

Empower Institutional Documentation

Functional Process: Participant Maintenance

Procedures: Returned Mail – Address Update Procedures

Date: November 2017

Overview

These procedures detail the steps for updating participant address information on the Empower Institutional (EI) recordkeeping system. Special consideration must be made for groups utilizing PDI, participant employment status (active or terminated), and if returned mail has a forwarding address sticker provided. These procedures describe the actions taken to notify Plan Sponsors. The Plan Sponsors can run the “Participant Information Report” via the Plan Service Center at any time. This report can identify all participants with a “Mail Hold” indicator on their record.

All references to “mail” include participant statements, participant loan information, PIN letters, confirmations letters and other similar mail sent to participants. These procedures do not cover the process for handling returned checks or returned tax forms. Refer to the Returned Checks Procedures.

I. Definitions

- A. PDI Participant: Participant indicative data is provided to EI by the Plan via a PDI file (Payroll Data Interface). An indicator is stored at the participant level that indicates the record has been updated via a PDI file within the last 60 days. The FASCore recordkeeping system notes a participant with a Y if that participant has been on a PDI file in the previous 60 days.
- B. Non-PDI Participant: Participant indicative data is **not** provided to EI by the Plan via PDI. The recordkeeping system notes a participant with an NON_PDI if that participant has not been on a PDI file in the previous 60 days.
- C. Mail Hold”: an indicator stored at a participant level that prevents the generation of any correspondence that would be mailed to the participant, such as a participant statement.
- D. A participant record that has been updated via a PSC screen entry will show the “Mail Hold” indicator as having been updated.
- E. Active Participant: A participant with a balance with no termination of employment date in the record.
- F. Terminated Participant: A participant with a balance with a termination date of employment in the record and no subsequent rehire date. The recordkeeping system PDI indicator is removed from participant’s account if no participant information is sent via the PDI file for 60 days.
- G. PARVER: Participant Verification Letter: references here will be the Address Change Confirmation letter.
- H. Yellow forwarding address mail sticker: The U.S. Postal Service will forward mail for 12 months if a forwarding address has been provided. After 12 months, the yellow forwarding address mail sticker is attached with the last known forwarding address and returned to the sender. If no forwarding address is available, mail is returned to the sender.

II. Plan Service Center (PSC) Employee Address Listing

- A. At any time the Plan Sponsor can run the “Participant Information Report” via the PSC to obtain a list of participants with the “Mail Hold” on their record.
- B. The Plan Sponsor should review the report and update the participant address information with the correct addresses, if available.
- C. When ordering the “Participant Information Report”, there are three selections available from the “Mail Hold Indicator” drop down.

1. Include All Participants – this will report everyone whether or not they have a Mail Hold on their record.
 2. Exclude Participants with a Mail Hold Date – this will report anyone that does not have a Mail Hold on their record.
 3. Only Participants with a Mail Hold Date – this will report anyone that does have a Mail Hold on their record.
- D. In combination with the *Participant Account Status* and *Participant Employment* parameters of the report, the plan sponsors will be able to narrow down the search criteria.

III. Returned Mail Procedures for **Actively Employed Participants**

A. PDI Participant

1. Yellow forwarding address mail sticker on returned mail.
 - a. Mail hold placed on participant account.
 - b. Return mail is imaged to show proof of what EI has received.¹
 - c. EI does NOT update participant address records on the recordkeeping system.

Each month around the 10th business day all Plan Summary Receivers (CAS contacts) will have a file containing returned mail addresses that were captured during the previous month, dropped into their directory on PSC. Once the files have been dropped into the individual directories, users will receive an email letting them know their file is available for viewing. The email will contain the file name listed below.

File Name: **Plannumber_YEAR_Month_pdi_file_address_updates.xls**".

This is the same experience users have today when ordering reports. Please note that the resulting file will be generated for and an email will be sent to all Plan Summary Receivers (CAS contacts) at the plan level that currently have an assigned PSC User ID. Divisional contacts that are currently set up to receive plan summaries will also receive the aforementioned file and emails, as they currently do.

2. No yellow forwarding address mail sticker on returned mail.
 - a. Mail hold placed on participant account.
 - b. Mail is imaged for proof
 - c. EI does NOT update participant address records on the recordkeeping system.

B. Non PDI Participant

1. Yellow forwarding address mail sticker on returned mail.
 - a. Participant address updated with address from sticker.
 - b. An Address Change Confirmation letter is sent to both the old and new participant address.
 - c. Return mail is imaged to show proof of what EI has received.
2. No yellow forwarding address mail sticker on returned mail.
 - a. Mail hold is placed on the participant account.
 - b. Return mail is imaged to show proof of what EI has received.

RECAP: Actively Employed Participants

Active Participant	Yellow Return Sticker	No Yellow Return Sticker
PDI Participant	*Mail Hold placed *Mail is imaged * PDI report is updated monthly to PSC for employer to take action.	*Mail Hold placed *Mail is imaged

Non PDI Participant	*Address updated to recordkeeping system *Mail is imaged *PARVER sent to old and new address	*Mail Hold placed *Mail is imaged
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¹ Only the first piece of returned mail to cause the mail hold date to be placed on the participant account is imaged to support the mail hold date we added to the participant account. Any subsequent pieces of returned mail that do not have a forwarding address do not need to be imaged.¹

IV. Returned Mail Procedures for Terminated Employment Participants with an Account Balance on the EI recordkeeping system. (The PDI indicator is removed from a participant's account 60 days after the participant no longer appears on a PDI file.)

A. PDI Participant

1. Yellow forwarding address mail sticker on returned mail.
 - a. The participant address is updated on the EI recordkeeping system from the address on the sticker.
 - b. The envelope with the returned mail is imaged to show why the address was changed.
 - c. An address change confirmation letter is sent to the old and new participant address.
2. No yellow forwarding address mail sticker on returned mail.
 - a. Mail hold is placed on participant account.
 - b. Returned mail is imaged to show proof of what EI has received.

B. Non PDI Participant

1. Yellow Forwarding address mail sticker on returned mail.
 - a. The participant address is updated on the EI recordkeeping system from address on the mail sticker.
 - b. The envelope with returned mail is imaged to show why the address was changed.
 - c. An address change confirmation letter is sent to the old and new participant address.
2. No yellow forwarding address mail sticker on returned mail.
 - a. Mail hold placed on participant account
 - b. Returned mail is imaged to show proof of what EI has received.

RECAP: Terminated Employment Participant

Terminated Participant	Yellow Return Sticker	No Yellow Return Sticker
PDI Participant	*Address updated to recordkeeping system *Mail is imaged *PARVER sent to old and new address	*Mail Hold placed *Mail is imaged

Non PDI Participant	*Address updated to recordkeeping system *Mail is imaged *PARVER sent to old and new address	*Mail Hold placed *Mail is imaged
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V. Miscellaneous considerations:

1. If a Plan Sponsor has input addresses in C/O the company address, these will be recognized by the recordkeeping system as a valid address and the participant account would not be on "mail hold".
2. If a participant account needs to be placed on "mail hold", send an email request to Methome.