



## 2021 Fourth Quarter Board Report

March 2, 2022

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# Agenda:

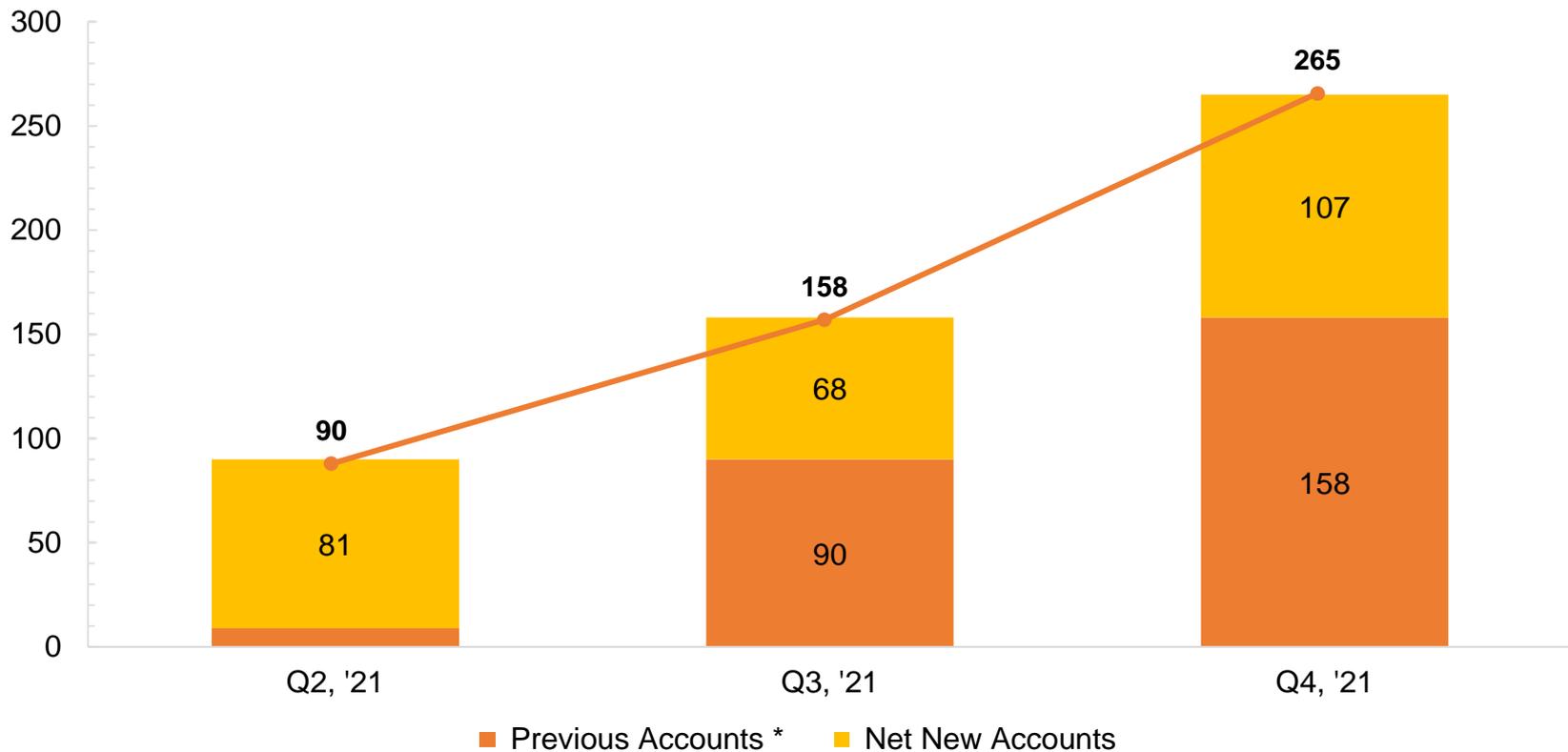
- **Program Overview**
- **Program Statistics & Analysis**
  - The Accounts
  - Account and Asset Growth
  - Contributions and Distributions
  - New Plan Feature Activity
  - The Participants
  - Geographic Analysis
- **Appendix**

# Overview for the Fourth Quarter

Description	Statistic
Assets Under Management	\$958,173
Funded Accounts	265
Contributions	\$275,874
Rollover Contributions	\$55,005
Redemptions	\$4,868
Redemptions as % of AUM	0.51%

# Uniquely Funded Account Growth

The average-monthly account growth for Q4 was 33 unique accounts



\*Note: The number of unique funded accounts reported month-to-month can fluctuate, based on customer contributions and distributions between reporting periods. Customer distributions can liquidate account assets down to a zero balance, which do not get reported as a unique funded account, and contributions to an account that was at a zero balance in the prior month, and can be reported as a unique funded account in the subsequent month.

# Investments by Fund

Total AUM	
Q4 '21	\$958,173

Total Assets by Fund



\* Complete breakdown of % of participants by fund found in the appendix section of this document

# Net Asset Growth

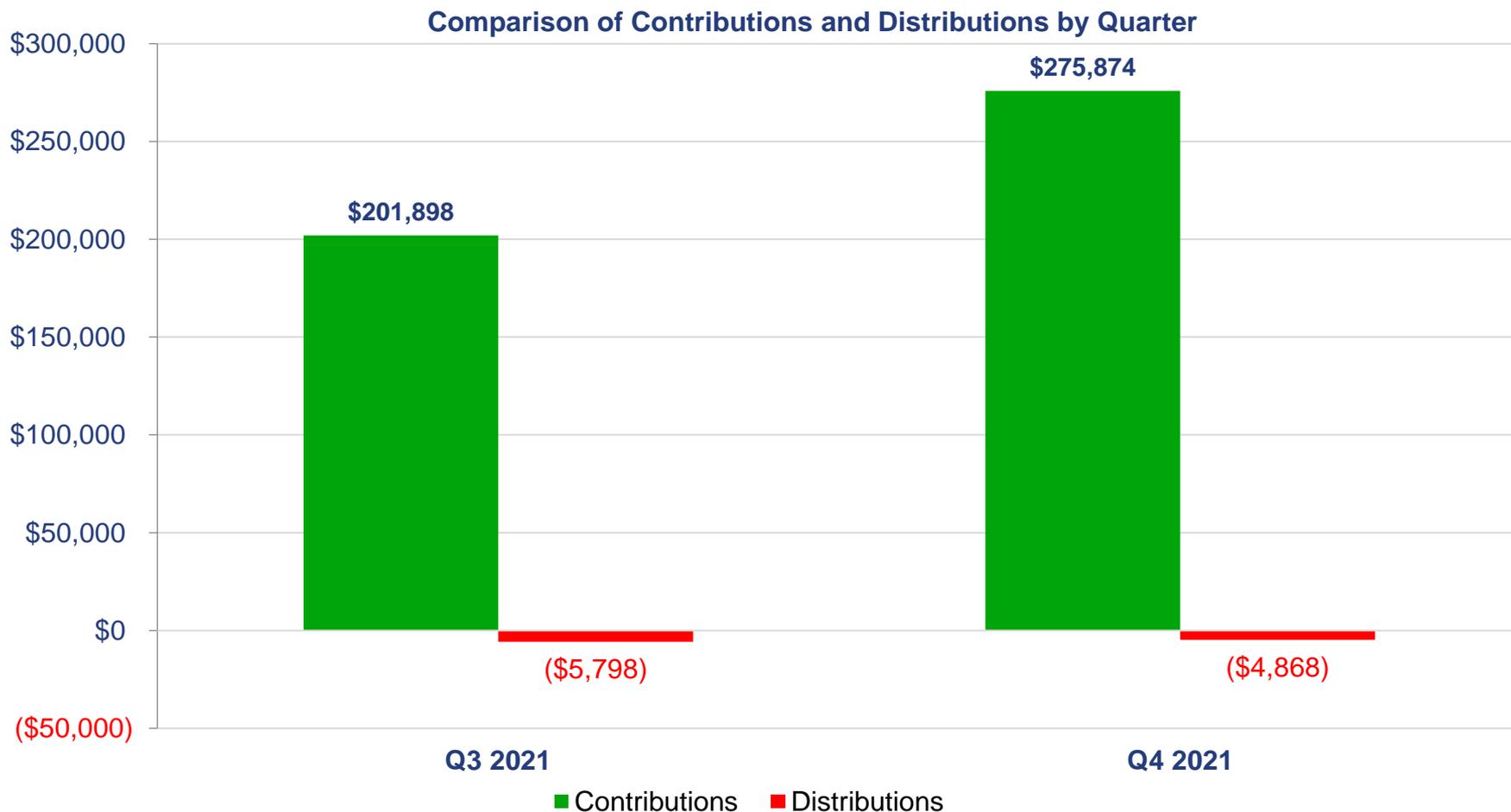
Market performance for Q4 was grew by 827%.



# Contributions & Distributions

Q4 contributions represent 29% of total AUM

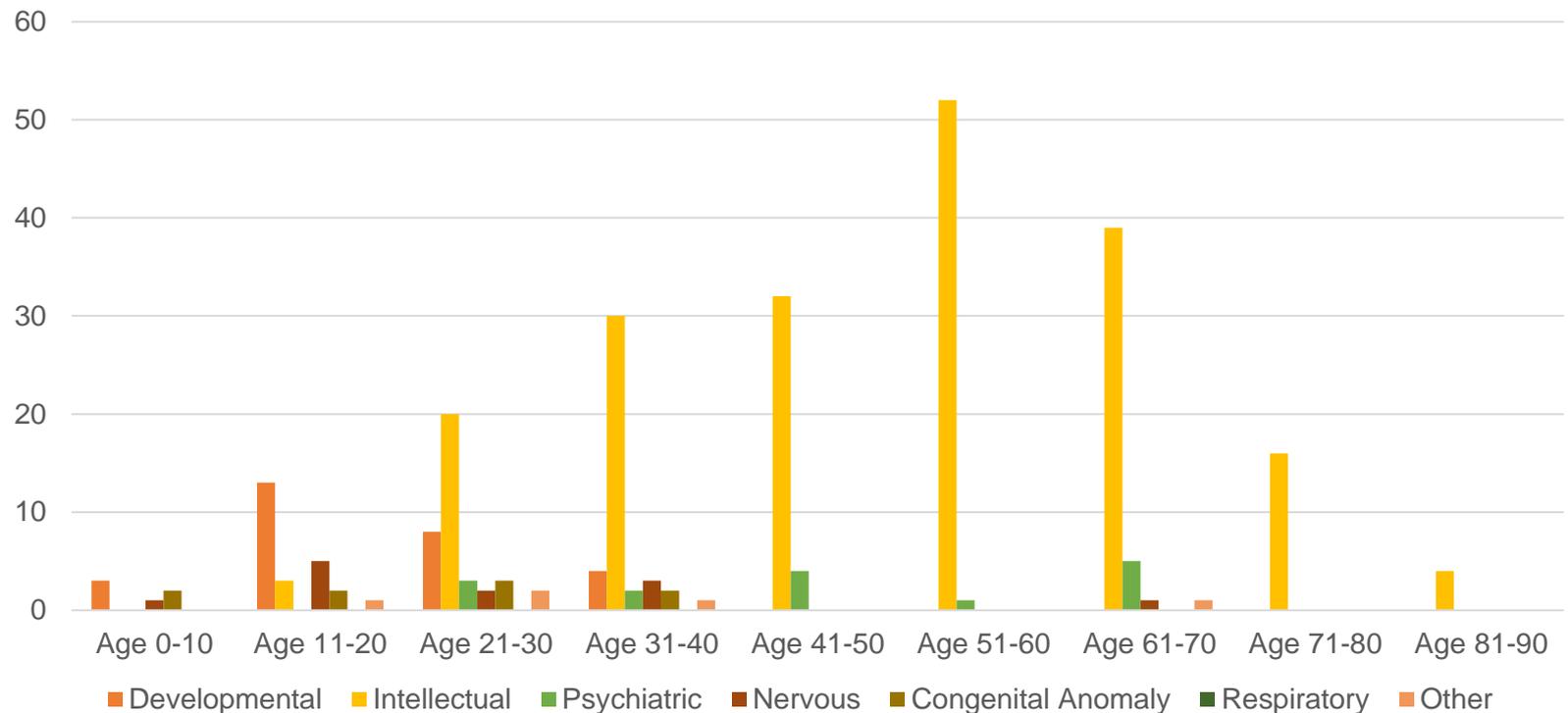
Q4 redemptions represent 0.51% of total AUM



# Demographic Account Distribution Q4 2021

Intellectual diagnoses grew the most at 62% from Q3 to Q4.

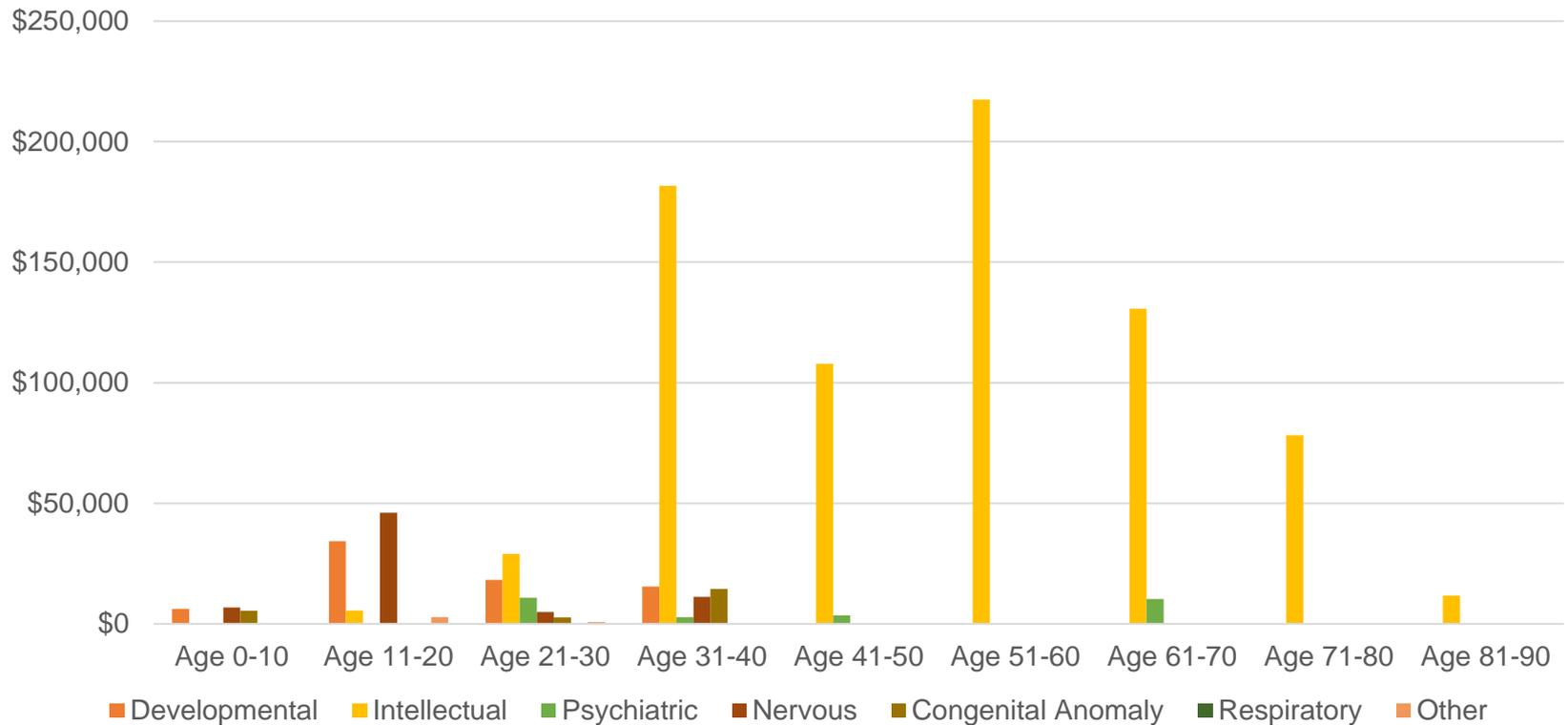
## Count of Unique Beneficiaries by Age & Diagnosis Code



# Demographic Asset Distribution Q4 2021

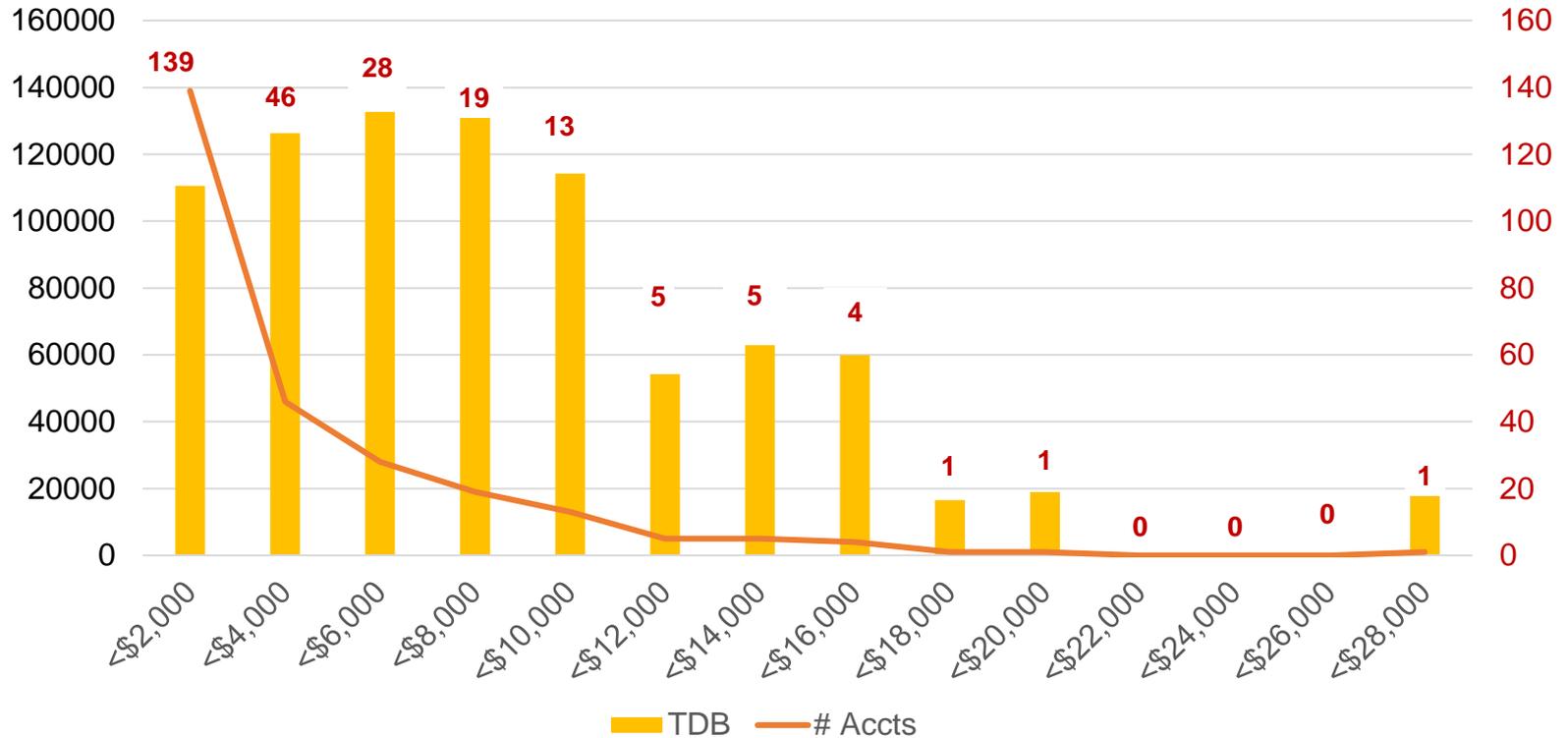
Assets under management for Psychiatric diagnoses grew significantly from Q3 to Q4, with two new age groups introduced.

## Assets Under Management by Age & Diagnosis Code



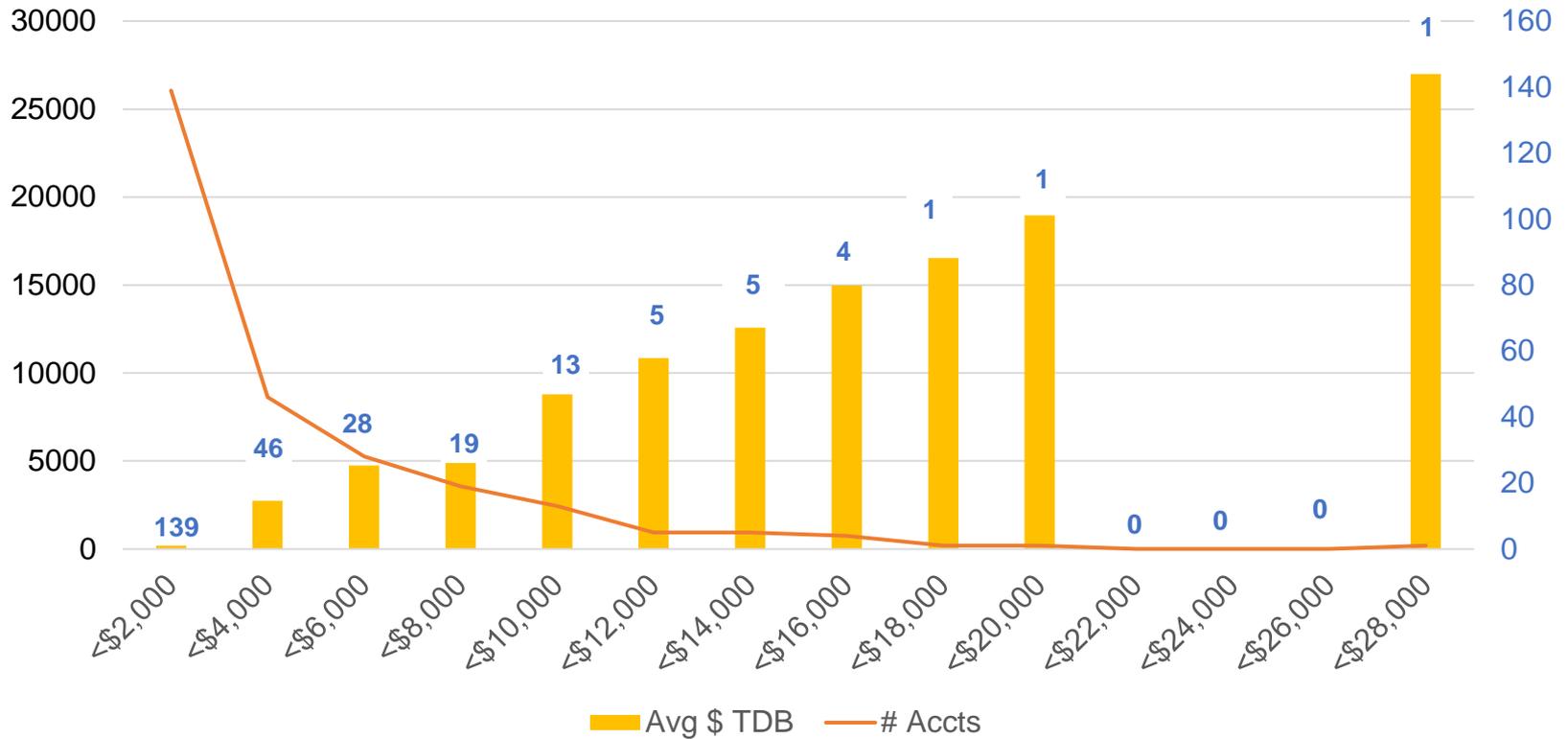
# Unique Accounts by YTD Total Dollar Balance Q4 2021

53% of accounts carry a total dollar balance under \$2,000.



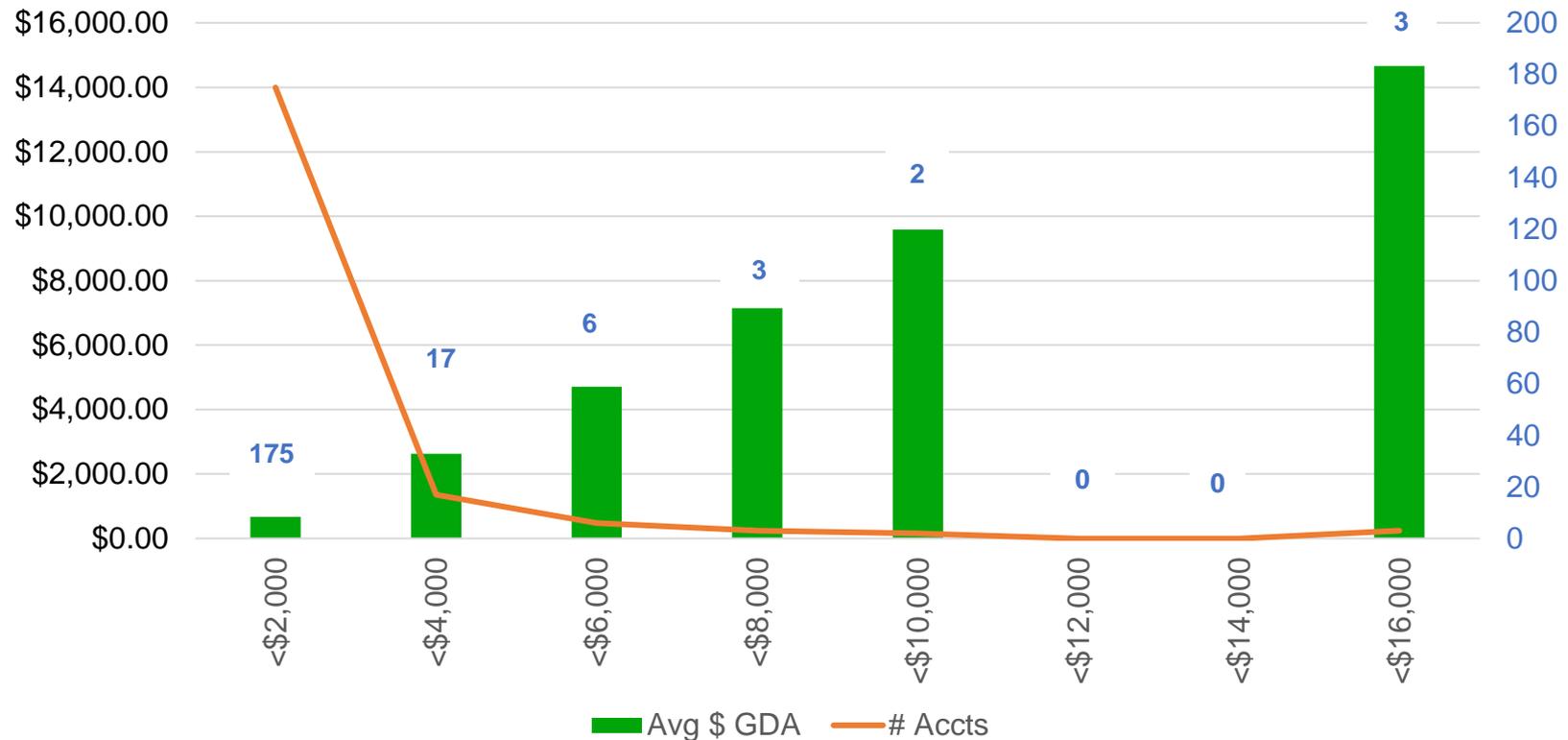
# Unique Accounts by Average Dollar Balance Q4 2021

The average accounts balance for Q4 was \$3,616, and the standard deviation of the average balance groupings was \$8,336.



# Unique Accounts by Average Contributions Q4 2021

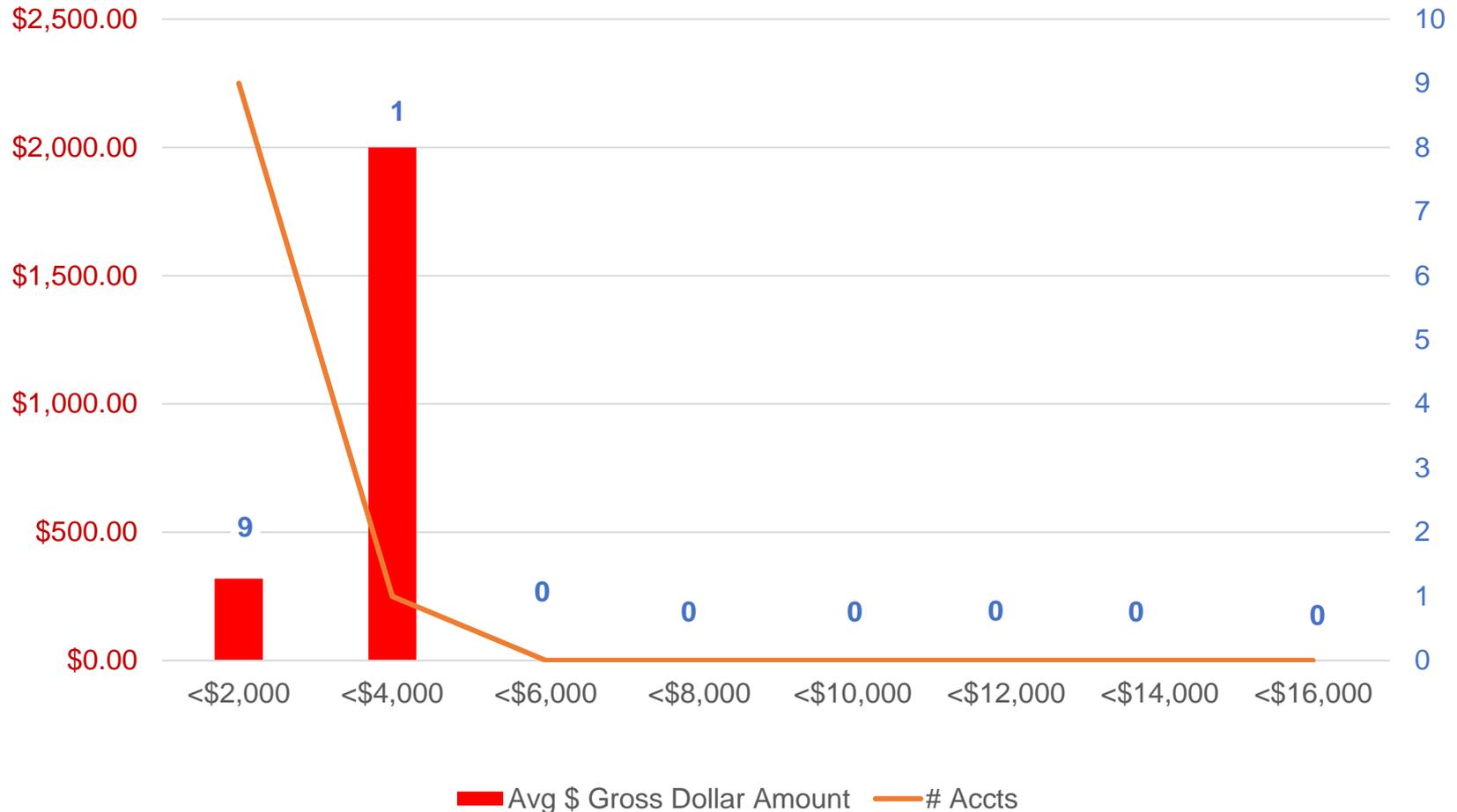
206 accounts made contributions in Q4 2021



The average contribution amount for Q4 2021 was \$1,339 and the standard deviation for contributions was \$1,403.

# Unique Accounts by Average Distributions Q4 2021

10 accounts made distributions in Q4



The average distribution amount for Q4 2021 was \$487 and the standard deviation for contributions was \$225.

# New Plan Contribution Activity Q4 2021

## ABLE to Work

- **2** accounts made ABLE to Work Contributions in Q4.

## ABLE to ABLE Rollovers

- **23** customers made rollovers in Q4 for a total of **\$55,005** in contributions.

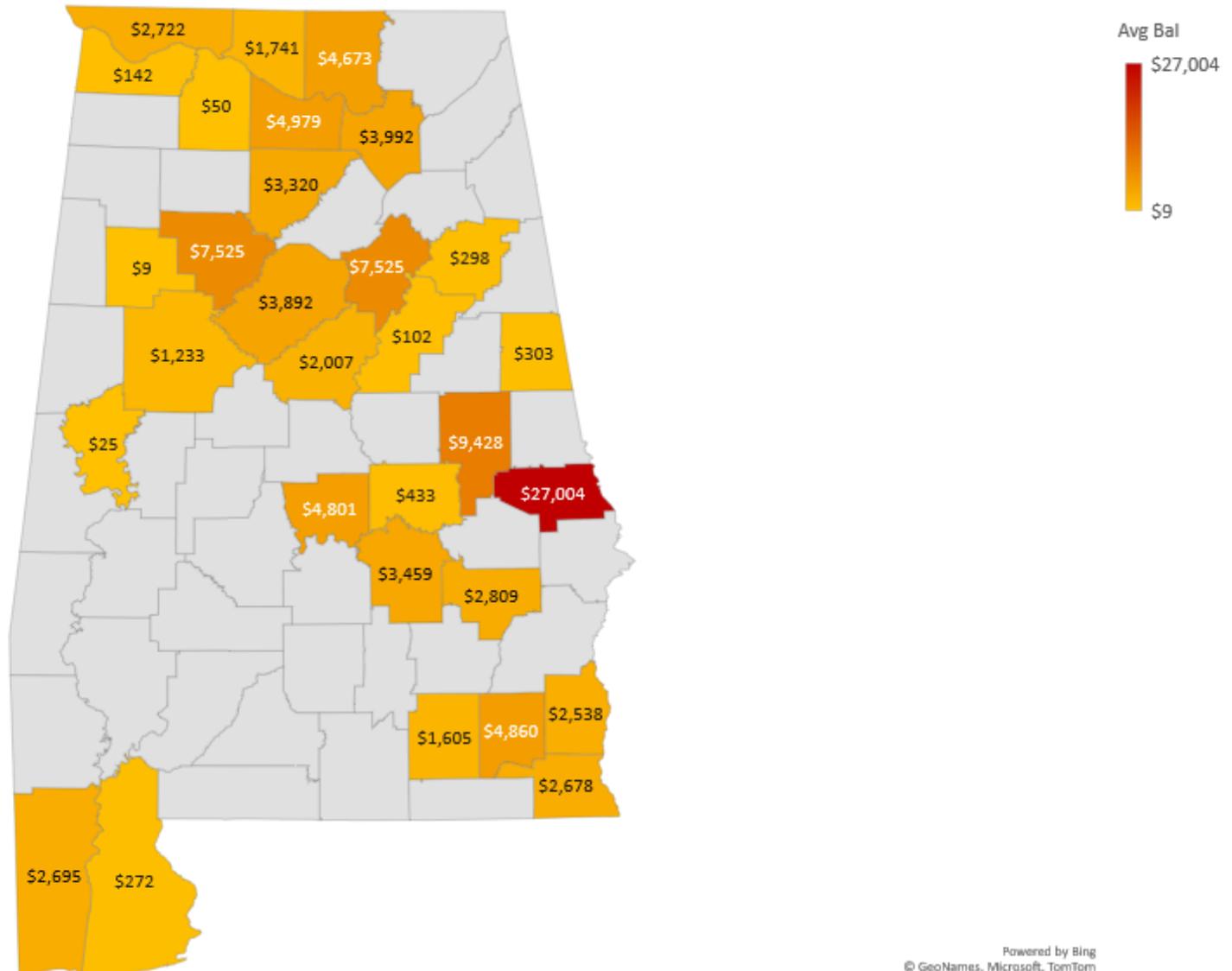
## 529 to ABLE Rollovers

- No customers made rollovers in Q4 from 529 plans.

## Gifting

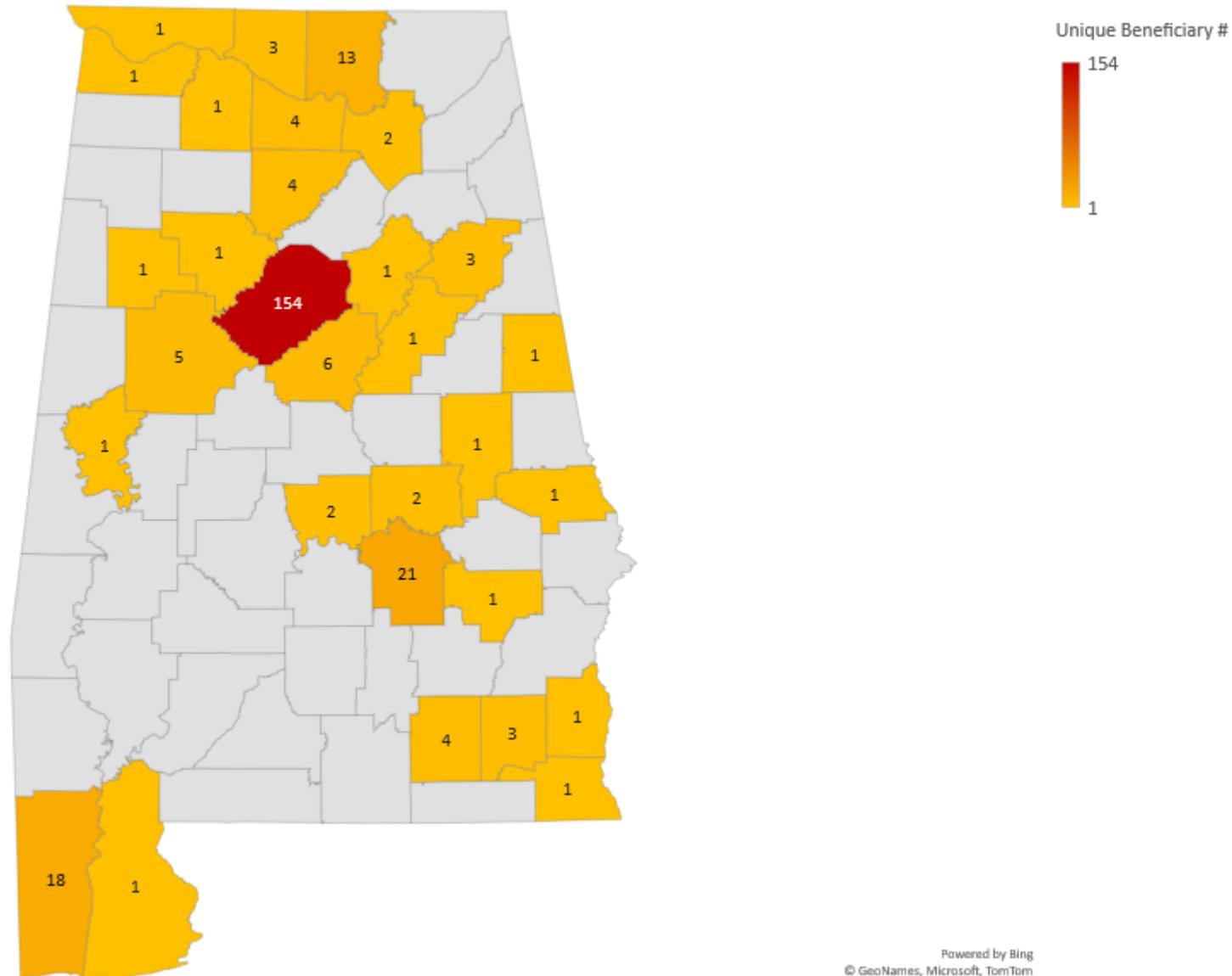
- **2** accounts received gifts in Q4, totaling **\$60** in deposits to the Alabama ABLE Plan.

# Average Account Balances by County Q4 2021



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# Number of Accounts by County Q4 2021

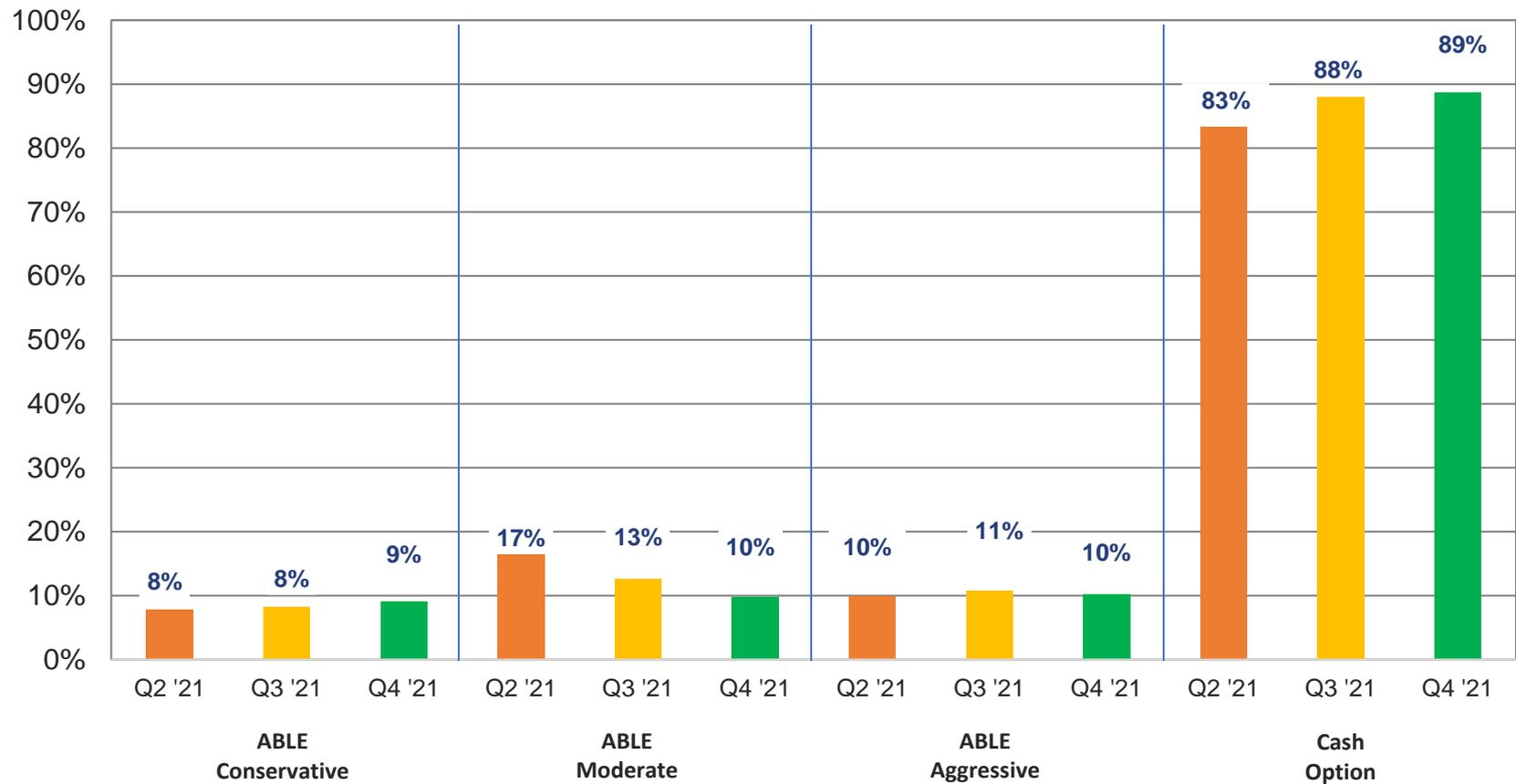


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# Appendix

# Participants by Fund Q4 2021

Percentage of Participants by Fund



\*Note: Combined percentages by quarter are greater than 100%, due to accounts having multiple funds

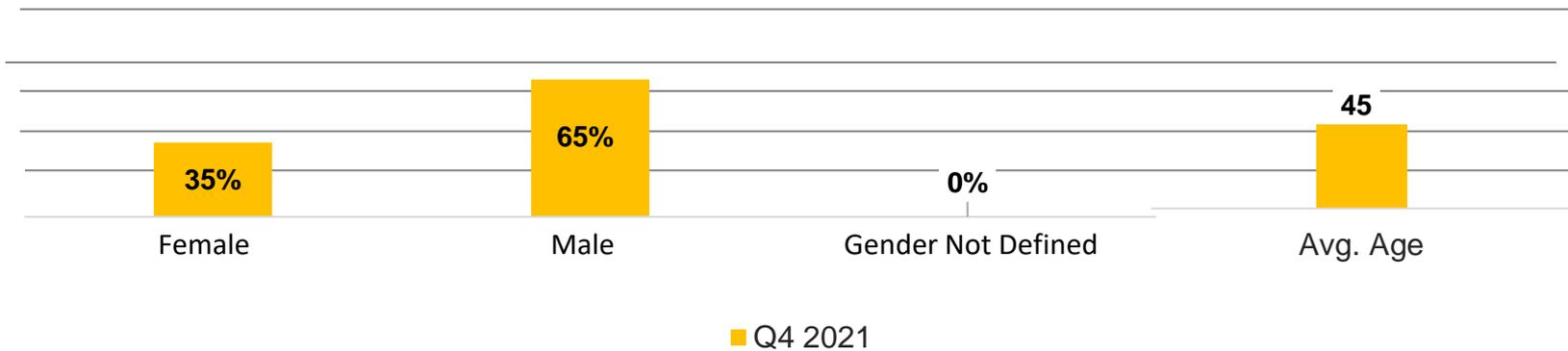
# About the Participants



Comparison of Beneficiaries' Manager Type, Eligibility Certification, and Diagnosis Code by Quarter

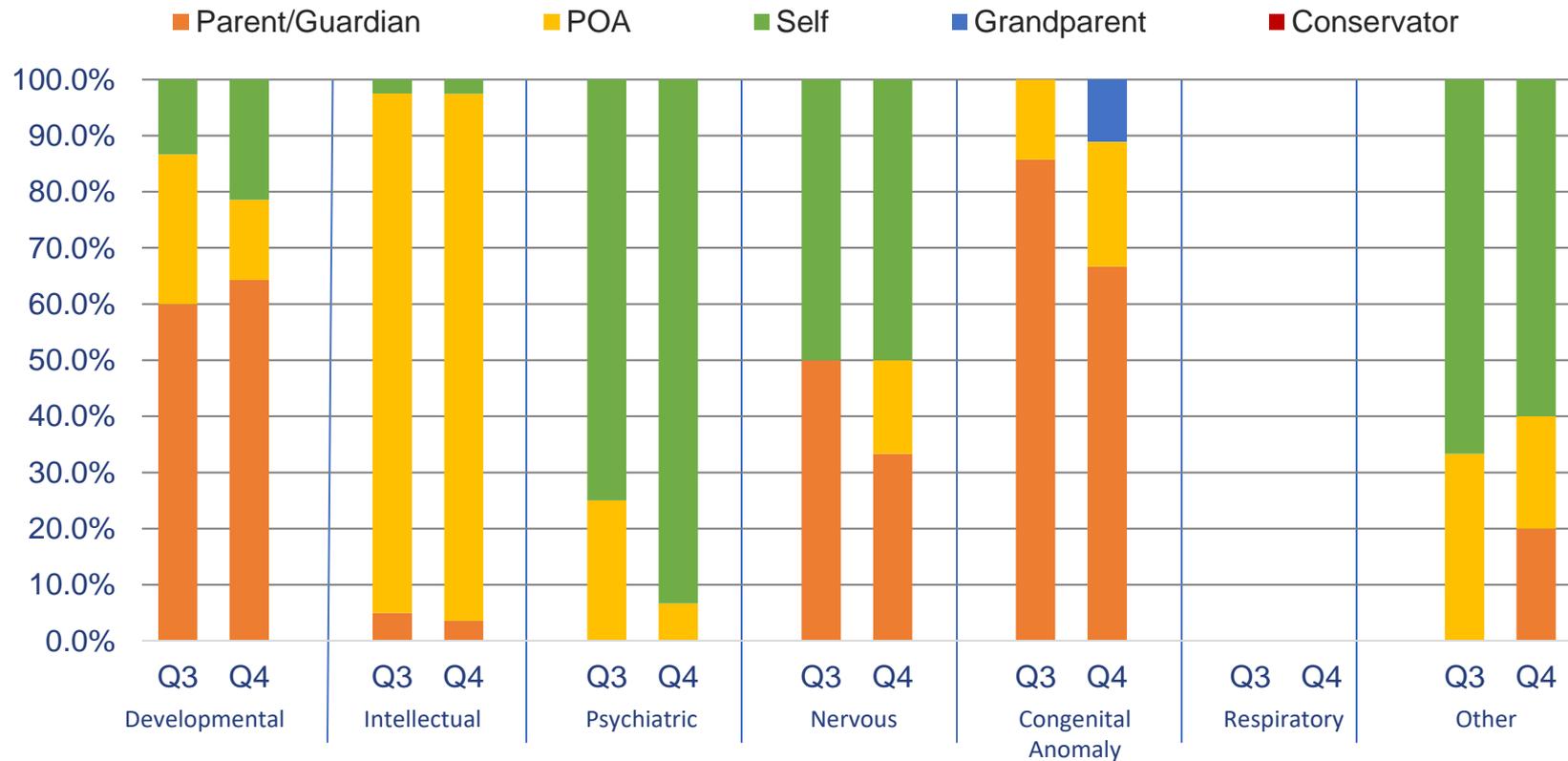
	Manager Type					Eligibility Certification			Diagnosis Code						
	Parent/ Guardian	PoA	Self	Cons	Grandparent	SSI	SSDI	Doctor Cert	Developmental	Intellectual	Psychiatric	Nervous	Congenital Anomaly	Other	Respiratory
Q2 '21	20%	71%	9%	0%	N/A	79%	3%	18%	10%	76%	1%	7%	4%	2%	0%
Q3 '21	16%	75%	9%	0%	N/A	78%	6%	16%	9%	77%	3%	5%	4%	2%	0%
Q4 '21	14%	73%	13%	0%	0.4%	74%	12%	14%	11%	74%	6%	5%	3%	2%	0%

Gender and Average Age for Funded Beneficiaries



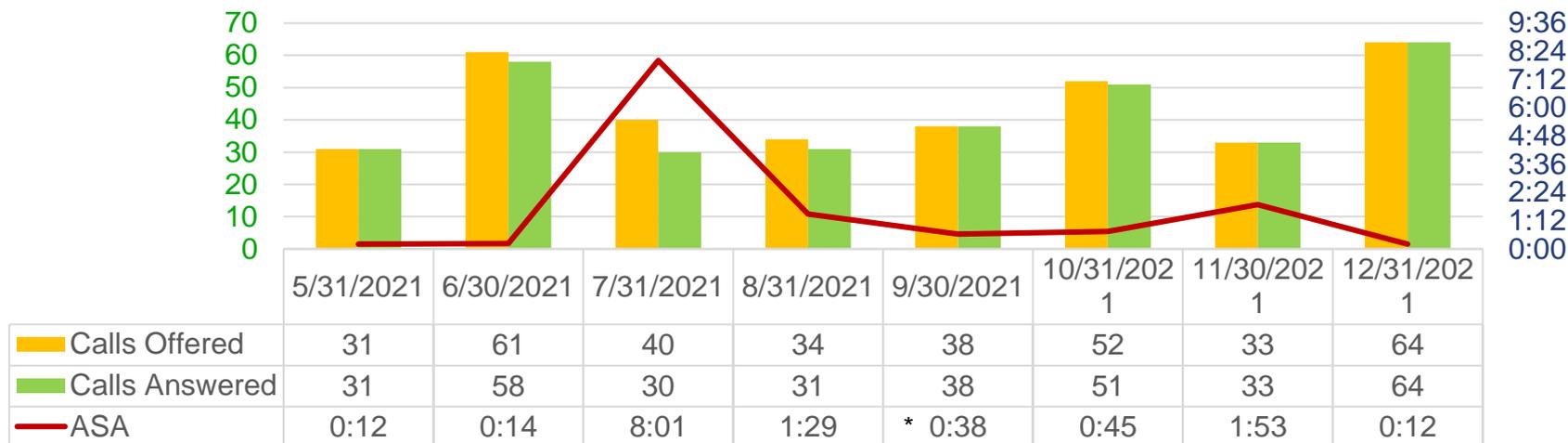
# Participation by Diagnosis Code

Diagnosis Codes as a Percentage of Funded Accounts



# Customer Service – Call Center

## Calls Offered & Average Speed of Answer



\*July's increase in ASA was attributable to post-conversion inbound calls for a new plan moving onto Sunday

Q4's most common customer inquiries to the Call Center:

- Assistance with contributions, redemptions, transfer of accounts, qualified expenses
- Assistance with navigating the website
- New Account Inquires

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