ARAG® Financial Education and Counseling Fact Sheet

ARAG® is pleased to announce that we have partnered with PricewaterhouseCoopers (PwC) LLP to provide ARAG plan members with financial education and counseling services.

PwC is a global professional services firm that provides industry-focused assurance (audit), tax and advisory services to clients. With more than 350 personal financial services professionals across the nation, PwC is committed to providing its award-winning financial education and counseling services to our members – your employees.

Why a new partner?

ARAG strives to provide plan members with innovative services relevant to their needs. We routinely review our services and providers to look for opportunities for enhancement. Our latest investigation introduced a new partner that will provide valuable financial counseling and education services on our behalf.

Selection Process

ARAG conducted an extensive RFP process that included the evaluation of business structure, products, people, processes, security, privacy standards and technology. After much comparison and analysis, PwC evolved as the best fit for ARAG and, more importantly, the best fit to provide the in-depth services our members need.

Service Highlights

PwC brings a variety of enhancements to our existing financial education and counseling services such as:

Web site – PwC has won multiple best practice awards and is viewed as one of the leading financial education and planning web sites in the marketplace. Members will be able to use the following web site tools:

- **Personalized financial plan** – analyzes retirement, investments, saving for college, even estate planning analysis to help members understand how to transfer the wealth they worked so hard for to their heirs. Members will be able to create, update and print personal financial plans, as well as create "what if" scenarios.

- **Online Courses –** increase the level of an individual's financial literacy through online courses that educate members on Retirement Planning, Cash Management, Estate and Investment Planning and more. These interactive courses provide a way for plan members to build the confidence they need to make financial decisions.

- **Articles** – access more than 300 articles on a variety of financial topics.

- **Life Events Guides –** review more than a dozen guides on life event topics such as Losing a Loved One, Caring for Aging Parents, Having a Baby, Buying a Home, and Maximizing your Employer Provided Benefits.

- **My Action Plan** – a quick and easy financial planning assessment with no numbers to enter. Rather, members answer a series of yes or no questions. The members are presented with a number of relevant action steps and suggested due dates that give the member a real-life plan to help them accomplish some of their financial goals.

- **Calculators** – more than 100 interactive calculators that help members evaluate everything from auto leasing to mortgages to mutual funds.

- **Mutual fund center** – an extensive research center that provides detailed information on more than 10,000 mutual funds, including history, current status, expense information, and holdings. It is important to note that

PwC does not offer or sell any investment or insurance products. **PwC merely provides independent and objective financial counseling to our members – your employees.**

Telephone Financial Counseling

PwC also provides members with telephone access to experienced PwC financial counselors committed to offering each member a new level of awareness and confidence to effectively manage their finances on topics such as:

- Cash and Debt Management
- Budgeting
- Financial Planning
- Federal tax information and education
- Social Security
- Medicare
- Retirement Planning
- Individual Retirement Accounts (IRAs)
- Investment Planning
- Stock Options

- **Counselor Qualifications**
  - PwC financial counselors must hold a Bachelor's Degree and 3-5 years of financial planning experience. The average counselor has 5-6 years experience.
  - Each financial counselor must meet continuing education requirements – counselors average 40-60 hours annually.
- **Quality Assurance**
  - PwC is not involved in the sale or endorsement of any investment or insurance products, allowing counselors to focus on awareness and education.
  - PwC not only provides extensive training and call shadowing, but all calls into a financial planner are reviewed by two supervisors. If the review determines any additional information should be provided to the plan member, they will receive a callback from the financial planner.
  - Counselors and supervisors at PwC have been with the company an average of seven years (double the industry average). Low turnover rates are credited to the career programs counselors rotate through to provide variety and challenges to their jobs.

Transition

PwC will begin providing financial education and counseling services to ARAG members effective January 1, 2007.

The process to receive financial education and counseling services will not change for the ARAG member. Each member will receive access to financial counseling through ARAG's Customer Care Center or via a web link on ARAG's Legal Benefits Web Site.

Questions?

If you have any questions about our Financial Education and Counseling Services benefit or the new provider, please contact your Account Manager.