

# Deferred Compensation

## Moving to Empower

What you need to know!



*The City is moving to Empower as the sole Deferred Compensation carrier. What does that mean for you?*

### Frequently Asked Questions

*What you need to know about the City's 457b/401a retirement plans consolidating to Empower in 2026*

#### **What opportunities are ahead?**

- The City's retirement plans are consolidating to Empower in 2026 as the only deferred compensation carrier. Estimated date of transition is February/March of 2026. This will significantly reduce fees for employees and improve investment performance.

#### **Why consolidate from three carriers to one?**

- As Fiduciary and Plan Sponsor, the City is responsible for monitoring investment performance and ensuring fees paid by employees are reasonable. By consolidating to one recordkeeper, we enable employees to save up to 90% on administrative fees alone and ensure high quality investment choices for City of Reno employees and retirees.

#### **Who oversees the City's retirement plan?**

- In 2023, the City sought assistance of a consultant to develop the governance structure needed to fulfill our fiduciary duties and monitor plan performance. The Financial Plan Executive Committee is composed of representatives from our labor partners and management. Those members make recommendations regarding changes to plan administration.

#### **Why is the City making this change?**

- Empower was selected through a competitive process based on its enhanced services, lower participant fees, more robust technology, and better retirement planning tools. These changes are intended to provide greater long-term value for employees and retirees.

#### **Will I need to take any action?**

- No immediate action is required from you at this time. You will receive further details and a personalized brochure in the mail that will guide you through the transition process. Your role is to watch for ongoing correspondence.

#### **How do I learn more about the transition?**

- A transition notice will be mailed to your home address on file in January of 2026 will provide more details about the transition process, with key dates plus important information about investment options and how to access your new account with Empower.

### **How will my current account be affected?**

- For Nationwide and MissionSquare participants, your existing account — including all assets — will be transferred to Empower during the transition period in early 2026. At that time Empower will officially take over plan administration
- For Empower participants, your investments will be transferred to target date account if you take no action.

### **What will happen to my account balance during the transition?**

- For Nationwide and MissionSquare participants, all balances will be securely transferred to Empower. There will be a temporary “blackout period” during which time you won’t have account access. This is a standard step to ensure an accurate and safe transfer of funds. After the transition, you will have access to your Empower account, and all gains or losses during the period will be reflected.
- For Empower participants, you will not experience any blackout period, and your investments will be transferred on the same day.

### **What is blackout?**

- For Nationwide and MissionSquare participants, to help ensure an accurate transfer of assets and records to Empower, there will be a blackout period during which you will not have access to your current account. This “blackout period” is a normal occurrence when a plan changes recordkeepers. Payroll deductions, loan repayments, and any employer contributions will continue during the blackout period and will be reflected in your account when the blackout is complete. We will inform you of the dates of the blackout period.

### **Will I lose money by transferring to Empower, especially if the market is down on the day of the transfer?**

- Your money will remain invested and subject to gains and losses based on normal market fluctuations. Payroll deductions will continue during the blackout period and will be reflected in your account when the blackout is complete.

### **Can I make investment changes during the blackout period?**

- No. During the blackout period your money will remain invested in your selected investment options, and you will not be able to make changes to your account.

### **Will I have a new account website?**

- For Nationwide and MissionSquare participants, yes, changing our retirement plan recordkeeper means that you will log in to a new website, and call a new service center, to view/access your account balance and contributions, change your investment elections, or request a distribution. With a single login, you will be able to access all your accounts through the online platform or with the convenience of a mobile app.
- Once the transition is complete, you should log in to your account at empower.com. Registering your account helps safeguard it online, ensures you receive timely account updates, provides convenient online account management, and gives you the opportunity to explore new tools and resources at Empower. When you log in to your account for the first time, you will be prompted to create a username and password and complete multifactor authentication security steps. For Empower participants, your login information will remain the same.

### **Are there other ways for me to manage my account with Empower?**

- Once the transition is complete, you can manage your account online at Empower.com, by phone at 866-816-4400, or in person with your local dedicated retirement plan advisor, Claudia Leao, 562-233-8524, Claudia.leao@empower.com. You can also download the Empower app from your device's app store.

### **How do I download the Empower mobile app?**

- The Empower app is available on both iOS® and Android™ devices for mobile phones, tablets, and the Apple Watch®. Go to your device's app store and search for "Empower." Then simply download the app and log in with your new Empower username and password.

### **Will the same investment options be available through Empower?**

- As part of this process, the investments available will be upgraded to a best-in-class line-up that was selected with the help of the city's Investment Consultant, Mariner Institutional.

### **Is there any impact to my current fund selection(s)?**

- For MissionSquare participants, all variable assets will be mapped to the Qualified Default Investment Option which is based off your age. For the assets currently invested in the MissionSquare Plus fund, those will remain at MissionSquare for a period of 12 months. Once that time is up, the remaining balance will be transferred to the Guaranteed Income Fund at Empower which is the principal protection option.
- For Nationwide Participants, all variable assets will be mapped to the Qualified Default Investment Option which is based on your age. For assets currently invested into the Nationwide Fixed Account, per the contract of this account, this will remain at Nationwide and transfer to Empower at 20% per year for 5 years. When assets are received by Empower, they will be transferred to the Guaranteed Income Fund at Empower which is the principal protection option.
- For Empower participants, all variable assets will be mapped to the Qualified Default Investment Option which is based on your age. For assets currently invested into the Empower Fixed Account, per the contract of this account, this will remain in that account and transfer to the Empower Guaranteed Income fund at 20% per year for 5 years.
- For Empower participants that are currently enrolled into a professionally managed account at Empower, this service will continue with the new investment options available. You will not experience a gap in service.
- For all retired/separated participants that have money in one of the existing principal protection investment options, you can still take your distributions as you have in the past.

### **How will I be supported during this transition?**

- You will receive a formal announcement, a custom brochure in the mail and all the information you need to make informed decisions. Empower will host informational webinars and in-person workshops. Ongoing updates will be shared to ensure you're informed every step of the way. These meetings will occur before and after the transition. In addition, the Benefits Team from the City Human Resources Department is available to support you.