

Plan sponsor and recordkeeper relationship

2024 Plan Sponsor Attitudes Survey: Highlight 5

Plan sponsors' satisfaction with recordkeeper services remains high, with the largest plans reporting the highest level of satisfaction (91%, compared to 83% overall).

Most important factors when hiring a recordkeeper



38%

of plan sponsors expect to conduct a recordkeeper search.

Top considerations in the plan sponsor/recordkeeper relationship

46%

of advised plans experienced recordkeeper fee increases, compared to 68% of non-advised plans.

48%

of plan sponsors indicated a recordkeeper's digital/mobile experience was extremely important, up from 30% the prior year.

66%

of plan sponsors agree it is very important that a recordkeeper offers multiple language options.

Fidelity: Committed to driving retirement plan success

As the economy, fiduciary environment, and available investment options continue to become more complex, plan sponsors and advisors need to work together to help more participants become retirement-ready.

Fidelity's proprietary Plan Sponsor Attitudes Survey has examined plan sponsors' priorities and detailed insights since 2008, based on interviews with more than 14,000 sponsors. As an advisor, you can use the results to help ensure your retirement plan services are in line with the current needs of plan sponsors.

Along with our survey, we deliver other resources for plan sponsors and advisors, including:

- Insights from specialized research and analysis teams on active versus passive, investment analytics, capital market updates, and Fidelity's Markov Process International (MPI) Target Date analytics tool
- Building Futures: Quarterly plan trends and participant data from one of the industry's most comprehensive proprietary collections of defined contribution plan and participant information
- Ongoing educational opportunities, such as continuing education (CE) approved by the Society of Human Resources Management (SHRM) and the Human Resource Certification Institute (HRCI)

To review the full Plan Sponsor Attitudes Survey and how these comprehensive insights may apply to your business, contact your Fidelity representative.

i.fidelity.com

Defined Contribution Investment Only Specialists: 800-343-1492



For investment professional and plan sponsor use only.

Unless otherwise expressly disclosed to you in writing, the information provided in this material is for educational purposes only. Any viewpoints expressed by Fidelity are not intended to be used as a primary basis for your investment decisions and are based on facts and circumstances at the point in time they are made and are not particular to you. Accordingly, nothing in this material constitutes impartial investment advice or advice in a fiduciary capacity, as defined or under the Employee Retirement Income Security Act of 1974 or the Internal Revenue Code of 1986, both as amended. Fidelity and its representatives may have a conflict of interest in the products or services mentioned in this material because they have a financial interest in the products or services and may receive compensation, directly or indirectly, in connection with the management, distribution, and/or servicing of these products or services, including Fidelity funds, certain third-party funds and products, and certain investment services. Before making any investment decisions, you should take into account all of the particular facts and circumstances of your or your client's individual situation and reach out to an investment professional, if applicable.

Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

The information provided herein is general and educational in nature and should not be construed as legal advice or opinion.

Not for use with plan participants.

You must make a determination whether an investment in any particular security or securities is consistent with your client's investment objectives, risk tolerance, and overall financial situation.

IMPORTANT: All data and information are from the following sources unless otherwise specified.

Survey summary: Harris Insights and Analytics, an independent market research company, conducted an online survey of 1,174 plan sponsors on behalf of Fidelity. Fidelity Investments was not identified as the survey sponsor. The survey was conducted during the month of January 2024. Respondents were identified as the primary person responsible for managing their organization's 401(k) plan. All plan sponsors confirmed their plans had at least 25 participants and at least \$3 million in plan assets. Though the survey is broad in scope, the experiences of the plan sponsors participating in the survey may not be representative of all plan sponsors.

Third-party trademarks and service marks are the property of their respective owners. All other trademarks and service marks are the property of FMR LLC or an affiliated company.

Fidelity Investments® provides investment products through Fidelity Distributors Company LLC; clearing, custody, or other brokerage services through National Financial Services LLC or Fidelity Brokerage Services LLC (Members NYSE, SIPC); and institutional advisory services through Fidelity Institutional Wealth Adviser LLC.

Personal and workplace investment products are provided by Fidelity Brokerage Services LLC, Member NYSE, SIPC.

Institutional asset management is provided by FIAM LLC and Fidelity Institutional Asset Management Trust Company.

© 2025 FMR LLC. All rights reserved.

1185411.1.0

1.9919380.100