



# FIS RETIREMENT NEXT GEN

---

Omni User Group  
November 16, 2022

# WHAT'S ACCELERATING FINTECH TRANSFORMATION?



Adoption of **new technologies** is accelerating



A **revolution** in the way companies leverage **data**



B2B consumer expectations are **consumer-like**



**New entrants** are disrupting traditional business models

# RETIREMENT INDUSTRY TRENDS OVERVIEW

---



---

**Rise of new technologies  
and transformative  
opportunities**



---

**Cloud-first strategy  
focusing on an end-to-end  
digital experience**

# RETIREMENT INDUSTRY TRENDS



**Improved Recordkeeping Technology**



**Adoption of Robo-Advisors**



**Easier Delivery of Personalized Solutions**



**Holistic “One-Window” Visualization**



**Even Greater Adoption of Digital Communication**

# GOALS FOR FIS MODERNIZATION

## FIS RETIREMENT OBJECTIVES








- **Revolutionize the industry with a transformative Retirement solution**  
*An outsourcing service that combines core ITO and BPO capabilities with transformation, modernization and digitization of platforms and processes*
- **Bring our best-in-class capabilities to provide an adaptable and scalable platform**  
*A common infrastructure that allows FIS to support different client types with different offer models*
- **Enable Retirement professionals to accelerate capabilities and competitiveness**  
*Focus expands beyond recordkeepers to include Associates, Middle Office Managers, Advisors, Consultants and TPAs*
- **Support all markets and segments, globally**  
*Across all plan types (e.g., 401k, 403b, 457) and market segments (e.g., jumbo, mega, large), globally*
- **Improve retirement outcomes**

## FIS COMMITMENTS

- 1 **Accelerated Digital Transformation**  
*Deploy industrialised retirements as a service model on a NextGen digital platform “faster”*
- 2 **Robust Scalable and Extensible Platform**  
*Future proof and stable platform, powered by our NextGen RaaS platform*
- 3 **Risk Mitigated Service Excellence**  
*Proven large scale transition expertise and operational excellence with robust governance*
- 4 **Enable Customer Experience Journey**  
*Tailored approach to support Client’s business transformation plan for all markets*
- 5 **Strategic Fit, Executive Commitment**  
*Aligned with our Fintech growth pillar and strategic objectives with focused FIS executive sponsorship*
- 6 **Pursuit of Client Excellence and Continuous Improvement**  
*Commitment to a relentless pursuit of client excellence to deliver best-in-class capabilities*



# RETIREMENT MODERNIZATION

								
		BESPOKE TO CORE	MONOLITHIC TO MICROSERVICE	CLOUD FIRST	DATA CONSOLIDATION	ENABLING SELF SERVICE	UNIFIED USER EXPERIENCE	RETIREMENT AS A SERVICE
<b>LOWER TCO</b> with a <b>scalable, predictable, variable</b> cost model based on client's growth and consumption	<b>PROTECT AND ACCELERATE EXISTING BUSINESS</b>	✓	✓	✓	✓	✓		✓
<b>ACCELERATED TRANSFORMATION</b> at lowest risk with proper controls to manage		✓	✓	✓	✓		✓	✓
<b>A ROBUST &amp; EFFICIENT FUTURE STATE PLATFORM</b> to drive <b>customer service</b> and satisfaction; attract and retain existing customers	<b>GROW NEW</b>	✓	✓		✓	✓	✓	✓
<b>GROWTH THROUGH INTRODUCING INNOVATIVE NEW PRODUCTS</b> enhanced <b>services</b> , and enriched platform <b>functionality</b>			✓	✓	✓	✓	✓	✓

# KEY PLATFORM MODERNIZATION OBJECTIVES

---

**Data  
Innovation**



**Self-  
Contained**



**Configurable and  
Extensible**



**Omnichannel and  
Consistent**



**Cloud  
First**



**Open  
Integration**



# APPROACH TO MODERNIZATION

APPROACH	KEY CHALLENGES IN CLIENTS EXISTING ARCHITECTURE...	...SHALL BE RESOLVED FOLLOWING NEW ARCHITECTURE PRINCIPLES...	...DELIVERED THROUGH OUTCOME ORIENTED INITIATIVES*
<p><b>DATA INNOVATION</b></p>	<ul style="list-style-type: none"> <li>• Duplication of data due to multiple siloed copies</li> <li>• No single source of truth</li> <li>• Highly structured, requires denormalization</li> <li>• No unified data model</li> </ul>	<ul style="list-style-type: none"> <li>• Domain driven data architecture</li> <li>• Gold Copy of data</li> <li>• Simplified data governance model</li> <li>• Meta tagging and context tagging at source</li> <li>• Central cataloging (at platform level)</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidate data repositories to create a relational database to <b>create a single source of record</b> for both reporting and analytics</li> <li>• Aggregate and ingest data to ETHOS to securely enable <b>real time analytics for improved data-driven decisions</b> (e.g., plan health dashboard)</li> <li>• Enable logging and notifications <b>for robust monitoring</b></li> </ul>
<p><b>OMNICHANNEL &amp; CONSISTENT</b></p>	<ul style="list-style-type: none"> <li>• Context tracking not available</li> <li>• Continuous handoff services unavailable</li> <li>• Variety of ways to perform activities across front end apps</li> <li>• Significant learning curve on UIs, rules and uniqueness</li> <li>• Inconsistent engagement across digital channel – Significant Call Center involvement</li> <li>• Aging UI framework and technology</li> </ul>	<ul style="list-style-type: none"> <li>• Persistent and replicated context across services</li> <li>• Seamless omnichannel handoff</li> <li>• Flow of events (data) maintained on server side</li> <li>• Uniform interactions across front end apps</li> <li>• Plug and play, micro front-ends, composite UI, APIs and events</li> </ul>	<ul style="list-style-type: none"> <li>• Extend the Unity framework developed for FIS Wealth customers to create <b>modular, persona driven experiences across engagement channels</b></li> <li>• Build an expansive set of integration points to <b>connect third-party applications, adjacent businesses, and external partnerships</b></li> <li>• Standardize processes to <b>reduce end-user thinking</b></li> </ul>
<p><b>SELF CONTAINED</b></p>	<ul style="list-style-type: none"> <li>• Highly interdependent architecture</li> <li>• Demand driven release cadence</li> <li>• Expensive and slow implementation and roll out</li> <li>• Significant platform and application impact</li> <li>• Rules and data distributed across multiple locations and Custom COBOL</li> </ul>	<ul style="list-style-type: none"> <li>• Decoupled service design</li> <li>• Highly configurable standard services architecture</li> <li>• Standardized data source with defined system of record</li> </ul>	<ul style="list-style-type: none"> <li>• Design a loosely-coupled plug and play architecture to <b>embrace emerging technology, rapid innovation, and improved time to market</b></li> </ul>



# APPROACH TO MODERNIZATION

APPROACH	KEY CHALLENGES IN CLINETS EXISTING ARCHITECTURE...	...SHALL BE RESOLVED FOLLOWING NEW ARCHITECTURE PRINCIPLES...	...DELIVERED THROUGH OUTCOME ORIENTED INITIATIVES
<b>CLOUD FIRST, CLOUD ENABLED</b>	<ul style="list-style-type: none"> <li>Scalability constraints and slower deployment, etc.</li> <li>Limited clarity on 'what, where and when' of mainframe/ non-mainframe application deployment on private v/s public cloud</li> <li>Higher cost of on-prem and licensed solutions (i.e., application servers, Mainframe)</li> </ul>	<ul style="list-style-type: none"> <li>Portability to deploy anywhere (geographies, public and private), workload based balanced use of hybrid cloud</li> <li>Optimized cache with low latency and high transfer speeds via CDN</li> <li>On-demand spin up of infra via self-serve capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Develop Cloud-based components to simplify and shorten implementation and deployment</li> <li>Utilize elastic compute resources and a workload-based, balanced use of hybrid cloud to meet spikes in demand</li> </ul>
<b>CONFIGURABLE, PARAMETERIZED &amp; EXTENSIBLE</b>	<ul style="list-style-type: none"> <li>Hard-coded rules and processes in certain apps (i.e., COBOL, etc.)</li> <li>Multiple systems of record, disparate data (cloud/local, and custom code libraries)</li> <li>Significant customization with extensive maintenance</li> <li>Legacy code and technology with significant complexity</li> </ul>	<ul style="list-style-type: none"> <li>Configurable in place</li> <li>Parameterized and composable design</li> <li>Limited customization with high configurability</li> <li>Return bespoke application functions to core platform solution</li> </ul>	<ul style="list-style-type: none"> <li>Enhance the current architecture through componentized deployment and rules-based logic with a parametrized and composable design for scalability and cost control</li> </ul>
<b>OPEN INTEGRATION</b>	<ul style="list-style-type: none"> <li>Point to point fragile integrations</li> <li>Duplicate functionalities</li> <li>Highly complex customization code, legacy rule architecture and data flow</li> </ul>	<ul style="list-style-type: none"> <li>Decoupled service design</li> <li>Highly configurable standard services architecture</li> <li>API catalog</li> <li>Standardize data source with defined system of record</li> </ul>	<ul style="list-style-type: none"> <li>Build platform with microservices, experience API-led connectivity mindset to maintain reliable connections</li> <li>Provide componentized functionality via Code Connect to allow services to run in parallel, while also integrating with legacy apps as needed; low code integration to enable rapid feature build</li> </ul>

# NEXT GEN ROADMAP

# NEXT GEN ROADMAP MODERNIZATION




**Core Recordkeeping**



**Data Solutions**



**Security**




**Plan Onboarding**



**Participant Experience**



**Plan Sponsor Experience**



**Advisor Experience**



**TPA Experience**



**Financial Wellness**



**Partner Integration**



**Payments**



## MODEL OFFICE

- Incremental Release Preview
- Target: Q2 2023

## ALPHA RELEASE

- BPO Recordkeeping Inquiry Only
- Target: Q4 2023

## BETA RELEASE

- BPO Recordkeeping + Trading
- Target: Q1 2024

## GA RELEASE 1

- Recordkeeping + FIS Digital
- Target: Q2 2024



NOTE: All dates in this document are subject to change.

# CORE RECORDKEEPING



Enhancement of the current recordkeeping technology to establish a new framework that will enable a relational database schema, containerization, upgrade of core code and a cloud ready deployment.

FEATURE	DESCRIPTION	2022			2023			>2024	
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>CORE MODERNIZATION</b>	Enhancement of the current recordkeeping technology to establish a new framework that will enable a relational database schema, containerization, upgrade of core code and a cloud ready deployment. Allows for greater frequency of updates through our CI/CD process that mitigates risk through smaller change deployments.							○	
<b>CORE MICROSERVICES</b>	Strategic deployment of core APIs to decouple the back-end from the front-end. This will provide more robust services for componentized functionality that will be made available via Code Connect.						○		
<b>CORE ENHANCEMENTS</b>	Enhancing core functionality to remove dependency on Omni Script and provide more configurability in core. Focus for initial enhancements includes Auto Services, Match Calculations, and Small Balance Force Outs.							○	



# DATA SOLUTIONS



Provide a commercially available platform of integration-ready data sets, delivered through APIs, supporting digital user platforms, visualizations, analytics and hyper-targeted actions.

FEATURE	DESCRIPTION	2022			2023			>2024	
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>RETIREMENT GDS</b>	Creation of GDS to store retirement specific data. Retirement GDS will be used to feed data to digital services (i.e. web & mobile) and will include database replication with the Retirement recordkeeping database.				○				
<b>ENTERPRISE DATA</b>	Curated data sets that will be aggregated across FIS through our enterprise data platform to connect with user experiences to enable enhanced insights, personalization and better outcomes. Will include plan/participant health, benchmarking, enhanced analytics and next best action.								○



# PARTICIPANT EXPERIENCE



An upgraded turn-key participant experience solution that is highly configurable. Leveraging our microservice architecture combined with modern technology and integration into our GDS, our participant UI/UX will deliver a more unified cross-channel experience focused on increasing user engagement.

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>PARTICIPANT WEB</b>	Redesigned Participant Web providing a modern experience that will be available as part of NextGen. Solution will be highly configurable leveraging microservice architecture combined with integration to GDS to deliver a more unified cross-channel experience focused on increasing user engagement.						○		
<b>PARTICIPANT MOBILE</b>	Redesigned Participant Mobile App providing a modern experience that can be consumed as part of NextGen, providing user access to their account, as well as transaction functionality, and another channel for communications via in-app messaging and push notifications.							○	
<b>SMART FORMS</b>	Enablement of participant "signature required" self-service capabilities. Deployment of a consistent, configurable form for specific transactions that will allow for standardization and automation.								○
<b>INTEGRATED ENROLLMENT</b>	Integration with strategic partners to provide integrated enrollment experience for participants. Embedded experience for self-service enrollment and ability to configure to meet specific plan design needs.						○		



# PARTICIPANT EXPERIENCE



An upgraded turn-key participant experience solution that is highly configurable. Leveraging our microservice architecture combined with modern technology and integration into our GDS, our participant UI/UX will deliver a more unified cross-channel experience focused on increasing user engagement.

## • Dashboard Features

- Communication Center: (Statements, Transactions, Confirmations, Forms, Documents, Alerts)
- Key Information Widgets:
  - Account Balance, Retirement Wellness, Personalized Nudges, Contributions, Investments, Personal Return, Loans, Account Activity
- Help Center and Contact Us

## • Account Overview

- Account Balance History: (Contributions & Earnings, Money Type, Tax Type, Vesting)
- Contributions: (Current, Future, Tax Types)
- Investments: (Holdings, Money Source, Asset Allocation)
- Personal Return Details
- Current Loan Details
- Beneficiaries

## • Manage Profile

- Personal Details, Security Settings, Preferences & Alerts

## • Manage Account/Transactions

- Enrollment (including Auto Services opt-out)
- Change Contributions
- Change Investments (including QDIA and managed account opt-out)
- Distributions Center
- Loan Center
- In-Plan Roth Conversion

## • Research

- Fund Price & Performance
- Fund Prospectus and Fact Sheets

## • Resource Calculators & Analytics

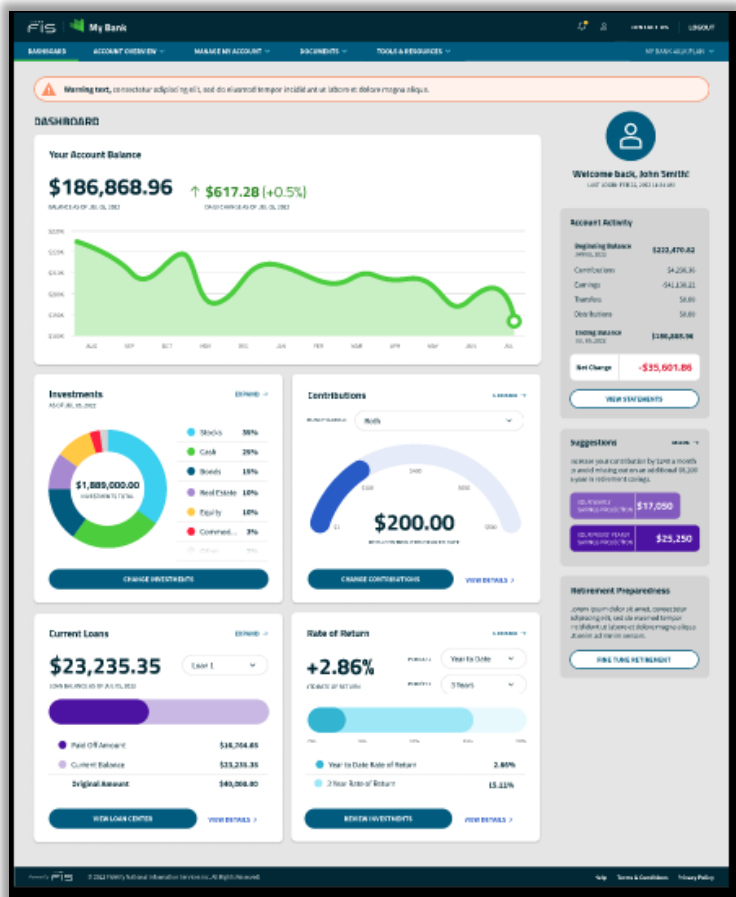
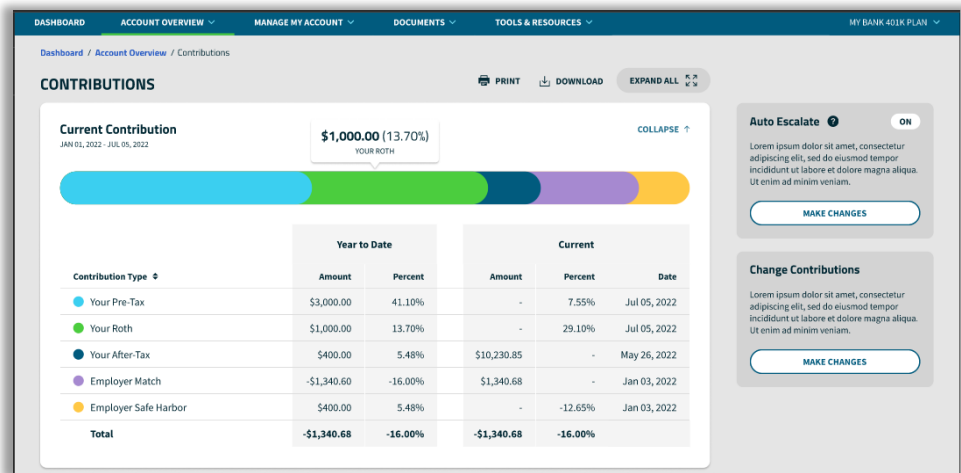
- Accumulation Planning:
  - Retirement Wellness, Maximizing Contributions, Paycheck Impact, Retirement Loan Impact & Modeling, Risk Tolerance Questionnaire & Models
- Distribution Planning:
  - Tax-Efficiency Distributions, Distributions Decisions, Social Security, Roth Conversion
- General:
  - Net Worth, Debt Review



*\*Light gray text will not be part of MVP1*



# PARTICIPANT EXPERIENCE



# PLAN SPONSOR EXPERIENCE



Enhanced digital solution for plan sponsors to effectively and efficiently view and manage their plan. Through added self-service functionality, integrated workflows ability to access participant UI/UX, solution will provide more information to the plan sponsor, as well as channels to seamlessly communicate with recordkeepers and participants

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>PLAN SPONSOR WEB</b>	Redesigned Plan Sponsor Web providing a modern experience that will be available as part of NextGen. Will provide access for plan sponsors to be able to view plan and participant information, offer self-service functionality to approve selected transactions and select reports, as well as provide channels to communicate with recordkeepers and participants.							○	
<b>SELF SERVE REPORTING</b>	This is ability for Plan Sponsor to have access to both standard and ad-hoc reporting through the portal.							○	
<b>SELF SERVE DOCUMENT EXCHANGE</b>	Provide the ability for Plan Sponsor to upload documents via the portal, providing RK approval process, and then publishing out to participants, replacing the manual process of submitting files outside of a portal							○	
<b>SELF SERVE NON-DISCRIMINATION TESTING</b>	Solution to assist plan sponsors with completing annual non-discrimination testing , including self-help links, intuitive navigation wizards, notifications and reporting.			○					
<b>PLAN SPONSOR MOBILE APP</b>	Sponsor Mobile App providing a modern experience that will be available as part of NextGen, providing user access to view basic account information about the plan, as well as transaction approval functionality, and another channel for communications via in-app messaging and push notifications to the plan sponsor.								○



# ADVISOR EXPERIENCE



Intelligent and modernized UI/UX that provides advisors the ability to self-serve and manage FIS clients through a single login. By providing 'book of business' accessibility, advisors can view plan and participant assets, access reporting tool and view/manage investment information.

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>BOOK OF BUSINESS DASHBOARD</b>	Digital portal that provides Advisors the ability to view plan, participant and asset information across the book of business for the RK. Value to the Advisor is a holistic view to their portfolio and ability to filter on specific data points to drive participant engagement.							○	
<b>INVESTMENT MANAGEMENT</b>	Provide ability for Advisors to be able to view and manage investment lineups for a plan based on access granted by RK. Will provide a self-service experience for Advisors to make fund changes, request fund adds to a plan and view relevant information about investments, reducing the need for paper forms or manual interaction and creating a digital audit trail of changes.							○	
<b>SELF SERVE REPORTING</b>	This is ability for Advisor to have access to both standard and ad-hoc reporting through the portal.							○	
<b>TRANSACTION MANAGEMENT</b>	Ability to access participant web experience and have access to process selected transactions on behalf of the participant. Access will be controlled at the RK level and will provide the Advisor filtered access to provide services to the participant.								○
<b>ADVISOR MOBILE APP</b>	Advisor Mobile App providing a modern experience that will be available part of NextGen, providing user access to view basic participant and account information.								○



# ADVISOR EXPERIENCE



Intelligent and modernized UI/UX that provides advisors the ability to self-serve and manage FIS clients through a single login. By providing 'book of business' accessibility, advisors can view plan and participant assets, access reporting tool and view/manage investment information.

## ADVISOR

The Advisor is knowledgeable about plans, features, and different Providers, so that they can advise their customers (Plan Sponsors) on which Providers will give them the most for their money. They typically focus on helping Plan Sponsors understand and navigate the process of finding the best Provider. They like a certain level of detail – just enough to know how to guide their customers.

**Key Attributes**

Desired Level of Engagement	Technology Savviness
Desired Level of Autonomy	Familiarity with Process

---

**“**

**My main goal is to do right by my customers – I'm always looking for the best 401(k) provider for their needs. I can advise my plan sponsors about which providers will give them the best bang for buck, and I have already started to learn which ones won't be great to work with.”**

**”**

- Advisor

**WHAT I NEED TO SUCCEED**

- Make it easy for me to understand the plan. Although I may know 401(k)s well from experience, I may still be new to the retirement plan. Show me your process is best-in-class, and help me get back to selling.
- Adapt to my working style since I need to provide my customers with service tailored to their needs. Understand my approach and work with me to deliver the best experience possible.
- Keep me informed as I need to be able anticipate my own customers' needs and have the answers to their questions. Give me the information I need to guide them.
- Make my clients happy since my primary goal is to ensure that my customer (the Plan Sponsor) is onboarded efficiently and painlessly. Give my customers a good experience.

**CHALLENGES I FACE**

- I want to be an expert and help Plan Sponsors through an easy experience, but I'm unfamiliar with all the processes of a new recordkeeper
- I want to give my customers the experience they pay me for, but I'm not confident we're on the same page behind the scenes
- I need to be able to respond to anything Plan Sponsors throw my way, but I'm not always aware of what has been done and what's coming next
- I want my Plan Sponsors to have a positive outcome as they onboard, but I don't have full control over everything that's going on

© 2022 FIS and/or its subsidiaries. All Rights Reserved. FIS confidential and proprietary information.

8

- Book of Business Dashboard View (e.g., list of all plans for a client, view plan information and balances, participant counts, contribution rates, outstanding loans, total plan count, total assets, average contribution rates etc.) able to filter down into plans and participants
- Compensation Reporting (fee schedules and rates, fee calculations and reporting)
- Alerts and Notifications Center
- Sponsor and Participant Campaigns
- Access to the Plan Document Center
- Payroll and Census file uploads
- Advisor Allocation Portfolio Models
- Advisor Managed Portfolio Models
- Advisor Firm Level Book of Business view
- Advisor Firm Team Level Book of Business view
- Cross RK Book of Business view
- Relationship and Support for Advisors
- View as sponsor; complete plan reviews
- View and transact on behalf of participants
- Reporting and data extracts at plan, participant or Book of Business level
- Access to data and analytics
- Investment lineup support
- Investment performance Support
- Submission of Plan Fund Changes requests

*\*Light gray text will not be part of MVP1*

Classified as FIS Company Confidential NOTE: All dates in this document are subject to change

# TPA EXPERIENCE



Provide a portal that allows TPAs the ability to self serve and manage their clients in a single environment. TPAs can view plan and participant information, and be given access to reporting tools and certain functions to perform compliance related responsibilities.

FEATURE	DESCRIPTION	2022			2023			>2024	
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>BOOK OF BUSINESS DASHBOARD</b>	Digital portal that provides TPAs the ability to view plan, participant and compliance information across the book of business for the RK. Value to the TPA is a holistic view to their business with the RK and ability to efficiently see into the plan and act on specific services provided under their agreement with the plan.							○	
<b>TRANSACTION MANAGEMENT</b>	Allows TPA to access plan to perform compliance testing, vesting changes and fee management online.								○



# PLAN ONBOARDING



Plan Onboarding is a web application to support recordkeepers and intermediaries the plan onboarding process by streamlining, automating and providing visibility into the transition process. persona-based guidance leads users through each component of the onboarding process while providing real-time status visibility, resource access, integrated process and collaboration tools.

FEATURE	DESCRIPTION	2022			2023			>2024	
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>PLAN &amp; PARTICIPANT ONBOARDING</b>	Ability to collect, manage and establish plan & participant through an online portal, with interactive and efficient data mapping and validation.							○	
<b>PAYROLL &amp; FEE SCHEDULE MANAGEMENT</b>	Provide payroll integration setup and fee schedule management as an additional feature							○	
<b>SELF SERVE AUTOMATION</b>	Integrated workflow, file transfer and messaging that supports multiple authorizations and real-time status visibility.								○

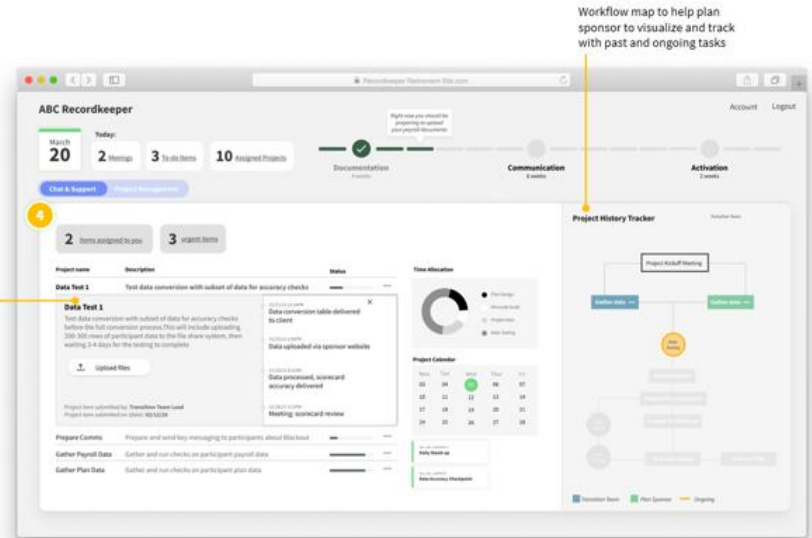
# PLAN ONBOARDING



Plan Onboarding is a web application to support recordkeepers and intermediaries the plan onboarding process by streamlining, automating and providing visibility into the transition process. persona-based guidance leads users through each component of the onboarding process while providing real-time status visibility, resource access, integrated process and collaboration tools.

- At-a-glance view of keys steps, status and dates
- Resource inventory
- Data compatibility guidelines around data file types, transfer methods, field formatting, definitions, etc
- Communication suite to provide alerts to team
- Integrated information sharing agreement for multi-user access
- Project management portal to log project activities, deadlines and collaborators
- Integrated workflows to generate RK system compatible data feeds and associated RK tasks, as well as plan reviews
- APIs available to connect workflows in other systems
- Access governed by persona driven security profiles
- Integrated e-signature support
- Automated plan document import, data importing, mapping, transformation, and testing.

*\*Light gray text will not be part of MVP1*



# SECURITY



Enhanced security features leveraging both internal and external partner integrations to mitigate risk for retirement users.

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>DARK MARKET MONITORING</b>	Access to breach records database for proactive and real-time access to identify and provide added security to user accounts. (IdP integration and API deployment via Code Connect scheduled for 2023.)	○							
<b>FRAUDCHEX</b>	FIS security patented methods and powerful predictive models have access to a vast network of data, and solution will identify ATO fraud related to DDA profile changes (address, phone number, email and IP addresses).						○		
<b>BIOMETRIC AUTHENTICATION</b>	FIDO2-certified one-touch biometric authentication solution gives businesses a secure authentication tool that can be easily and quickly integrated through an API or SDK onto any website or mobile application.								○
<b>BIOMETRIC HASH</b>	Biometric authentication through AI hashing incorporated into IdP. Solution will be designed to store an irreversible hashed identity token for the user that will be used in authentication. Can be used to compare hashed identities across different business segments to mitigate account takeover.								○

# FINANCIAL WELLNESS



Utilize financial wellness programs to drive employee engagement and outcomes through additional integrated offerings. Focus on solutions that are easy to use and understand and provide participants added security with one of their most important assets.

FEATURE	DESCRIPTION	2022			2023			>2024	
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>IN-PLAN ANNUITY</b>	In-plan annuity capabilities links carriers with investors, which can be delivered through an interactive retirement income program for investors who meet specified profile. Solution integration is deployed through partnership with iJoin.					○			
<b>HSA INTEGRATION</b>	Solution integration to pull HSA information into participant view; providing capabilities to SSO into full HSA provider portal. Additional functionality to provide integrated education and enrollment opportunities as well as a holistic portfolio review.						○		
<b>LONGEVITY PLANNING</b>	Project an investor's longevity through a unique research-driven algorithm to round out the financial planning process and make recommendations on additional products that could benefit the investor, such as life insurance, annuities, guaranteed income and more through Genivity.								○

# PARTNER INTEGRATIONS



Bring new capabilities to platform through strategic partnership integrations, where FIS will develop and deploy feature functionality that will be embedded into the user experience.

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>ESG</b>	Offering that will provide an ESG rating at an investment level. Utilizing partner API deployment, solution will be able to provide ESG ratings at an investment level for investors, plan sponsors and advisors to view, as well as at a portfolio level for individual investors.				TBD				
<b>CRYPTO</b>	Provide investors an option to buy, sell, hold cryptocurrency in accounts through FIS strategic partnerships. Additional analysis is needed to understand integration opportunities with retirement.				TBD				
<b>CLIENT INSIGHTS</b>	Integration via APIs to feed investor data into Client Insights for providing a holistic view of portfolio, including asset allocation and risk-based investment goals for advisors.								○
<b>STUDENT LOANS</b>	Integration to provide added benefit for student loan repayment programs. May need to be accelerated as a result of pending SECURE 2.0.				TBD				
<b>MOBILE DEPOSITS</b>	Provide the ability to remit mobile deposits from participant, either through remote deposit capture, online account transfer or mobile payment services.								○



# PAYMENTS



Enhancements to core payment platform that will deliver digital engagement/enablement solutions focused on automation and self-service for retirement payments. provide a unified framework and user experience that will be both scalable and configurable to support the dynamic nature of the clients we service across the FIS ecosystem.

FEATURE	DESCRIPTION	2022			2023				>2024
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	TBD
<b>DIGITAL PAYMENTS</b>	Initial launch of digital payments with 'push to card' and Zelle.			○					
<b>PAYMENT AUTOMATION</b>	Enhancements to better support ACH reclaims, stop payments, death audits and demographic authentication						○		
<b>PAYMENT UI/UX</b>	Enhanced self-service for payment/tax status/update management and plan balancing.						○		



# NEXT GEN MODERNIZATION

## WHAT'S BEEN ACCOMPLISHED

Our approach to delivering the Next Gen Platform is starting with the Recordkeeping Platform, Deployment model, CI/CD Pipeline, Data Store, Microservices and BackOffice User experience which serve as the foundation for all future modernization, automation and integrations.

Progress to date:

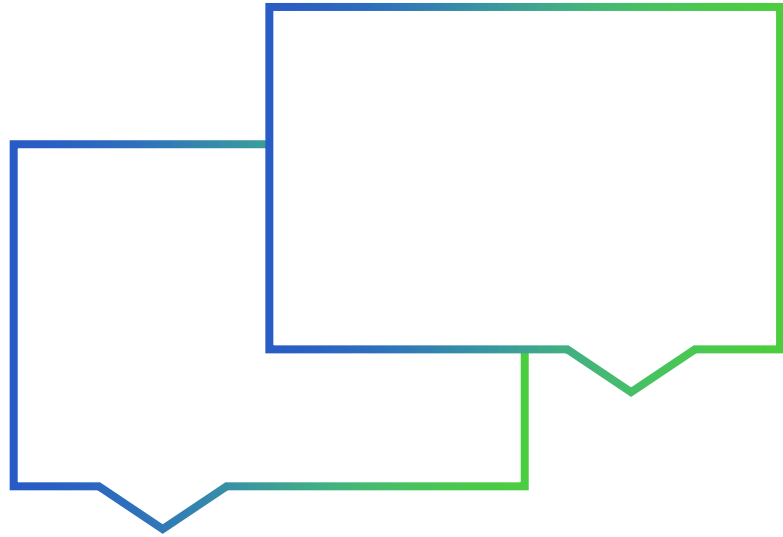
- Open Shift Infrastructure for Development and QA
- Converted core APIs to Microservices
- Core from VSAM to Oracle on Linux
- Completed Upgrade Process/Backup and Restore
- Established GDS with Core Data
- ETL data to ETHOS
- Built framework for new Back Office Desktop UI
- Migration of AW to new Back Office Desktop UI
- User Journeys and UI wireframes for Participant Web
- POC underway with Low Code/No Code Vendor for Digital Delivery
- Containerization of Core and Back Office Desktop UI



PATH TO

DELIVERING OUR

NEXT GEN PLATFORM



# Q&A

