

## FAScore Documentation

FUNCTIONAL PROCESS: MetLife Lockbox

PROCEDURE: Operational Guidelines for MetLife Institutional Business

ORIGINAL DOCUMENT DATE: January 2010

REVISED DOCUMENT DATE: April 27<sup>th</sup>, 2020

### Overview:

These procedures outline processes associated with the lockbox and provide operational information.

### Procedure

#### I. Lockbox address

Remittances must be addressed as identified below in order to ensure timely delivery and processing. See Section IV, F for additional information on "Receipt in Good Order."

##### A. First Class Mail

MetLife C/O FAScore, LLC  
P.O. Box 824417  
Philadelphia, PA 19182-4417

##### B. USPS Express Mail and Private Courier delivery available only on days the bank is open.

(Direct rollover checks, loan payoffs and supporting documentation)  
PNC BANK  
Route # 38 & East Gate Drive  
Lockbox # 824417  
Moorestown, NJ 08057

##### C. ACH or Fed Wire

Account of: METLIFE C/O FAScore, LLC  
Bank: PNC BANK  
Account Number: 1028907135  
Routing Transit Number: 043000096

#### II. Segregation of Mail

##### A. *First Class and USPS Express Mail*

To ensure that each payment received is given the proper receipt date based on the NYSE (New York Stock Exchange) market close, the Bank ensures that all payments received by NYSE market close in the lockbox department at PNC Bank are transmitted to FAScore on the same day. The Bank transmits data and image files to FAScore 8 times per day and 1 on Saturday and 1 on Sunday, which include all payments received that day. The Bank makes every attempt to ensure that all payments are transmitted to FAScore on the day of receipt to ensure that each payment is given the proper effective date and corresponding price. In the event that a payment is received prior to NYSE market close and is not transmitted to FAScore on the same day, the bank will ensure that this is communicated to FAScore via an exception process. The exception process ensures that any payment received by NYSE market close but not transmitted to FAScore on the date of receipt is still given the correct effective date. (Refer to exception process in IV. B.)

##### B. *Courier Mail* Items that are sent via customer-contracted courier (i.e. Federal Express, United Parcel Private Service, DHL, others) are delivered directly to the PNC lockbox site by such courier service. To ensure that each payment received is given the proper receipt date based on the NYSE market close, the Bank ensures

that all remittances received by NYSE market close are transmitted to FASCore on the same day. The Bank transmits data and image files to FASCore 8 times per day and 1 on Saturday and 1 on Sunday which include all payments received that day. The Bank makes every attempt to ensure that all payments are sent to FASCore on the day of receipt to ensure that each payment is given the proper effective date and corresponding price. In the event that a payment received prior to NYSE market close is not transmitted to FASCore on the same day, the bank will ensure that this is communicated to FASCore via an exception process. The exception process ensures that any payment received by NYSE market close but was not transmitted to FASCore on the date of receipt is still given the correct effective date. (Refer to exception process in IV. B.)

### III. Processing Effective Dates

The effective date of incoming remittances is determined by FASCore based upon the Business Day that the Bank is in receipt of both the funds and the corresponding allocation report or request form, "in good order", prior to the NYSE market close. The Bank will transmit all payments received each Business Day to FASCore. Payments received in "good order" by the Bank prior to NYSE market close (generally 4 PM EST) will receive an effective date of that day. Payments received in "good order" by the Bank after NYSE market close will receive an effective date of the next Business Day. "Business Day" shall be any day the New York Stock Exchange is open. The Bank is not in receipt of funds or corresponding reports or forms on any day that delivery cannot be made to the Bank by one of the acceptable means below:

1. Effective date assignment is adjusted accordingly for early NYSE market close.
2. The bank lock box is processed and transmitted to FASCore on all Business Days on which the bank is open. If the stock market is closed on a day the bank is open, the bank lock box will be processed and transmitted to FASCore according to standard arrangements; however, the transactions are effective the next Business Day the NYSE market is open.
3. The NYSE Market may be open on days the Bank is closed. However, since the USPS and Federal Banking system is also closed on the day the Bank is closed, no transmissions or mail deliveries to the Bank will occur and no transactions will be processed on those days. Private Courier Delivery service is not available for delivery on days the Bank is closed. Items sent by Private Courier Delivery for delivery on a day the Bank is closed will be received by the Bank on the next business day the Bank is open.

### IV. A: Transmission schedule of data and image files for all remittances noted in Section II (A and B)

Bank		Deposit Cut (MST/EST)	Transmission Time(MST/EST)	Transmission content
PNC	i1	1:00 AM/3:00 AM	1:10 AM/3:10 AM	3:00 am checks; 11 pm wires; 8 pm EDI (ACH)
	i2	5:00 AM/7:00 AM	5:10 AM/7:10 AM	7:00 am checks
	i4	7:30 AM/9:30 AM	7:40 AM/9:40 AM	9:30 am EDI/ACH; wires (potential)
	i3	11:00 AM/1:00 PM	11:10 AM/1:10 PM	12:00 pm wires; 1 pm checks; EDI/ACH (potential)
	i5	1:00 PM/3:00 PM	1:10 PM/3:10 PM	3:00 pm checks; 1:30 Wires; EDI/ACH (potential)
	i8	1:30 PM/3:30 PM	1:40 PM/3:40 PM	3:30 Wires; EDI/ACH (potential)
	i6	3:00 PM/5:00 PM	3:10 PM/5:10 PM	5:00 pm wires; EDI/ACH (potential)
	i7	4:00 PM/6:10 PM	4:10 PM/6:10 PM	6 pm checks; 6:30 wires; EDI/ACH (potential)
	i1(Saturday)	3.00 PM/5.00 P.M	3.15 PM/5.15 PM	Checks and previous day hold over wires
	i9 (Sunday)	2:00 PM/ 4:00 PM	2:10 PM/ 4:10 PM	Checks and previous business day hold over wires
NOTE: Both banks transmission times represent the earliest time we COULD get these files however the banks have standard SLA delivery time of 2 hours past the deposit cut time. We almost always see the files at the times noted within in 15-30 minutes from the earliest transmission time noted.				

#### B: Lockbox Cutoff Exception Handling

1. The Bank will advise FASCore daily (via email) when a cash remittance is received in the Lockbox Processing Department of the bank prior to NYSE market close but missed the last transmission to FASCore. These items are reviewed the next day when they are received by FASCore, for determination of the appropriate effective date. The Bank will ensure that the proper documentation exists as to the effective date of these exceptions payments to ensure that FASCore will apply the correct effective date for these exception payments. This process is adjusted accordingly for early market closings.
2. As an additional control, PNC Bank takes every remittance received (including from Private Courier) and reviews it in order to look for any delivery timing inconsistencies. All express packages are expected to be received in the afternoon transmission based upon the timing of the known express delivery schedules. Should an express package be received in a morning transmission, it is earmarked for additional review. The air bill and delivery timing of the delivery to the lockbox department at the bank are reviewed in order to determine the appropriate effective date of the contribution. Any express deliveries found to be delayed by the lock box to the extent that they should have received a prior day's effective date will be backdated to the appropriate effective date.
3. Final approval for processing effective date is required by a Senior Manager or AVP at FASCore.
4. Documentation of what was reviewed and the results of that review are retained within Operations at FASCore.

#### C: Lockbox

1. Plan Sponsors, TPA's, and Payroll Vendors sends remittance checks and corresponding allocation reports or request forms to the mailing address identified in the Lockbox Address section of this document at PNC Bank.

2. The bank deposits the checks and transmits a data and image file to FASCore that includes the deposit and accompanying detail.
3. PNC Bank identifies the supporting documentation by group account number. The transmission date and time stamp are recorded on the Fascore processing system known as EASY.
4. The supporting data and image is then routed to the cash operations processing department for allocation and final reconciliation.
5. Financial Control performs next day reconciliation to ensure all lockbox receivables are processed appropriately.

D: Wire or (Non-Plan Service Center) ACH Transfer

1. Plan Sponsors, TPA's, or Payroll Vendors may either wire or initiate an ACH transfer directly to the PNC bank account.
2. PNC Bank transmits the wire or ACH information and accompanying detail via a data and image transmission to FASCore.
3. Payroll events are automatically created and separate batches are created on EASY to support automated reconciliations.
4. Accounting Services receives a BAI (Banking Administration Institute) file from PNC Bank for reconciliation purposes.
5. Financial Control performs next day reconciliation to ensure all Wire and ACH receivables are processed appropriately.
6. Wires received after the NYSE market close, will be processed the 'next Business Day'.

E: A payment is received in Good Order when the payment has been transmitted to the address specified by FASCore (generally the Bank) and is received with transaction instructions that are clear and complete to enable the payment to be applied.

F: The payment will be "effective" once the payment and the corresponding allocation report have been received in "good order" (as defined above in "E"). The payment will be effective on the day of receipt in good order if received by the Bank prior to NYSE market close. If the payment is received in good order after NYSE market close, the payment will be effective on the next Business Day.

G: General Holiday Schedule

- i. Funds are received and processed based on NYSE market hours.

H: Retention of Records (refer to section 4.05 of contract)

FASCore will maintain complete and accurate records in accordance with standard accounting practices and the applicable law, including Federal securities laws during the term of the recordkeeping Agreement between FASCore and MetLife and for a period of at least six (6) years following the termination date (the "Retention Period"); provided, however, that in the event of any dispute arising under or with respect to this Agreement, the Retention Period shall last until the resolution of such dispute becomes final and non-appealable and all obligations of the parties hereto have been satisfied in full.