

Corebridge Financial ranks #4 in the J.D. Power 2025 U.S. Retirement Plan Digital Experience StudySM



Corebridge Financial exceeds the customer satisfaction average for all study drivers: Information, Tools/Capabilities, Design, System Performance



Corebridge outperforms the segment average by 21 points with an Overall Satisfaction Score (OSAT) of 711. The firm experiences a strong increase in rank position, moving from 15th to 4th place between 2024 and 2025. These results demonstrate the Corebridge team’s commitment to providing 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.



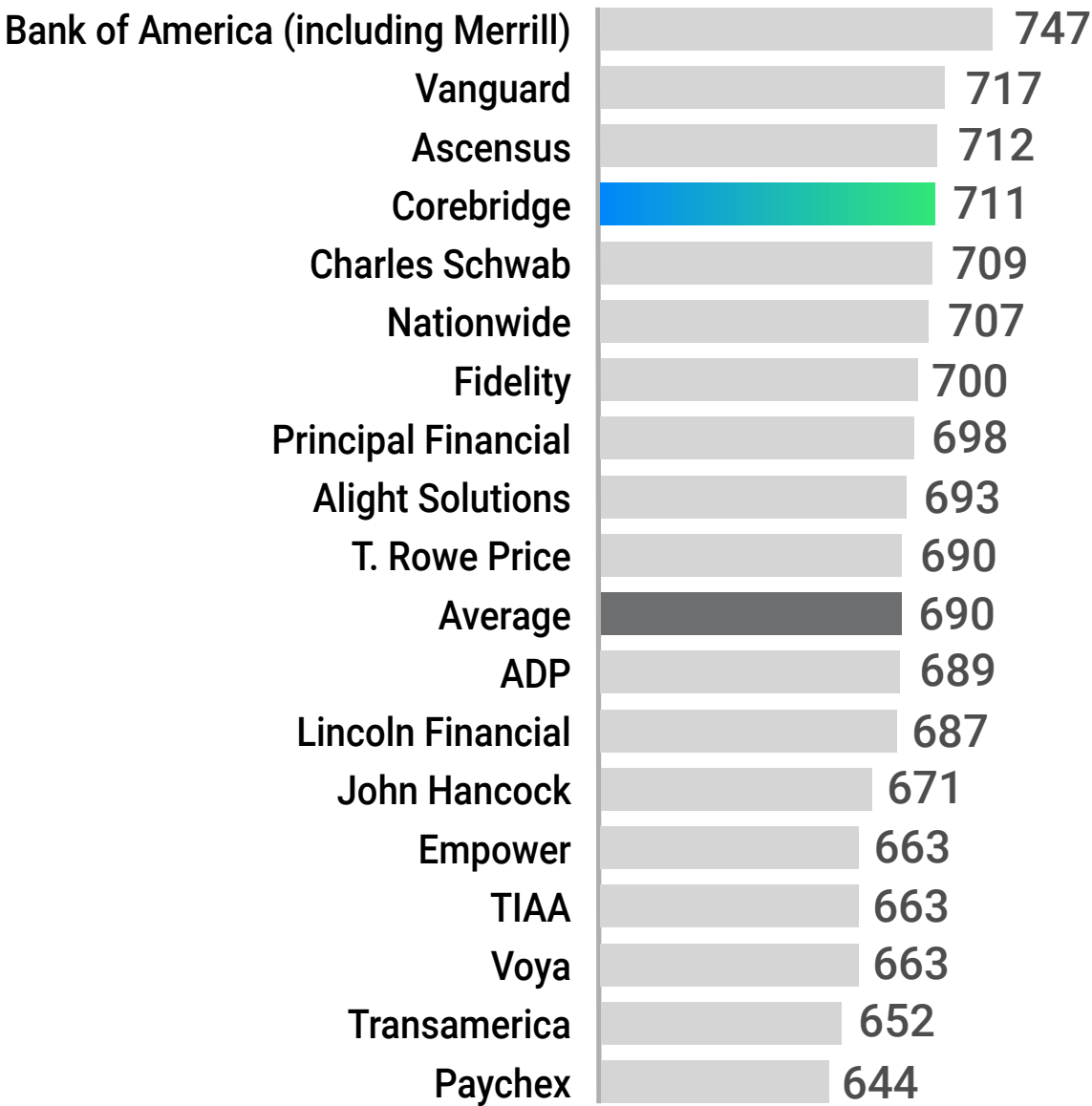
Corebridge is committed to helping retirement plan participants take personalized action to achieve their financial goals. One way we do that is by providing an intuitive digital experience on our website and mobile app to make it easy for participants to update account information, complete transactions and take advantage of financial planning tools.”

Terri Fiedler, President of Retirement Services, Corebridge Financial

Corebridge Factor Score Highlights

FACTOR	COREBRIDGE SCORE	VS. INDUSTRY AVERAGE
Design	717	+30
System	728	+21
Tools/Capabilities	701	+26
Information	689	+2

J.D. Power 2025 U.S. Retirement Plan Digital Experience StudySM
Overall Customer Satisfaction Index Rating
(Based on a 1,000-point scale)



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.