**Deconversion Procedures**

**Phase I**

**Pre Deconversion Checklist Process**

1. Notification Process
   1. If plan deconversion notification is sent to FASCore, Methome to send this communication to Account Executive *(for purposes of this procedure AE = Account Executives, Account Management Team, MLR Sales Support, Annuity Operations Client Management, Vendor Relationship teams).* AE send acknowledgement of request to initiator.
   2. If plan deconversion notification is sent to MetLife, AE to send acknowledgement of request to initiator.
2. In acknowledgement email AE to provide listing of what will be required from Sponsor (See Information to List in Acknowledgement Email in Appendix A).
3. AE to Request Surrender, Withdrawal and MVA Reports/Quote (see Product Grid in Appendix B).
4. AE to forward Deconversion Checklist with charge information included to requestor.
5. Any Letter of Intent (must be on Plan Letterhead) to deconvert must include applicable Plan Number(s), Plan Name(s), New provider and requested effective date of Deconversion (Effective date of plan deconversion must be 45 calendar days from date all required paperwork is completed and received. This date is subject to approval).

**Phase II**

**Review and Submission of the Deconversion Checklist**

1. AE to review all documentation (See Appendix C - Checklist of items for AE to review)
   1. Deconversion Checklist for complete information on new recordkeeper
   2. Supporting documentation that is required to be included in submission
   3. Required Authorized Signatures
   4. AE to confirm applicable charges (Appendix B Product Grid on Requesting Charge Information)
2. AE to send completed documentation to [DeconversionTeam@retirementpartner.com](mailto:DeconversionTeam@retirementpartner.com) at FASCore and to [PlanDocGroup@metlife.com](file:///\\AS-SOMSSHRDAT01\CSA_ADMIN\Non%20one-on-one\Gaffigan\Field%20Support%20Documentation\Process%20Documentation\FASCore\Deconversions\New%20Procedures%202014\PlanDocGroup@metlife.com%20) and [sales\_mlr\_nonae\_team@metlife.com](file:///\\AS-SOMSSHRDAT01\CSA_ADMIN\Non%20one-on-one\Gaffigan\Field%20Support%20Documentation\Process%20Documentation\FASCore\Deconversions\New%20Procedures%202014\sales_mlr_nonae_team@metlife.com%20) at MetLife no later than 45 calendar days prior to conversion date
3. FASCore’s Deconversion Team will send acknowledgement email of receipt to AE
4. MetLife Plan Document Group to forward letter from new trustee documentation to Reliance Trust so they are aware of asset transfer.
5. MetLife Plan Document Group to validate plan is no longer on the next Reliance Invoice received
6. MetLife Plan Document Group to update document system to ensure no future communications are sent to plan regarding documents.

**Phase III**

**Deconversion at FASCore**

1. Bi-weekly conversion status call between FASCore Deconversion Team and MetLife Vendor relations to review status of pending deconversions (ongoing spreadsheet of pending deconversions to be submitted).
2. FASCore to confirm they have all necessary information to submit deconversion.
3. If there are any periodic payments for the plan that are scheduled to occur between the first day of blackout and the FASCore termination date, those periodic payments will be paid prior to the commencement of blackout unless otherwise instructed.
   1. FASCore Deconversion Team prepares a timeline of events:
4. A timeline will not be prepared until all information is provided.
5. The timeline is to be prepared and forwarded to the MetLife Account Executive within five (5) business days of receipt of all information.
6. Consideration for periodic payments and surrender fees will be reflected on the timeline.
   1. The standard will be that assets will be sold on any business day other than the first or last business day of the month unless sufficient notice is provided to FASCore for scheduling purposes.
   2. The cash will not be wired until the funds are received. In most cases, this is the day following the sale of the assets.
   3. FASCore determines final dates for:
7. Submitting contributions.
8. Processing new loan requests.
9. Processing distributions. NOTE: For deconversions 10/31 or later, the Plan Sponsor should submit any required minimum distributions to be paid for that year.
10. Processing fees.
11. Once established, there can be no exceptions to the final distribution date and the final contribution processing date.
12. The blackout period begins 8 calendar days prior to the liquidation date of assets.
13. Any dividends processed after the initial wire has been sent will be sent in a subsequent wire. There would generally be one additional wire with all dividends, unless those dividends were processed over several days.
14. An email is sent to MetLife and the new recordkeeper providing the total of the wire and the breakdown by fund.
15. FASCore will email the Fed reference number with the wire to identify the source of the wire. This is only provided upon request.
16. Follow up questions from the new recordkeeper or Trustee should be directed to FASCore for resolution.
17. The Plan deconversion will be delayed if any suspense items have not been cleared that are the responsibility of the employer. For example, negative contributions requiring correction.
18. A final zero balance participant statement is produced an may be sent directly to the participant or the plan administrator with the following message added to the statement:

*"Your retirement plan and assets have moved to \_\_\_\_\_\_[New Recordkeepr Name]. If you have questions, please call \_\_\_\_\_\_\_\_\_\_[Contact Name] at \_\_\_\_\_\_\_\_[Telephone Number].”*

1. If no contact information is provided for the participant statements, the default language will read as follows:

*“Your retirement plan and assets have moved to \_\_\_\_\_\_[New Recordkeepr Name]. If you have questions, please call\_\_\_\_\_\_[Plan Administrator Name] at \_\_\_\_\_\_\_\_\_[Telephone Number].”*

1. Plan Service Center Considerations
2. At the determined blackout date, the plan’s user access will be updated to inquiry only.
3. All access to terminated plans via the PSC will be removed following disbursement of plan assets. The PSC Security Team will terminate all ids with access to the plan. Any id with access to multiple plans will not be terminated but will have access to the specific terminating plan moved.
4. All final quarterly and annual plan summaries will be sent via mail following plan deconversion. The deconversion checklist is to include a section to identify the recipient of the final quarterly and final annual plan summary. These hard copy reports will be mailed.
5. Any PSC access to a terminated plan for compliance purposes (i.e., compliance personnel or plan sponsor) can be reactivated upon request. Any plan sponsor requiring access to the PSC for compliance reasons will submit their request through FASCore Plan Support or the MetLife Account Executive. These requests will then be forwarded to the security alias to reactivate the ids.

Partial termination of Plan services – elimination of a division, company or some portion of a Plan.

1. Specific instructions must be included regarding any special vesting considerations. FASCore can update the vesting for an entire division and not affect the vesting for the remaining divisions in the Plan. But if only certain individuals are affected, not an entire division, the vesting changes required should be discussed with FASCore to determine the best method for updating.
2. Dividends will be paid to the plan prior to the termination of the division. If the Plan has a daily dividend fund, a special dividend run is processed.

Exception Considerations – Weekend Deconversions

1. Processes and documentation outlined in Section I above are applicable.
2. Weekend Deconversion Considerations
3. Each request must be submitted as a product exception and is subject to approval by FASCore
4. The deconversion weekend should not occur during a quarter or year end and must be mutually agreed upon prior to acceptance.
5. To be considered for a weekend deconversion the plan must meet "Large" client profile ($25mm plus range – though exception wouldn’t be necessarily tied to assets)
6. The plan sponsor and new recordkeeper must be readily available during the weeks leading up to and including deconversion weekend.
7. The weekend deconversion is the time period that will be used for FASCore to liquidate the plan.
8. This does not imply there will be no blackout. The new recordkeeper may require a blackout during implementation.

Please note that additional fees to cover weekend staffing and system expenses may be applicable.

“Pseudo” Weekend Deconversion

1. FASCore has the ability to blackout a plan at the end of the day on a Friday, liquidate on the following Monday and send the wire the following day on Tuesday. This can eliminate much of the blackout due reduced business days.
2. These dates cannot occur during a quarter or year end and must be mutually agreed upon prior to acceptance

Large Trade Notifications:

1. FASCore Investment Teams to follow their Normal Large Trade Notification procedures on Mutual Funds.
2. FASCore Investment Teams to send Large Trade Notification on MetLife Annuities for amounts greater than (> 5M) notifications to: [MetLifeAnnuityOpsAccounting@metlife.com](mailto:MetLifeAnnuityOpsAccounting@metlife.com)

**Appendix A**

**Information AE should send to Plan Sponsor in Acknowledgement Email of Notification**

1. AE to indicate they have requested reports for potential charges applicable to the Annuity Contract and will provide Deconversion Checklist once that information is available. Approximate turnaround to obtain Charges is 10 business days
2. AE to instruct plan they will need to collect and send with completed checklist the following documents:
3. Letter of Intent on Plan Letter Head from Sponsor to deconvert (Letter should clearly include Plan Number, Plan Name, and New Provider)
4. Board Resolution removing the trustee and/or recordkeeper
5. Letter from new trustee/recordkeeper excepting the transfer of assets
6. Copy of Blackout Notice
7. Effective date of plan deconversion must be 45 days from date all required paperwork is completed and received. This date is subject to approval

**Appendix B**

**Product Grid for AE to use for Requesting Charge Information –**

|  |  |  |
| --- | --- | --- |
| **System / Product** | **Surrender/Withdrawal/Termination   Charges Request goes to:** | **MVA Quote Request goes to:** |
| FASCore - Stable Value | N/A | Corporate Benefit Funding Group |
| FASCore - GTS | AE runs SC report off Partnerlink | 1. AE requests MVA report from Methome 2. AE to send SC & MVA reports to MLR\_Pricing to request MVA Quote |
| FASCore – SVA Fixed | AE runs SC report off Partnerlink | 1. AE requests MVA report from Methome 2. AE to send SC & MVA reports to MLR\_Pricing to request MVA Quote |
| FASCore – GAA Fixed | AE to send current balance, deconversion date, current rate, and reset date to MLR Pricing | N/A |
| FASCore – FFA  (on fixed only) | IB\_Plan Services Reports Request | N/A |
| FASCore – PPA | IB\_Plan Services Reports Request | N/A |
| FASCore – EPPA | IB\_Plan Services Reports Request | N/A |
| FASCore – GPA Fixed | IB\_Plan Services Reports Request | N/A |
| FASCore – EGPA Fixed | IB\_Plan Services Reports Request | N/A |
| FASCore – Liberty Fixed | IB\_Plan Services Reports Request | N/A |
| FASCore – The Standard | N/A | MLR Investment Team |

**Email Alias for Above:**

IB\_Plan Services Reports Request **=** [**IBPlanServicesReportsRequest@metlife.com**](mailto:IBPlanServicesReportsRequest@metlife.com)

Methome =[**methome@retirementpartner.com**](mailto:methome@retirementpartner.com)

MLR Pricing **= [MLR Pricing@metlife.com](mailto:MLR%20Pricing@metlife.com)**

Corporate Benefit Funding Group =[**jgraf@metlife.com**](mailto:jgraf@metlife.com) and [**wodonnell@metlife.com**](mailto:wodonnell@metlife.com)

MLR Investment Team = [**jarneson@metlife.com**](mailto:jarneson@metlife.com)

**Appendix C - AE to review form for following information prior to submission**

Section 1 Completed

Section 2 Completed

Section 3 Completed

* + Confirm if Full or Partial Deconversion – if Partial was Excel file provided.
  + If Erisa – is Question 4 answered.
  + Confirm if plan has Self Directed Accounts to validate Question 5 and 6.
  + Are there Collateral Loans in plan?
  + Confirm if plan has CoPlan Life Insurance to validate Question 8. Provide Sponsor with the Life Insurance for Options.

Section 4 Completed

* + Letter of Intention with applicable Plan Number, Plan Name
  + Board Resolution removing Trustee and Recordkeeper
  + Letter of Acceptance from New Trustee/Recordkeeper
  + Copy of the Blackout Notice

Section 5 Completed (not required)

Section 6 Completed

* + Authorized signature is an Authorized Contact for the Plan

Section 7 Completed

* + AE to provide all applicable charges for Annuity Products, if MVA Quote is in a form of a factor, please include email with factor information in documentation submitted.

Section 8 Completed

* + Please see Annuity Contract for electing Lump Sum or 5 Year Payout provisions

Section 9 Completed

* + Authorization section to be signed by Authorized Contact for the Plan to acknowledge the Charge Information provided in Section 8

MetLife Internal Use Only Section

* + AE to sign ONLY after above information has been reviewed for accuracy and confirmed.
  + AE to forward Completed Checklist 45 days prior to effective date requested to [DeconversionTeam@retirementpartner.com](mailto:DeconversionTeam@retirementpartner.com) and [PlanDocGroup@metlife.com](mailto:PlanDocGroup@metlife.com) and [sales\_mlr\_nonae\_team@metlife.com](file:///\\AS-SOMSSHRDAT01\CSA_ADMIN\Non%20one-on-one\Gaffigan\Field%20Support%20Documentation\Process%20Documentation\FASCore\Deconversions\New%20Procedures%202014\sales_mlr_nonae_team@metlife.com%20)
  + For plans with a Stable Value Investment, AE to forward Completed Checklist 45 days prior to effective date requested to [jgraf@metlife.com](mailto:jgraf@metlife.com) and [wodonnell@metlife.com](mailto:wodonnell@metlife.com)
  + For plans with Life Insurance Premiums for Question 9, AE to forward Completed Checklist 45 days prior to effective date requested to below contacts. AE will need to facilitate options plan has with Life Insurance Provider.

Contacts for Life Insurance Provider:

|  |  |  |
| --- | --- | --- |
| **TLI - NTT** | **Transamerica** | **TLC / TLA** |
| Service Center | Beth Comerford | Jay Toomey |
| 1-888-543-3033 | 800.400.3042 ext. 1271400 | 1.980.273.7516 |
| Lincoln.Nwsupport@nttdata.com | [Beth.Comford@transamerica.com](mailto:Beth.Comford@transamerica.com) | [jtoomey@metlife.com](mailto:jtoomey@metlife.com) |