Wright State University Retirement Manager
Frequently Asked Questions
January 6, 2012

Q: Where can I find more information about WSU's retirement manager website?
A: For a brief tutorial use the following link.
http://www.brainshark.com/valic/vu?pi=zILzZoYtnzlSxz0&dm=5&pause=1&nrs=1.
Information will also be available on the WSU's HR website www.wright.edu/hr.
You can access Wright State University's Retirement Manager Website at http://www.myretirementmanager.com/?wsu.

Q: Who do I contact for assistance setting up my account in Retirement Manager?
A: Please refer to the quick reference guide for a step by step on how to set up your account for the first time. Should you need assistance with this process, please contact Retirement Manager Customer Service at 1-866-294-7950 available Monday through Friday 7am – 6pm Central Time.

Q: When can we access the WSU's RM site to verify information is accurate?
A: WSU's RM site will not be live for employees until January 3, 2012. WSU employees will need to go into the WSU site and register for the first time. This process can be accomplished in a short period of time. If employee needs account reset or have difficulty, please refer to RM customer service number and/or the WSU benefits office for assistance. Additional information will be available on WSU's HR website www.wright.edu/hr.

Q: If a paper copy salary deferral form has already been mailed or provided to WSU benefit office prior to the launch date of retirement manager, do employees need to go in and make changes online again?
A: No, all paper forms received on or prior to January 3, 2012 will be processed. Any new change requests after January 3rd, 2012 will need to go through WSU's retirement manager website.

Q: If an employee/participant would like to have a one-time single sum deferral request entered in to the system followed by a return to a lower deposit or suspended contribution can that be entered in to RM?
A: Yes, the amount could be entered into retirement manager so long as it does not exceed the employee's per-pay salary. Employee would then need to create another contribution change for the next payroll reducing the amount back to their regular deferral. If the amount is larger than their per-pay salary, they should contact WSU HR benefits for assistance.

Q: Are salary deferrals only available on a flat dollar amount?
A: Currently, employee can only select a specific dollar amount. Changes can be elected once per calendar month.

Q: Where can I find a listing of cut off dates for salary deferral changes?
A: A link will be added to the Wright State University retirement manager website. Also this information is available directly through the Wright State University payroll office website at http://www.wright.edu/administration/payroll/schedule.html

Q: Are In-service (age 59&1/2) distributions requested through RM?
A: WSU's 403(b) plan currently permits in-service age 59&1/2 distributions. In-service age 59&1/2 distributions do not require a RM distribution certificate as the vendor is permitted to authenticate date of birth information and can therefore validate the distribution directly.

Q: Are in-service "exchanges" between vendors requested through RM?
A: In-service exchanges are to be initiated through RM and are permitted. Only "active" vendors currently approved within the 403(b) plan document specifications are permitted to receive in-service exchanges.

Q: Are rollovers and transfers requested through RM?
A: Participants that have separated service or have met a distributable event, require a separation of service certificate issued by RM in order to execute a rollover or transfer from the WSU 403(b) and 457(b) plans. The certificate is used to validate that a distributable event and are used in lieu of WSU plan administrator signature that authorizes the release of funds from the plans.

Q: Will this site be used for Wright State University (ARP) Alternative Retirement Plan participants?
A: Currently, retirement manager will be used for common remittances and an informational access view only. Employees will be able to see account balances on ARP plans. Distributions, Intra-Plan Transfers and rollovers will be processed through the benefit office. No loans or hardships are available under Wright State University's ARP plan.

The current ARP election process is not changing. Employees who elect ARP option versus STRS or OPERS complete the manual election form available on WSU website. This initial election or change during annual ARP open enrollment process will not be completed through WSU Retirement Manager.

Q: When is WSU annual ARP open enrollment?
A: ARP open enrollment is Wednesday, December 14th through January 13th. Changes made will be effective the last pay in January 2012. Change forms are available on the WSU HR website.

Q: How do Intra-Plan Transfers work for ARP open enrollment?
A: If a participant makes an election to change to a new Provider, a Participant may specify that a part or all of the Participant's account be transferred to the new Provider. Provided however, a Provider is not required to immediately transfer any part of the Participant's account invested at the Participant's election in a fixed annuity account if

the contract under which the investment was made permits the Provider to make such a transfer over a period of time not exceeding ten years and the contract was filed with and approved by the Ohio Department of Insurance.