Santa Cruz City Schools District
Employee Q & A

Procedures To Follow for 403(b) Compliance

What type of plan benefit documents are affected by the 1/1/2009 Regulation changes?

- Loans
- Hardship
- Transfers/Exchanges
- Withdrawals
- Distributions

Where do I get the forms to make my request?

Step 1: Contact his/her investment provider and request the appropriate form. Once received fill it out completely. If married have spouse sign the form. If no line for spouse to sign form, draw a line and have spouse sign it.

Step 2: Go to EBSA website: www.ebenefitsservices.com and download the appropriate form that matches for request. Complete the form, sign in blue pen, (again if married have spouse sign form), attach the form to the documents received from your investment provider, **mail all original docs to EBSA for processing**. Do not fax or send copies.

Where do I mail or deliver in person these forms that require a Plan Administrators signature?

Employee Benefit Services & Advisors
Attn: Compliance Department
2542 S. Bascom Ave, Suite 100,
Campbell, CA 95008

What number do I use to follow-up on the documents once I have submitted them to EBSA?

For compliance contact: Compliance Department
(408) 371-7661 /**(866) 474-1144**

Can I fax or send copies of my paperwork to EBSA?

No, EBSA must have original documents. Once you have completed the paperwork from your investment provider downloaded EBSA' authorization form, from their website. Complete that form and send **all original documents directly to EBSA**.

Should I keep a copy?

Yes, the employee should keep a copy for his/her records.

Will the documents be returned to me or my agent?

No. Once processed and approved EBSA will send the documents directly to the investment provider.

How long will it take EBSA office to verify and authorize?

Turn-around time should be 1-3 days. However, delays can occur if your paperwork in not in good order, information requested from the district is delayed, and/ or if an Information Sharing Agreement is not in place.

If documents are not going to be authorized will I be informed?

Yes, the employee will be notified that the paperwork is not in good order or cannot be processed because of regulations.

Note on Hardship Requests employees will be asked to fill out a new SRA to stop contributions for 6 months, per IRS regulations. This must be turned into the District Payroll Department.

Ideally, we suggest that two forms be completed and sent to your district payroll department:

1. SRA to stop contribution
2. SRA to restart contribution after 6 mo period (District to put in tickler file)

If I have other questions, who should I contact?

If assistance needed please ask for compliance department at EBSA. They can be reached at (408) 371-7661, you can ask for:

Summer Reeves, Ext. 104
Compliance Manager
Plan Administrator
Administration Account Manager

Rebecca Olsen, VP, COO, Ext. 113
Plan Administrator
Chief Operations Officer
District Relations Manager

Rocky Rocamora, Pres. CEO, Ext. 115
Plan Administrator
Chief Executive Officer
Executive Director

Do I have all the forms I need to do salary reductions?

Forms are available from our website and at your district payroll department. Forms can be downloaded from EBSA website (www.ebenefitsservices.com):

a. TRADITIONAL 403(b) –PRE TAX
b. ROTH 403(b) – AFTER TAXES
c. 457 –PRE TAX
d. ROTH 457 –AFTER TAXES

How can I reach my EBSA 457(b) Plan District Representative:

Call Mostafa Rezai at Office (408) 978-1000 x 127

Where do I direct my Advisor who may have questions and need additional information regarding 403(b) Compliance or Information Sharing Agreements?

Rebecca Olsen, VP, COO,
Managing Director District Relations
(408) 978-1000 ext. 113 /(866) 474-1144

EBSA Representative: Mostafa Rezai Office: (408) 978-1000 X127 and Cell (408) 693-7663.