Effective 7/1/2015

Pacific Grove Unified School District
Employee Procedures for 403(b) Compliance and 457 Plans

Procedures are for the following transactions:

- Loans
- Hardship
- Transfers/Exchanges
- Withdrawals
- Distributions

Who is our district's Plan Administrator?

Employee Benefits Services & Advisors, Inc./AltaMontclair

Where do I get the forms to make my request?

Employee contacts his/her investment provider and requests the appropriate forms. Upon receipt and completion of forms the employee will go online as follows:

ONLINE:

Step 1:	Go online to ebenefitsservices.com (EBSA/AltaMontclair)
Step 2:	Click on "Participants"
Step 3:	Click on "Transaction" on right side of page
Step 3:	Scroll down to "Select your employer" use drop down to find employer and click
Step 4:	Select one of two choices, read description and click on appropriate form
Step 5:	Fill out form
Step 6:	Print out Form
Step 7:	Sign form and fax to : (408) 371-9327 with documents from your investment provider

If you would like to send your documents to us via online:
Follow steps 1-6. Scan transaction form and your investment forms onto your computer and download documents onto our website, directions will be listed after Step 6.

LIVE ASSISTANCE:

For those who have questions EBSA is here to assist you via telephone or in person (408) 371-7661.

Where is EBS located?

Employee Benefit Services & Advisors
Attn: Compliance Department
2542 S. Bascom Ave, Suite 100,
Campbell, CA 95008

How long will it take for my paperwork to be processed?

Turn-around time is 2-5 business days. However, delays can occur if:

1. Documents received are not in good order
2. Information requested from the district is delayed
3. Information Sharing Agreement is not in place with your investment provider.

Who will I follow-up with to see if my documents have been processed?

Employees should contact their investment provider directly for follow-up.

Should I keep a copy?

As with all records, copies are recommended.

Will the documents be returned to the employee or agent?

No, once approved the documents will be sent directly to the investment provider.

Will I be informed if my document is not approved?

Yes. The employee will be notified that the paperwork was not in good order or cannot be processed because of regulations.

What happens if I request a Hardship or Unforeseen Emergency Request?

The district will be contacted on approved requests for Hardship, and Unforeseen Emergencies. When a Hardship/Unforeseen Emergency Request is made the employee is not allowed to continue contributing for 6 months.

Employee is responsible for completing two Salary Reduction Agreements (SRA) and for turning them in to the payroll department (in person or online):

1. Employee completes a Salary Reduction Agreement <u>to stop contribution for 6 months</u>
2. Employee completes a Salary Reduction Agreement and dates it <u>to restart contribution after 6 mo period</u>

If I have other questions, whom should I contact?

If assistance needed please ask for compliance department at (408) 371-7661 or you may contact directly:

Summer Reeves, Ext. 2104
Compliance Account Manager
Plan Administrator
Operations & Administration Manger

Rebecca Olsen, Ext. 2113
Director of District Relations
Plan Administrator

If I want to contribute or make changes on my 403(b)/457, how do I obtain a Salary Reduction form?

Step 1: Go online to ebenefitsservices.com (EBSA/AltaMontclair)
Step 2: Click on "Participants"
Step 3: Click on "SRA" on right side of page
Step 3: Scroll down to "Select your employer" use drop down to find employer and click
Step 4: Fill out the "SRA" form and click submit. *

Upon completion of my SRA form where do I send it?

*If option is to submit online click SUBMIT button and it will be automatically sent to your district's payroll department. If option is to print download fill it out and hand deliver it to your district's payroll department.

Types of SRA:

a. TRADITIONAL 403(b) –PRE TAX
b. ROTH 403(b) – AFTER TAXES (check with District)
c. TRADITIONAL 457 – PRE TAX
d. ROTH 457 – AFTER TAXES (check with District)

Who is my EBSA District Representative?

Rocky Rocamora can be reached at (408)978-1000 x115

Where do I direct Advisors requesting additional information regarding 403(b) Compliance, SRA submission and/or Information Sharing Agreements?

Rebecca Olsen, Plan Administrator
Director of District Relations
(408) 978-1000 ext. 2113 /(866) 474-1144

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