

Customer Experience Overview

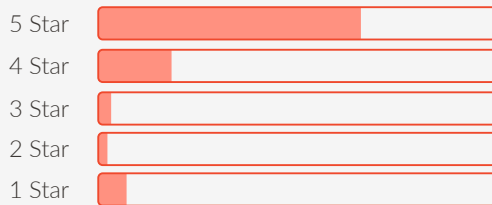
You have your choice of excellent fintech 401(k) providers, and we know it can be difficult to compare the costs and services. Before you make your final decision, ask yourself this question. What happens if something goes wrong?

A simple star rating, as useful as it is, only tells half the story. Check the one-star reviews. How many are there? Is there a pattern to the complaints? Then check the customer support rating. Is it as high as it should be? If not, why? Finally, look for details or changes that customers weren't expecting. Did pricing change? Are there hidden fees? Was the feature list misleading? These seemingly small issues can make a huge difference in your retirement planning experience.

Human Interest

Human Interest 401(k)

★★★★☆ 4.2 out of 5



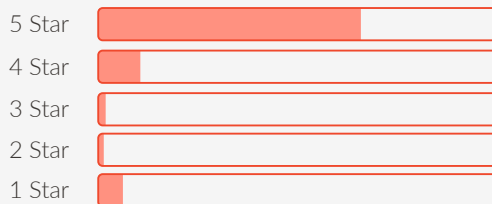
Quality of Support
401(k) Average 8.4

- ✗ 4.2 stars
- ✗ 42 1-star reviews
- ✗ 8.2 support rating

Guideline

Guideline

★★★★☆ 4.2 out of 5



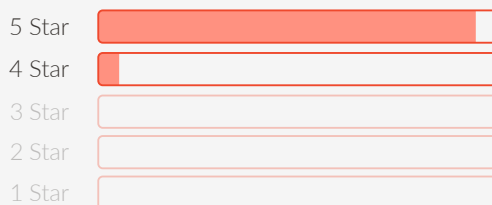
Quality of Support
401(k) Average 8.4

- ✗ 4.2 stars
- ✗ 21 1-star reviews
- ✗ 8.0 support rating

401GO

401GO

★★★★☆ 4.9 out of 5



Quality of Support
401(k) Average 8.4

- ✓ 4.9 stars
- ✓ 0 1-star reviews
- ✓ 9.8 support rating