*your*PLAN ACCESS™ upgrade FAQ

For 403(b) plan sponsors

This FAQ guide is for the WEA Member Benefits 403(b) plan sponsor *your*PLAN ACCESS portal upgrade. It covers common questions that plan sponsors and employees might have and is meant to prepare you, your team, and participants for the transition by addressing concerns in advance.

1. Why is the *your*PLAN ACCESS (plan sponsor portal) being upgraded?

The upgrade is designed to improve user experience, enhance data security, and streamline administrative tasks. It aims to provide a more efficient, responsive, and robust system that meets modern compliance standards and evolving retirement plan needs.

2. What are the benefits of this upgrade for plan sponsors?

The upgraded portal will simplify plan management, offer more powerful data insights, and improve processing times. It will also include better support for regulatory compliance, customizable reporting tools, and a more intuitive interface for easier navigation and use.

3. What are the benefits for plan participants?

Participants will have access to an enhanced portal that offers an improved user experience, including a more accessible interface and mobile compatibility. Additionally, the participant portal will provide clearer account information, retirement planning tools, and personalized resources to help participants make informed decisions.

4. Will there be any downtime during the upgrade?

Yes, there will be a period of planned downtime to ensure a smooth transition. The scheduled blackout period will be communicated in advance to minimize disruption. Plan sponsors and participants will be notified of specific dates and times.

5. How will the transition impact existing data and account information?

All existing data and account information will be securely transferred to the new system. There should be no impact on data integrity, and account details will remain accurate and accessible after the transition. Backup protocols and data validation checks are in place to ensure continuity and security.

6. Will any features or services change in the new system?

The core functionality will remain, but some features may be enhanced or restructured for improved efficiency. New features may include upgraded reporting capabilities, better navigation, and access to new tools. A detailed overview of new or altered features will be shared before the system goes live.

7. Do plan sponsors or participants need to take any action?

Yes.

- Plan sponsors need to confirm remittance ACH information, plan sponsor users and their access type, and other information. **Click here to provide the requested information by January 31, 2025.**
- Both plan sponsors and participants will need to reset passwords if prompted during initial login.

8. Will there be training or support available for the new system?

Yes, training materials, webinars, and support documentation will be provided for both plan sponsors and participants.

Additionally, plan sponsors may sign up for a *your*PLAN ACCESS upgrade webinar to learn more about new portal functionality and navigation or schedule a one-on-one session with one of our Plan Administration team members to walk through the 403(b) contribution remittance process.

9. How secure is the new record-keeping system?

Security is a top priority, and the new system complies with industry-leading security standards. It includes enhanced data encryption, multi-factor authentication, and improved fraud detection protocols to protect sensitive information.

10. How will participants be notified of the changes?

Participants will be notified via email, in writing, and on the participant portal. Updates will include key information about the upgrade, any actions they may need to take, and where to find support.

11. Who should I contact if I have questions or issues during the transition?

Our Member Service, Plan Administration, and Worksite Benefit Consultant teams will be available to assist with any questions or issues that arise during the transition. Our teams are available to help address any concerns before, during, and after the upgrade.