



AI and the Future of Public Sector Retirement

Trends, Strategy, and Impact

General Session

Monday September 29, 2025

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Speakers



Jen Mausolf
MERS of Michigan



Lindsey Longwell
RVK Inc.



Kyle Caffey
Empower



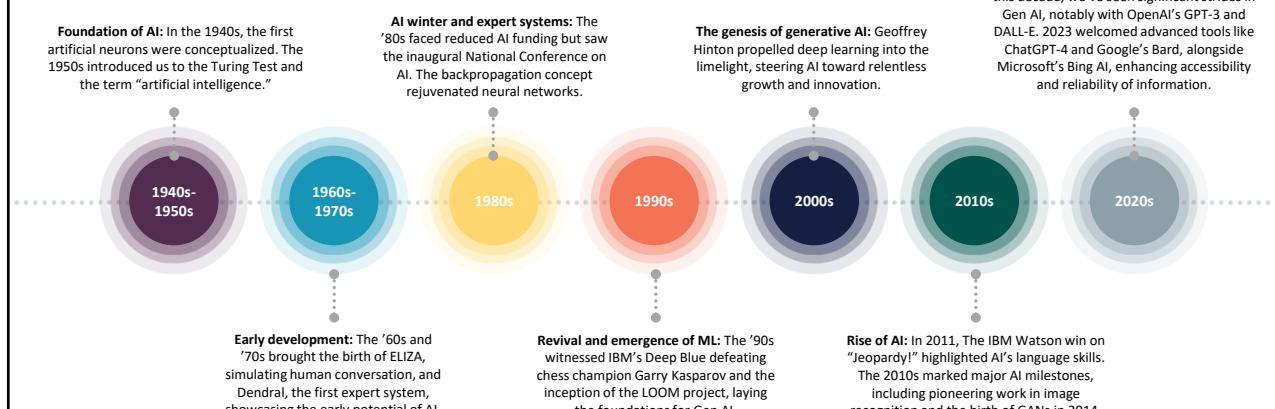
Dan Morrison
Empower

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A history of artificial intelligence

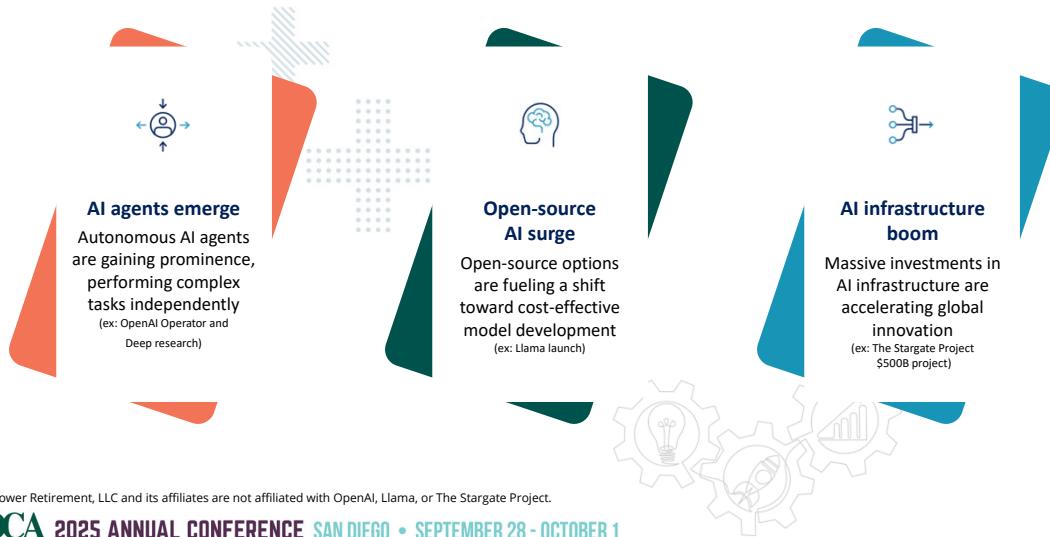


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Rate of innovation is accelerating in 2025



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We launched our Technology Innovation Lab in 2024

Lab Mission

Ignite innovation by testing new capabilities, accelerating new technologies, and differentiating the customer experience through safe and transparent exploration.

Lab Vision

To lead the industry in advancing cutting-edge capabilities that redefine financial freedom.



De-Risk Through Experimentation



Transformational Exploration



Drive Thought Leadership



Scale Innovation



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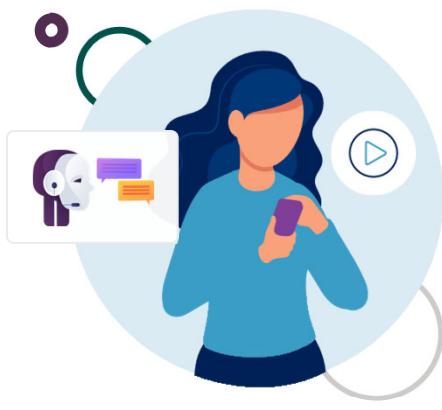
Our Responsible AI approach aims to safeguard the trust we have earned from our customers



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Proof-of-Concept: Next-Gen IVR



Transformative opportunity to reimagine our contact center experience

- Enable richer and efficient experience for customers
- New audio models unlock new possibilities
- Ability to extend across use cases
- We need to be thoughtful of the risks

Next Step: Run experiment in Lab to assess feasibility

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Do not edit
How to change the design



Which of the following AI-related challenges resonates most with you?

① The Slido app must be installed on every computer you're presenting from

slido

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Vision for AI at MERS

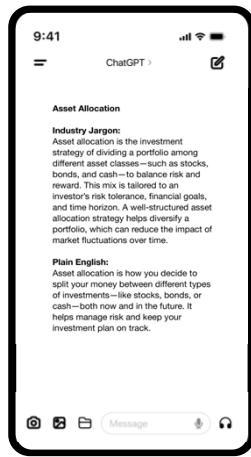
- At MERS, we envision a future where AI is seamlessly integrated into our operations, enhancing efficiency, expanding capabilities, and driving innovation.
- Our commitment to **responsible and intentional AI adoption** transforms this technology into an empowering force within our organization.
- We uphold **robust governance, ethical use, and transparency** to build trust and confidence in our AI initiatives.



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Communication Examples



MERS of Michigan
April 25 · 4

MERS Translator - Industry lingo made easy | #013: Asset Allocation

You may have heard of asset allocation, but what does that really mean? Sometimes industry language can feel too formal, and the definitions can be a bit hard to grasp. We're here to help break it all down!

Translate

Text Images Documents Websites

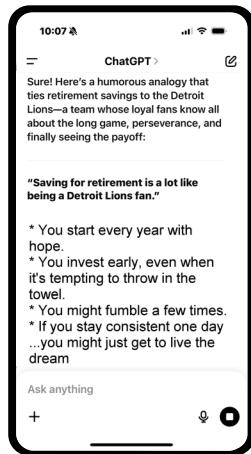
Industry Jargon	↔	English
Asset allocation is the investment strategy of dividing a portfolio among different asset classes—such as stocks, bonds, and cash—to balance risk and reward. This mix is tailored to an investor's risk tolerance, financial goals, and time horizon. A well-structured asset allocation strategy helps diversify a portfolio, which can reduce the impact of market fluctuations over time.		Asset allocation is how you decide to split your money between different types of investments—like stocks, bonds, or cash—both now and in the future. It helps manage risk and keep your investment plan on track.

Speaker icons and MERS logo.

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Communication Examples



Saving for retirement is a lot like being a Detroit Lions fan:

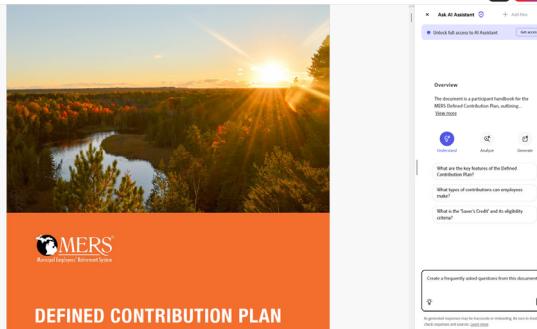
- You start every year with hope.
- You invest early, even when it's painful.
- You ride out the ups and downs.
- And if you stay consistent, one day... you just might get to live the dream.

Start saving now - because unlike the Lions, you can get help in your retirement game from MERS.

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Creating FAQs



Ask AI Assistant  

Unlock full access to AI Assistant 

Create a frequently asked questions from this document.

Frequently Asked Questions (FAQs)

General Information

1. **What is MERS?** The Municipal Employees' Retirement System (MERS) of Michigan is a not-for-profit retirement services company that administers retirement plans for Michigan's local government employees. 
2. **Who oversees MERS?** MERS is governed by a nine-member Retirement Board, which includes representatives from municipalities, employees, retirees, and the general public. 

Contributions

3. **How do employer contributions work?** Employer contributions are made on a pre-tax basis and may be subject to vesting. Contributions can be structured as fixed dollar amounts, percentages, or matching employee contributions. 
4. **Can I make voluntary contributions?** Yes, you can make voluntary after-tax contributions or pre-tax/Roth contributions through the MERS Defined Contribution PLUS 457 plan. 
5. **What is the Saver's Credit?** The Saver's Credit is a tax credit for voluntary after-tax contributions. Consult your tax advisor for eligibility. 

Vesting

6. **What does vesting mean?** Vesting refers to earning the right to receive employer contributions in your account. You are always 100% vested in your own contributions. 

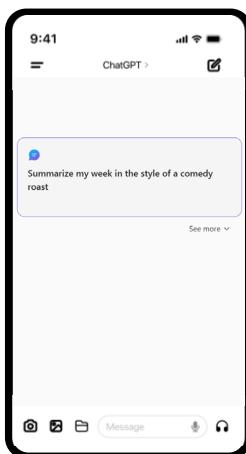
Enter your own question or prompt 

AI-generated responses may be inaccurate or misleading. Be sure to double-check responses and sources. [Learn more](#)

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Having some fun!



Jennifer, you asked for a comedy roast-style summary of your week—and oh, what a week it was. Buckle up, because this one's got more plot twists than a soap opera written by a committee of over-caffeinated policy analysts.

Chat Chaos: 51 Messages of Strategic Sass

Your Teams messages were a masterclass in multitasking. You debated conference attendance with Erin like it was a Supreme Court case, and you even managed to accidentally loop James into a conversation about terminated participants. Classic move—nothing says “team player” like accidental transparency.

Meetings Galore: You Had More Touch Bases Than a Baseball Season

You clocked in 21 meeting, including not one but two “Touch Base” sessions. At this point, “touch base” might as well be your middle name. You also had a “Massage” appointment on Friday—because even legends need to knead out the stress of decoding fee schedules.

Special Mentions

- You're prepping for a breakout session on AI at NAGDCA, which is fitting because you've been automating human patience all week.
- You helped plan a “Lessons Learned” dinner. Translation: a meeting with snacks
- You reviewed a PowerPoint titled “Strategies to Modify Your DB Plan Design.” Riveting stuff. I'm sure the Oscars are calling.

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RFP Development – What questions should I be asking?

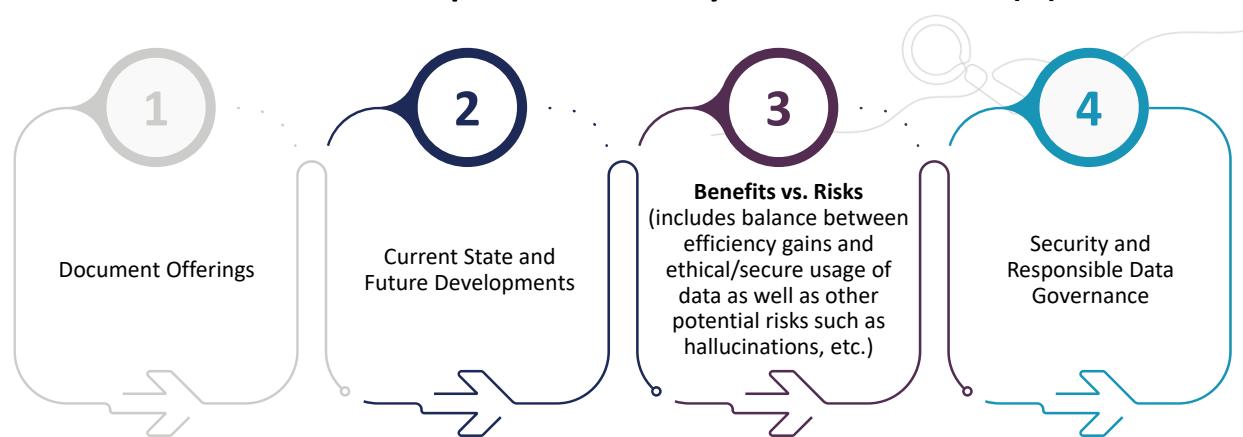
Critical to understand how prospective providers are using this rapidly evolving technology



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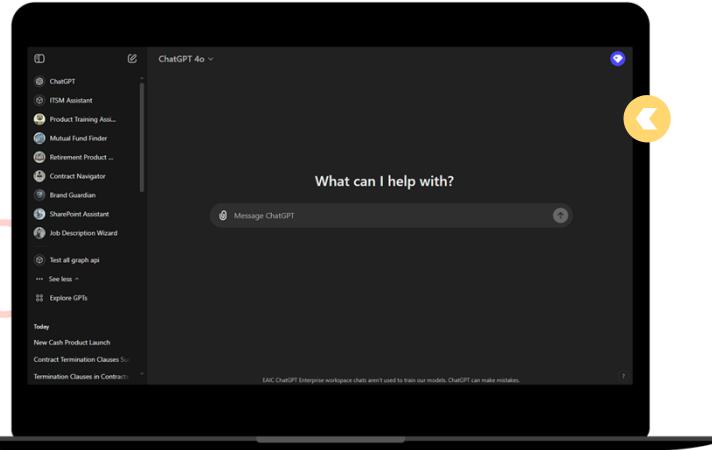
RFP Evaluation – How do I evaluate the information provided by the vendor(s)?



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AI should augment human talent, not replace it



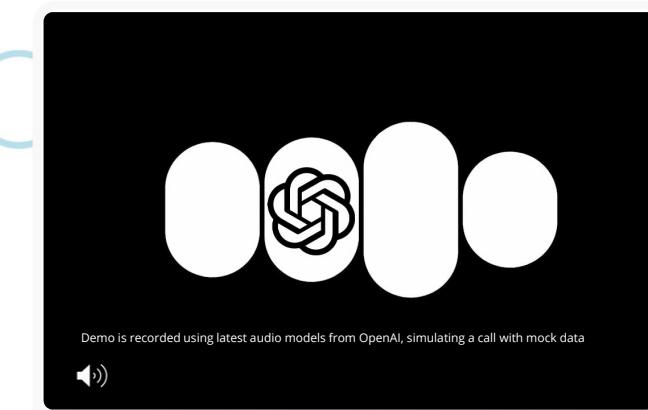
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- **AI as a Superpower** - Supports associates by handling repetitive tasks
- **Boosts Productivity** - Enhances speed and accuracy
- **Enhances Engagement** - Automates low value tasks so people can innovate, solve problems, and connect with clients
- **Enables Upskilling** - Opens doors to new skills and roles as employees grow with the technology
- **Keeps Humans in Control** - AI suggests, humans decide—judgment, ethics, and leadership remain human strengths

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Proof-of-Concept: Call Simulator and Coach



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Experimenting with the latest voice and large language models to determine how we might be able to leverage in-call simulation training

- Latest audio to audio streaming capabilities unlock human-like voice interactions
- Pairing these technologies with the other foundational knowledge base capabilities could create next contact center capabilities
- There is regulatory risk in deploying in direct-to-customer channels; simulator can help get real value while we assess risks



Next Steps

On the strategic Gen AI roadmap for future implementation

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