

Vanguard ranks #2 in the J.D. Power 2025 U.S. Retirement Plan Digital Experience StudySM



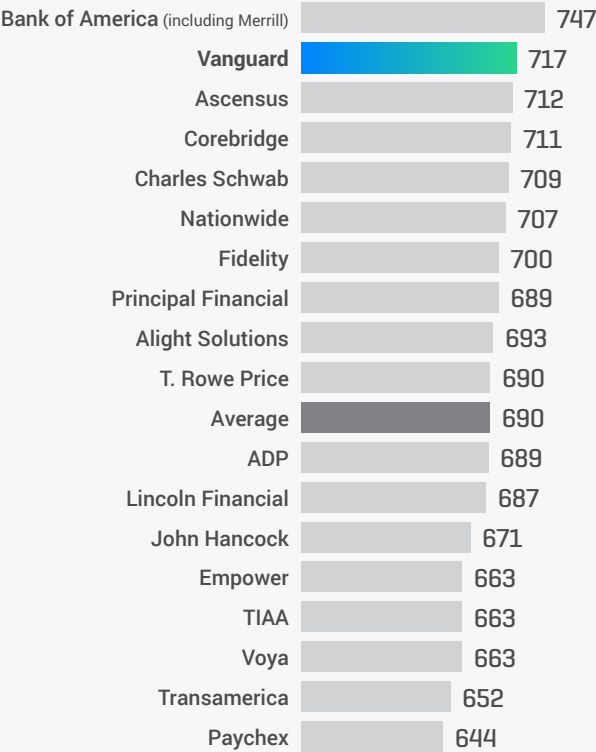
Vanguard exceeds the study average for all drivers of satisfaction **Vanguard**

Vanguard achieves a notable ranking, exceeding the study average by 27 points with an Overall Satisfaction Score (OSAT) of 717. The firm earns the second-highest score in the “Information” factor, which includes the following attributes: account performance, support information, and account overview. Vanguard also ranks second in the “System Performance” factor, which covers speed, security, and the logging-in experience. This performance reflects Vanguard’s ongoing focus on delivering a satisfying digital experience for retirement plan participants.

The U.S. Retirement Plan Digital Experience Study was redesigned for 2025 thus overall satisfaction scores are not comparable with previous-year studies. The study measures customer satisfaction with retirement plan websites, mobile websites and mobile apps across four factors (in order of importance): design, system performance, tools/capabilities and information content. The 2025 study is based on responses of 7,151 retirement plan participants and was fielded from May through June 2025.

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Overall Satisfaction Index (Satisfaction scores on a 1,000-point scale)



Vanguard Factor Score Highlights:

FACTOR		VS. INDUSTRY AVERAGE
Information	714	687
Tools/Capabilities	705	675
Design	709	687
System	735	707



Helping workers save for retirement is core to Vanguard’s mission, and we’re modernizing with purpose to deliver a digital experience that empowers employees with solutions for personalized, holistic financial wellness. This ranking is an encouraging testament to our ongoing work to deliver an intuitive, personalized digital experience that helps retirement savers achieve their financial goals.”

- Lauren Valente,
Managing Director of Workplace Solutions, Vanguard

Source: J.D. Power 2025 U.S. Retirement Plan Digital Experience StudySM. Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.