

# **GUIDE TO PENSION PLAN ADMINISTRATION**

*ALLOCATED (Balance Forward) PLANS  
UNALLOCATED (Daily) PLANS*

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## **A participant wants to increase or decrease salary deferrals**

### Increase or decrease salary deferral

A participant may increase or decrease contributions as specified in the plan document. Please call AMI and we will prepare a “Salary Reduction Agreement” and fax it over to your company, signature-ready for the participant.

A plan may also specify that deferral percentage changes be made via the AMI Interactive Benefit Information System. Participants may access the system by calling 1-866-793-0449 (provider number 1126), or logging onto the internet at [www.amibenefit.com](http://www.amibenefit.com). The participant will need his/her Social Security Number and four digit pin number.

Who to ask for at AMI: Enrollment Services

## **A participant would like to know how much money is in their account**

A participant can determine how much money is in his/her account is to by calling the appropriate toll free VRU (voice response unit) number or accessing the appropriate internet site.

Allocated/Balance Forward accounts: Call the fund manager at their VRU number or access the appropriate internet site.

Unallocated/Daily (mutual fund) accounts: Contact the AMI Interactive Benefit Information System at 1-866-793-0449 or [www.amibenefit.com](http://www.amibenefit.com). The participant will need his/her Social Security Number and four digit pin number. The AMI Interactive Benefit Information System provider number is 1126.

## **A participant has terminated**

Please complete and fax over an “Employer Reporting of Termination” form to AMI. Forms are available on the internet at [www.amibenefit.com/forms](http://www.amibenefit.com/forms). Forms are also available by calling AMI at 800-451-2865.

What AMI will do: We will prepare a termination package for the terminnee and a trustee directive for the employer. The terminnee will receive the required tax notices, vested account balance and the proper forms for completion. The trustee will receive a copy of the cover letter that was sent to the employee as well as the necessary trustee form(s). As soon as the forms are received back from both the employer and the employee, AMI will direct the fund manager to make the distribution as directed by the participant.

Who to ask for at AMI: Distribution Services

## **A participant would like an in-service distribution**

### *Hardship, Age 70½ Distribution, Retirement from Plan*

Please complete and fax over an “Employer Reporting In-Service Withdrawal” or “Request for Hardship” form to AMI. Forms are available on the internet at [www.amibenefit.com/forms](http://www.amibenefit.com/forms). Forms are also available by calling AMI at 800-451-2865.

Note on Hardship Withdrawals: If your plan permits Hardship Withdrawals, AMI will contact the participant in order to determine the reason for hardship withdrawal, request necessary documentation and determine eligibility.

What AMI will do: We will prepare a distribution package for the participant and a trustee directive for the employer. The participant will receive the required tax notices, vested account balance and the proper forms for completion. The trustee will receive a copy of the cover letter that was sent to the employee as well as the necessary trustee form(s). As soon as the forms are received back from both the employer and the employee, AMI will direct the fund manager to make the distribution as directed by the participant.

#### Who to ask for at AMI:

Hardship Withdrawals: Pam Bobersky

Age 70½ Distributions: Distribution Services

Retirement from Plan- with payment schedule: Tracy Martin  
- with total asset distribution: Distribution Services

## **I have a new or current employee who has a rollover**

Employees may generally roll their money from their previous workplace retirement plan or IRA into your plan. We ask that you have the participant contact AMI. We will request that the participant fax over to AMI a copy of their rollover paperwork from the previous plan. We will complete the necessary sections and fax it back to the participant to forward to the previous plan administrator. We will also mail to the employee information regarding your plan and investments along with fund selection and beneficiary forms (if applicable). If the participant would like to have investment advice or to talk to the representative for your plan, we will forward the request to your representative.

#### Who to ask for at AMI: Enrollment Services

## **A participant wants to change his/her investment elections**

The participant may change investment elections by calling the appropriate toll free VRU number or accessing the appropriate internet site.

Allocated/Balance Forward Accounts: Call the fund manager at their VRU number or access their internet site.

Unallocated/Daily (mutual fund) Accounts. Contact the AMI Interactive Benefit Information System at 1-866-793-0449 or [www.amibenefit.com](http://www.amibenefit.com). The participant will need his/her Social Security Number and four digit pin number. The AMI Interactive Benefit Information System provider number is 1126.

## **A participant would like to request a loan**

Please have the participant complete and fax over to AMI a “Request for Participant Loan” form. Forms are available on the internet at [www.amibenefit.com/forms](http://www.amibenefit.com/forms). Forms are also available by calling AMI at 800-451-2865.

What AMI will do: If your plan permits loans, we will determine eligibility according to your plan and government guidelines. We will prepare a loan package for the participant and a trustee directive for the employer. The participant will receive a loan application, irrevocable pledge and assignment, promissory note and federal disclosures, payroll withholding authorization and spousal consent form (if applicable). These forms will be signature ready. The trustee will receive a copy of the cover letter that was sent to the employee as well as the necessary trustee form(s). As soon as the forms are received back from both the employer and the employee, AMI will direct the fund manager to make distribution.

Who to ask for at AMI: Loan Services

## **A participant would like to name a new beneficiary**

Note on beneficiary changes: In general, if a participant is unmarried, a beneficiary change can be made at any time. However, if the participant is married, has recently had a change in marital status or is intending a change in marital status, please call for more information concerning beneficiary changes.

Please call AMI and we will prepare a “Beneficiary Designation Form” and fax it over to the company for the participant. Generic forms are also available on the internet at [www.amibenefit.com](http://www.amibenefit.com).

Who to ask for at AMI:

Unmarried or newly married participants: Enrollment Services

Other participants: Tracy Martin

## **A participant has a QDRO that needs executed**

### *Qualified Domestic Relations Order*

Please have the participant or the participant's attorney furnish AMI with a copy of the QDRO. We will review the order to verify that all of the proper notices are included and begin the segregation of assets and/or distribution process.

Who to ask for at AMI: Pam Bobersky

## **A participant would like to make a change in name and/or address**

Forms are available on the internet at [www.amibenefit.com/forms](http://www.amibenefit.com/forms).

Who to ask for at AMI: Enrollment Services

## **What happens at open enrollment time?**

AMI will send you a census form listing current employees and a request for a list of those employees who are eligible to participate but are not yet contributing to the plan. (If desired, you may include all employees who are not contributing and AMI will determine eligibility.) Once we receive the census back from your company, AMI will prepare payroll deduction illustrations, investment informational packets and AMI enrollment forms for each eligible person on the census. These will either be delivered by your representative or mailed to the company for enrollment. Once the enrollment forms have been completed by each participant, we request that you mail them to our office for processing.

If your plan utilizes an automatic enrollment feature, participants will be established on the AMI Interactive Benefit Information System using the default fund percentage and default fund. Participants can change the defaults via the AMI Benefit Information System based upon the schedule specified in the plan's administrative procedures.

Who to ask for at AMI: Enrollment Services

## **How do 5500 forms get filed?**

AMI files Form 5500 with the Department of Labor (DOL) on behalf of the plan sponsor for the plan within seven months after the conclusion of the pension plan year-end (within 9½ months with extension). A form 2848 Power of Attorney will be sent to the plan trustee to be signed allowing AMI to file the form. A copy of the filed 5500 is sent to the plan trustee for your records.

Who to ask for at AMI: Marty Evans

## Information about plan testing

After the end of the plan year, AMI will send you a request for salary information, 5500 form information and census verification information. We ask that you complete this information and send it back to AMI as soon as possible, so that AMI will have time to perform the necessary tests to meet the deadlines which must be met in order to keep your plan in compliance and avoid any excise taxes.

Who to ask for at AMI: Marty Evans

## How do we remit moneys to the Fund Manager?

1. Fax, mail or E-mail a copy of the remittance sheet to AMI. This should be done prior-to, or no later than, the same day the money is to be remitted to the fund holder. The E-mail address is [edi@amibenefit.com](mailto:edi@amibenefit.com).
2. For plans with ACH on-demand: AMI will upload the information which will execute an order to withdraw the money from your company's checking account.
3. For all other plans: Send deposits to the fund manager by check or electronic transfer.
  - A. By check:
    1. Make check payable to fund manager and write reference number on your check.
    2. Mail checks to the appropriate address.
  - B Electronically: Process directly to fund manager

*PLEASE DO NOT MAIL A COPY OF THE REMITTANCE TO THE FUND MANAGER.*

Allocated/Balance Forward plans: AMI will electronically send your information to the fund manager.

Unallocated/Daily plans: AMI will electronically upload your information in the AMI system and issue a buy order to the fund manager for the appropriate funds.

Who to ask for at AMI: Contribution Processing

## A note about AMI

AMI uses a team approach to pension plan management. The overall team leaders are Pam Bobersky, Marty Evans, and Tracy Martin. You will note that we have listed teams throughout this guide which have responsibility in particular aspects of plan servicing. Each of our personnel is cross-trained in several areas. As a result, whenever you have a question, the person who answers the phone at AMI will either be able to answer your question directly or will direct you to the best person to answer your question.