MassMutual Stable Value Investments

StableReady℠

Retirement Plan Services' Artificial Intelligence Usage Oversight and Governance 5-Point Checklist

Currently, AI use in retirement plans is governed through existing ERISA fiduciary duties, SEC adviser rules, data-privacy laws, as AI statutes, while emerging, are not yet finalized. Regulators are making clear that using AI does not change fiduciary responsibility—it often *heightens* expectations around oversight, documentation, and controls.

While AI is in its infancy, surveys show that usage adoption is far outpacing the implementation of regulations, and financial professionals are signaling that more clear guidance would be appreciated. We'd like to share our preliminary perspective on ways financial intermediaries and their plan sponsor clients can contemplate governing AI use in retirement plans.

Please note, this document is not advice; these are suggested, general guidelines for your consideration. We recommend reaching out to your compliance department for guidance and more information on AI and how it is used.

We look forward to learning how to best leverage and govern AI together in these early years.

1. Inventory AI Use Cases and Purpose

Identify where AI is currently used across the plan ecosystem—including participant communications, recordkeeping operations, service providers, call centers, or decision-support tools. Document each AI tool, what it is designed to do, whether its role is administrative, analytical, or participant-facing, and what risks could arise if the tool produces inaccurate or misleading outputs.

2. Assess Vendor AI Governance Practices

Ask vendors which AI tools they use in servicing the plan, what guardrails and controls exist, how outputs are validated, and how AI-related risks are monitored. Confirm what plan or participant data AI systems access, how that data is protected, stored, and restricted, and whether privacy and cybersecurity standards are met. As part of periodic due diligence, consider performing benchmarks across providers solely focused on updates to their services impacted by AI, identify industry standards and outliers.

3. Review AI Use in Participant Communications

Confirm that AI does not provide individualized advice, and that all participant communications remain accurate and aligned with plan intent and disclosures.

4. Document AI Oversight Decisions and Review Periodically

Ensure committee minutes and fiduciary files reflect that AI was discussed, what questions were asked, and what oversight decisions or follow-up actions were taken. Establish a regular cadence to reassess AI use cases, review vendor updates, and refresh governance practices as technology, regulation, and plan needs evolve.

5. Disclose the use of AI

Disclose when AI has been used, and indicate its use is subject to the same cybersecurity and privacy protections as all other technologies used to support a plan's administration.

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