Welcome to Ascensus.

We're glad to serve you.

You and your employees can feel confident that transitioning your retirement plan to Ascensus will be seamless. As the nation's largest independent retirement services provider,[1] Ascensus and its experienced team of retirement professionals are excited to serve your business for years to come. Our commitment to providing plan sponsors with the highest level of service was recently recognized with the most Best in Class awards in the industry in the PLANSPONSOR 2019 Defined Contribution Survey.[2]

Our purpose is to help people save for what matters.

While the Ascensus name may be new to you, for more than a decade BB&T has relied on us as a trusted partner in administering hundreds of retirement plans on behalf of its clients. That's a key reason why we were selected as the provider best suited to serve your plan moving forward. Making the transition as easy as possible for you and your employees is our top priority, so we'll continue partnering closely with the BB&T team to ensure a smooth experience.

What matters to you, matters to us.

World-class service

BB&T clients give us high marks for proactive and responsive service. Each year, 100% of our clients are surveyed—every plan, every size—to ensure we're listening closely and continually improving. In fact, our overall client satisfaction (as measured by the industry standard, Net Promoter Score®) is designated world-class.[3] And that translates into a 96%[4] retention rate.

Investment independence

Our independence as a service provider means we're unbiased in the investment options you select—our sole focus is on serving your plan. You and your Investment Advisor are free to customize an investment lineup that's right for your employees. Our open architecture platform means the investments you choose will have no effect on plan pricing.

Retirement readiness

Ascensus believes in the power of financial security and takes a personalized approach to increasing savings and improving financial outcomes.

Our READY**SAVE**™ mobile app, offered in both English and Spanish, is backed by data analytics and behavioral science to help your employees make more informed decisions regarding their savings strategy.

Your employees will also have access to a comprehensive financial wellness program to help build confidence in their overall financial picture. The program is integrated into our platform and offered through Financial Finesse, the country's largest independent provider of unbiased workplace financial wellness programs. Employees who have used the program made significant improvements in the following areas:

- 149% more respondents felt on track for retirement[5]
- 87% more respondents felt prepared for emergencies[5]
- 79% more respondents felt comfortable with their amount of debt[5]

Personalized advice
Ascensus offers NextCapital Managed Advice, a managed account service that uses employee age, salary, savings, and more to create personalized retirement goals for each plan participant. Combining technological and financial expertise, Managed Advice then builds, implements, and manages optimized investment portfolios. NextCapital provides a better user experience at a lower employee cost than the managed account service you have access to now—with no cost to the plan.

Simplified plan administration and enhanced plan sponsor experience
Our people, technology, and advanced analytics combine to deliver robust online tools that help to inform and facilitate your plan design, administration, and monitoring. Streamlined online administration can be augmented by an Enhanced Administrative Service Experience delivered by our experienced service team.

Advanced analytics provide deep insights into plan trends and employee behaviors, which help us to identify opportunities to improve your plan health and performance over time. More broadly, data and behavioral science ensure that digital experiences are designed to make your job easier.

You'll also enjoy free access to the Ascensus-sponsored Certified Plan Sponsor Professional™ (CPSP) credential program, which can support you in confidently offering a retirement plan.

Expertise and consultative support
You can tap into one of the nation's largest ERISA retirement and legal compliance practices at no cost to the plan. Our more than 60 highly credentialed professionals continuously monitor legislative and regulatory changes—including those related to the COVID-19 pandemic—and actively advocate for you, our employer clients. We're committed to keeping you informed and prepared.

Transition with clarity, transparency, and confidence.

Your plan's best interests guide everything we do—and you can count on us to communicate with transparency, do the right thing, and deliver results that align to your goals. That's our promise, and it's how we live our values of People Matter. Quality First. Integrity Always.®

$327+ billion
in retirement, education, and healthcare savings assets under administration[6]

$173 billion
in retirement assets under administration[6]

115+ thousand
retirement plans administered[6]

3+ million
retirement plan participants[6]

2019 Retirement Leader of the Year[7]

Survey Snapshot:
What BB&T clients have said about Ascensus

"Customer service is top-notch"

"Communication is excellent"

"Fantastic client support"

"The customer service support is wonderful"

"I love the customer service and the immediate response"

Key information to know now.

Will my fees increase?
No, they will not increase.

Why is it in my best interest to sign the consent now?
The sooner you consent, the sooner we can activate your access to the transition website with specific details about the transition, as well as a host of additional educational resources. *Also, if you consent prior to November 15, 2020, we can ensure that your IRS-required Cycle 3 plan document restatement will be handled by Ascensus as part of the transition, if applicable.*

Who can help answer questions on the agreements in my packet?
If you have any questions before or after you sign the consent package, please reach out to your BB&T Retirement Plan Consultant.

How will I stay informed?
In addition to regular communication through your BB&T Retirement Plan Consultant, you'll have access to a comprehensive transition website with details about your timeline and Ascensus services.

Industry Leadership and Excellence in Technology

Recipient of the 2019 Ones to Watch Award from CIO and the CIO Executive Council[8]

Technology team named to the 2019 CIO 100 List[8]

We look forward to serving you and your employees.

[1]Cerulli Associates. *The Cerulli Report: U.S. Retirement Markets 2019.* March 2020.

[2]PLANSPONSOR. *2019 Defined Contribution Survey.* January 2020.

[3]Net Promoter Score (NPS) is a well-established metric that gauges client satisfaction by comparing the percentage of very satisfied customers (called Promoters) to the percentage of very dissatisfied customers (called Detractors).

[4]2019. Excludes plan terminations and mergers and acquisitions.

[5]Among employees who categorized themselves as stressed in their first Financial Wellness Assessment (FWA) and took the FWA two times with at least one year in between. Source: Financial Finesse. 2020.

[6]As of June 30, 2020.

[7]Fund Intelligence. Fund Intelligence Mutual Fund Industry Awards. April 2019.

[8]CIO and CIO Executive Council from IDG, Ones to Watch. 2019.

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