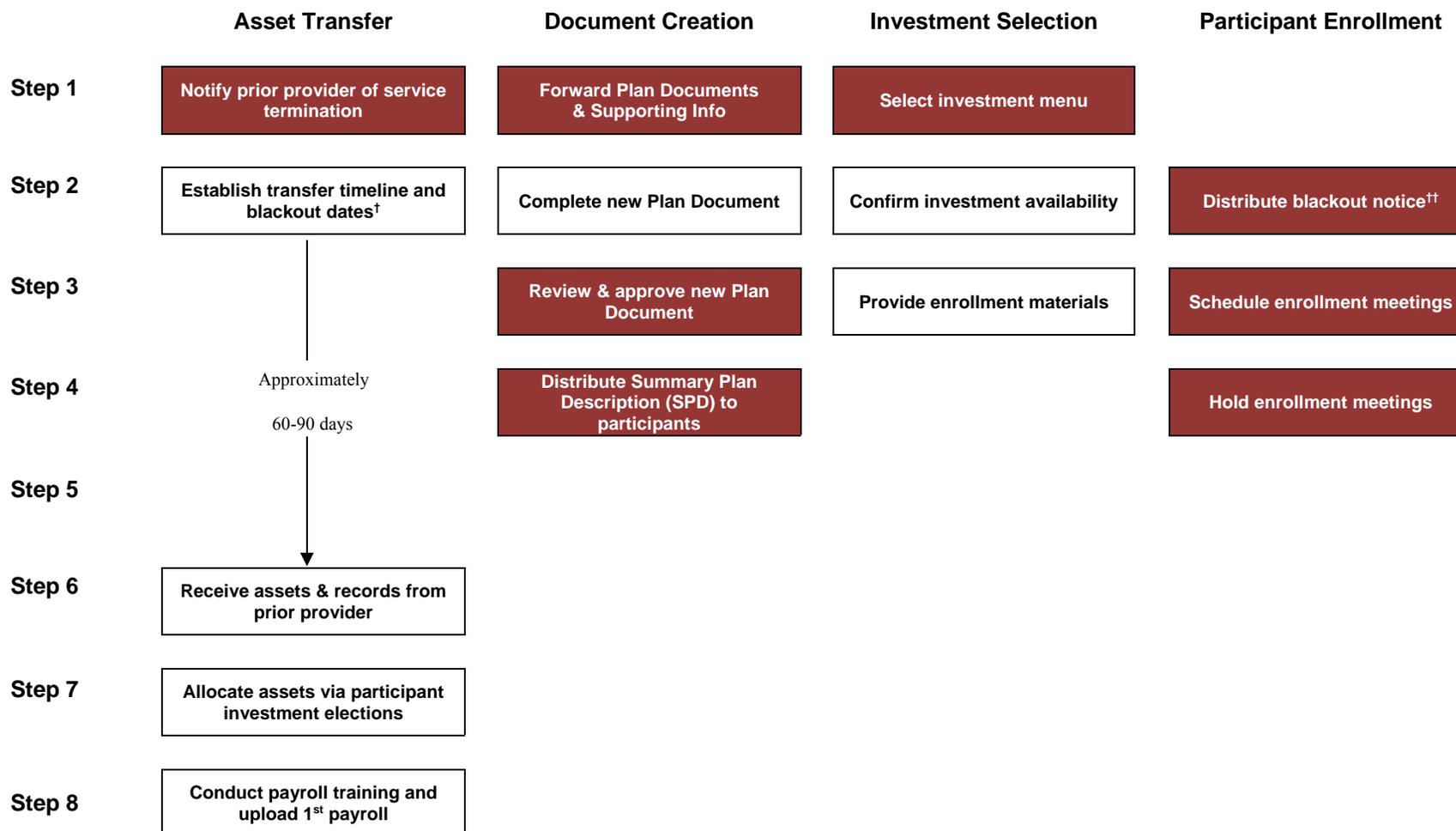


INSTALLATION TIMETABLE

There are four main tasks in converting a retirement plan: asset transfer, document creation, investment selection and participant enrollment. This table outlines responsible parties and offers an approximate timeline for completion. Conversions generally take 45-90 days, but actual timeline may vary depending on the lead time required by your outgoing provider. We'll be able to provide specific conversion and blackout dates after you provide a service termination letter to your outgoing provider and we are able to coordinate the asset transfer with them.



= Responsibility of Plan Sponsor
 = Responsibility of Employee Fiduciary

[†] Dates determined by prior provider
^{††} Participants must receive notice 30 days in advance of blackout

FREQUENTLY ASKED QUESTIONS

When will the transfer of plan assets occur?

Generally, transfers take 45-90 days. The timing will be determined by how much lead time your provider needs to transfer assets and to provide a final valuation report.

Do we need to notify our outgoing providers?

Yes. You must send a service termination letter to your outgoing provider. This notifies them of your decision to convert plan assets and use Employee Fiduciary. It also authorizes them to work with us during the transfer. (Note: Your outgoing provider may also require additional paperwork to authorize transfer).

When can we find out our conversion date?

After you have mailed a service termination letter to your outgoing provider, we will contact them to determine the earliest date of transfer and any blackout period.

What's a blackout?

Your outgoing provider will require a certain amount of time to liquidate plan assets, prepare a final valuation and transfer assets to us. We will need time to enter the information into our system, review the data to ensure proper reconciliation and invest the transferred dollars. During period, no investment activity (trades, purchases or sales) can occur. This period is called blackout. The amount of time a plan is in blackout will depend on four factors:

1. How much lead time your outgoing provider needs
2. How the assets are transferred (wire, ACH or check)
3. Whether the final valuation report matches the amount of assets transferred
4. How much formatting or "clean up" is required to upload and reconcile outgoing provider data.

Are assets still invested during blackout?

Assets are fully invested until liquidated as part of the asset transfer process. Depending on how your outgoing provider transfers the funds (wire, ACH or check), monies may be out of the market for a short period following liquidation until they can be fully invested in either a money market fund, a default investment selected by you or invested in accordance to participant instructions.

Will blackout cause an interruption of contribution processing?

Not necessarily. We can start contributions to the new investments in advance of the asset transfer, assuming we receive all the set-up information we need sufficiently in advance of the go-live date.

What do we need to tell participants?

The law requires that all participants are informed either in person or in writing no later than 30 days before the start of blackout. We will prepare a blackout notice for you to distribute to participants. If you mail or distribute the notice, its effective date is the date of distribution. (Note, the blackout notice is not optional; the DOL levies a \$100 per day, per participant penalty for each day the notice is late. The penalty must be paid by the company, not the plan.)

Do we need to notify former employees?

Yes. Former employees with balances in the plan must also receive a blackout notice.

How do you allocate transferred assets to participants?

Typically, we use participant's investment elections to allocate their transferred balances. This ensures that participant balances are aligned with their investment preferences beginning day-one. Any participant who does not make an investment election will be invested in the plan's default fund.

How do participants enroll?

Participants enroll online. Once we receive census information and signed plan documents we will provide enrollment instructions. Participants can then log in and enroll online. This process includes entering investment elections online and updating personal information. Participants are not able to enter contribution percentages/amounts or beneficiary information online. They will need to update this information with you so you can update with the payroll company and/or in their personnel file.

How do we submit contributions to the plan?

We will train whoever handles payroll at your company with your first payroll contribution. Once we get payroll contribution data in the proper format, the process is quick and seamless. People are invested the day after the ACH is requested.

How do participants learn how to use the web?

Participants will receive log-in information and a pdf web instruction booklet during enrollment.

What are common holdups that may delay conversion?

Please review INSTALLATION CHECKLIST section of this guide to make sure we receive all the information we need. The conversion cannot be completed unless we receive all the information, and any delay in receipt will cause a delay in plan set-up and conversion.

Sometimes outgoing providers will send transfer dollars by check, and we must wait on the post office, or final valuation reports do not equal the amount transferred, and outgoing providers need to reconcile data.

Other common hold-ups revolve around unresponsiveness or unexpected delays from your outgoing providers, especially if there is an outstanding balance due. Please make sure your bills are paid upon requesting liquidation and your final valuation.

If you do your part, we'll do our part in making sure the transfer is as smooth and easy as possible.