
Frequently Asked Questions

1. Is OkMRF Staff still accessible?

Absolutely! We are still here for you at the same location and phone number. We simply added additional team members to help enhance the overall retirement plan experience. Our goal is to make this transition as seamless as possible for you and your employees.

2. What new phone numbers might I need?

Customer Service Representatives (CSRs) will now be available to help your employees from 7 a.m. to 7 p.m. CST Monday through Friday (excluding New York Stock Exchange holidays) at 1-844-GO-OkMRF or 1-844-466-5673. CSRs will be ready to assist your employees who simply will not want to go online to enroll.

Authorized Agents will continue to call OkMRF staff at 1-888-394-6673.

3. As Authorized Agent, when should I expect to receive login credentials for the new website?

Mid October you will receive two registration emails with your new User Name and a temporary password to the Voya Sponsor Web portal at <http://sponsor.voya.com>. The login will be sent to you based on the email address we have on file. Once you sign in you will be required to change your password and will be asked 3-5 security questions. These security questions will assist in the future in the event that you should forget your password.

4. How can I assign other individuals access to the new Voya Sponsor Web portal?

For the first time, you will have the opportunity, as Authorized Agent, to assign others in your organization a unique ID and password to the Voya Sponsor Web portal. The login credentials will be emailed and assigned to each individual. Contact Gloria in our offices at: gcudjoe@okmrf.org or call her at 1-888-394-6673, ext. 100 to enroll others.

5. Who is responsible to report Voya Sponsor Web portal user turnover?

You are! Simply let OkMRF know of any staffing changes and we will add or remove their access to the Voya Sponsor Web portal.

6. Will I still have access to data prior to October 1, 2015?

Yes, you will have access to all historical data as of 09/30/2015. **How?** You will use the same login as you do today, at www.okmrf.org. The login is not changing to this website. If applicable, you will continue to retrieve Defined Benefit (DB) data here as well.

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7. Will a Participant have access to data prior to October 1, 2015?

Yes, your employees will have access to all historical data as of 09/30/2015. **How?** They will use their same 4-digit PIN as they do today, at www.okmrf.org. Their login is not changing to this website. If applicable, they can continue to retrieve Defined Benefit (DB) data here as well.

8. How will our employees receive their new login information to access their data?

The week of October 19th, Voya will be mailing employees an 8-digit PIN in a self-sealed secure envelope. This will be mailed to their home address on file with OkMRF. Employees will use their social security number and their PIN to access their account at www.okmrforg.voya.com.

9. What can our employees expect upon logging in?

Employees will be asked 3-5 security questions with the ability to register their computer. These questions will be used in the event that the participant forgets their password in the future. Employees will also be reminded to enter beneficiary designation information. Until an employee enters their beneficiary information, they will be prompted to do so each time they login. It's easy. They just follow the instructions on the website. Again, a CSR will be ready to assist an employee if they do not want to use the web.

10. What is the best method to update employees mailing addresses before the "Go-Live" date?

As you can see, it is critical to keep all employees' mailing addresses current at all times. Please continue to update addresses at www.okmrf.org or notify OkMRF of any address changes up through the last week in October.

11. How are addresses updated after the transition?

Your employee becomes responsible to keep their addresses up to date. They can go online or call a CSR to change their address. They will be happy to help.

12. Is there a blackout/quiet period for remitting payrolls?

No.

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13. How does this change effect payroll processing?

You are strongly encouraged, as we transition from monthly to daily, to submit payrolls **after each pay period**. In fact, it is best practice to submit payrolls as soon as feasible **but no later than fifteen (15) days** after the contributions are withheld from your employee's paycheck.

14. Why does it matter when our payrolls are submitted?

Your employees will notice the day their contributions are posted to their accounts in comparison to their pay date. Employees will expect to see their contributions invested within a few days after each payday. The processing time between pay date and the posting of contributions and loan payments to their accounts really does matter because funds will be invested daily.

15. What date(s) are important related to payroll processing?

OkMRF will be using pay date to match your W-2 records, so please make sure the pay date is included with the data. The second date that is useful is the payroll ending date.

16. Where should I send the payroll deductions for loan payments and contributions?

Same place. There are no changes to the current contribution and loan repayment submittal processes. Continue to send your payroll submissions to www.okmrf.org either by upload, input or hardcopy to the OkMRF offices: 525 Central Park Drive, Suite 320, Oklahoma City, OK 73105. It will be processed as normal.

17. What does OkMRF have to do to process our payroll?

OkMRF subjects each payroll through a series of validations, edits and calculations that are unique to each member and in accordance with your respective plan specifications. Once the payrolls have passed all edits and balanced to the money received, it will be transmitted to Voya for each account to be updated and invested. Therefore, your review and correction of any validation errors before submission speeds up the process to get your employees' accounts updated faster. If you are having trouble with a payroll, please give the OkMRF staff a call. We are here to help.

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18. How does the transition effect how I enroll new employees between now and October 1, 2015?

Continue to enroll new employees up through 9/30/2015 using the existing enrollment form (**DC 1.10**) and investment election form (**DC 1.20**). Beginning 10/1/2015, these forms are discontinued and will no longer be used.

19. How are new employees enrolled after October 1, 2015?

Simply send your new employee's first payroll along with pertinent demographic information the same as always. We still need the following on each new enrollee:

- Name
- SSN
- Date of Birth
- Hire Date
- Gender
- Address

You should notify OkMRF of a new employee using the form: **Participant Information Hire/Change Form** as attached, call the OkMRF offices or input this pertinent data outlined above during the upload process.

20. What happens when a new employee's first payroll is submitted?

The employee will be automatically defaulted to the applicable Target Retirement Fund. Then, within 5 to 7 business days, your new employee will be mailed an eligibility package to their home address, with information on how to enroll as well as a secure password in a separate mailing. The new employee, upon receipt of the package, will need to either call a CSR or go to www.okmrforg.voya.com and complete the enrollment process. Your employees will have the opportunity to select a different investment option, name beneficiaries, as well as elect voluntary payroll deductions, if applicable.

21. How will I report an employee's change in status (i.e. part-time status, leave of absence, workers' compensation, military leave, termination, disability, death, etc.)?

You should notify OkMRF of an employee's status change using the form: **Participant Information Hire/Change Form** as attached, call the OkMRF offices or input the pertinent dates during the upload process.

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22. What if an employee is disabled?

You should still obtain City Council/Board approval of the disability, in accordance with your plan document. Then send the applicable minutes to the OkMRF offices, just as you always have. Your employee will then be eligible to request a distribution and be given disability tax privileges.

23. What if an employee dies?

You should still obtain your employee’s death certificate and/or obituary. Then send the documentation to the OkMRF offices, just as you always have. If an individual asks if they are the named beneficiary, please contact the OkMRF offices with that individual’s name and contact information. We will take it from there. Any inquiry will prompt a beneficiary letter and beneficiary information form to be mailed to that individual. If the individual is the designated beneficiary of record, the funds will be transferred to their name. Then, the beneficiary will have all the same investment and distribution opportunities as other employees and be issued a PIN to transact.

24. What if an employee does not select an investment option during the enrollment process?

Employees will be defaulted to the Target Date Fund based on their date of birth.

Birth Range	Target Date Fund
1952 or before	Target Retirement Income Fund
1953 - 1957	Target Retirement 2020 Fund
1958 - 1962	Target Retirement 2025 Fund
1963 - 1967	Target Retirement 2030 Fund
1968 - 1972	Target Retirement 2035 Fund
1973 - 1977	Target Retirement 2040 Fund
1978 - 1982	Target Retirement 2045 Fund
1983 - 1987	Target Retirement 2050 Fund
1988 - 1992	Target Retirement 2055 Fund
1993 and after	Target Retirement 2060 Fund

If an employee does change their investment election subsequent to the first investment in the **Target Date Fund**, their monies will remain in the applicable **Target Date Fund** unless they actively transfer it to a new investment option. Changing investment elections does not move monies already invested.

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25. Are there any changes to the loan issuance rules?

Yes, you will no longer initiate a loan nor will you need to sign off on a loan application for the benefit of your employees. Less work for you! The form (**DC 4.60**) is discontinued and will no longer be accepted.

26. So how does an employee request a loan?

Employees must elect to make application for a loan online at website: www.okmrforg.voya.com or call a CSR to initiate a loan. The loan will be issued according to the plan rules, if allowed, and a check will be issued promptly and directly to the employee. There is no longer a 30 to 45 day wait and loan fees are reduced from \$150 to \$100.

27. What is the notification process for new participant loans?

After the loan has been processed by Voya for your employees, a loan feedback report will be placed on the Voya Sponsor Web portal. You, as Authorized Agent, or any of your designees, will be sent an email when a report for your Plan is available. The reports are created every week and will be available each Monday. You will only be sent an e-mail if there is a report for your Plan. The report will indicate that you have updates that need attention by you for your employees. This file will provide you the necessary information to update your payroll system for loan payroll deductions according to the amortization schedules.

28. Are there any changes to the loan repayment rules?

Voya adheres to standard loan delinquency/default rules and will be mailing warning letters to employees who are behind in repayments. If an employee is at risk of not paying off their loan according to the amortization schedule, warning letters will be mailed to their home address indicating they are at risk of defaulting on their loan. Additionally, when loan payments are not posted in the timeframe expected, the loan will accrue additional interest that will be added to the final payoff amount.

29. Can an employee pay extra on their new loan?

Yes, only by payroll deduction; however, extra loan payments have to be in the same dollar increments as the one stated on the amortization schedule. For example, if their loan deduction is \$58.99 per pay period, you can submit repayments in increments of \$58.99 (i.e. \$117.98, \$176.97, etc.). We will no longer accept loan payments that are not paid in exact increments of the amortization schedule.



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30. How will employees initiate an early loan payoff after the transition date?

In order to pay off a loan early, an employee must send a total loan payoff payment to Voya directly. The employee can obtain a payoff on the web or from a CSR. The payment, along with instructions to pay off the loan, should be mailed to:

Voya Financial
Attn: Oklahoma Municipal Retirement Fund
P.O. Box 55772
Boston, MA 02205-5772

OkMRF will no longer accept loan payoffs in our offices. We ask that you no longer accept a cashier's check or money order directly from your employees either.

31. How will I be notified to cease a payroll deduction related to a loan payoff?

You, as Authorized Agent or your designee, will be sent an email notification that you have a loan feedback report on the Voya Sponsor Web portal awaiting you. The loan report not only informs you of new loans but also informs you when a loan is close to being paid off or paid off early. The reports are created every week and will be available each Monday. You will only be sent an e-mail if there are updates for your employees.

32. What do we do if we missed stopping a loan deduction for an employee due to the timing of the email notice and our payroll processing?

Promptly stop withholding the loan repayment as soon as feasibly possible. Voya will refund any loan overpayments received in the payroll process directly to your employee.

33. How will an employee initiate a rollover into the plan after the transition date?

The employee will be able to request a **Rollover Contribution** form on the web, IVR or with a CSR. The form must be completed and mailed along with the check to Voya using the address on the form. Upon receipt of the form with the check, Voya will post the rollover into the participant's account based on their investment elections on file.

34. How will employees make changes to their voluntary contribution elections?

Employees must elect to change their voluntary contribution elections at the participant website, www.okmrforg.voya.com or call a CSR to make the change. After the plan goes "live" the week of 10/26 with daily recordkeeping, employees will no longer change their voluntary plan deductions with you directly.

Exception: There are a few plans that the Employer contributions are contingent upon the employee's 457(b) contributions (i.e. **Sapulpa**, **McAlester** and **OMUSA**). These three (3) plans will have a customized Enrollment form to use.

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35. How will the Authorized Agent be notified when voluntary elections are changed by the employees?

You, as Authorized Agent or your designee, will be sent an email notification when you have a feedback file awaiting you on Voya Sponsor Web portal. The report will provide you with changes that employees have made to their voluntary elections. These changes need to be updated on your payroll system so that the new employee deduction is changed accordingly and as soon as administratively possible. The reports are created every week and will be available each Monday. You will only be sent an e-mail if there are updates for your employees.

36. How will employees request a distribution from the plan?

It is simple. Employees will no longer complete a form to request a distribution from the plan. The only requirement for you, as Authorized Agent, is to continue to provide a termination date for your employees to OkMRF. The actual distribution is entirely employee initiated through their secure connection to the participant website. Your employees will enjoy a much quicker turnaround time. The form (**DC 4.10**) is discontinued and will no longer be accepted. Again, less work for you!

37. What will I do if we want to make an amendment to our plan?

Continue to contact OkMRF as normal. If you need changes to your plan, OkMRF will discuss your changes and provide you the appropriate documents to submit to your governing body for amendment, adoption and approval.

38. What do we do if employees have no computer access or refuse to call customer service representatives?

You, as the Employer, have every right to help your employees with any part of this process. For example, set up a common place for you to help them login or be able to call a CSR together.

39. What type of statement will employees receive? How often will they receive them?

The last quarterly statement that will be sent directly to you for distribution is the 9/30/15 statement. In the future, employees can see their account balances daily. Therefore, we will only mail an annual hard copy statement to their home address each July. Due to the conversion, we will mail one initial quarterly statement January 2016. After that, quarterly statements will be accessible online. Either you or OkMRF can print a statement for an employee who will not retrieve it through the website.

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40. What happens when an employee does not remember their user id and/or PIN number?

Your employees can call a CSR and request a PIN reminder. Additionally, upon initial set-up, they should establish security questions. Successful answers to the security questions will also allow the employee to access their account. Employees will be locked out of their account after three failed attempts. Again, if this happens they can call a CSR.

41. When can employees expect to have access to their account balances?

A plan participant will be able to fully access their account and transact the week of October 26th.

42. Are confirmation notices mailed to employees after any update of personal information or investment election changes?

Yes, they are mailed to their home addresses. They also can sign up for electronic confirms and receive an e-mail notification when a new confirm is available.

43. How are beneficiaries for both active and retired employees updated?

OkMRF should have an existing form on file. However, most of the forms are outdated. Therefore, each of your employees will be encouraged to name new beneficiaries when they initially login to their account on the web. Participants can make changes to beneficiary designations at any time over the website or with a CSR.

44. Will OkMRF continue to provide on-site employee meetings and meet with the employees on a one-to-one basis?

Yes! OkMRF is committed to employee education and we will continue to meet with you and your employees. We look forward to our next visit! In addition, for the first time, your employees will have access to free online investment advice and enhanced financial planning tools. They will also have an option to pay an additional fee to talk to and access a professional manager and receive personalized advice.

45. Will you provide a User Guide for Authorized Agents?

A User Guide will be created to assist you with access to Voya Sponsor Web portal and provide instructions on how to access and download employee deduction changes and loan reports.

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46. If any errors are discovered related to our plan or employees, who and how should these be reported?

If it has to do with your employees and demographic changes, you should continue to contact OkMRF and we will get the data updated. If an employee notices a discrepancy, they should report it to a CSR and they will track and resolve the issue.