



# 2026 PLANSPONSOR Best in Class DC Plan Provider Standouts

From our annual survey of more than 4,387 defined contribution (DC) plan sponsors, DC plan providers are measured and evaluated according to feedback from their own clients. Major DC plan providers are rated in the various client categories they serve, and benchmark information is collected for plan sponsors to gauge their plans against their peers.



## 2026 DC Survey: Plan Provider Service Ratings for The Standard

Best in Class Award    Service Commendation

Plan Administration	<\$5M	\$5M–\$25M	>\$25M–\$50M	>\$50M–\$200M
Plan administration				
Plan design flexibility				
Systems integration				
Participant Services	<\$5M	\$5M–\$25M	>\$25M–\$50M	>\$50M–\$200M
Online/Mobile retirement planning tools				
Online/Mobile financial wellness offerings				
In-person/Virtual participant support				
Enrollment materials and support				
Print/Digital communications and education				
Sponsor Services and Support	<\$5M	\$5M–\$25M	>\$25M–\$50M	>\$50M–\$200M
Plan sponsor website, reporting and tools				
Account/Client service teams				
Investments and Fees	<\$5M	\$5M–\$25M	>\$25M–\$50M	>\$50M–\$200M
Investment options				
Fee value and transparency				

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## 2026 PLANSPONSOR Best in Class DC Plan Provider Standouts

### Plan Assets <\$5M *Minimum of 25 responses; Best in Class benchmark of 70%*

	# Responses	Recommendation likelihood*	% of Service Stars Nominations
1 Ascensus	28	82.1%	67.9%
2 Voya Financial	33	72.7%	25.0%
<b>3 The Standard</b>	<b>22</b>	<b>68.2%</b>	<b>45.5%</b>
4 Principal Financial Group	40	57.5%	7.7%
5 Nationwide Financial	36	13.9%	8.3%

### Plan Assets \$5M – \$25M *Minimum of 15 responses; Best in Class benchmark of 70%*

	# Responses	Recommendation likelihood*	% of Service Stars Nominations
1 Schwab Workplace Services	22	95.5%	54.6%
2 BOK Financial	15	93.3%	53.3%
3 Ascensus	48	85.4%	53.2%
<b>4 The Standard</b>	<b>42</b>	<b>73.8%</b>	<b>36.6%</b>
5 Voya Financial	104	68.9%	40.8%
6 Principal Financial Group	39	53.8%	10.3%
7 Transamerica	28	39.3%	14.3%
8 Nationwide Financial	11	18.2%	9.1%

### Plan Assets >\$25M – \$50M *Minimum of 15 responses; Best in Class benchmark of 70%*

	# Responses	Recommendation likelihood*	% of Service Stars Nominations
1 Transamerica	11	81.8%	18.2%
2 Voya Financial	42	73.8%	36.6%
3 Schwab Workplace Services	22	68.2%	31.8%
4 Ascensus	24	54.2%	56.5%
<b>5 The Standard</b>	<b>17</b>	<b>47.1%</b>	<b>47.1%</b>

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# 2026 PLANSPONSOR Best in Class DC Plan Provider Standouts

**Plan Assets >\$50M – 200M** Minimum of 15 responses; Best in Class benchmark of 70%

	# Responses	Recommendation likelihood*	% of Service Stars Nominations
1 Voya Financial	22	90.9%	27.3%
2 Principal Financial Group	13	84.6%	15.4%
3 Ascensus	17	82.4%	64.7%
4 Milliman, Inc.	13	76.9%	38.5%
<b>5 The Standard</b>	<b>14</b>	<b>71.4%</b>	<b>42.9%</b>
6 Schwab Workplace Services	73	71.2%	35.6%
7 Transamerica	29	65.5%	27.6%

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# 2026 PLANSPONSOR Best in Class DC Plan Provider Standouts

## Methodology

The 2026 DC Survey: Plan Provider Service Ratings is based on the results of the annual PLANSPONSOR Defined Contribution Survey. This was fielded using the Qualtrics survey platform from June through September 2025. In collaboration with recordkeepers of DC plans, we invited plan sponsors to provide detailed information about their plan, which we compiled into reports. All data are as of June 30, 2025.

We present the data in aggregate, broken down into five asset ranges, for 9 plan types and 51 industries. The results incorporate the responses of 4,387 plan sponsors from a wide variety of U.S. industries. Of the overall respondents, 3,447 reported asset-range data.

## Best in Class

Ten providers received enough plan sponsor ratings to qualify for listing under at least one plan asset range and were thereby eligible to receive Best in Class recognition for service to that plan group. This year, we included in the list of providers those that were within five responses of qualifying for the recognition. These providers are included in the subsequent charts but were not considered for any Best in Class or Service Commendation awards. Sponsors rated their provider in four areas of service: 1) recordkeeping platform; 2) participant services; 3) plan sponsor services and support; and 4) investments and fees. Best in Class awards are based on overall satisfaction ratings within a service area. The results are organized by each asset range. Within these, besides citing the highest-rated providers, we note which of all providers in that group received a Best in Class award, Service Commendation award or top-quartile ranking for that area of service.

After categorizing sponsor responses by plan assets, we segmented providers to determine response rate and overall net satisfaction rating greater than our 70% minimum. Ratings of 9 or 10, on a 10-point scale, were scored as “completely satisfied,” while scores of 6 or less were considered “dissatisfied.” Best in Class awards were given to providers, for a service, as follows: the two scoring highest with sponsors having less than \$5 million in plan assets; the three scoring highest with sponsors having

\$5 million through \$200 million in plan assets; and the two scoring highest with sponsors having more than \$200 million in plan assets. Service Commendations were given to recordkeepers whose rating exceeded 70% but was too low for Best in Class.

## Net Promoter® Score\*

Shown on tables as *Recommendation Likelihood*, PLANSPONSOR applied a modified scoring procedure of Satmetrix Systems’ Net Promoter System to measure sponsor satisfaction among participants. Our BIC NPS ratings were calculated by subtracting the number of customers that provided a score of 6 or less (“detractors”) from the number of those that gave a score of 9 or 10 (“promoters.”) Those that rated between these scores—7s and 8s—were considered “passives” and do not contribute to the overall final score. For additional information, please visit [netpromotersystem.com](http://netpromotersystem.com).

With any questions regarding the data presented here, please contact [surveys@issmediasolutions.com](mailto:surveys@issmediasolutions.com).

—Kimberley Gonzalez-Quiles

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