



BECOMING DEFINITI

# Frequently Asked Questions

We're preparing to integrate our business with Definiti so that we can deliver more retirement plan solutions for clients, trusted financial advisors and recordkeeping partners.

## Who is Definiti?

From 401(k) plan design and administration, compliance and actuarial consulting to pension outsourcing and recordkeeping, Definiti helps organizations deliver smart retirement solutions to their employees. With hundreds of experts across the country, including in-house actuarial consultants, ERISA attorneys, document specialists and retirement plan consultants, Definiti helps clients redefine what's possible with workplace retirement plans.

Retirement plan administration and compliance can be complex and complicated. Definiti seeks to deliver definite answers to plan sponsors and advisors. Clients appreciate the clear counsel and direct advice Definiti offers.

Definiti built its business around a singular focus: delivering trusted, clear advice and workplace retirement plan solutions for plan sponsors, and those advising them. Definiti is an evolution of this business — we're committed to retaining the local relationships and expertise you count on and take the step forward to make more national resources readily available and accessible to you.

## What does this mean for me?

Definiti will always give thoughtful advice and clear recommendations to help you make the right choices for your retirement plan.

**More Retirement Experts.** Ask us your most complex retirement plan questions. Nearly 230 retirement plan consultants, in-house ERISA attorneys and actuarial consultants have the answers.

**Committed to Data Security.** All of your sensitive plan data is secure and protected behind robust cybersecurity systems. Definiti invests in technology and processes that keep private information private.

**Complete Suite of Services.** From smart retirement plan design, regulatory compliance review and recordkeeping to pension outsourcing and actuarial consulting, Definiti manages all of the day-to-day needs of defined contribution and defined benefit plans.

## Who should I call with questions about my plan?

Many of the people you rely on to answer questions, address concerns, and help solve tricky plan issues remain in place. As always, we're here to help.

Continue to reach out to your regular contacts within our organization. And rest assured, we'll update you if administrative or organizational changes are made.

## Where is Definiti located?

Definiti delivers retirement plan services to clients across the nation. The corporate office is located in Houston, TX, with satellite offices in Tacoma, WA; Dallas, TX; Erie, PA; Boston, MA; and West Palm Beach, FL.

As demonstrated with safer-at-home mandates, the team is always accessible no matter where we work. Whenever you have a question or need more information please reach out and we'll be ready to help.

## Will email addresses change?

Our team will get new email addresses once the integration is complete. To make it easy, email addresses will automatically forward to the new accounts so we'll never lose an email you send us. Team members will share their new email addresses once they're activated.

## Do plan documents and contracts need to be updated?

Current plan documents and contracts remain valid and Definiti will honor them. We'll contact you directly if any updates to contracts are needed.

## What about Cycle 3 Plan Restatements?

The Definiti Document Team is currently processing the Cycle 3 IRS-mandated restatements for defined benefit plan documents and will continue the project until March 2025. If your plan needs to be restated, it will be restated with Definiti as the third-party administrator.

## Will proposals and pricing illustrations change?

Current pricing, service agreements and terms remain unchanged under Definiti. We'll issue Definiti proposals and illustrations once the name change is complete. Rest assured, we'll accept any active proposals from legacy operating companies and write the plan document as Definiti once it is sold.

## Is a new W-9 from Definiti required for billing?

No, a new W-9 is not needed or required when operating companies transition to Definiti. But if you would like a W-9 showing Definiti as the DBA name, reach out to your billing contact.

## Will invoices be different?

As we transition to Definiti, invoices will have a new look but no change in pricing. Take note that the remittance information will include updates. EINs won't change, but we'll add Definiti as a DBA name. We're happy to send you an updated W-9 if needed.

The following payment options are available: 1) auto debit authorization; 2) ACH; 3) check; 4) from plan assets; or 5) from plan forfeitures.

## Is there a website and new online resources?

Plan sponsor and participant online data will be consolidated with Definiti online resources over the next few months. Continue to use our current site to access your plan data until you're notified your plan has been successfully migrated onto the Definiti system.

[Definiti.com](https://definiti.com) serves as a centralized resource to learn of our services, stay on top of your account, and get our latest news.

## What if I have more questions?

Your current company contact is a great place to continue the conversation, and we'd be happy to connect you with the right person.