

TPA Choice

Premier retirement plan services for TPAs



live your best life



TPA Choice

The choice is yours

No two TPAs are identical. Whether you're a producing or nonproducing TPA, handling payroll services or not, you're in the best position to make decisions about how to work with your recordkeeper. That's why Transamerica offers TPA Choice, a comprehensive suite of solutions that lets you choose how to work with us to gain new business, service clients, generate sales, and achieve maximum efficiencies.

TPA Choice puts you in the driver's seat with technology and processing innovation and payroll solutions that make it easy to serve your clients your way.

Whether you administer single-employer or pooled plan arrangement defined contribution (DC) plans, Taft-Hartley (TH), Davis-Bacon, defined benefit (DB), or cash balance plans, Transamerica can provide you with choices in how you deliver your value proposition to clients.

Uncompromised loyalty

Your trust is important to us, so we maintain a strict non-solicitation policy within our TPA service agreements.

Steadfast alliance

Transamerica's infrastructure is built to support our TPA alliance. Our innovations and service offerings are designed to enhance your business efficiencies and profitability.

Technology and processing innovation



Have it your way

When your processes are efficient you can manage more plans. Transamerica's platform is engineered to create efficiencies and allow you to decide how you want to work with us.

Flexible plan design and plan provisions

Our plan design system is built so you have control over the input and update of plan provisions. You can also set up preferences on a plan-by-plan basis upfront, including the withdrawal hierarchy, so you don't have to determine money sources on a participant-transaction level. We ask a series of questions that allow you to choose your level of involvement as it relates to loans, distributions, and vesting. Our process gives you ultimate flexibility over each plan.

Loans and distributions

Loans

Loan and distribution processing is a critical part of administering any retirement plan. We developed a unique system for you to determine your level of participation. So what does this mean to you? You have a choice of four options to process loans based on your needs:

1. TPA involved

A participant makes a loan request online or through the participant call center for your review and verification of vesting and eligibility (vesting can be updated in real time if necessary). Once the transaction is processed, the loan documents are posted online for you, the sponsor, and the participant to review.

2. TPA not involved

A participant makes a loan request online or through the participant call center and it automatically gets approved and processed with no review or involvement by you. To keep you informed, you'll receive a notification that loan documents have been posted online.

3. TPA involved – entered online by TPA

You can go to **ta-retirement.com** and enter a loan request on behalf of a participant. You can institute your own process with a plan sponsor, including using your own loan form if you wish.

4. TPA not involved – paper

A participant or sponsor can download a loan request form online or a participant can reach the contact center for assistance. Once the participant completes all paperwork, the request is sent to the sponsor for a physical sign-off, and the forms are sent to Transamerica for processing.

Distributions

Distributions function much the same way loans do, offering you four options of flexibility and involvement:

1. TPA involved

A participant makes the request online or through the participant call center, and the sponsor approves the distribution request. Following sponsor approval, you can then verify eligibility and vesting, and process the transaction on **ta-retirement.com**.

2. TPA not involved

The participant makes the request online, the sponsor approves the distribution, and the distribution is processed without TPA involvement.

3. TPA involved - entered online by TPA

You can go to **ta-retirement.com** and enter a distribution request on behalf of a participant. You can institute your own process with a plan sponsor, including using your own distribution form, if you wish.

4. TPA not involved – paper

The sponsor can provide a distribution form to a participant, a participant can retrieve one online, or receive an emailed, faxed, or mailed copy from the contact center. The sponsor approves and processes the request with no TPA involvement.

Vesting

Vesting is another area where your options to maximize time savings and efficiencies can be enhanced when you work with Transamerica.

- You can be involved and perform ongoing vesting updates by providing the appropriate vesting in percentages. This gives you full control. Note: If you're currently involved in vesting and don't wish to be, tell us, and Transamerica will track vesting going forward. Additionally, if *Plan Administration Service Support (PASS)*SM services distributions is elected TPA choice vesting is not allowed.
- If you don't want to be involved in vesting post-installation, Transamerica will maintain all vesting based on data provided by the plan sponsor.



Plan sponsor solutions

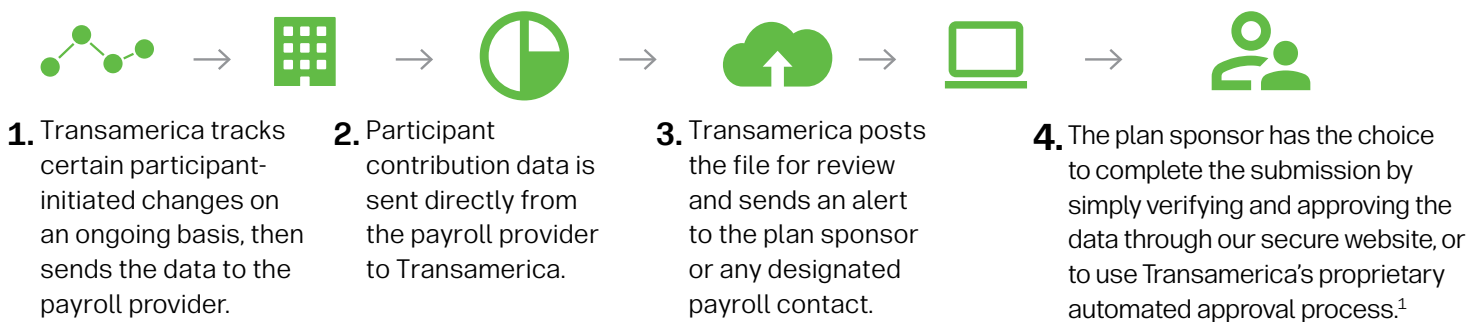
Simplifying the payroll process

Payroll services are a vital factor for TPAs competing for retirement plan business. With more and more TPAs either acquiring a payroll company or developing a strategic alliance with one, Transamerica is pleased to offer two distinct payroll solutions for your business.

PayStart® 360 from Transamerica

PayStart 360 offers integration, automation, and less involvement for plan sponsors. Your clients can avoid the hassle of traditional payroll processing and eliminate the need for sponsors to verify and approve contribution files and track participant activity.

How *PayStart 360* works



PASS services

Transamerica has developed an innovative service named *Plan Administration Service Support (PASS)*^{SM, 2}. *PASS* provides plan sponsors with support for a host of retirement-related tasks. A partial list of activities in each of these areas includes:

Distribution-related activities

- Process termination distribution requests (service not available to plans that require spousal consent)
- Process hardship and in-service requests
- Provide distribution options letter to terminated employees
- Manage involuntary distributions or force outs
- Include hardship deferral suspension on the rate change report, as needed
- Review qualified domestic relations orders

Enrollment activities

- Provide enrollment materials and notices to newly eligible participants

Communication, plan materials, or notices

- Distribution of summary plan descriptions
- Distribution of required annual participant notices (does not include investment change notices)

Loans

(Service not available to plans that require spousal consent or that allow loans for hardship reasons only)

- Process general loans
- Process residential loans

If the plan works with a TPA, ask your Transamerica representative how *PASS* and TPA Choice services work together.



Get in touch



Contact: Your TPA solutions team



Email: tpaservices@transamerica.com



Visit: transamerica.com

¹ To use the automated approval service, all contributions must be funded via automated clearinghouse (ACH) collection. Payroll files must be submitted, in good order, on or before 3 p.m. ET in order to receive same-day processing, and those received thereafter will be processed the next day.

² *Plan Administration Service Support (PASS)*SM is an optional menu of varying services that the plan sponsor (along with the plan's third party administrator, if any) can select. *PASS* allows Transamerica to perform nondiscretionary administrative services for the plan at the direction of the plan administrator under guidelines established by the plan administrator in its sole discretion, and is available depending upon the plan's assets. Additional fees will apply for the *PASS* services that you choose. The plan's third party administrator may determine availability of these services.

Information regarding retirement plans is general and is not intended as legal or tax advice. Retirement plans are complex, and the federal and state laws or regulations on which they are based vary for each type of plan and are subject to change. In addition, some products, investment vehicles, and services may not be available or appropriate in all workplace retirement plans. Plan sponsors and plan administrators may wish to seek the advice of legal counsel or a tax professional to address their specific situations.