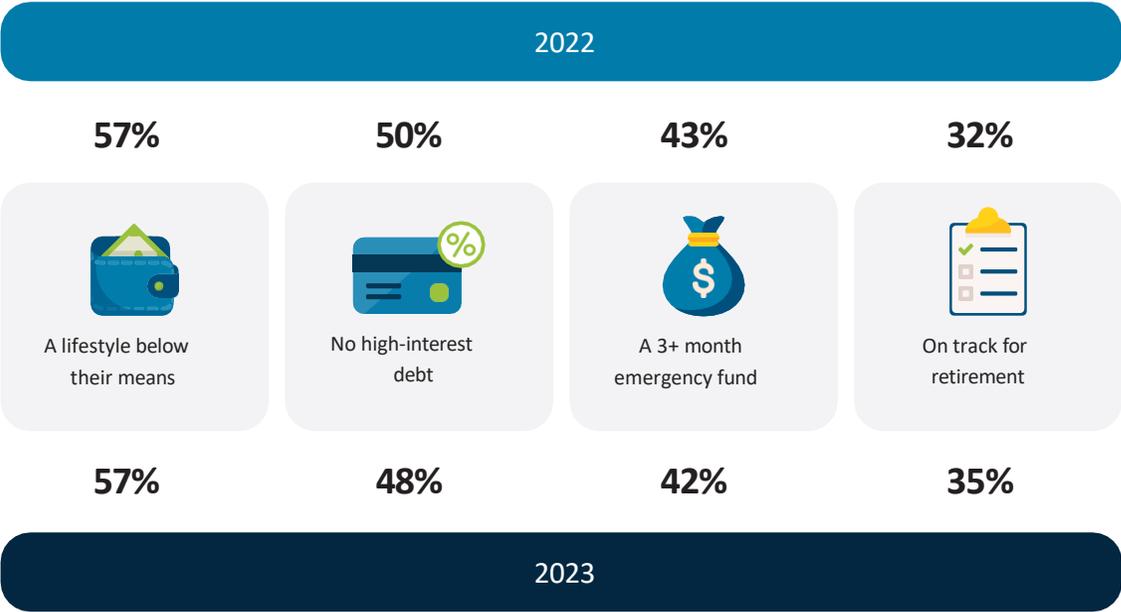


Median home price reaches \$400,000⁹

Financial Wellness:

Where We Stand

The initial Financial Wellness Score for first time users of their employer’s financial wellness benefit in 2023 fell slightly compared with 2022. Although most American workers are living at or below their means, less than half would be considered financially resilient. Higher cost of living makes saving for emergencies difficult, leaving only about a third feeling like they are on track for retirement.



The Value of Live Financial Coaching

After working with a Financial Coach in 2023, there was a 53% increase in those who were in the planning/optimizing stages. This means that these employees are able to be focused on their long-term financial goals, instead of needing to work on their short-term financial needs.

After initially not having met these milestones, the top 5 areas of improvement among those that worked with a Financial Coach were:



+50%
Health Insurance
Coverage In Place



+39%
Living Within
Your Means



+51%
Credit Report Is
Accurate



+30%
Ran A Retirement
Estimate



+60%
Meeting Basic
Needs

Increase in those in the
Planning/Optimizing stages after
working with a Coach





Rhino Foods launches the Income Advance program in partnership with North Country Federal Credit Union

2007

2013

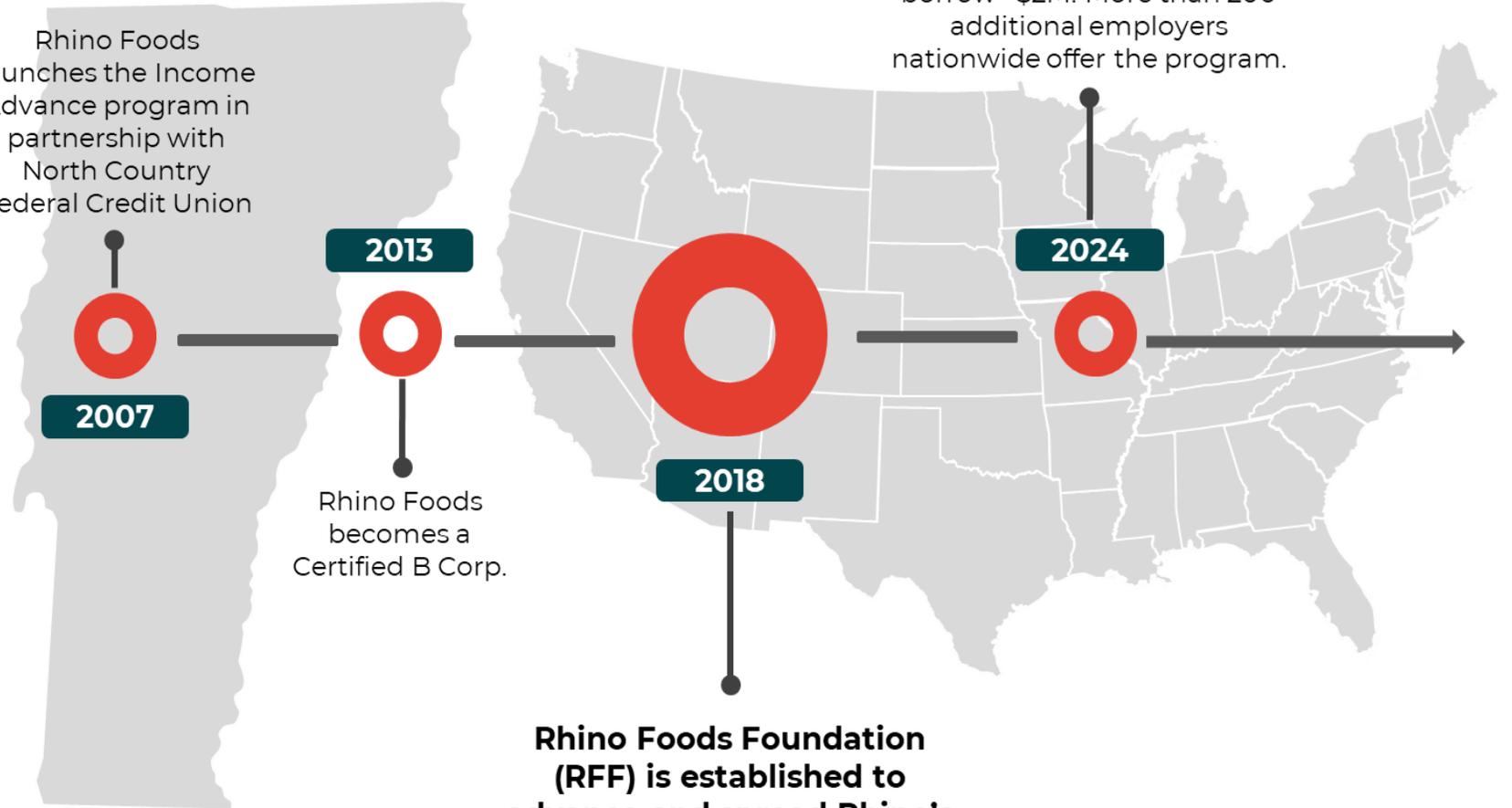
Rhino Foods becomes a Certified B Corp.

2018

Rhino Foods Foundation (RFF) is established to advance and spread Rhino's employee-centered workplace practices.

Over 100 Vermont businesses offer Income Advance to employees. 1,400 employees borrow +\$2M. More than 200 additional employers nationwide offer the program.

2024



Income Advance has reached over 100 Vermont employers – how we'll replicate this impact in hubs across the northeast.



PROGRAM FRAMEWORK

- Accessibility & Inclusivity**
 - No credit check
 - Eligibility based on employment
- Affordability**
 - Maximum APR of 20%
 - Loan amounts of up to \$2,000
- Transparency & Fairness**
 - Funds available within 24 hours
 - Repaid over 6 - 12 months through payroll deduction
 - Clear terms & no hidden fees
- Long-Term Impact**
 - Once the loan is repaid, payroll deductions continue into savings account unless the employee opts out.



Employee:

- Access to safe emergency loans
- Reduced financial stress
- Improve credit
- Build savings
- Build a healthy banking relationship

Employer:

- Build trust
- Boost productivity
- Enhance employee morale
- Reduce turnover
- Improve culture

Lender:

- Strengthen partnerships
- Expand membership
- Offer a pathway for growth
- Develop a new source of revenue
- Build trust with community

BENEFITS

Founded in 2005 and trusted by top brands, SpringFour is the leading, first-of-its-kind social impact fintech that delivers results



Identify Employee Need

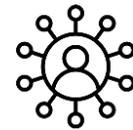
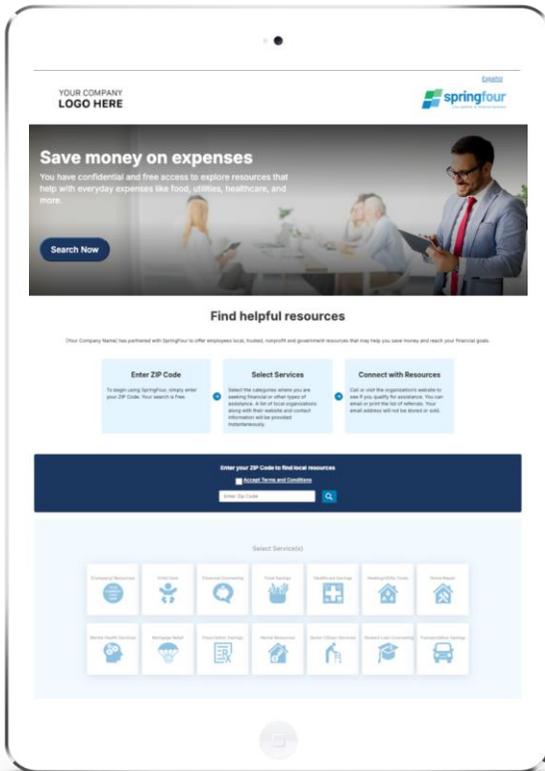


Provide Vetted and Curated Financial Health Resources



Improve Employee Financial Health and Business Performance

SpringFour is the leading, first-of-its-kind fintech empowering organizations to connect employees with financial health resources



S4connect

One-stop hosted self-serve solution empowers employees to browse resources on SpringFour-hosted site



S4pro

Contact center tool empowers coaches and counselors with empathy-driven solutions for employees



S4direct

Self-service iframe embedded on subscriber's website gives employees easy access to resources



S4select

API embeds nonprofit and government resources into your financial health strategy

SpringFour's Q2 2024 Impact at a Glance

RESOURCES

23,500+

nonprofit and government resources

2,159

resources updated

258

new resources added

REFERRALS

2,197,189

financial health referrals delivered

13%

increase in referrals Q2 over Q1

This is the first time in SpringFour's history of **delivering more than 2 million referrals in a quarter.**

MOST REQUESTED CATEGORIES



Food Savings



Heating & Utility Costs



Student Loan Counseling

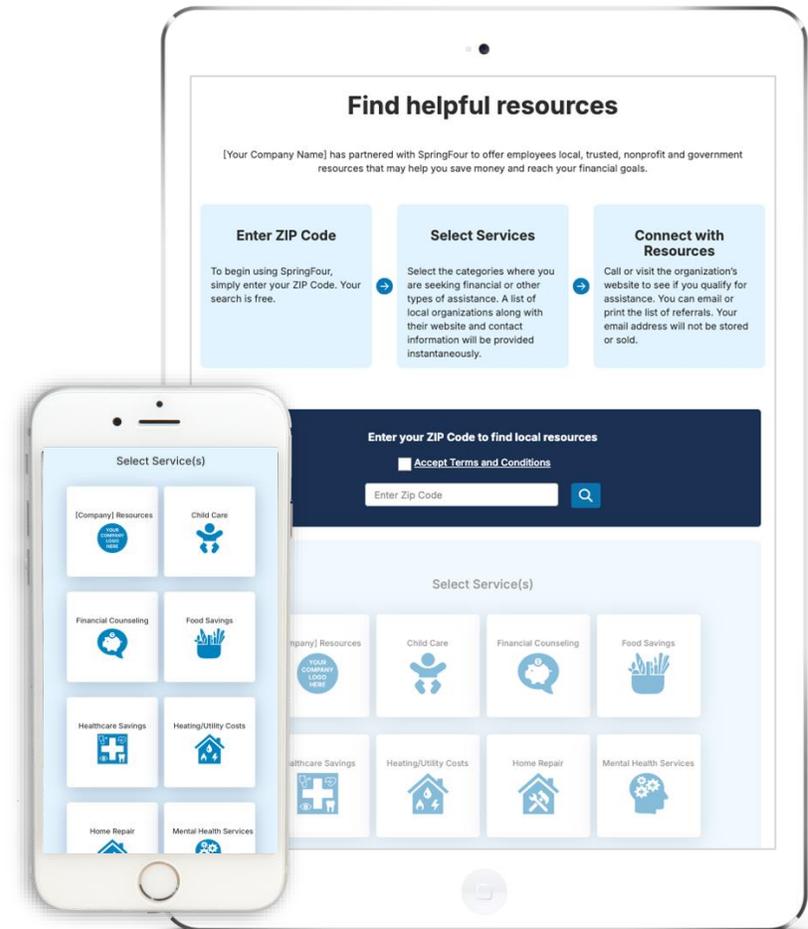
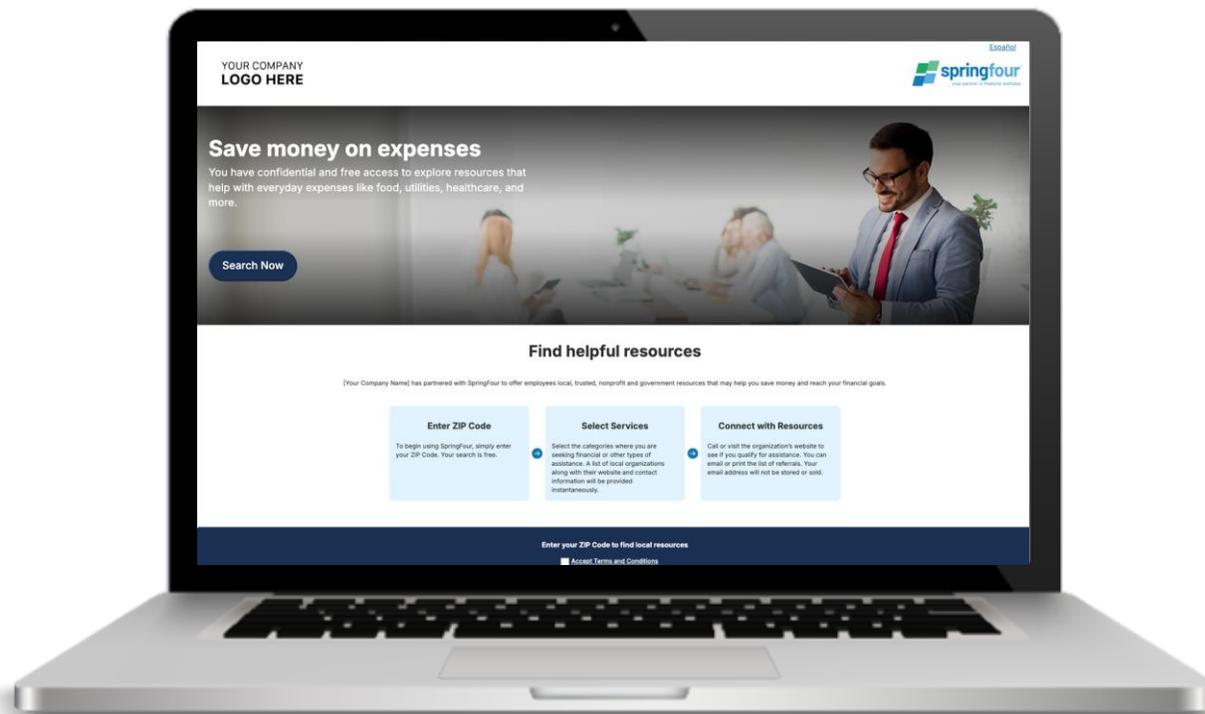


Rental Resources



Employment Services

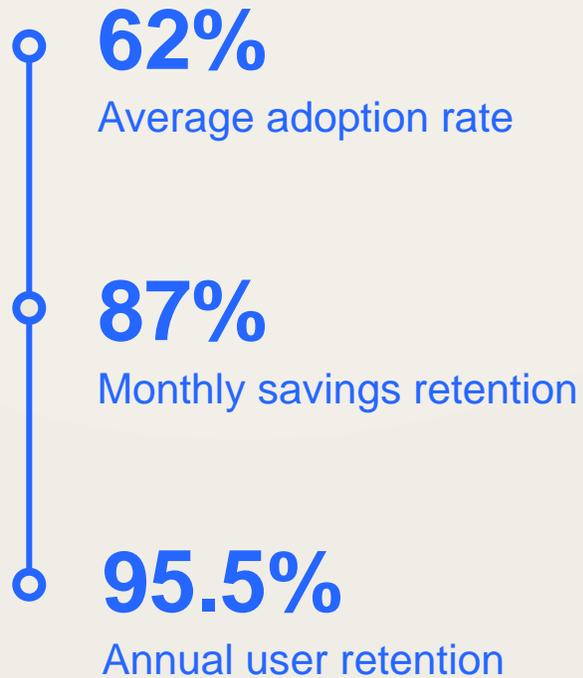
S4connect: SpringFour-hosted, self-serve solution for employers





**The category leader in
emergency savings**

A clear and lasting impact for employees



The ROI from a Workplace ESA Program

RETIREMENT

50% less likely to withdraw from retirement
For employees with significant emergency savings¹

2x more likely to increase retirement contribution
For Delta employees enrolled in an ESA²

70% more likely to contribute to DC retirement plan
For those with adequate emergency savings¹

PRODUCTIVITY & RETENTION

10x more likely to be focused at work
For those with access to emergency savings³

28% less likely to leave their job
And 10% likelier to enjoy their job for those with an ESA⁴

52% less likely to have onsite safety issues
For financially precarious employees with an ESA⁵

¹ Research from the Emergency Savings Institute and DCIAA RRC

² Plansponsor Delta ESA Results

³ Fidelity Workplace Consulting, The Demand for Global Financial Wellness: Accelerated by the Global Pandemic

⁴ AARP, Does Saving for Emergencies Improve Productivity at Work?

⁵ Leana et al, The Effect of an Emergency Savings Program on Employee Savings and Work

EBRI EMPLOYEE BENEFIT
RESEARCH INSTITUTE



*Thank you to our Financial Wellbeing
Research Center Supporters!*





Adjourn