Please note: This is a transcription so there may be slight grammatical errors.

Rachel:

Hello, everyone, and welcome to today's webinar Decoding Decumulation: Empowering Plan Participants.

Audrey Wheat :

Thanks so much, Rachel. So, welcome to today's webinar, Decoding Decumulation: Empowering Your Plan Participants. So, to set the stage here. For years as a plan sponsor, you have encouraged your participants to save and grow their retirement assets. So, now as one of the largest generations heads into retirement, many plan sponsors are shifting their focus to decumulation or withdrawing money from the plan is another way to say that.

So, I am joined here today with esteemed panelists, Cara Cannon and Evan Holmes. Just to give you a little bit of background on ourselves and on CAPTRUST, I lead our strategic vendor relations for the firm, which means I work every day with the record keepers that service your plans, as a plan sponsor. So, I'll be your moderator today.

And then I want to introduce Cara and Evan. We have actually two really unique perspectives to bring you in this webinar. We've got the participant perspective and we've got the perspective of an advisor that works with plan sponsors. So, Cara, I would love for you to introduce yourself.

Cara Cannon:

Thanks so much, Audrey. Again, hi, I am Cara Cannon. I'm a financial advisor in our Boston office at CAPTRUST. I've been in the industry for about 10 years now. I primarily work on the private wealth side with clients and individuals, a lot of executives focusing on their retirement planning. I also partner up with institutional advisors at CAPTRUST, like Evan, to focus on the participant experience and specifically to help them transition into this decumulation phase of their life.

Audrey Wheat :

Thanks so much. Evan, you're up.

Evan Holmes:

Great. Thanks, Audrey. Great to be here this afternoon. I'm Evan Holmes. I'm a vice president and financial advisor at CAPTRUST. I've been in the business for a little over 15 years now. Just celebrated my ninth anniversary with CAPTRUST.

I'm actually based out of our Minneapolis office and work primarily, as Audrey said, with our plan sponsored clients, really helping them with all aspects of managing their retirement plan. And as Cara mentioned, we partner up with a lot of our private wealth advisors as well, to really help on the participant side better understand the plan and how to utilize the plan not only for accumulation, but also the decumulation conversation that we're here to talk about today.

Audrey Wheat :

Awesome. Thank you so much. Looking forward to hearing from both of you. So, we want to come right out of the gate with a poll. This is going to be an interactive session because we want to gauge where you are as a plan sponsor as it relates to decumulation.

So, as a plan sponsor, has your plan taken steps toward becoming decumulation-friendly for your participants? The selections are yes, the plan is already decumulation-friendly. Second selection, somewhat, we've thought about it, but we're unsure where to start. And the third option is no, we have not discussed. And there's no wrong or right answer here. We would just like to see where you are so we can tailor our conversation to the group here.

Great. We've got the answers here. 14% yes, plan is already decumulation-friendly. We hope that you'll learn something in the webinar. Second answer, somewhat, 22%. That's actually surprising. We were betting the primary answer was going to be somewhat, but the majority of people said no, we have not discussed. Well, we are so excited to present you with today's webinar because you will learn a lot in this session.

So, we are going to start right out of the gate getting into the mind of a participant. So, Cara, this is a multi-sided conversation. What is on the mind of the participants that you meet with as it relates to decumulation of their assets? What are they asking you? And more importantly, what questions are they not asking you that they should be?

Cara Cannon:

That's a great question, Audrey. So, most participants that I work with have a really clear understanding of this accumulation phase of their life and their career, but they need more clarity around that decumulation phase. They're approaching retirement, they're a little uncertain how to manage their retirement assets with that eye towards converting those assets into income. This is a major milestone for most retirees, if not the most major. This can be a little bit scary for a lot of people.

So, we don't just focus on the analysis of the decumulation, but also that psychological and emotional component of all of this change. Suddenly your day-to-day changes, you're not going to your job every day. What will you do? How do you create your retirement paycheck once that regular paycheck isn't hitting your checking account every two weeks?

So, I think the main question I hear a lot from participants is, "How often or how do I start receiving withdrawals from my retirement plan? What are the mechanics involved?" Right? "How do I create that retirement paycheck?" And we'll get to that in a little bit. Another question I get quite often is, "Is X amount of dollars the right amount for me to sustain and support my retirement?" And the answer is, "We do not know. We need to understand more of your financial picture in order to answer that question."

So, that leads me into what should you be focusing on now? As you're approaching retirement, participants should be focused on their full financial plan and specifically their budget, what they're spending, digging into those expenses. This is pretty key into understanding how they need to support their retirement. Therefore, leading to that amount, that draw rate, that annual draw rate and the amount of distributions they need annually. So, after they have sources of income like social security and pensions, how do they supplement the rest of their spending?

Once we fill out that information, we discuss goals, risk tolerance, and then that drives that investment allocation piece for participants. It's really important to remember that investing does not end upon retirement. If anything, that's the most crucial time to focus in on the asset allocation, because again, most retirees need their portfolio to support them for 30-plus years. So, for each participant that looks a little bit different.

Audrey Wheat :

Yeah. We certainly know anything involving investing, saving, it's definitely not one size fits all and creating a decumulation strategy is no exception.

Okay. So, Evan, we are going to shift to the plan sponsor side of the conversation. What have plan sponsors been inquiring about as it relates to retirement income within their plans?

Evan Holmes:

Yeah. Thanks, Audrey. I think there's really two things that we're hearing from our plan sponsor clients, and it's really around, how do we educate people around retirement income? Again, I think a lot of our clients have really looked at success measures like plan participation, savings rates, getting people broadly diversified as they accumulate their dollars through their career. And now the conversation is really morphing into how do we communicate and educate on the success measure of retirement income? So, they're looking to us to help them navigate that, and the record keepers are certainly supportive of that through the technologies that they built over the years. So, that's been really helpful.

The second area we're getting a lot of questions around on retirement income is product development, where we think we're in the early innings of product development for retirement income in today's world, a lot of that really stemming from SECURE Act passage and getting a safe harbor around selection of an annuity provider. So, we're seeing significant product development in this particular area, which is really where a lot of the questions are coming from.

But before we really get into a lot of the conversation around product and success measures, we're encouraging our clients to really take a step back and ask themselves, "What is our philosophy for the program? Do we want to even retain the assets in the plan or the retiree participants, or do we just want them out of the plan?"

If we looked at the retirement industry probably 20 years ago, I think their general consensus is most plan sponsors really wanted to focus on pushing the participant out of the plan and lifting that fiduciary oversight from their shoulders. But that attitude has significantly changed, in our opinion. A lot of it's really due to the focus on driving down cost in the 401(k) plan. And that's really twofold. It's really around record keeping fees and also investments. And the attitude has changed that sponsors are really focused on promoting those benefits that they're really focused on. So, as we think about this, we're encouraging clients to really take a step back and better understand what that philosophy is before they really engage in any type of product conversation.

Audrey Wheat :

Yeah. Don't want to put the cart before the horse. So, after they've marinated on their philosophy and they know the path they want to take going forward. Evan, sticking with you, what do plan sponsors need to consider when setting up their plan to be decumulation-friendly for their participants?

Evan Holmes:

Yeah. I think there's a lot of opportunities to think about. Cara talked about initially that the big focus has been on accumulation for many years. And I would say that accumulation is fairly standardized, if you think about it, most of our plan sponsor clients are really trying to set their plan up in such a way that if somebody doesn't do anything and they're just simply default-

Evan Holmes:

Way that if somebody doesn't do anything, and they're just simply defaulted into the plan, they're on a path to a successful level of retirement.

But the income conversation is so personal, as Kara talked about. The focus on budgeting and spending, everybody spends their money in different ways. And so as we think about setting up the plan from a decumulation perspective, there's a pretty wide spectrum of options out there to consider.

Because spending, again, decumulation is very personal to every one of us, individually. I think at the very beginning, and I know we're going to pull up a slide here that kind of talks about some of the various options that sponsors are taking a look at.

I think at the very beginning, it really starts with plan design. If you're really going to set up your plan to be flexible, to leverage the 401K or maybe your 403B in retirement, has to be flexible.

Again, if I looked at plans 20 years ago, the only distribution option many of them had was purely a lump sum option. And that really doesn't provide a lot of flexibility for participants to draw their money down.

So as we take a look at plan design, there's definitely different ways where you can create more flexibility through various distribution options. Whether that's installments, partial distributions, and then even going so far as maybe a Roth in plan conversion feature to manage your tax situation in retirement as well.

So that's really the first starting place that we see a lot of our clients initiate this conversation. As it takes ... Sorry, go ahead.

Audrey Wheat :

And Evan, I want to interject here. Rachel, we have a slide here that Evan is going to cover. If we can get that pulled up. Thank you.

Evan Holmes:

Yeah, this is a great side I usually start with, and you can see there's a fairly wide spectrum. I guess from a planned sponsor perspective, I think the important thing to note here is that there's a lot of different options here. But really, the only one that's not a fiduciary decision is setting up your plan design. So whatever product or whatever solution that you may want to consider for decumulation, there's some fiduciary oversight in the selection, the monitoring process that you're going to need to implement with your fiduciary committee.

So we usually start with plan design, even though it's kind of labeled number four here. But number one through three here are really kind of the solutions that we're starting to see come to market more frequently. A lot of the questions are being generated around these types of products.

I think from a decumulation perspective, most plan sponsors associate income with some sort of annuity or guaranteed type product. And I think that naturally comes from the legacy defined benefit world that many individuals historically had access to, that are not as prevalent today.

We see guaranteed options coming to market at a fairly rapid pace. It could be in-plan, it could be out of plan, it could be standalone options. They could be embedded into a target date fund. So there's a lot of different varieties here that we see available now, and likely see more available in the future.

Some non-guaranteed investments are coming to market. Think of things like managed payout funds that pay out a certain percentage of an individual's account balance every year. Those are starting to gain some traction. And then managed accounts.

Now, 10 years ago, I probably wouldn't have said managed accounts was an area that we tend to see a lot of interest around from a retirement income or a decumulation standpoint.

But the technology evolution of managed accounts has evolved significantly over the years. So while these types of solutions help an individual manage their assets, they're also helping build not only an accumulation plan, but also a decumulation plan to help individuals better understand how to draw their money down.

But at the end of the day, all of these options are great. But unless a participant really understands how to utilize them effectively, the utilization and use of them probably isn't going to gain a lot of traction. Unless you have some sort of focus on participant education and advice.

And I think the statistic there at the bottom portion of the page really tells a strong story. Where it says 68% of plan participants reported a need for advice in supporting how to convert their account balance into a stream of income.

And I know Kara is going to get into a little bit more of that and how that actually works, but that's a pretty powerful statistic. And validates the importance around education and advice with these types of solutions to help the participant.

Audrey Wheat :

Absolutely. There's a lot to consider there. We're going to go into our second poll here. And the question is, Evan just covered the different components of decumulation. Which component do you think your participants would be most interested in? And these are listed in the order that they were on the slide.

So guaranteed investments, non-guaranteed investments, managed accounts, decumulation friendly-plan design, or an advised component. Which one do you think your participants would be the most interested in? And it could be all, but what about the most? We'll give you everyone a second to vote.

All right, so 17% said guaranteed, nobody answered non-guaranteed managed accounts. And then pretty close in answers is decumulation-friendly plan design and that advice component being the most popular answer.

So the great news is, we can help you with all of these at CAPTRUST. From a participant perspective and from the plan sponsor perspective.

All right, so we are going to get back into the questions with Kara here. We have a slide here as well to show. So Kara, when you are having an initial conversation with a participant, when they inquire about decumulating their assets, talk us and walk us through that conversation.

Cara Cannon:

Yeah, thanks Audrey. So we use, a picture is worth a thousand words, right? So we chatted about this briefly earlier.

This slide summarizes how to create that retirement paycheck when you're in that decumulation phase of your life. We use this visual often to basically illustrate which sources of income we recommend pulling from in retirement, and knowing which lever to pull and when from a tax perspective.

So if you look to the left of the slide, the first sources of income to lean on in retirement are usually social security, deferred compensation like pensions, if that's available to you. And maybe for some it's part-time work. These are considered the non portfolio income sources.

Then next to the right, you'll see the consolidated investment portfolio and the columns beneath there. To supplement the additional spending, participants need to lean on are pull this investment portfolio lever. So the first one here with taxable accounts, be cautious of realizing capital gains, right?

We look at everything from a tax perspective. If drawing from these pre-tax retirement accounts in the next column, be aware that distributions are treated as ordinary income. And they're going to be taxed as such.

And then the last column here, if it's available to participants, Roth accounts, they give participants a little bit more flexibility as withdrawals are tax-free. So sometimes a useful technique we use with participants when we go through their financial plan is to track and estimate how much taxable income are expected from the sources I previously mentioned?

And then if there's an opportunity to use a Roth to avoid bumping them up into a higher tax bracket, then that should definitely be considered.

So once we look at all this and look at their total picture, again, they're spending. We can't say that enough. Once we build that custom strategy around an individual, we can then come up with a cadence that works best for funding their needs. Whether that's monthly, quarterly, annually, and also if the plan allows for such.

Audrey Wheat :

Awesome, I can just imagine how different all of these conversations are based on age, gender, location, how much they have saved, family situation. But it's nice that you have this framework to help guide the conversation.

So Kara, if you can reflect back on a conversation you've had, have you encountered any roadblocks in the past when helping a participant with their decumulation strategy?

Cara Cannon:

Yeah, I think you just hit on it, Audrey. I think one of the main points is, we have a lot of participants that may talk to their friends within the same company, or other friends that are working at other companies. And they may assume that one size fits all, and that's not the case. Everybody's financial system is really unique.

But I think one story I can tell is, I was working with a participant. They had been at their company for 25-plus years. We were working on their financial plan for a few years, and reviewing their plan and specifically those strategies to prepare for decumulation.

They assumed that they had to take their entire amount from their retirement plan, and thought they were not able to take frequent withdrawals from their plan just based on what a friend had told them about their own personal plan.

Which by the way, was at a separate company, so a completely different retirement plan. When we then dug into the plan, and I spoke on the side with the institutional advisor, we realized that wasn't the case at all.

Turns out that their plan was very different than their friend's plan. They were not required to take the full amount from their retirement plan. They had a lot more flexibility around distribution.

So to your point, Audrey, and Evan made mention of this a couple of times as well, it's just really important to dig into the details of the plan design. Understand the options available...

Cara Cannon:

... details of the plan design. Understand the options available, not all plans are the same, so working with a specialist advisor and really understanding that is key.

Audrey Wheat :

Absolutely. I think in our role on this side of the industry, I think it's easy to take for granted how much we know this is our job day in and day out. And also for the plan sponsors that are on the webinar, if your day-to-day job is to manage the retirement plan, sometimes it's easy to forget our employees don't necessarily know the ins and outs of their retirement plan like I do. It brings Evan's point earlier about the need for advice. Evan, you had mentioned the advice component. How can plan sponsors effectively communicate to participants that a plan, it's not only a vehicle for accumulation, but also a way to generate retirement income?

Evan Holmes:

I think it really starts, if you as a plan sponsor are going to take that philosophy of we want to promote the benefits of staying in the plan and all of the work that we've done as a plan sponsor to drive down the cost and make it as flexible as possible to manage in that spending phase. We encourage our client committees to promote that, educate the participants on what the committee does and has done over the years to really help them understand why they're doing what they're doing for really the benefit of the plan participant. One of the things that we've seen some of our clients do is develop some communication, and again, it's really centered around communication, but educating plan participants around the benefits of staying in the plan versus taking their money out. And as Kara talked about, and Audrey you mentioned, we're in a fairly significant transition phase with one of the largest generations in/and approaching retirement, and these dollars are leaving plans at a fairly rapid rate.

A lot of our clients are trying to educate around the benefits of staying in the plan. While I mentioned we talk about the baby boomer generation retiring, I think there's a huge focus and a huge need to not only focus on that group, but focus on all generations within the plan from a communication perspective. Income planning doesn't start two to three years before retirement, income planning is a career conversation. And so you really need to have a program in place that effectively communicates in today's world to five generations in the workforce. That's an important component as part of the conversation. But the last thing that I'll add here as it relates to advice, and I know we're talking about the 401(k) plan or the defined contribution plan environment today. I think it's important, and we go back to this creating a paycheck, and a lot of employers have, I'll call it, multiple sources or multiple benefits that are geared towards wealth accumulation. 401(k) or the defined contribution plan is certainly a big component for many people.

And while most people will leverage that program along with social security as their primary sources of retirement income, there are other considerations from a company perspective or a plan sponsor perspective to also embed into the communication and advice program. I think of programs like non-qualified deferred compensation, I think of programs like HSA, if you have a high deductible health plan, you should be promoting and educating the retirement income benefits of the HSA program as well. And so I think it's really important from an advice perspective to have a very holistic approach because plan participants through their career are going to aggregate different sources to draw upon in retirement. And I know we are not really here to talk about financial wellness, but that is probably a number top two or three issue that most of our clients are trying to wrestle with today. And that can be an important component in an overall wellbeing program, to ensure you have the resources available to help the participants think holistically, not just about their retirement plan, but all sources of income that they're going to have available once they do retire.

Audrey Wheat :

Awesome. We're going to round out our prepared remarks here with getting both Kara and Evan's perspective on surprises. Kara, let's start with you. What, in general, are participants most surprised by when you're starting to work through their retirement income strategies?

Cara Cannon:

Think about retirees, they've worked so long, some people for 30 to 40 years, and that retirement landscape has evolved so drastically over the years. Those retiring face risks like longevity, inflation, market volatility. People are living much longer now they're spending more and really with less guaranteed income sources beyond social security. I'll say this again, the most eye-opening exercise for participants is working on their budget, going through their expenses item by item. Most participants are guessing at what they're spending, and the reality is, and what we uncover through that financial planning process is they're usually spending more than that estimated number. This really leaves them open and vulnerable to spending down their retirement assets at an unsustainable rate. Again, I can't stress this enough, that's why it's crucial to build out that foundational financial plan as soon as possible, work through your household budget, and then you can tweak it from there.

We don't expect things to stay the same every single year, but this way we can structure a suitable asset allocation and set retirement expectations in advance, gives participants more options. For example, if they need to increase contributions, modify investment allocations, or maybe it's decreasing spending, and we uncover that through that financial planning process. This way they have a longer runway to get to where they need to be. I think that this exercise, and Evan, you just mentioned this component, it builds a level of confidence because during this entire process, the participant is becoming more educated, they're gaining confidence through learning more about their options upon retirement. That's making that transition into the decumulation phase very smooth. They can just hit go on their plan when they're ready to retire, they're not scrambling to come up with a plan. I think that's why it's just critical now to prepare with the retirement plan savings.

Audrey Wheat :

Awesome. Great. Evan, anything to share in terms of what plan sponsors are surprised by when you open up the decumulation conversation with them?

Evan Holmes:

I think the thing that surprises plan sponsors, especially once we get into product conversations is the level of fiduciary oversight that goes into selecting whatever you use and then monitoring that on an ongoing basis. I think a lot of these solutions are certainly well served for certain people, but as you think about your level of fiduciary responsibility for the whole plan, there's a lot that goes into the selection process for these types of solutions. That's a big surprise.

I think the other thing that has surprised some of our clients, a lot of these options have been around in the marketplace for a long time, and as clients come to us with maybe some of these legacy type products that have been around for a while, and we really start to get into some of the detail and how these income solutions are being utilized, I think we run into a lot of instances of misuse. And I think that really goes back to the need for broader education, broader advice. Again, as you think about delivering these, you want to make sure that your plan participants are utilizing them effectively because they can be more costly, frankly, and you don't want participants to be disadvantaged by that if they're not being used correctly. That's been a big surprise as we've dug into the details. And again, I think just reinforces some of the commentary around the need for advice.

Audrey Wheat :

Absolutely. And like in care example, one friend was talking to another, totally different plans, that misinformation can spread, so let's just get them the correct information and advice about their plan. Before we move on to questions, which we do want to get your questions so please send them through the question box, we have a quick lightning round where I'm just going to throw out a topic, and Evan and Kara are going to give their quick yes or no very little explanation so to speak. I just think these are so fun at the end of panels. Lightning round. 4% withdraw rule, that's a rule of thumb that you hear participants should do, take 4% out of their assets a year to live on in retirement. Yes or no? Kara, yes or no?

Cara Cannon:

No.

Audrey Wheat :

No. Evan, yes or no?

Evan Holmes:

No. Good idea, but life happens.

Audrey Wheat :

Got to stay flexible. Partial distributions as a withdraw option in the employer-sponsored retirement plan. Yes or no, Kara?

Cara Cannon:

Yes.

Audrey Wheat :

Yes. Evan?

Evan Holmes:

Yes.

Audrey Wheat :

Yes. Yes. Evan.

Evan Holmes:

Yes.

Audrey Wheat :

Okay, awesome. Participant changing withdraw strategy based on market conditions. Karen.

Cara Cannon:

No.

Audrey Wheat :

Evan?

Evan Holmes:

No.

Audrey Wheat :

That is the primary role of a financial advisor is a lot of times when market conditions go bad, you are so tempted to make an emotional decision, but you've got Karen, you've got Evan there to keep things steady for you and make you feel good about it. All right, let's go to ... A couple more. Encouraging terminated participants to leave assets in the plan. Karen?

Cara Cannon:

Not usually.

Audrey Wheat :

Okay. Not usual. Evan?

Evan Holmes:

Yes, generally participant-friendly, cost-effective, provided your plan is flexible.

Audrey Wheat :

Awesome. Karen, and I know this is supposed to be a lightning round, but to dig into the difference there. Perhaps you were working with participants whose plan wasn't decumulation-friendly. CAPTRUST hadn't gotten to them yet.

Cara Cannon:

Correct. Exactly right.

Audrey Wheat :

Okay. Last one, before we get into the questions. Annuities, yes or no? Karen?

Cara Cannon:

Not usually.

Audrey Wheat :

Okay. Evan?

Evan Holmes:

I'll say potentially for a portion of your income.

Audrey Wheat :

All right. Yeah. Okay. Thank you. That was the fun lightning round. We do have a lot of questions flying in, so I want to make sure we have a few minutes to get to these questions. First question here, my record keeper is recommending a retirement income product for our plan. How should our committee approach evaluating that product? Evan, I think this one would be for you.

Evan Holmes:

That's a good question. It comes up all the time. It doesn't really matter who the record keeper is. Many of them are developing products on a daily basis. As I think about this, I think there's probably three things I would encourage a plan sponsor to think about. What's your process? You really shouldn't default to what the record keeper is pitching you. Again, I go back to the fiduciary role that the committee has, or your fiduciary committee has. Any type of product that you offer is going to carry some fiduciary responsibility. So what type of process are you going through to select that versus just defaulting because it's your record keeper. What are the costs relative to the perceived benefits?

Especially when you go start going down the guaranteed route, the costs tend to increase. So you need to really understand what are the embedded relative to the perceived benefits of that solution. And then I think the thing that's going to evolve here over the next few years, and something that I think plan sponsors really need to consider is portability. I know Audrey can attest to this pretty significantly. The record keeping industry has gone through significant consolidation over the years. And the legacy products, especially around guaranteed income, have not always been portable. Meaning that if you had to change your record keeper to another provider, that product may not be able to go with you. So I think you need to really understand how these solutions are portable in today's world, how the record keeper is going to adapt to that.

Audrey Wheat :

All right, well said. Okay, Karen, this one came in for you, and it's actually kind of playing off our little lightning round there. Karen, can you elaborate a little more on the 4% withdrawal rate rule of thumb?

Cara Cannon:

Sure. I certainly can. So I just think the rule is a little bit less reliable now.

Audrey Wheat :

What is it? Let's define it first.

Cara Cannon:

Sure, sure. So it's withdrawing 4% or less was a safe rule of thumb in years prior as to support your retirement. So if you were basically withdrawing 4% or less, you would be able to sustain your retirement and spending. So I think that it's just a little bit less reliable now because again, the environment has shifted and changed so much due to inflation, due to a changing market environment. And again, increased spending habits. So I'll hit it one more time. Know your budget. Know how much you're spending per year, understanding your expected portfolio value upon retirement, and then the growth that your portfolio requires in order to support that.

We talk about changes in the market. A recent change before the Fed started raising interest rates aggressively, we didn't have as much optionality within the bond market and the capability to de-risk our portfolios. Now we do, but that can change again, right? Are you a conservative investor? Are you an aggressive investor? Well, your feelings about the market change a little bit once you enter into that retirement phase of your life.

And then with that being said, do you need five, six, or 7% in order to keep up with spending in retirement. So understanding if that expected return, that portfolio growth, if that's something you're comfortable with from a risk perspective. And if that aligns with your tolerance, these are kind of the questions you should be thinking about and asking yourself. And that's why I think that the 4% rule is a little bit unreliable now.

Audrey Wheat :

Thank you. That's super helpful context because it's still out there, you still hear about it all the time. Okay, next question, and I think we may wrap up after this. We may take one more. I think you can both weigh in on this. At what age, is there a specific age that triggers, okay, I really have to start planning for my retirement income now. When does that process begin? Evan, do you want to kick us off?

Evan Holmes:

I think that could honestly begin at really any time. I think building a plan for the longterm provides a significant level of confidence to the plan participant. The more confident people are about their own financial picture, the more likely they're less stressed in the workplace and they're likely more productive in the workplace. And so again, I mentioned earlier it shouldn't wait until you're two, three years from retirement. Having a plan in place and that plan might shift over time, but having a plan in place and continuing to evaluate that plan through your career, we think is the best way to go.

Audrey Wheat :

Awesome. Karen, what are your thoughts?

Cara Cannon:

I agree entirely with what Evan just said. What's the worst that could happen? By creating a plan as soon as possible, you're more prepared. That's a great problem to have. It's better to be planning now than when it's too late, right? Again, going back to giving participants more optionality, you're also educating yourself along the way. And again, creating that confidence factor so that when you're ready to hit go in retirement, you're less stressed about it. So meet with an advisor, tweak the base plan that you've created over the years. Life happens, things change. That's why we look into these things every single time we meet with participants, we revisit their plan, we update the plan, and then we can focus on more of the fun planning techniques that we use. When people are approaching retirement, maybe they want to travel the world, is that a possibility for them? They can focus more on the positive side of retirement.

Audrey Wheat :

Wonderful. All right. In the interest of time, we are just going to take one more question. I promise everyone that submitted questions, I see some great questions here. We are going to follow up with you individually, but the last question I see is, does CAPTRUST have education material that addresses the holistic view of retirement? Boy, do we ever?

So I just want to direct everyone to captrustadvice.com, tons of resources on there for your plan participants, and also just captrust.com if you'd like to learn more about our firm. So again, want to thank Karen and Evan for being here. We really appreciate your expertise and your time. Thank you to all our plan sponsors that logged on and joined us this afternoon, and we'll leave you with this disclosure. Rachel, anything to wrap up?

Rachel:

I think that is everything. So I hope everyone has a great day, night, evening.

Audrey Wheat :

Thank you so much. Yes, everyone have a wonderful rest of your day. Thanks for coming.

Cara Cannon:

Thank you everyone.

Evan Holmes:

Thanks everyone.