



Alight Defined Benefit Client Council

Questions:

If you have any questions, please feel free to contact one of Alight's DBCC leaders listed below:

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Mission Statement

Drawing from data-driven insights, the preferences of our plan participants, and our collective pension delivery experience, we strive to reimagine Alight's DB administration capabilities to meet the evolving challenges faced by DB plan sponsors and the continual changes in participant needs and expectations in their retirement journey.

Council Charter & Mission

Alight and the original participating plan sponsors of the **Defined Benefit Client Council (DBCC)** collaborated on developing a charter to guide the Council's efforts. By leveraging this esteemed group's hundreds of years of combined pension administration experience, our mutual goal is to represent and serve the interests of their organizations by **helping define tomorrow's best practices for managing pension plans, with the ultimate goal of helping their employees retire with confidence.**

Alight supports and fosters the DBCC to:

1. Actively influence our company's strategic direction and priorities in the Defined Benefit outsourcing business, **and**
2. Help to improve our services and delivery for their organizations and employees.

Alight understands that the business of Defined Benefit plan administration is about **getting the details right**. Alight will contribute to the work with this group by **testing new ideas and processes** that come from the DBCC across all aspects of our delivery model, including customer interaction capabilities (web, mobile and service center), plan sponsor support tools, quality assurance investments, new service offerings, and pension delivery metrics.

DBCC Membership

The Alight DBCC includes a **select group of the 130 Defined Benefit clients** we actively work with. This group represents a **diversity of industry, plan designs, and participant populations** and has provided information and direction that can apply to a wide range of Defined Benefit plan administration challenges. Only one or two members from each organization join the council to ensure that every participating organization is effectively represented at each meeting.

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Commitment

Below is a summary of the expectations for Alight DBCC members and guiding principles for the Alight team involved. We are committed to making this a very active and informed council in all things pension. We have found that this group works most effectively with **active participation**. The topics and ideas shared often build from meeting to meeting, so **continuous participation is encouraged and allows participating members to build relationships with each other**.

DBCC Participant Guidelines

- Attend and actively participate in the DBCC meetings.
- Honestly and constructively contribute ideas about processes that can be improved and provide feedback on things that may be working well.
- Network with your fellow plan sponsors to compare experiences and learn from each other.
- Represent both your individual perspective and the broader perspective of Defined Benefit plan sponsors.
- Be the voice of your employees; help represent their most pressing needs and challenges.
- Respect the confidentiality of the group.
- When it makes sense, provide access to your employees for the purposes of furthering the DBCC's work through research that may involve surveys, usability work, focus groups, etc.

Alight's Guiding Principles

People Matter: Serve the goals of our clients and respect the confidentiality of the group.

Excellence Every Day: Solicit feedback that Alight can use to improve service and delivery for all clients.

Think Forward: Test our current thinking regarding Defined Benefit administration, both strategic and tactical.

Act Now: Better understand our clients' combined perspective on enhancing our delivery.

Be Real: Schedule the meetings, keep topics current, actively listen to our clients. Provide access to key Alight firm and DB leaders for the benefit of DBCC participants.