Reproduction of 401(k) Plan Participant Web Survey

Accessible Version

- This survey asks about your experience managing your 401(k) plan retirement savings after leaving your employer that provided the benefit. A 401(k) plan allows you and your employer to make tax-deferred contributions to an account to help you save for retirement.
- This survey will ask you questions about your experience with 401(k) plan rollovers even if you have never completed a rollover of your savings.
- This survey refers to IRAs, which are Individual Retirement Accounts provided by financial institutions that can also allow individuals to save for retirement on a tax-deferred basis, but are not related to an individual's employment.
- For the purpose of this survey, a "401(k) plan" does not include Roth 401(k) plans, 403(b) plans, 457 plans, or IRAs.
- This survey is not a test of your knowledge or familiarity with 401(k) plan rollovers. Please respond to the following questions to the best of your ability.
- This survey may take 25 to 30 minutes to complete.

Q1

Within the last 3 years, did you ever leave a job (for any reason) with an employer where you had accumulated savings in a 401(k) plan they provided? *Please answer no if you only changed positions while working for the same employer or if you had no savings in your plan. For the purpose of this survey, a "401(k) plan" does not include Roth 401(k) plans, 403(b) plans, 457 plans, or IRAs.*

1. Yes
2. No
3. I don't know or remember

Q2

Within the last 3 years, have you completed a rollover of your retirement savings from a 401(k) plan provided by your old employer to a 401(k) plan provided by a different employer? *For the purpose of this survey, a "401(k) plan" does not include Roth 401(k) plans, 403(b) plans, 457 plans, or IRAs. You completed a rollover if savings from your old 401(k) plan were deposited into a new 401(k) plan.*

1. Yes
2. No
3. I don't know or don't remember

Q3

After leaving your job where you had savings in your 401(k) plan, did you participate in another 401(k) plan offered by a different employer? *For the purpose of this survey, a "401(k) plan" does not include Roth 401(k) plans, 403(b) plans, 457 plans, or IRAs.*

1. Yes, I left my job at my old employer and went directly to work for a new employer where I began participating in a new 401(k) plan
2. Yes, I left my old job at my old employer and, after some time, went to work for a new employer where I began participating in a new 401(k) plan
3. Yes, I continued participating in a 401(k) plan from a different employer that I had at the same time
4. No, since I left my job at my old employer, I have not worked for another employer where I participated in their 401(k) plan
5. I don't know or remember

D1

When did you first begin contributing savings to a 401(k) plan? *Please consider any 401(k) plan you ever had during your career, not just your most recent plan.*

1. Less than 1 year ago
2. 1 to 3 years ago
3. 3 to 5 years ago
4. 5 to 10 years ago
5. More than 10 years ago
6. I don't know or remember

D2

Do you have a defined benefit (DB) pension plan from a current or former employer? *Please answer no if you had a DB plan and took a lump sum distribution.*

1. Yes
2. No
3. I don't know or remember

Did Not Do Rollover

Based on your responses, you were eligible to roll over your 401(k) plan savings to another 401(k) plan in the last 3 years but did not do so.

Your response to the following questions will help us understand your experience and reasons for not completing a plan-to-plan rollover and for doing something else instead. The questions will ask about:

(1) your overall 401(k) plan rollover experience,

(2) your interactions with your old 401(k) plan or employer, and

(3) your interactions with your new 401(k) plan or employer.

Throughout this survey, we refer to the 401(k) plan from which you could have withdrawn your savings after you left your job as your "old 401(k) plan," and the 401(k) plan to which you could have rolled over your savings as the "new 401(k) plan." We refer to this type of rollover as a "plan-to-plan" rollover, which is different from an "IRA-to-plan" or "plan-to-IRA" rollover.

If you left more than one job with employers where you had 401(k) plan savings in the last 3 years, please respond to the following questions based on your most recent experience.

Your overall 401(k) plan rollover experience

To start, we have some questions about your overall 401(k) plan rollover experience.

A4

What did you do with your old 401(k) plan savings after you left your job with your old employer?

a. Cashed out my old 401(k) plan savings (and did what I chose with it)
b. Left my savings in my old 401(k) plan
c. Rolled over my savings to an IRA
d. Rolled over my savings to an annuity
e. I'm not sure

A4_followup_e

You indicated that you aren't sure what you did with your old 401(k) plan savings after you left your job with your old employer. Why are you uncertain?

a. My financial advisor handled it for me and I'm not sure what they did

b. A family member or friend handled it for me and I'm not sure what they did

c. I don't remember the specific type of account that I moved my savings into

d. I don't remember what I used the money for after I cashed out the account

e. I didn't do anything with the savings and I'm not sure if it's still in my old plan or not

f. Other

A11

What portion of your old 401(k) plan savings did you leave in the plan?

1. Less than 50%
2. 50% to less than 100%
3. I don't know or remember

A13

What portion of your old 401(k) plan savings did you cash out? *"Cash out" refers to permanently withdrawing savings from your 401(k) plan after applicable taxes have been taken out. Please do not include in your response any amounts you may have subsequently rolled over into an IRA.*

1. Less than 50%
2. 50% to less than 100%
3. I don't know or remember

A15

What portion of your savings from your old 401(k) plan did you roll over to an IRA?

1. Less than 50%
2. 50% to less than 100%
3. I don't know or remember

A17

What portion of your savings from your old 401(k) plan did you roll over to an annuity?

1. Less than 50%
2. 50% to less than 100%
3. I don't know or remember

A5

When did you initially decide what to do with your old 401(k) plan savings? *The decision about what to do with your 401(k) plan savings may not be at the same time as when you took action to implement your decision.*

1. Before I left my job with my old employer
2. After I left my job with my old employer but before I started working for a new employer that provided my new 401(k) plan
3. After I started working for my new employer that provided my new 401(k) plan
4. I didn't make an active decision; I just didn't take any action after I left my job with my old employer
5. I don't know or remember

A7

At the time you made a decision, what was your understanding of what you could do with your old 401(k) plan savings after you left your job with your old company? *Your understanding of your options may not be the same as what is allowed. Please select the option(s) that best reflects your understanding when you made a decision.*

a. I could cash out some or all of my plan savings (and do what I choose)
b. I could roll over some or all of my plan savings to an IRA
c. I could roll over some or all of my plan savings to another 401(k) plan
d. I may be able to leave my savings in my old 401(k) plan
e. I could roll over some or all of my savings to an annuity
f. I don't know or remember

A8

After you started your job with your new employer, when did you take action to cash out or roll over savings from your old 401(k) plan? *Please select the option that reflects your best estimate of when you started the process.*

1. I had already taken action before I started my new job
2. Within 1 month after I started my new job
3. More than 1 month but less than 3 months after I started my new job
4. More than 3 months but less than 6 months after I started my new job
5. More than 6 months but less than 1 year after I started my new job
6. More than 1 year but less than 3 years after I started my new job
7. I don't know or remember

A9

Before you left your job, did you have any prior experience with plan-to-plan rollovers? *Please select the option that best reflects your experience with the plan-to-plan rollover process. A plan-to-plan rollover involves transferring savings from an old employer's 401(k) plan into a new employer's 401(k) plan.*

1. Yes, I completed a plan-to-plan rollover before
2. Yes, I attempted but did not complete a plan-to-plan rollover
3. No, but I previously completed a different type of rollover (plan-to-IRA or IRA-to-plan)
4. No, but I had some general knowledge about rollovers
5. No, I had no experience with or knowledge about rollovers
6. I don't know or remember

A10

How much savings was in your old 401(k) plan account at the time you left your job with your old employer? *Please select your best estimate of your entire 401(k) plan account balance, even if you did not roll over all of your savings to your new 401(k) plan.*

1. $1,000 or less
2. $1,001 to $5,000
3. $5,001 to $25,000
4. $25,001 to $50,000
5. $50,001 to $100,000

6. $100,001 to $150,000
7. $150,001 to $200,000
8. $200,001 to $250,000
9. More than $250,000
10. I don't know or remember

A12

Which of the following best explains why you left some or all of your savings in your old 401(k) plan?

1. I didn't make a decision about what to do with my plan savings so the savings remained in the plan
2. I withdrew some of my savings so the rest of it remained in the plan
3. I preferred my old 401(k) plan over my new 401(k) plan
4. I preferred my old 401(k) plan over an IRA
5. I preferred my old 401(k) plan over an annuity
6. I had a gap between jobs and didn't have a new 401(k) available for a plan-to-plan rollover at the time
7. My financial advisor recommended it
8. My friends, family, or co-workers recommended it
9. Other**:**
10. I don't know or remember

A12_followup_a

I preferred my old 401(k) plan over my new 401(k) plan because:

a. My old 401(k) plan charged lower fees
b. My old 401(k) plan provided more favorable company contributions
c. I preferred the investment options in my old 401(k) plan
d. My old 401(k) plan offered greater flexibility in terms of withdrawal options
e. I preferred the company that managed my old 401(k)

f. Other**:**

A12_followup_b

I preferred my old 401(k) plan over an IRA because:

a. My old 401(k) plan charged lower fees

b. My old 401(k) plan provided company contributions

c. I preferred the investment options in my old 401(k) plan

d. My old 401(k) plan offered greater flexibility in terms of withdrawal options

e. I preferred the company that managed my old 401(k)

f. Other:

A14

Which of the following best explains why you cashed out some or all of your savings from your old 401(k) plan?

1. I needed or wanted my savings
2. It was the easiest option for me to take my savings with me after I left my job with my old employer
3. I didn't have much saved in the plan so I didn't think it was worthwhile for me to complete a rollover to my new 401(k) plan or an IRA
4. I had a gap between jobs and didn't have a new 401(k) available for a plan-to-plan rollover at the time
5. I didn't think I had any other options
6. My financial advisor recommended it
7. My family, friends, or co-workers recommended it
8. Other:
9. I don't know or remember

A16

Which of the following best explains why you rolled over some or all of your savings from your old 401(k) plan to an IRA?

1. I didn't want to leave my savings in my old 401(k) plan because I no longer worked for that employer

2. I wanted to cash out some of my old 401(k) plan savings but had to close the entire account to do so
3. I already had an IRA and wanted to consolidate my old 401(k) plan savings with my IRA savings
4. I already had a relationship with or preferred the company that provided the IRA
5. It was easier to roll over my old 401(k) plan savings to an IRA than to my new 401(k) plan
6. I preferred the IRA over my old 401(k) plan
7. I preferred the IRA over my new 401(k) plan
8. My financial advisor recommended it
9. My family, friends, or co-workers recommended it
10. Other:
11. I don't know or remember

A16_followup_a

I preferred the IRA over my old 401(k) plan because:

a. The IRA charged lower fees
b. The IRA company had advisors that could provide me financial advice
c. I preferred the investment options in the IRA
d. The IRA offered greater flexibility in terms of withdrawal options
e. I preferred the company that managed the IRA
f. Other:

A16_followup_a

I preferred the IRA over my new 401(k) plan because:

a. The IRA charged lower fees
b. The IRA company had advisors that could provide me financial advice
c. I preferred the investment options in the IRA
d. The IRA offered greater flexibility in terms of withdrawal options

e. I preferred the company that managed the IRA

f. Other:

A18

Which of the following best explains why you rolled over some or all of your savings from your old 401(k) plan to an annuity?

1. I wanted to convert some or all of my old 401(k) plan savings into guaranteed lifetime income
2. I didn't want to leave my savings in my old 401(k) plan because I no longer worked for that employer
3. I wanted to cash out some of my old 401(k) plan savings but had to close the entire account to do so
4. I already had a relationship with or preferred the company that provided the annuity
5. It was easier to roll over my old 401(k) plan savings to an annuity than to my new 401(k) plan
6. My financial advisor recommended it
7. My family, friends, or coworkers recommended it
8. Other:
9. I don't know or remember

A19

Are your old 401(k) plan and your new 401(k) plan managed by the same or different companies? *Questions and requests about your 401(k) plan may be handled by the company your employer selects to manage the plan, such as through that company's Internet website or customer service representatives.*

1. Both plans were managed by the same company
2. Each plan was managed by a different company
3. I don't know or remember

A20

Did you consider doing a plan-to-plan rollover with your old 401(k) plan savings?

1. Yes

2. No

3. I don't know or remember

A6

Did any of the following factors influence what you did with your 401(k) plan savings after you left your job with your old employer? *In the responses below, your "401(k) plan" refers to the company your employer hires to manage your plan and "employer" refers to individuals who are employed by your company, such as those in human resources (HR).*

a. Materials or resources from my old 401(k) plan or employer

b. Materials or resources from my new 401(k) plan or employer

c. Outreach by a company that offered to roll over my savings to an IRA

d. My financial situation at the time

e. My own independent research (such as on the Internet)

f. Materials, resources, or information from the U.S. Department of Labor or the Internal Revenue Service (IRS)

g. My friends, family, or co-workers

h. An independent financial or retirement advisor not affiliated with my old or new 401(k) plan

i. My prior knowledge of or experience with rolling over retirement account savings

j. My limited time or patience

k. My understanding of financial topics including saving, investing and debt

l. My employment status at my new employer

m. Other:

n. I don't know or remember

A21

How far along in the overall plan-to-plan rollover process did you get? *A plan-to-plan rollover involves transferring savings from an old employer's 401(k) plan into a new employer's 401(k) plan.*

1. I considered the possibility of doing a plan-to-plan rollover but did no research and made no inquires about it

2. I did some general research (such as on the Internet) on plan-to-plan rollovers but did not make any inquiries to my 401(k) plan, employer, or consult their information about their process or requirements

3. I contacted my 401(k) plan, employer, or consulted their information to inquire about their rollover process and requirements but did not make a formal request for a plan-to-plan rollover

4. I submitted a request for a plan-to-plan rollover to my 401(k) plan or employer (such as by providing required documentation) but did not complete the process

5. I don't know or remember

A22

Which of the following explains why you did not consider a plan-to-plan rollover?

a. I didn't know it was an option

b. I didn't have time to think about it

c. I was not ready to consider it

d. I knew that another option was better for me

a. I had a gap between jobs and didn't have a new 401(k) plan available for a plan-to-plan rollover at the time

e. Other**:**

f. I don't know or remember

A23

Which of the following explains why you did not submit a request for a plan-to-plan rollover?

a. The rollover process seemed too difficult, confusing, or frustrating

b. The rollover process seemed too time-consuming

c. I couldn't get help to understand the process and complete the requirements

d. I was not ready to do the rollover

e. I decided that another option was better for me

f. Other**:**

g. I don't know or remember

A24

Which of the following explains why you did not complete a plan-to-plan rollover?

a. My old 401(k) plan wouldn't disperse my savings as I needed them to

b. My old 401(k) plan wouldn't provide documentation that my new 401(k) plan required

c. I didn't know or couldn't obtain the information my new 401(k) plan required

d. My new 401(k) plan didn't or couldn't receive the rollover savings my old 401(k) plan sent directly to them

e. My new 401(k) plan didn't or couldn't receive the rollover savings I sent to them myself

f. My new 401(k) plan refused to accept a rollover from my old 401(k) plan

g. I decided that another option would be easier

h. I became frustrated with the process and decided I didn't want to continue

i. I changed my mind and decided that another option was better for me

j. Other:

k. I don't know or remember

A25

How likely are you to try to do a plan-to-plan rollover in the future?

1. Very likely
2. Somewhat likely
3. Not too likely
4. Not at all likely
5. I don't know

The next set of questions will ask about your interactions with your old 401(k) plan or employer

A25_a

Were you (and your spouse, if applicable) the sole participant(s) in your old 401(k) plan? *Answer yes if you were the business owner and served as both the employer and employee in your old company that provided your 401(k) plan?*

a. Yes

b. No

c. I don't know or remember

A26

Did you interact with your old 401(k) plan and/or your old employer regarding what you decided to do with your plan savings after you left your job? *Your "401(k) plan" refers to the company your employer hires to manage your plan and "employer" refers to individuals who are employed by your company, such as those in human resources (HR). Interactions can occur by phone, paper mail, email, in-person, or through a website.*

1. I interacted with my old 401(k) plan only
2. I interacted with my old employer only
3. I interacted with both my old 401(k) plan and old employer
4. I did not interact with either my old 401(k) plan or old employer
5. I don't know or remember

A27

Did your old 401(k) plan or employer provide any unsolicited written information that explained what you can do with your plan savings and their tax consequences around the time or after you left your job? *"Unsolicited written information" in this question refers to information they provided to you without you asking for it regarding options for your plan savings and their tax consequences. This does not refer to regular mailing of your account statements. Please select the option that best reflects the information you received, regardless of whether you fully read or understood the information.*

1. Yes, I periodically received this information while I was working for my old employer
2. Yes, I received this information at or around the time my employer became aware that I would be leaving my job
3. Yes, I received this information at or around the time I left my job with my old employer
4. Yes, I received this information after I had started working at my new job
5. No, I never received this type of information
6. I don't know or remember

A27_followup

When did you receive the unsolicited written information explaining what you can do with your plan savings and the tax consequences?

1. I received it before I decided what to do with my plan savings
2. I received it at or around the time I decided what to do with my plan savings
3. I received it after I had decided what to do with my plan savings
4. I don't know or remember

A28

Did you read the unsolicited written information provided by your old 401(k) plan or employer about what you could do with your plan savings and their tax consequences after you leave your job?

1. I read most or all of the information
2. I read some of the information
3. I read only a little of the information
4. I did not read any of the information
5. I don't know or remember

A28_followup_4

I did not read any of the information, because:

1. I was already familiar with the options for my savings and their tax consequences
2. I never got around to it
3. I wasn't interested
4. I didn't have the time
5. It seemed complicated
6. I lost or misplaced it
7. I don't know or remember

A29

What was your level of understanding of the unsolicited written information provided by your old 401(k) plan or employer?

1. I understood most or all of the information
2. I understood some of the information
3. I understood only a little of the information
4. I did not understand any of the information
5. I don't know or remember

A30

Based on the unsolicited written information from your old 401(k) plan or employer, what was your understanding about what you could do with your retirement plan savings after you left your job?

a. I could cash out some or all of my plan savings (and do what I choose)
b. I could roll over some or all of my plan savings to an IRA
c. I could roll over some or all of my plan savings to another 401(k) plan
d. I could roll over some or all of my savings to an annuity
e. Other**:**
f. I don't know or remember

A31

How useful was the unsolicited written information from your old 401(k) plan or employer in helping you understand what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

A32

What could have made the unsolicited written information from your old 401(k) plan or employer more useful in helping you understand what you could do with you plan savings after you left your job?

a. It could have been more to the point

b. It could have been written in a way that was easier to understand

c. It could have explained my options using example scenarios

d. It could have explained the necessary steps to implement the various options

e. It could have referred me to someone I could contact to answer my questions

f. It could have been provided electronically

g. could have been provided earlier

h. Other**:**

i. Nothing, because I was already familiar with what I could do with my plan savings

j. I don't know or remember

A32_b

Why did you find the unsolicited written information from your old 401(k) plan or employer to be very useful in helping you understand what you could do with you plan savings after you left your job?

a. It was to the point

b. It was written in a way that was easy to understand

c. It explained my options using example scenario

d. It explained the necessary steps to implement the various options

e. It referred me to someone I could contact to answer my questions

f. It was provided electronically

g. It was provided in a timely manner

h. Other**:**

i. I don't know or remember

A33

Based on the unsolicited written information from your old 401(k) plan or employer, what was your understanding of the tax consequences of what you could do with your plan savings after you left your job?

Category	Yes	No	Don't know or remember
If I roll over my plan savings to another 401(k) plan, an IRA, or an annuity, I can avoid paying taxes until I take a withdrawal	1	2	3
If I cash out any or all of my plan savings, I must pay taxes and potentially also early withdrawal penalties	1	2	3
If I cash out my plan savings and then decide to roll over my entire account balance to another 401(k) plan, an IRA, or an annuity, I must add additional funds to make up for federal taxes that were withheld and deposit the savings into the new plan within 60 days to avoid taxes and potential penalties	1	2	3
If I leave my savings in my old 401(k) plan, I can avoid paying taxes until I take a withdrawal	1	2	3
Other: [Text box, PIN]	1	2	3

A34

How useful was the unsolicited written information from your old 401(k) plan or employer in helping you understand the tax consequences of what you can do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

A35

What could have made the unsolicited written information from your old 401(k) plan or employer more useful in helping you understand the tax consequences of what you can do with your plan savings after you left your job?

a. It could have been more to the point

b. It could have been written in a way that was easier to understand

c. It could have explained tax consequences using example scenarios

d. It could have referred me to someone I could contact to answer my questions

e. It could have been provided electronically

f. It could have been provided earlier

g. Other**:**

h. Nothing, because I was already familiar with the tax consequences of what I could do with my plan savings

i. I don't know or remember

A35_b

Why did you find the unsolicited written information from your old 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you could do with you plan savings after you left your job?

a. It was to the point

b. It was written in a way that was easy to understand

c. It explained tax consequences using example scenarios

d. It referred me to someone I could contact to answer my questions

e. It was provided electronically

f. It was provided in a timely manner

g. Other**:**

h. I don't know or remember

A36

Which of the following resources from your old 401(k) plan or employer did you use to help you decide what do to with your plan savings after you left your job? *These resources do not refer to the unsolicited written information discussed in the prior questions. Your plan or employer may not have made any or all of these resources available.*

a. Materials or presentations (either online, print, or provided in-person) that explained the options for what I could do with my plan savings

b. Online calculators or interactive tools that allowed me to enter information about my situation to see the potential effects of different options on my retirement savings or tax obligations

c. A computer application or robo-advisor that provided advice or recommendations about a specific option based on my individual circumstances or financial situation

d. Ability to speak with someone who could explain my options and answer general questions

e. Ability to speak with someone who could provide advice or recommendations based on my individual circumstances or financial situation

f. None of the above

g. I don't know or remember

Base: if any of A36_a to e=1

A37 [S]

How useful were the resources from your old 401(k) plan or employer in helping you understand what you can do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

Base: if A37=2 OR 3 OR 4

A38

What could have made the resources from your old 401(k) plan or employer more useful in helping you understand what you could do with your plan savings after you left your job?

a. I could have been made better aware that the resources were available

b. The resources could have been easier to access

c. The resources could have been more to the point

d. The resources could have been easier to understand

e. The resources could have explained the options by using example scenarios

f. I could have been encouraged to use the resources

g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

A38_b

Why did you find the resources from your old 401(k) plan or employer to be very useful in helping you understand what you could do with your plan savings after you left your job?

a. I was made well-aware that the resources were available

b. The resources were easy to access

c. The resources were to the point

d. The resources were easy to understand

e. The information could have explained the necessary steps to implement the various options

f. The resources explained the options by using example scenarios

g. I was encouraged to use the resources

h. The resources helped me consolidate my retirement savings in my new 401(k) plan

i. Other**:**

j. I don't know or remember

A39

How useful were the resources from your old 401(k) plan or employer in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

A40

What could have made the resources from your old 401(k) plan or employer more useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I could have been made better aware that the resources were available

b. The resources could have been easier to access

c. The resources could have been more to the point

d. The resources could have been easier to understand

e. The resources could have explained the options by using example scenarios

f. I could have been encouraged to use the resources

g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

A40_b

Why did you find the resources from your old 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I was made well-aware that the resources were available

b. The resources were easy to access

c. The resources were to the point

d. The resources were easy to understand

e. The resources explained the options by using example scenarios

f. I was encouraged to use the resources

g. The resources helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

A41

Before you made a decision about what to do with your old 401(k) plan savings, did you know that you may be able to keep your plan savings in your old 401(k) plan after you left your job?

1. Yes, I assumed I could take no action and leave my savings in the plan
2. Yes, because I had already kept my savings in my old 401(k) plan for a period of time after I left my job
3. Yes, I knew that I keeping my savings in my old 401(k) plan after I leave my job may be an option
4. No, I did not know I may be able to keep my savings in my old 401(k) plan after I leave my job
5. I don't know or remember

A42

How did you learn that you may be able to keep your plan savings in your old 401(k) plan after you left your job?

a. Materials, resources, or information provided by my old 401(k) plan or employer
b. Materials, resources, or information from the U.S. Department of Labor or the Internal Revenue Service (IRS)
c. My own independent research (such as on the Internet)
d. Friends, family, or co-workers
e. My financial or retirement advisor
f. My prior knowledge or experience managing my 401(k) plan savings after leaving jobs that I had before
g. I don't know or remember

A43

After you left your job with your old employer, did the company that managed your old 401(k) plan provide you information about or offer to roll over your savings to an IRA? *Information about or an offer to roll over to an IRA could have been made in-person, by phone, by email or paper mail, or through their Internet website.*

1. Yes
2. No
3. I don't know or remember

A44

Did you accept the company's option to roll over your 401(k) plan savings to an IRA?

1. Yes
2. No
3. I don't know or remember

Inquired Plan-to-Plan Rollover – Old Plan

Your responses indicate you inquired about and/or made a formal request for a plan-to-plan rollover. The next set of questions will continue to ask about your experience with your old 401(k) plan or employer regarding plan-to-plan rollovers.

A45

How did you obtain information about your old 401(k) plan's rollover process and/or requirements?

a. I obtained information from my old 401(k) plan
b. I obtained information from my old employer
c. I didn't have to because my new 401(k) plan or employer did that for me
d. I didn't have to because my retirement or financial advisor did that for me
e. I don't know or remember

A45_followup_a

I obtained information from my old 401(k) plan:

i. From their website
ii. In person
iii. By phone
iv. By email
v. By fax
vi. By paper mail
vii. I don't know or remember

A45_followup_b

I obtained information from my old employer:

i. From their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don't know or remember **[S, PIN]**

A46

What did your old 401(k) plan require from you to process your plan-to-plan rollover request?

Category	Required	Did Not Require	Don't know or remember
Complete, sign, and submit a form to request a rollover of my savings to my new 401(k) plan	1	2	3
Specify the amount or percentage of my plan savings I want to roll over to my new 401(k) plan	1	2	3
Provide information about whether my plan savings should be sent by check or electronic transfer	1	2	3
Provide information about whether my plan savings should be sent to me or to my new 401(k) plan	1	2	3
Confirm my personal information, such as my name and current address	1	2	3
Other: [Text box, PIN]	1	2	3

A47

Overall, how challenging was it to understand your old 401(k) plan's requirements for a plan-to-plan rollover?

a. Very challenging

b. Somewhat challenging

c. Not too challenging

d. Not at all challenging

e. I don't know or remember

A48

Why was it challenging to understand your old 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't know who to ask or where to look for information about what my old 401(k) plan required for a rollover

b. I didn't understand why my old 401(k) plan needed what it asked of me

c. The instructions for the rollover request form were complicated and difficult to understand

d. I was unclear how some of the questions or information being asked in the rollover request form applied to my situation

e. I didn't understand the roles and responsibilities of my old and new 401(k) plan in completing my rollover

f. There were too many steps to follow to go through my old 401(k) plan's rollover process

g. No one from my old 401(k) plan or employer was available to help me

h. I didn't have help from an independent financial or retirement advisor

i. Other**:**

j. I don't know or remember

Requested Rollover

Your responses indicated that you submitted a request for a plan-to-plan rollover of your savings from your old 401(k) plan to your new 401(k) plan. The next set of questions will continue to ask about your experience with your old 401(k) plan or employer regarding your plan-to-plan rollover request.

A49

How did you request a rollover of your old 401(k) plan savings?

a. I made a request from my old 401(k) plan

b. I made a request from my old employer

c. My new 401(k) plan or employer did it for me

d. My retirement or financial advisor did it for me

e. I don't know or remember

A49_followup_a

I made a request from my old 401(k) plan:

i. From their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don't know or remember

A49_followup_b

I made a request from my old employer:

i. From their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don't know or remember

A50

Overall, how challenging was it to comply with your old 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

A51

Why was it challenging for you to comply with your old 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't fully understand the form

b. I couldn't get any help to complete the rollover request form

c. I didn't have or know where to get some of the information my old 401(k) plan's form required

d. I didn't know where to send the completed form

e. It took too much time or effort to do what was required

f. My old 401(k) plan told me what was required but did not help me do what they needed

g. My old 401(k) plan did not help with what my new 401(k) plan required

h. It was difficult to know what was happening because my old and new 401(k) plans did not communicate with each other directly

i. My old 401(k) did not keep me updated on the status of the rollover request

j. Other

k. I don't know or remember

A52

What could have helped you complete your old 401(k) plan's requirements for a plan-to-plan rollover?

a. My old and new 401(k) plans could have followed a standardized process and forms

b. My old and new 401(k) plan could have worked directly with each other

c. My old 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

d. My new 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms

e. An independent financial or retirement advisor could have helped me complete the rollover process, such as completing or submitting the required forms

f. Other:

g. I don't know or remember

A53

Did your old 401(k) plan charge any fees to roll over plan savings?

1. Yes
2. No
3. I don't know or remember

A53_followup_a

What was the total amount of the fees that your old 401(k) plan charged to roll over savings to another 401(k) plan?

1. Less than $50
2. $50 or more
3. I don't know or remember

A54

After you submitted your rollover request, how many additional times did you contact your old 401(k) plan or employer to follow-up on your request?

1. None, the initial request was the only one I made
2. 1 time
3. 2 to 3 times
4. 4 times or more
5. I don't know or remember

A55

Overall, how satisfied were you with how your old 401(k) plan or employer addressed your rollover request?

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied

4. Not at all satisfied

5. I don't know or remember

A56

Which of the following explains why you were not more satisfied with how your old 401(k) plan or employer addressed your rollover request?

a. It took a long time for my old 401(k) plan or employer to process my request and send my savings

b. My old 401(k) or employer wouldn't send my savings directly to my new 401(k) plan

c. I had to contact my old 401(k) plan or employer several times to get them to process my request and send my savings

d. The status of my request or the cause of delays were not always clear

e. My old 401(k) plan or employer didn't withhold the proper amount of taxes before sending me my plan savings

f. The company that managed my old 401(k) plan tried to discourage me from completing a plan-to-plan rollover

g. I had a problem with the fees they charged

h. Other:

i. I don't know or remember

A56_followup_g

What problems did you have with the fees your old 401(k) plan charged for rollovers?

a. I felt that the fees were too high

b. My plan did not clearly explain the fees

c. I was charged fees that I did not expect to be charged

d. Other:

The next set of questions will ask about your interactions with your new 401(k) plan or employer.

A56_b [S]

Were you (and your spouse, if applicable) the sole participant(s) in your new 401(k) plan? *Answer yes if you were the business owner and served as both the employer and employee in your new company that provided your 401(k) plan?*

a. Yes

b. No

c. I don't know or remember

A58_pre

At the time you began participating in a 401(k) plan offered by your new employer, did you have any savings remaining in your old 401(k) plan from your old employer?

1. Yes

2. No

3. I don't know or remember

A58

Did you interact with your new 401(k) plan or your new employer regarding what you decided to do with your plan savings after you left your job? *An interaction could have occurred in-person, by phone, by email or paper mail, or through their Internet website.*

1. I interacted with my new 401(k) plan only
2. I interacted with my new employer only
3. I interacted with both my new 401(k) plan and new employer
4. I did not interact with either my new 401(k) plan or new employer
5. I don't know or remember

A59

What information did your new employer provide about your new 401(k) plan at or around the time you were first hired?

Category	Provided	Did not provide	Don't know or remember
General information about the terms of the plan and employee eligibility to join	1	2	3
Plan forms, such as those to sign up, specify the amount of employee contribution, and designate beneficiaries	1	2	3
Information about eligibility to roll over savings from other 401(k) plans or IRAs	1	2	3
Other:_____	1	2	3

A65

Did the company that managed your new 401(k) plan provide you information about or offer to roll over your savings to an IRA after you started your new job? *Information about or an offer to roll over to an IRA could have been made in-person, by phone, by email or paper mail, or through their Internet website.*

a. Yes

b. No

c. I don't know or remember

A66

Did you accept the company's option to roll over your 401(k) plan savings to an IRA?

a. Yes

b. No

c. I don't know or remember

A57

Did you look into whether your new 401(k) plan accepted rollovers from other 401(k) plans? *Please answer no if you assumed or already knew your plan accepted rollovers.*

1. Yes

2. No

3. I don't know or remember

A57_a

How did you look into whether your new 401(k) plan accepted rollovers from other 401(k) plans?

a. I talked to someone from my new plan or new employer about it during new employee orientation or other on-boarding activities

b. I talked to a co-worker at my new employer

c. I checked my new 401(k) plan's documents (printed or on their website)

d. I contacted a representative of my new 401(k) plan

e. I asked my financial or retirement advisor about it

f. I don't know or remember

A57_b

Why didn't you look into whether your new 401(k) plan accepted rollovers from other 401(k) plans?

a. I already knew my new 401(k) plan would accept my rollover

b. I was not interested in pursuing a plan-to-plan rollover

c. I assumed my new 401(k) plan would accept my rollover

d. I didn't need to because someone from my new plan or new employer told me during new employee orientation or other on-boarding activities

e. I didn't need to because my new 401(k) plan's documents (printed or on their website) said whether the plan accepted rollovers

f. I didn't need to because my new 401(k) plan proactively encouraged me to roll over savings from my old 401(k) plan

g. I didn't need to because my financial or retirement advisor looked into it for me

h. I don't know or remember

A60

Which of the following resources from your new 401(k) plan or employer did you use to help you decide what do to with your plan savings after you left your job? *Your plan or employer may not have made any or all of these resources available.*

a. Materials or presentations (either online, printed, or provided in-person) that explained the options for what I could do with my plan savings

b. Online calculators or interactive tools that allowed me to enter information about my situation to see the potential effects of the different options on my retirement savings or tax obligations

c. Ability to speak with someone who could explain my options and answer my general questions

d. A computer application or robo-advisor that provided advice or recommendations about a specific option based on my individual circumstances or financial situation

e. Ability to speak with someone who provided me advice or a recommendation about a specific option based on my individual circumstances or financial situation

f. None of the above

I don't know or remember

A61

How useful were the resources from your new 401(k) plan or employer in helping you understand what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

A62

What could have made the resources from your new 401(k) plan or employer more useful in helping you understand what you could do with your old 401(k) plan savings after you left your job?

a. I could have been made better aware that the resources were available

b. The resources could have been easier to access

c. The resources could have been more to the point

d. The resources could have been easier to understand

e. The resources could have explained the options by using example scenarios

f. I could have been encouraged to use the resources

g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan

h. Other

i. I don't know or remember

A62_b

Why did you find the resources from your new 401(k) plan or employer to be very useful in helping you understand what you could do with your old 401(k) plan savings after you left your job?

a. I was made well-aware that the resources were available

b. The resources were easy to access

c. The resources were to the point

d. The resources were easy to understand

e. The resources explained the options by using example scenarios

f. I could was encouraged to use the resources

g. The resources helped me consolidate my retirement savings in my new 401(k) plan

h. Other

i. I don't know or remember

A63

How useful were the resources from your new 401(k) plan or employer in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

A64

What could have made the resources from your new 401(k) plan or employer more useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I could have been made better aware of the resources

b. The resources could have been more to the point

c. The resources could have been easier to understand

d. The resources could have explained the tax consequences by using example scenarios

e. I could have been encouraged to use the resources

f. The resources could have helped me consolidate my retirement savings in my new 401(k) plan

g. Other**:**

h. I don't know or remember

A64_b

Why did you find the resources from your new 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I was made well-aware of the resources

b. The resources were to the point

c. The resources were easy to understand

d. The resources explained the tax consequences by using example scenarios

e. I was encouraged to use the resources

f. The resources helped me consolidate my retirement savings in my new 401(k) plan

g. Other:

h. I don't know or remember

Inquired Plan-to-Plan Rollover

Your responses indicate you inquired about and/or made a formal request for a plan-to-plan rollover. The next set of questions will continue to ask about your experience with your new 401(k) plan regarding plan-to-plan rollovers.

A67

How did you obtain information about your new 401(k) plan's rollover process and/or requirements?

a. I obtained information from my new 401(k) plan

b. I obtained information from my new employer

c. I didn't have to because my retirement or financial advisor did that for me

d. I don't know or remember

A67_followup_a

I obtained information from my new 401(k) plan:

i. From their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don't know or remember

A67_followup_b

I obtained information from my new employer:

viii. From their website

ix. In person

x. By phone

xi. By email

xii. By fax

xiii. By paper mail

xiv. I don't know or remember

A68

What did your new 401(k) plan require to process a plan-to-plan rollover request?

Category	Required	Did Not Require	Don't know or remember
Complete, sign, and submit a form to request a rollover of my old 401(k) plan savings to the new 401(k) plan	1	2	3
Specify the amount or percentage of my old 401(k) plan savings that I wanted to roll over to my new 401(k) plan	1	2	3
Provide a copy of my recent account statement(s) from my old 401(k) plan	1	2	3
Show that my savings to be rolled over (from my old plan) came from an eligible 401(k) plan under federal tax rules	1	2	3
Specify the method that I or my old 401(k) plan would use to send my rollover savings to my new 401(k) plan	1	2	3
Other:	1	2	3

A69

Overall, how challenging was it to understand your new 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

A70

Why was it challenging for you to understand your new 401(k) plan's rollover requirements?

a. I didn't know who to ask or where to look for information about what my new 401(k) plan required for a rollover

b. I didn't understand why my new 401(k) plan needed what it asked of me

c. The instructions for the rollover request form were complicated and difficult to understand

d. I was unclear how some of the questions or information being asked in the rollover request form applied to my situation

e. I didn't understand the roles and responsibilities of my old and new 401(k) plan in completing my rollover

f. There were too many steps to follow to go through my new 401(k) plan's rollover process

g. No one from my new 401(k) plan or employer was available to help me

h. I didn't have help from an independent financial or retirement advisor

i. Other:

j. I don't know or remember

Request Plan-to-Plan Rollover

Your responses indicated that you submitted a request for a plan-to-plan rollover of your savings from your old 401(k) plan to your new 401(k) plan. The next set of questions will continue to ask about your experience with your new 401(k) plan regarding your plan-to-plan rollover request.

A71

How did you request a rollover of your savings to your new 401(k) plan?

a. I made a request from my new 401(k) plan

b. I made a request from my new employer

c. My retirement or financial advisor did it for me

d. I didn't; I only submitted a rollover request to my old 401(k) plan

e. I don't know or remember

A71_followup_a

I made a request to my new 401(k) plan:

i. On their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don’t know or remember

A71_followup_b

I made a request to my new employer:

i. On their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don’t know or remember

A73

Did you attempt to certify to your new 401(k) plan that your savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

1. Yes
2. No
3. I don’t know or remember

A73_followup

Why didn’t you attempt to certify to your new 401(k) plan that your savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

1. My new plan never asked for this certification
2. The requirements for certification were too difficult
3. I changed my mind about pursuing a plan-to-plan rollover
4. Other:
5. I don’t know or remember

A72

What did your new 401(k) plan require from you to show or certify that your savings to be rolled over from your old 401(k) plan come from an eligible plan under federal tax rules?

1. I had to ask my old 401(k) plan to fill out and sign a paper certification form provided by my new 401(k) plan
2. I had to ask my old 401(k) plan to fill out and sign an electronic certification form provided by my new 401(k) plan
3. I had to ask my old 401(k) plan to provide a certification letter from the IRS to my new 401(k) plan
4. I had to ask my old 401(k) plan to provide a letter to my new 401(k) plan stating that my old 401(k) plan has an IRS certification letter:
5. Other**:**
6. I don't know or remember

A72_follow_up_a

How did you provide the completed paper certification form to your new 401(k) plan?

1. My old 401(k) plan mailed the completed form directly to my new 401(k) plan
2. My old 401(k) plan return returned the completed form to me and then I mailed the form to the new 401(k) plan
3. I did not provide the form
4. I don't know or remember

A72_follow_up_b

How did you provide the completed electronic certification form to your new 401(k) plan?

1. My old 401(k) plan sent the completed form directly to my new 401(k) plan
2. My old 401(k) plan returned the completed form to me and then I sent the form to my new 401(k)
3. I did not provide the form
4. I don't know or remember

A72_follow_up_c

How did you provide the certification letter from the IRS to your new 401(k) plan?

1. My old 401(k) plan sent the letter directly to my new 401(k) plan

2. My old 401(k) plan sent the letter to me and then I sent the letter to my new 401(k) plan

3. I did not provide the form

4. I don't know or remember

A72_follow_up_d

How did you provide the letter stating that your old 401(k) plan has an IRS certification letter to your new 401(k) plan?

1. My old 401(k) plan sent the letter directly to my new 401(k) plan

2. My old 401(k) plan sent the letter to me and then I sent the letter to my new 401(k) plan

3. I did not provide the letter

4. I don't know or remember

A74

How challenging was it for you to show or certify that the savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

1. Very challenging

2. Somewhat challenging

3. Not too challenging

4. Not at all challenging

5. I don't know or remember

A75

Why was it challenging to show or certify that the savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

a. I didn't fully understand what my new 401(k) plan needed me to do

b. I had trouble getting my old 401(k) plan to fill out and return the certification form

c. I had to ask my old 401(k) plan for additional information or resubmit the form to my new 401(k) plan

d. The rollover could not be completed without the certification form which had to be sent by paper mail which took a long time

e. It was difficult to be the intermediary between my new 401(k) plan that required the documentation and my old 401(k) plan that needed to provide it

f. My old and new 401(k) plan did not work together to process my rollover request

g. The certification process was not standardized because my old and new 401(k) plan had different procedures, requirements, or forms

h. I didn't know whether I should contact my old or new 401(k) plan or employer to answer my questions about the process

i. Other**:**

j. I don't know or remember

A76

Were you able to show or certify to your new 401(k) plan that your savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

1. Yes
2. No
3. I don't know or remember

A77

Overall, how challenging was it to comply with your new 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

A78

Why was it challenging for you to comply with your new 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't fully understand the form

b. I couldn't get any help to complete the form

c. I didn't have or know where to get some of the information my new 401(k) plan's form required

d. I didn't know where to send the completed form(s)

e. My new 401(k) plan did not accept forms electronically and mailing paper forms took a long time

f. It took too much time or effort

g. My new 401(k) plan told me what was required but did not help me do what was needed

h. My old 401(k) plan did not help me with what my new 401(k) plan required

i. It was difficult to know what was happening because my old and new 401(k) plan did not communicate with each other directly

j. Other**:**

k. I don't know or remember

A79

What could have helped you complete your new 401(k) plan's requirements for a plan-to-plan rollover?

a. My old and new 401(k) plans could have followed a standardized process and forms

b. My old and new 401(k) plan could have worked directly with each other

c. My old 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

d. My new 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

e. An independent financial or retirement advisor could have helped me complete the rollover process, such as completing or submitting the required forms

f. Other:

g. I don't know or remember

A80

Did your new 401(k) plan charge any fees to roll over plan savings from another 401(k) plan?

1. Yes
2. No
3. I don't know or remember

A80_followup_a

What was the total amount of the fees that your new 401(k) plan charged to roll over savings from another 401(k) plan?

a. Less than $50
b. $50 or more
c. I don't know or remember

A81 [S]

After you submitted your rollover request, how many additional times did you need to contact your new 401(k) plan or employer to follow-up on your request?

1. None, the initial request was the only one I made
2. 1 time
3. 2 or 3 times
4. 4 times or more
5. I don't know or remember

A82

Overall, how satisfied were you with how your new 401(k) plan or employer addressed your request for a plan-to-plan rollover?

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied

5. I don't know or remember

A83

Which of the following explains why you were not more satisfied with how your new 401(k) plan implemented your request for a plan-to-plan rollover?

a. It took a long time for my new 401(k) plan to process my request and receive my rollover savings

b. My new 401(k) plan would not accept an electronic transfer from my old 401(k) plan

c. I had to contact my new 401(k) plan several times to get them to process my request and accept my rollover savings

d. The status of my rollover request or the cause of delays were not always clear

e. My new 401(k) plan would not work with my old 401(k) plan directly to obtain information they needed and to process the transfer of my savings

f. The company that managed my new 401(k) plan tried to discourage me from completing a plan-to-plan rollover

g. I had problems with the fees my new 401(k) plan charged

h. Other**:**

i. I don't know or remember

A83_followup_g

What problems did you have with the fees your new 401(k) plan charged?

a. I felt that the fees were too high

b. My plan did not clearly explain the fees

c. I was charged fees that I did not expect to be charged

d. Other:

Hypothetical Options

The next set of questions will ask about several hypothetical options related to tracking, consolidating, and managing 401(k) plan savings.

A84

Based on your experience with 401(k) plan rollovers, would you have wanted to have access to a secure website (at no cost to you) that included information about all your 401(k) plans from your entire career? *Information would include account balance, plan provider contact information, and other plan details.*

1. Yes
2. No
3. Not sure

A85

Based on your experience with 401(k) plan rollovers, would you have wanted to have the ability to do a plan-to-plan rollover online without having to submit paperwork or speak with anyone?

1. Yes
2. No
3. Not sure

A86

Based on your experience with 401(k) plan rollovers, would you have wanted your 401(k) plan savings to be transferred automatically from your old plan to your new plan after you left your job without you having to take any action? Y*ou would have time to consider the option and opt out of the transfer if you preferred.*

1. Yes
2. No
3. Not sure

A87

Based on your experience with 401(k) plan rollovers, would you have wanted to have one lifetime retirement savings plan that stayed with you throughout your career (even if you change jobs), that you and your current employer could contribute to?

1. Yes
2. No
3. Not sure

A88

Based on your experience with 401(k) plan rollovers, would you have wanted your savings in any inactive 401(k) plans (from prior jobs) to be transferred automatically and consolidated into a separate single plan, that guaranteed your savings would not be reduced by fees or charges, until you were ready to take withdrawals or roll over those savings? *You would have time to consider the option and opt out if you preferred.*

1. Yes
2. No
3. Not sure

Did Do Rollover

Based on your responses, you completed a rollover of your 401(k) plan savings to another 401(k) plan in the last 3 years.

Your responses to the following questions will help us understand your reasons for and experiences with a plan-to-plan rollover. The questions will ask about:

(1) your overall 401(k) plan rollover experience,

(2) your interactions with your old 401(k) plan or employer, and

(3) your interactions with your new 401(k) plan or employer.

Throughout this survey, we refer to the 401(k) plan from which you could have withdrawn your savings after you left your job as your "old 401(k) plan," and the 401(k) plan to which you could have rolled over your savings as the "new 401(k) plan." We refer to this type of rollover as a "plan-to-plan" rollover, which is different from an "IRA-to-plan" or "plan-to-IRA" rollover.

If you have completed more than one plan-to-plan rollover in the last 3 years, please respond to the following questions based on your most recent experience.

B4

When did you initially decide you were going to roll over your retirement savings from your old to your new 401(k) plan? *The decision to roll over your 401(k) plan savings may not be at the same time as when you rolled over your savings. If you have completed more than one plan-to-plan rollover in the last 3 years, please respond to the following questions based on your most recent experience.*

1. Before I left my job with my old employer
2. After I left my job with my old employer but before I started working for another employer that provided me the new 401(k) plan
3. After I started working for another employer that provided me the new 401(k) plan
4. I don't know or remember

B12

Which of the following best explains why you decided to complete a plan-to-plan rollover?

1. I wanted to consolidate my 401(k) plan savings together in my current employer's plan
2. I preferred my new 401(k) plan over my old 401(k) plan

3. My old 401(k) plan did not allow me to withdraw some of my savings and keep the remaining balance in the plan
4. My new 401(k) plan actively encouraged me to roll over my savings from my old 401(k) plan
5. My new employer actively encouraged me to roll over my savings from my old 401(k) plan
6. I preferred my new 401(k) plan over an IRA
7. I preferred my new 401(k) plan over an annuity
8. My financial advisor recommended it
9. My friends, family, or co-workers recommended it
10. Other:
11. I don't know or remember

B12_followup_b

I preferred my new 401(k) plan over my old 401(k) plan because:

a. My new 401(k) plan charged lower fees
b. My new 401(k) plan provided more favorable company contributions
c. I preferred the investment options in my new 401(k) plan
d. My new 401(k) plan offered greater flexibility in terms of loans or withdrawal options
e. I preferred the company that managed my new 401(k)
f. Other:

B12_followup_e

I preferred my new 401(k) plan over an IRA because:

a. My new 401(k) plan charged lower fees
b. My new 401(k) plan provided company contributions
c. I preferred the investment options in my new 401(k) plan
d. My new 401(k) plan offered greater flexibility in terms of loans and withdrawal options

e. I preferred the company that managed my new 401(k)

f. Other:

B5

Did any of the following factors influence your decision to roll over your retirement savings from your old to your new 401(k) plan? *In the responses below, your "401(k) plan" refers to the company your employer hires to manage your plan and "employer" refers to individuals who are employed by your company, such as those in human resources (HR).*

a. Materials or resources provided by my old 401(k) plan or old employer

b. Materials or resources provided by my new 401(k) plan or new employer

c. My financial situation at the time

d. My new 401(k) plan or new employer actively encouraged me to do a rollover

e. My own independent research (such as on the Internet)

f. Materials, resources, or information from the U.S. Department of Labor or the Internal Revenue Service (IRS)

g. My friends, family, or co-workers

h. An independent financial or retirement advisor not affiliated with my old or new 401(k) plan or employer

i. My prior knowledge of or experience with rolling over retirement account savings

j. My limited time or patience

k. My understanding of financial topics including saving, investing and debt

l. My employment status at my new employer

m. Other:

n. I don't know or remember

B6

At the time you decided you were going to roll over your retirement savings from your old to your new 401(k) plan, what was your understanding of what you could do with your retirement savings after you left your job with your old employer? *Your understanding of your options may not be the same as what is allowed. Please select the option(s) that best reflects your understanding when you made a decision.*

a. I could cash out some or all of my plan savings (and do what I choose)

b. I could roll over some or all of my plan savings to an IRA

c. I could roll over some or all of my plan savings to another 401(k) plan

d. I may be able to leave my savings in my old 401(k) plan

e. I could roll over some or all of my plan savings to an annuity

f. I don't know or remember

B7

After you started your job with your new employer, when did you begin the process to roll over your retirement savings from your old to your new 401(k) plan? *Please select the option that reflects your best estimate of when you began your plan-to-plan rollover.*

1. Within 1 month after I started my new job
2. More than 1 month but less than 3 months after I started my new job
3. More than 3 months but less than 6 months after I started my new job
4. More than 6 months but less than 1 year after I started my new job
5. More than 1 year but less than 3 years after I started my new job
6. I don't know or remember

B8

Before this rollover, did you have any prior experience with a plan-to-plan rollover? *Please select the option that best reflects your experience with the plan-to-plan rollover process. A plan-to-plan rollover involves transferring savings from an old employer's 401(k) plan into a new employer's 401(k) plan.*

1. Yes, I completed a plan-to-plan rollover before
2. Yes, I attempted but did not complete a plan-to-plan rollover
3. No, but I previously completed a different type of rollover (plan-to-IRA or IRA-to-plan)
4. No, but I had some general knowledge about rollovers
5. No, I had no experience with or knowledge of retirement savings account rollovers

6. I don’t know or remember

B9

How much savings was in your old 401(k) plan when you rolled over your account to your new 401(k) plan? *Please select your best estimate of your entire 401(k) plan account balance, even if you did not roll over all of your savings to your new 401(k) plan.*

1. $1,000 or less
2. $1,001 to $5,000
3. $5,001 to $25,000
4. $25,001 to $50,000
5. $50,001 to $100,000
6. $100,001 to $150,000
7. $150,001 to $200,000
8. $200,001 to 250,000
9. More than $250,000
10. I don’t know or remember

B10

What portion of your old 401(k) plan savings did you roll over into your new 401(k) plan?

1. Less than 50%
2. 50% to less than 100%
3. 100%
4. I don’t know or remember

B11

What did you do with the portion of your old 401(k) plan savings that you did not roll over to your new 401(k) plan?

a. I kept my remaining plan savings in my old 401(k) plan
b. I cashed out my remaining plan savings (and did what I chose with it)
c. I rolled over my remaining plan savings to an IRA

d. I rolled over my remaining plan savings to an annuity

e. I don't know or remember

B13

How was your old 401(k) plan savings rolled over to your new 401(k) plan?

1. My old 401(k) plan paid my savings to my new 401(k) plan
2. My old 401(k) plan paid my savings to me
3. I don't know or remember

B13_followup_1

My old 401(k) plan paid my savings to my new 401(k) plan:

1. By sending a check or electronic transfer directly to my new 401(k) plan
2. By sending me a check payable to my new 401(k) plan that I then sent to my new 401(k) plan
3. I don't know or remember

B13_followup_2

My old 401(k) plan paid my savings to me:

1. By sending a check payable to me; I then endorsed and sent that same check to my new 401(k) plan
2. By sending a check or electronic transfer directly to me; I then sent my own separate check or electronically transferred the savings to my new 401(k) plan
3. I don't know or remember

B14

How much time did it take from when you requested a rollover of your savings from your old 401(k) plan to when those savings were deposited into your new 401(k) plan? *Please provide your best estimate of the length of time it took to complete your plan-to-plan rollover after you submitted your request.*

1. Within a week
2. More than a week but less than 2 weeks
3. More than 2 weeks but less than a month

4. More than a month but less than 2 months
5. More than 2 months but less than 3 months
6. More than 3 months
7. I don't know or remember

B15

Are your old 401(k) plan and your new 401(k) plan managed by the same or different companies? *Questions and requests about your 401(k) plan may be handled by the company your employer selects to manage the plan, such as through that company's Internet website or customer service representatives.*

1. Both plans were managed by the same company
2. Each plan was managed by a different company
3. I don't know or remember

B16

Overall, how challenging did you find your plan-to-plan rollover process to be?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B17

How likely are you to pursue a plan-to-plan rollover in the future?

1. Very likely
2. Somewhat likely
3. Not too likely
4. Not at all likely
5. I don't know

The next set of questions will ask about your interactions with your old 401(k) plan or employer.

B18

Did you interact with your old 401(k) plan or old employer regarding your plan-to-plan rollover? *Your "401(k) plan" refers to the company your employer hires to manage your plan and "employer" refers to individuals who are employed by your company, such as those in human resources (HR). Interactions can occur by phone, paper mail, email, in-person, or through a website.*

1. I interacted with my old 401(k) plan only
2. I interacted with my old employer only
3. I interacted with both my old 401(k) plan and old employer
4. I did not interact with my old 401(k) plan or old employer
5. I don't know or remember

B19

Did your old 401(k) plan or employer provide any unsolicited written information that explained what you can do with your plan savings and the tax consequences around the time or after you left your job? *"Unsolicited written information" in this question refers to information they provided to you without you asking for it regarding options for your plan savings and their tax consequences. This does not refer to regular mailing of your account statements. Please select the option that best reflects the information you received, regardless of whether you fully read or understood the information.*

1. Yes, I periodically received this information while I was working for my old employer
2. Yes, I received this information at or around the time my employer became aware that I would be leaving my job
3. Yes, I received this information at or around the time I left my job with my old employer
4. Yes, I received this information after I had started working at my new job
5. No, I never received this type of information
6. I don't know or remember

B19_followup

When did you receive the unsolicited written information explaining what you can do with your plan savings and the tax consequences?

1. I received it before I decided what to do with my plan savings
2. I received it at or around the time I decided what to do with my plan savings
3. I received it after I had decided what to do with my plan savings
4. I don't know or remember

B20

Did you read the unsolicited written information provided by your old 401(k) plan or employer about what you could do with your plan savings and their tax consequences after you leave your job?

1. I read most or all of the information
2. I read some of the information
3. I read only a little of the information
4. I did not read any of the information
5. I don't know or remember

B20_followup

I did not read any of the information because:

a. I was already familiar with the options for my savings and their tax consequences
b. I never got around to it
c. I wasn't interested
d. I didn't have the time
e. It seemed complicated
f. I lost or misplaced it
g. I don't know or remember

B21

What was your level of understanding of the unsolicited written information provided by your old 401(k) plan or employer?

1. I understood most or all of the information
2. I understood some of the information

3. I understood only a little of the information

4. I did not understand any of the information

5. I don't know or remember

B22

Based on your reading of the unsolicited written information from your old 401(k) plan or employer, what was your understanding about what you could do with your retirement plan savings after you left your job?

a. I could cash out some or all of my plan savings (and do what I choose)

b. I could roll over some or all of my plan savings to an IRA

c. I could roll over some or all of my plan savings to another 401(k) plan

d. I could roll over some or all of my savings to an annuity

e. Other**:**

f. I don't know or remember

B23

How useful was the unsolicited written information from your old 401(k) plan or employer in helping you understand what you can do with your plan savings after you left your job?

1. Very useful

2. Somewhat useful

3. Not too useful

4. Not at all useful

5. I don't know or remember

B24

What could have made the unsolicited written information from your old 401(k) plan or employer more useful in helping you understand what you could do with your plan savings after you left your job?

a. It could have been more to the point

b. It could have been written in a way that was easier to understand

c. It could have explained my options using example scenarios

d. It could have explained the necessary steps to implement the various options

e. It could have referred me to someone I could contact to answer my questions

f. It could have been provided electronically

g. It could have been provided earlier

h. Other**:**

i. Nothing, because I was already familiar with what I could do with my plan savings

j. I don't know or remember

B24_b

Why did you find the unsolicited written information from your old 401(k) plan or employer to be very useful in helping you understand what you could do with your plan savings after you left your job?

a. It was to the point

b. It was written in a way that was easy to understand

c. It explained my options using example scenarios

d. It explained the necessary steps to implement the various options

e. It referred me to someone I could contact to answer my questions

f. It was provided electronically

g. It was provided in a timely manner

h. Other**:**

i. I don't know or remember

B25

Based on the unsolicited written information from your old 401(k) plan or employer, what was your understanding of the tax consequences of what you can do with your plan savings after you left your job?

Category	Yes	No	Don't know or remember
If I roll over my plan savings to another 401(k) plan, an IRA, or an annuity, I can avoid paying taxes until I take a withdrawal	1	2	3
If I cash out any or all of my plan savings, I must pay taxes and potentially also early withdrawal penalties	1	2	3
If I cash out my plan savings and then decide to roll over my entire account balance to another 401(k) plan, an IRA, or an annuity, I must add additional funds to make up for federal taxes that were withheld and deposit the savings into the new plan within 60 days to avoid taxes and potential penalties	1	2	3
If I leave my savings in my old 401(k) plan, I can avoid paying taxes until I take a withdrawal	1	2	3
Other:	1	2	3

B26

How useful was the unsolicited written information from your old 401(k) plan or employer in helping you understand the tax consequences of what you can do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

B27

What could have made the unsolicited written information from your old 401(k) plan or employer more useful in helping you understand the tax consequences of what you can do with your plan savings after you left your job?

a. It could have been more to the point

b. It could have been written in a way that was easier to understand

c. It could have explained tax consequences using example scenarios

d. It could have referred me to someone I could contact to answer my questions

e. It could have been provided electronically

f. It could have been provided earlier

g. Other**:**

h. Nothing, because I was already familiar with the tax consequences of what I could do with my plan savings

i. I don't know or remember

B27_b

Why did you find the unsolicited written information from your old 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you can do with your plan savings after you left your job?

a. It was to the point

b. It was written in a way that was easy to understand

c. It explained tax consequences using example scenarios

d. It referred me to someone I could contact to answer my questions

e. It was provided electronically

f. It was provided in a timely manner

g. Other**:**

h. I don't know or remember

B28

Which of the following resources from your old 401(k) plan or employer did you use to help you decide what do to with your plan savings after you left your job? *These resources do not refer to the unsolicited written information discussed in the prior questions. Your plan or employer may not have made any or all of these resources available.*

a. Materials or presentations (either online, print, or provided in-person) that explained the options for what I could do with my plan savings

b. Online calculators or interactive tools that allowed me to enter information about my situation to see the potential effects of different options on my retirement savings or tax obligations

c. A computer application or robo-advisor that provided advice or recommendations about a specific option based on my individual circumstances or financial situation

d. Ability to speak with someone who could explain my options and answer general questions

e. Ability to speak with someone who could provide advice or recommendations based on my individual circumstances or financial situation

f. None of the above

g. I don't know or remember

B29

How useful were the resources from your old 401(k) plan or employer in helping you understand what you can do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

B30

What could have made the resources from your old 401(k) plan or employer more useful in helping you understand what you could do with your plan savings after you left your job?

a. I could have been made better aware that the resources were available

b. The resources could have been easier to access

c. The resources could have been more to the point

d. The resources could have been easier to understand

e. The resources could have explained the options by using example scenarios

f. I could have been encouraged to use the resources

g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

B30_b

Why did you find the resources from your old 401(k) plan or employer to be very useful in helping you understand what you could do with your plan savings after you left your job?

a. I was made well-aware that the resources were available

b. The resources were easy to access

c. The resources were to the point

d. The resources were easy to understand

e. The resources explained the options by using example scenarios

f. I was encouraged to use the resources

g. The resources helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

B31

How useful were the resources from your old 401(k) plan or employer in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

1. Very useful

2. Somewhat useful

3. Not too useful
4. Not at all useful
5. I don't know or remember

B32

What could have made the resources from your old 401(k) plan or employer more useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I could have been made better aware that the resources were available
b. The resources could have been easier to access
c. The resources could have been more to the point
d. The resources could have been easier to understand
e. The resources could have explained the options by using example scenarios
f. I could have been encouraged to use the resources
g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan
h. Other**:**
i. I don't know or remember

B32_b

Why did you find the resources from your old 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I was made well-aware that the resources were available
b. The resources were easy to access
c. The resources were to the point
d. The resources were easy to understand
e. The resources explained the options by using example scenarios
f. I was encouraged to use the resources

g. The resources helped me consolidate my retirement savings in my new 401(k) plan

h. Other**:**

i. I don't know or remember

B33

Before you decided to roll over your old 401(k) plan savings, did you know that you may be able to keep your plan savings in your old 401(k) plan after you left your job?

1. Yes, I assumed I could take no action and leave my savings in the plan
2. Yes, because I had already kept my savings in my old 401(k) plan for a period of time after I left my job
3. Yes, I knew that keeping my savings in my old 401(k) plan after I leave my job may be an option
4. No, I did not know I may be able to keep my savings in my old 401(k) plan after I leave my job
5. I don't know or remember

B34

How did you become aware that you may be able to keep your plan savings in your old 401(k) plan after you left your job?

a. Materials, resources, or information provided by my old 401(k) plan or employer

b. Materials, resources, or information from the U.S. Department of Labor or the Internal Revenue Service (IRS)

c. My own independent research (such as on the Internet)

d. Friends, family, or co-workers

e. My financial or retirement advisor

f. My prior knowledge or experience managing my 401(k) plan savings after leaving jobs that I had before

g. I don't know or remember

B35

During the rollover process, did the company that managed your old 401(k) plan provide you information or offer to roll over your savings to an IRA? Information about or *an offer to roll over to an IRA could have been made in-person, by phone, by email or paper mail, or through their Internet website.*

1. Yes
2. No
3. I don't know or remember

B36

How did you obtain information about your old 401(k) plan's rollover process and/or requirements?

a. I obtained information from my old 401(k) plan
b. I obtained information from my old employer
c. I didn't have to because my new 401(k) plan or employer did that for me
d. I didn't have to because my retirement or financial advisor did that for me
e. I don't know or remember

B36_followup_a

I obtained information from my old 401(k) plan:

i. From their website
ii. In person
iii. By phone
iv. By email
v. By fax
vi. By paper mail
vii. I don't know or remember

B36_followup_b

I obtained information from my old employer:

i. From their website

ii. In person

iii. By phone

iv. By email

v. By fax

vi. By paper mail

vii. I don’t know or remember

B37

What did your old 401(k) plan require from you to process your plan-to-plan rollover request?

Category	Required	Did Not Require	Don't know or remember
Complete, sign, and submit a form to request a rollover of my savings to my new 401(k) plan	1	2	3
Specify the amount or percentage of my plan savings I want to roll over to my new 401(k) plan	1	2	3
Provide information about whether my plan savings should be sent by check or electronic transfer	1	2	3
Provide information about whether my plan savings should be sent to me or to my new 401(k) plan	1	2	3
Confirm my personal information, such as my name and current address	1	2	3
Other:	1	2	3

B38

Overall, how challenging was it to understand your old 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B39

Why was it challenging to understand your old 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't know who to ask or where to look for information about what my old 401(k) plan required for a rollover

b. I didn't understand why my old 401(k) plan needed what it asked of me

c. The instructions for the rollover request form were complicated and difficult to understand

d. I was unclear how some of the questions or information being asked in the rollover request form applied to my situation

e. I didn't understand the roles and responsibilities of my old and new 401(k) plan in completing my rollover

f. There were too many steps to follow to go through my old 401(k) plan's rollover process

g. No one from my old 401(k) plan or employer was available to help me

h. I didn't have help from an independent financial or retirement advisor

i. Other**:**

j. I don't know or remember

B40

How did you request a rollover of your old 401(k) plan savings?

a. I made a request from my old 401(k) plan

b. I made a request from my old employer

c. My new 401(k) plan or employer did it for me

d. My retirement or financial advisor did it for me

e. I don't know or remember

B40_followup_a

I made a request from my old 401(k) plan:

1. From their website
2. In person
3. By phone
4. By email
5. By fax
6. By paper mail
7. I don't know or remember

B40_followup_b

I made a request from my old employer:

1. From their website
2. In person
3. By phone
4. By email
5. By fax
6. By paper mail
7. I don't know or remember

B41

Overall, how challenging was it for you to comply with your old 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B42

Why was it challenging for you to comply with your old 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't fully understand the form
b. I couldn't get any help to complete the rollover request form
c. I didn't have or know where to get some of the information my old 401(k) plan's form required
d. I didn't know where to send the completed form
e. It took too much time or effort to do what was required
f. My old 401(k) plan told me what was required but did not help me do what they needed
g. My old 401(k) plan did not help with what my new 401(k) plan required

h. It was difficult to know what was happening because my old and new 401(k) plans did not communicate with each other directly

i. My old 401(k) did not keep me updated on the status of the rollover request

j. Other**:**

k. I don't know or remember

B43

What could have helped you comply with your old 401(k) plan's requirements for a plan-to-plan rollover?

a. My old and new 401(k) plan could have followed a standardized process and forms

b. My old and new 401(k) plan could have worked directly with each other

c. My old 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

d. My new 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms

e. An independent financial or retirement advisor could have helped me complete the rollover process, such as completing or submitting the required forms

f. Other

g. I don't know or remember

B44

Did your old 401(k) plan charge any fees to roll over plan savings?

1. Yes

2. No

3. I don't know or remember

B44_followup_a

What was the total amount of the fees that your old 401(k) plan charged to roll over savings to another 401(k) plan?

1. Less than $50

2. $50 or more

3. I don't know or remember

B45

After you submitted your rollover request, how many additional times did you contact your old 401(k) plan or employer to follow-up on your request?

1. None, the initial request was the only one I made
2. 1 time
3. 2 to 3 times
4. 4 times or more
5. I don't know or remember

B46

Overall, how satisfied were you with how your old 401(k) plan or employer implemented your rollover request?

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied
5. I don't know or remember

B46_followup_b

Why were you very satisfied with how your old 401(k) plan or employer implemented your rollover request?

a. Their process was simple and easy for me to comply with
b. They promptly processed my request and sent my savings
c. They worked directly with my new 401(k) plan or employer to process my request
d. They sent my savings directly to my new 401(k) plan
e. They kept me informed on the status of my request
f. They completed the required forms for me
g. The company that managed my old 401(k) plan encouraged me to complete a plan-to-plan rollover
h. They didn't charge me any fees to process my rollover request
i. They did everything for me; all I had to do was sign a form
j. The entire process was electronic
k. Other

l. I don't know or remember **[**

B47

Which of the following explains why you were not more satisfied with how your old 401(k) plan or employer implemented your rollover request?

a. It took a long time for my old 401(k) plan or employer to process my request and send my savings

b. My old 401(k) or employer wouldn't send my savings directly to my new 401(k) plan

c. I had to contact my old 401(k) plan or employer several times to get them to process my request and send my savings

d. The status of my request or the cause of delays were not always clear

e. My old 401(k) plan or employer didn't withhold the proper amount of taxes before sending me my plan savings

f. The company that managed my old 401(k) plan tried to discourage me from completing a plan-to-plan rollover

g. I had a problem with the fees I was charged

h. Other

i. I don't know or remember

B47_followup_g

What problems did you have with the fees you were charged?

a. I felt that the fees were too high

b. My plan did not clearly explain the fees

c. I was charged fees that I did not expect to be charged

d. Other:

Your interactions with your new 401(k) plan or your new employer

The next set of questions will ask about your interactions with your new 401(k) plan or employer. *Interactions can occur by phone, paper mail, email, in-person, or through a website.*

B48

How did you know that your new 401(k) plan accepted rollovers from other 401(k) plans?

a. I assumed my new 401(k) plan would accept my rollover

b. Someone told me during new employee orientation or other on-boarding activities after I started my new job

c. A co-worker at my new employer told me my new 401(k) plan accepts rollovers from other 401(k) plans

d. My new 401(k) plan's documents (printed or on their website) said the plan accepted rollovers from other 401(k) plans

e. I contacted my new 401(k) plan to confirm that my rollover would be accepted

f. My new 401(k) plan actively encouraged me to roll over savings from my old 401(k) plan

g. My financial or retirement advisor looked into it and told me I could roll over my old 401(k) plan savings to my new plan

h. I don't know or remember

B49

When did your new 401(k) plan allow you to roll over savings from your old 401(k) plan?

1. I could do it immediately after I signed up with my new 401(k) plan
2. I had to wait a period of time after I signed up with my new 401(k) plan
3. I don't know or remember

B50

Did you interact with your new 401(k) plan or new employer regarding your plan-to-plan rollover? *Interactions can occur by phone, paper mail, email, in-person, or through a website.*

1. I interacted with my new 401(k) plan only
2. I interacted with my new employer only
3. I interacted with both my new 401(k) plan and new employer
4. I did not interact with either my new 401(k) plan or new employer
5. I don't know or remember

B51

What information did your new employer provide you about your new 401(k) plan at or around the time you were first hired?

Category	Provided	Did not provide	Don't know or remember
General information about the terms of the plan and employee eligibility to join	1	2	3
Plan forms, such as those to sign up, specify the amount of employee contribution, and designate beneficiaries	1	2	3
Information about eligibility to roll over savings from other 401(k) plans or IRAs	1	2	3
Other:	1	2	3

B52

Which of the following resources from your new 401(k) plan or new employer did you use to help you decide what do to with your plan savings after you left your job? *Your plan or employer may not have made any or all of these resources available.*

a. Materials or presentations (either online, printed, or provided in-person) that explained the options for what I could do with my plan savings

b. Online calculators or interactive tools that allowed me to enter information about my situation to see the potential effects of the different options on my retirement savings or tax obligations

c. Ability to speak with someone who could explain my options and answer my general questions

d. A computer application or robo-advisor that provided advice or recommendations about a specific option based on my individual circumstances or financial situation

e. Ability to speak with someone who provided me advice or a recommendation about a specific option based on my individual circumstances or financial situation

f. None of the above

g. I don't know or remember

B53

How useful were the resources from your new 401(k) plan or employer in helping you understand what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

B54

What could have made the resources from your new 401(k) plan or employer more useful in helping you understand what you could do with your old 401(k) plan savings after you left your job?

a. I could have been made better aware that the resources were available
b. The resources could have been easier to access
c. The resources could have been more to the point
d. The resources could have been easier to understand
e. The resources could have explained the options by using example scenarios
f. I could have been encouraged to use the resources
g. The resources could have helped me consolidate my retirement savings in my new 401(k) plan
h. Other
i. I don't know or remember

B54_b

Why did you find the resources from your new 401(k) plan or employer to be very useful in helping you understand what you could do with your old 401(k) plan savings after you left your job?

a. I was made well-aware that the resources were available
b. The resources were easier to access
c. The resources were to the point
d. The resources were easy to understand
e. The resources explained the options by using example scenarios
f. I was encouraged to use the resources

g. The resources helped me consolidate my retirement savings in my new 401(k) plan
h. Other
i. I don't know or remember

B55

How useful were the resources from your new 401(k) plan or employer in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

1. Very useful
2. Somewhat useful
3. Not too useful
4. Not at all useful
5. I don't know or remember

B56

What could have made the resources from your new 401(k) plan or employer more useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I could have been made better aware of the resources
b. The resources could have been more to the point
c. The resources could have been easier to understand
d. The resources could have explained the tax consequences by using example scenarios
e. I could have been encouraged to use the resources
f. The resources could have helped me consolidate my retirement savings in my new 401(k) plan
g. Other**:**
h. I don't know or remember

B56_b

Why did you find the resources from your new 401(k) plan or employer to be very useful in helping you understand the tax consequences of what you could do with your plan savings after you left your job?

a. I was made well-aware of the resources

b. The resources were to the point

c. The resources were easy to understand

d. The resources explained the tax consequences by using example scenarios

e. I was encouraged to use the resources

f. The resources helped me consolidate my retirement savings in my new 401(k) plan

g. Other**:**

h. I don't know or remember

B57

During the rollover process, did the company that managed your new 401(k) plan provide you information or offer to roll over your savings to an IRA? *Information about or an offer to roll over to an IRA could have been made in-person, by phone, by email or paper mail, or through their Internet website.*

1. Yes

2. No

3. I don't know or remember

B58

How did you obtain information about your new 401(k) plan's rollover process and/or requirements?

a. I obtained information from my new 401(k) plan

b. I obtained information from my new employer

c. I didn't have to because my retirement or financial advisor did that for me [S]

d. I don't know or remember

B58_followup_a

I obtained information from my new 401(k) plan:

I. From their website

II. In person

III. By phone

IV. By email

V. By fax

VI. By paper mail

VII. I don’t know or remember

B58_followup_b

I obtained information from my new employer:

I. From their website

II. In person

III. By phone

IV. By email

V. By fax

VI. By paper mail

VII. I don’t know or remember

B59

What did your new 401(k) plan require from you to process your plan-to-plan rollover request?

Category	Required	Did Not Require	Don't know or remember
Complete, sign, and submit a form to request a rollover of my old 401(k) plan savings to the new 401(k) plan	1	2	3
Specify the amount or percentage of my old 401(k) plan savings that I wanted to roll over to my new 401(k) plan	1	2	3
Provide a copy of my recent account statement(s) from my old 401(k) plan	1	2	3
Show that my savings to be rolled over (from my old plan) came from an eligible 401(k) plan under federal tax rules	1	2	3
Specify the method that I or my old 401(k) plan would use to send my rollover savings to my new 401(k) plan	1	2	3
Other:	1	2	3

B59_followup_e

Please specify the method that you or your old 401(k) plan used to send your rollover savings to your new 401(k) plan:

1. By paper check
2. By electronic transfer
3. I don't remember

B60

Overall, how challenging was it to understand your new 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B61

Why was it challenging for you to understand your new 401(k) plan's rollover requirements?

a. I didn't know who to ask or where to look for information about what my new 401(k) plan required for a rollover

b. I didn't understand why my new 401(k) plan needed what it asked of me

c. The instructions for the rollover request form were complicated and difficult to understand

d. I was unclear how some of the questions or information being asked in the rollover request form applied to my situation

e. I didn't understand the roles and responsibilities of my old and new 401(k) plan in completing my rollover

f. There were too many steps to follow to go through my new 401(k) plan's rollover process

g. No one from my new 401(k) plan or employer was available to help me

h. I didn't have help from an independent financial or retirement advisor

i. Other:

j. I don't know or remember

B62

How did you <u>request a rollover</u> of your savings to your new 401(k) plan?

a. I made a request from my new 401(k) plan

b. I made a request from my new employer

c. My retirement or financial advisor did it for me

d. I don't know or remember

B62_followup_a

I made a request from my new 401(k) plan

1. From their website

2. In person

3. By phone

4. By email

5. By paper mail

6. I don’t know or remember

B62_followup_b

I made a request from my new employer:

1. From their website
2. In person
3. By phone
4. By email
5. By paper mail
6. I don’t know or remember

B63

What did your new 401(k) plan require from you to show or certify that your savings to be rolled over from your old 401(k) plan come from an eligible plan under federal tax rules?

1. I had to ask my old 401(k) plan to fill out and sign a paper certification form provided by my new 401(k) plan
2. I had to ask my old 401(k) plan to fill out and sign an electronic certification form provided by my new 401(k) plan
3. I had to ask my old 401(k) plan to provide a certification letter from the IRS to my new 401(k) plan
4. I had to ask my old 401(k) plan to provide a letter to my new 401(k) plan stating that my old 401(k) plan has an IRS certification letter.
5. Other**:**
6. I don’t know or remember

B63_followup_a

How did you provide the completed paper certification form to your new 401(k) plan?

1. My old 401(k) plan mailed the completed form directly to my new 401(k) plan
2. My old 401(k) plan return returned the completed form to me and then I mailed the form to the new 401(k) plan
3. I don’t know or remember

B63_followup_b

How did you provide the completed electronic certification form to your new 401(k) plan?

1. My old 401(k) plan sent the completed form directly to my new 401(k) plan
2. My old 401(k) plan returned the completed form to me and then I sent the form to my new 401(k)
3. I don't know or remember

B63_followup_c

How did you provide the certification letter from the IRS to your new 401(k) plan?

1. My old 401(k) plan sent the letter directly to my new 401(k) plan
2. My old 401(k) plan sent the letter to me and then I sent the letter to my new 401(k) plan
3. I don't know or remember

B63_followup

How did you provide the letter stating that your old 401(k) plan has an IRS certification letter to your new 401(k) plan?

1. My old 401(k) plan sent the letter directly to my new 401(k) plan
2. My old 401(k) plan sent the letter to me and then I sent the letter to my new 401(k) plan
3. I don't know or remember

B64

How challenging was it for you to show or certify that the savings to be rolled over (from your old 401(k) plan) came from an eligible plan under federal tax rules?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B65

Why was it challenging to show or certify that the savings to be rolled over from your old 401(k) plan came from an eligible plan under federal tax rules?

a. I didn't fully understand what my new 401(k) plan needed me to do

b. I had trouble getting my old 401(k) plan to fill out and return the certification form

c. I had to ask my old 401(k) plan for additional information or resubmit the form to my new 401(k) plan

d. The rollover could not be completed without the certification form which had to be sent by paper mail which took a long time

e. It was difficult to be the intermediary between my new 401(k) plan that required the documentation and my old 401(k) plan that needed to provide it

f. My old and new 401(k) plan did not work together to process my rollover request

g. The certification process was not standardized because my old and new 401(k) plan had different procedures, requirements, or forms

h. I didn't know whether I should contact my old or new 401(k) plan or employer to answer my questions about the process

i. Other**:**

j. I don't know or remember

B66

Overall, how challenging was it to comply with your new 401(k) plan's requirements for a plan-to-plan rollover?

1. Very challenging
2. Somewhat challenging
3. Not too challenging
4. Not at all challenging
5. I don't know or remember

B67

Why was it challenging for you to comply with your new 401(k) plan's requirements for a plan-to-plan rollover?

a. I didn't fully understand the form

b. I couldn't get any help to complete the form

c. I didn't have or know where to get some of the information my new 401(k) plan's form required

d. I didn't know where to send the completed form(s)

e. My new 401(k) plan did not accept forms electronically and mailing paper forms took a long time

f. It took too much time or effort

g. My new 401(k) plan told me what was required but did not help me do what was needed

h. My old 401(k) plan did not help me with what my new 401(k) plan required

i. It was difficult to know what was happening because my old and new 401(k) plan did not communicate with each other directly

j. Other**:**

k. I don't know or remember

B68

What could have helped you comply with your new 401(k) plan's requirements for a plan-to-plan rollover?

a. My old and new 401(k) plans could have followed a standardized process and forms

b. My old and new 401(k) plan could have worked directly with each other

c. My old 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

d. My new 401(k) plan could have helped me complete the rollover process, such as completing or submitting the required forms for me

e. An independent financial or retirement advisor could have helped me complete the rollover process, such as completing or submitting the required forms

f. Other:

g. I don't know or remember

B69

Did your new 401(k) plan charge any fees to roll over plan savings from another 401(k) plan?

1. Yes
2. No
3. I don't know or remember

B69_followup_a

What was the total amount of the fees that your new 401(k) plan charged to roll over savings from another 401(k) plan?

1. Less than $50
2. $50 or more
3. I don't know or remember

B70

After you submitted your rollover request, how many additional times did you need to contact your new 401(k) plan or employer to follow-up on your request?

1. None, the initial request was the only one I made
2. 1 time
3. 2 or 3 times
4. 4 times or more
5. I don't know or remember

B71

Overall, how satisfied were you with how your new 401(k) plan and/or employer implemented your request for a plan-to-plan rollover?

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied
5. I don't know or remember

B71_followup_a

Why were you very satisfied with how your new 401(k) plan or employer implemented your rollover request?

a. Their process was simple and easy for me to comply with

b. They worked directly with my old 401(k) plan or employer to process my request

c. They kept me informed on the status of my request

d. They completed the required forms for me

e. The company that managed my new 401(k) plan encouraged me to complete a plan-to-plan rollover

f. They didn't charge me any fees to process my rollover request

g. They did everything for me; all I had to do was sign a form

h. The entire process was electronic

i. Other

j. I don't know or remember

B72

Which of the following explains why you were not more satisfied with how your new 401(k) plan implemented your request for a plan-to-plan rollover?

a. It took a long time for my new 401(k) plan to process my request and receive my rollover savings

b. My new 401(k) plan would not accept an electronic transfer from my old 401(k) plan

c. I had to contact my new 401(k) plan several times to get them to process my request and accept my rollover savings

d. The status of my rollover request or the cause of delays were not always clear

e. My new 401(k) plan would not work with my old 401(k) plan directly to obtain information they needed and to process the transfer of my savings

f. The company that managed my new 401(k) plan tried to discourage me from completing a plan-to-plan rollover

g. I had problems with the fees my new 401(k) plan charged

h. Other**:**

i. I don't know or remember

B72_followup_g

What problems did you have with the fees you were charged?

a. I felt that the fees were too high

b. My plan did not clearly explain the fees

c. I was charged fees that I did not expect to be charged

d. Other:

Hypothetical Options

The next set of questions will ask about several hypothetical options related to tracking, consolidating, and managing 401(k) plan savings.

B73

Based on your experience with 401(k) plan rollovers, would you have wanted to have access to a secure website (at no cost to you) that included information about all your 401(k) plans from your entire career? *Information would include account balance, plan provider contact information, and other plan details.*

1. Yes
2. No
3. Not sure

B74

Based on your experience with 401(k) plan rollovers, would you have wanted to have the ability to do a plan-to-plan rollover online without having to submit paperwork or speak with anyone?

1. Yes
2. No
3. Not sure

B75

Based on your experience with 401(k) plan rollovers, would you have wanted your 401(k) plan savings to be transferred automatically from your old plan to your new plan after you left your job without you having to take any action? Y*ou would have time to consider the option and opt out of the transfer if you preferred.*

1. Yes
2. No
3. Not sure

B76

Based on your experience with 401(k) plan rollovers, would you have wanted to have one lifetime retirement savings plan that stayed with you throughout your career (even if you change jobs), that you and your current employer could contribute to?

4. Yes
5. No
6. Not sure

B77

Based on your experience with 401(k) plan rollovers, would you have wanted your savings in any inactive 401(k) plans (from prior jobs) to be transferred automatically and consolidated into a separate single plan, that guaranteed your savings would not be reduced by fees or charges, until you were ready to take withdrawals or roll over those savings? *You would have time to consider the option and opt out if you preferred.*

1. Yes
2. No
3. Not sure

[END OF SURVEY]