



Touchstone Investments®
DISTINCTIVELY ACTIVE



CONSULTING GROUP

403(b) PROGRAM ADMINISTRATIVE PROCEDURES GUIDE

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This guide contains step by step procedures for 403(b) Program Sponsors (or their designees) to follow to process certain transactions for participants.

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A. CONTACT INFORMATION

U.S. Mail	USI Consulting Group Attn: Touchstone Investments Service Team 95 Glastonbury Boulevard, Suite 102 Glastonbury, CT 06033-6503
Fax	(610) 537-2708
Program Sponsor Service Team	(866) 305-8846 Input Code: 243 (should be used by program sponsors only)
Participant Service Team	(866) 305-8846 Input Code: 241 (should be used by/given to program participants only)
Email	Touchstone.403b@usicg.com
Website (guide and forms available online)	www.usicg.com/touchstone

B. ENROLLMENT

Ongoing Enrollment (New employees eligible to join the program)

1. Download an Enrollment Kit (**Account Application, Salary Deferral Agreement**, brochures, etc.) from the website (www.usicg.com/touchstone).
2. Employee completes all required forms and submits to USICG's Touchstone Investments Service Team.
3. USICG forwards forms to Program Sponsor for approval.
4. Program Sponsor verifies employee is eligible to open an account under the terms of the program, reviews form for completeness and authorizes via signature.
5. Program Sponsor forwards completed **Account Application** to USICG's Touchstone Investments Service Team.
6. Employee's information is entered into the recordkeeping system to establish account.
7. Per terms of the **Salary Deferral Agreement**, Program Sponsor establishes payroll deductions for inclusion on next applicable payroll feed.
8. Participant mailing is sent with brochures and instructions on how to access account using the VRU and website.

C. CHANGES

Payroll Deduction Changes

Any participating employee wishing to increase or decrease his/her salary deferral percentage may do so by completing a new **Salary Deferral Agreement** (available on the website) and submitting to the Program Sponsor. Changes will be effective in the next applicable payroll period.

Beneficiary Changes

Any participating employee wishing to change his/her current beneficiary designation may do so by completing the **Beneficiary Designation Form** (available online) and submitting to USICG's Touchstone Investments Service Team.

D. CONTRIBUTIONS

Payroll Processing

1. Payroll is run by Program Sponsor to develop 403(b) deductions and after-tax loan repayments, if applicable.
2. 403(b) contribution data extract is prepared by Program Sponsor for the applicable payroll period and verified for accuracy.
3. Data file is submitted to USICG's Touchstone Investments Service Team by Program Sponsor using the mailing address, email or fax number above. Funding may be submitted in any of the three methods detailed in the chart below. If sending hardcopy data and funding via check, please send both together using the mailing instructions below. If funding by wire or ACH, please be sure the data file is submitted prior to funding and indicating the funding method.

ACH Instructions	Bank of America NT & SA 100 West 33rd Street New York, New York ABA #121000358 Payee: Charles Schwab Trust Bank Credit to: Acct# 12337-11961 FFC: Acct # 106122 Touchstone 403(b) Program
Wire Instructions	Bank of America NT & SA 100 West 33rd Street New York, New York ABA #026009593 Payee: Charles Schwab Trust Bank Credit to: Acct# 12337-11961 FFC: Acct # 106122 Touchstone 403(b) Program
Mail Instructions	Check made payable to: <u>Charles Schwab Trust Bank, Custodian for the 403(b) Program - #106122</u> Mail to: USI Consulting Group Attn: Touchstone Investments Service Team 95 Glastonbury Boulevard, Suite 102 Glastonbury, CT 06033-6503

Rollover Contribution Processing

1. Participant completes **Request for Direct Rollover Form** (available online) and prior program's distribution request form (supplied by prior program administrator) and submits to prior custodian to process rollover transaction.

Check should be made payable as follows and sent to the participant:

Charles Schwab Trust Bank, Custodian for the 403(b) Program - #106122
FBO: Participant's name

2. Participant completes an **Account Application** (available online) and submits to USICG's Touchstone Investments Service Team. NOTE: an **Account Application** is not necessary if the participant has already established an account in the 403(b) Program.
3. Employee's information is entered into the recordkeeping system to establish account upon approval from Program Sponsor (if applicable).
4. After check is received from the prior program administrator, participant should complete a **Rollover Certification Form** (available online) and mail the check and the **Rollover Certification Form** to USICG's Touchstone Investments Service Team using the address above.
5. USICG forwards form to Program Sponsor for approval.
6. Program Sponsor verifies rollover contribution is allowed, reviews form for completeness and authorizes via signature.
7. Program Sponsor forwards completed form to USICG's Touchstone Investments Service Team.
8. Rollover contribution transaction is processed and deposited to participant's account.
9. If establishing a new account, participant mailing is sent with brochures and instructions on how to access account using the VRU and website.

Transfer Processing

1. Participant completes **Request for Transfer Form** (available online) and any form(s) as required by other custodian then submits to custodian to process transfer transaction.

Check should be made payable as follows and sent to the participant:

Charles Schwab Trust Bank, Custodian for the 403(b) Program - #106122
FBO: Participant's name

2. Participant completes an **Account Application** (available online) and submits to USICG's Touchstone Investments Service Team. NOTE: an **Account Application** is not necessary if the participant has already established an account in the 403(b) Program.

3. Employee's information is entered into the recordkeeping system to establish account upon approval from Program Sponsor (if applicable).
4. After check is received from the prior program custodian, participant should complete a **Transfer Certification Form** (available online) and mail the check and the **Transfer Certification Form** to USICG's Touchstone Investments Service Team using the address above.
5. USICG forwards form to Program Sponsor for approval.
6. Program Sponsor verifies transfer is allowed from prior provider and, if applicable, proper Information Sharing Agreements are in place, reviews form for completeness and authorizes via signature.
7. Program Sponsor forwards completed form to USICG's Touchstone Investments Service Team.
8. Transfer transaction is processed and deposited to participant's account.
9. If establishing a new account, participant mailing is sent with brochures and instructions on how to access account using the VRU and website.

E. LOANS

1. Participant makes request for loan online.
2. USICG's Touchstone Investments Service Team receives the automated loan request from the participant.
3. USICG sends **Employer/Sponsor Consent to Loan Form** to the Program Sponsor for review and sign-off.
4. Program Sponsor signs form if loan is approved and faxes or emails to USICG's Touchstone Investments Service Team.
5. USICG processes account redemption, creates Loan Amortization Schedule and establishes Loan ID number.
6. Loan check and accompanying paperwork are mailed to participant within 7-10 business days after receiving the authorization from Program Sponsor in good order.
7. Participant mails quarterly loan repayments via check directly to USICG's Touchstone Investments Service Team. Check should be mailed to the address above, payable to **Charles Schwab Trust Bank, Custodian for the 403(b) Program - #106122.**
8. Participant quarterly repayments not received timely will receive a 30-day late notice. If after the first late notice a payment is not received, participant will receive a final notice requesting payment within the next 30 days. If a repayment is not made, USICG's Touchstone Investments Service Team will contact the Program Sponsor to default the outstanding loan amount. Outstanding loan principal at default will be taxable to the participant and a Form 1099-R will be issued for tax reporting purposes following year-end.

F. TERMINATION/RETIREMENT DISTRIBUTIONS

1. Upon termination of employment, participant can request a distribution of entire vested account balance.
2. Participant completes **Distribution Request Form** (available online).
3. Participant returns form to USICG's Touchstone Investments Service Team.
4. USICG forwards form to Program Sponsor for approval.
5. Program Sponsor verifies participant is eligible to receive requested distribution, reviews form for completeness and authorizes via signature.
6. Program Sponsor forwards completed form to USICG's Touchstone Investments Service Team.
7. USICG processes request and check is issued to participant within 7-10 days from the receipt of termination distribution request in good order.

Note: Failure to completely fill out required forms will result in a delay in the processing of a payment.

G. HARDSHIP WITHDRAWALS

1. Participant makes a request for a hardship distribution by completing a **Hardship Distribution Request Form** (available online).
2. Participant returns form to USICG's Touchstone Investments Service Team.
3. USICG forwards form to Program Sponsor for approval.
4. Program Sponsor verifies participant is eligible to receive requested distribution (i.e. satisfies hardship criteria in program custodial agreement/document), reviews form for completeness and authorizes via signature.
5. Program Sponsor forwards completed form to USICG's Touchstone Investments Service Team.
6. USICG processes request and check is issued to participant within 7-10 days from the receipt of hardship distribution request in good order.
7. Program Sponsor must suspend future salary deferrals for the participant for a period of six months from the date the hardship was distributed. Deferrals should start up on the next applicable payroll date following the six-month period.

Note: Failure to completely fill out required forms will result in a delay in the processing of a payment.

H. IN-SERVICE WITHDRAWALS

1. Participant makes a request for an in-service distribution by completing a **Distribution Request Form** (available online).
2. Participant returns form to USICG's Touchstone Investments Service Team.
3. USICG forwards form to Program Sponsor for approval.
4. Program Sponsor verifies participant is eligible to receive requested distribution (i.e. satisfies criteria in program custodial agreement/document), reviews form for completeness and authorizes via signature.
5. Program Sponsor forwards completed form to USICG's Touchstone Investments Service Team.
6. USICG processes request and check is issued to participant within 7-10 days from the receipt of in-service distribution request in good order.

Note: Failure to completely fill out required forms will result in a delay in the processing of a payment.