TPA ONLY

GREAT-WEST℠
FINANCIAL
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TPA ONLY

» With TPAs Only workflows, the individuals in your firm that are listed in section one of the Individual User form will be able to update employee information including but not limited to vesting.

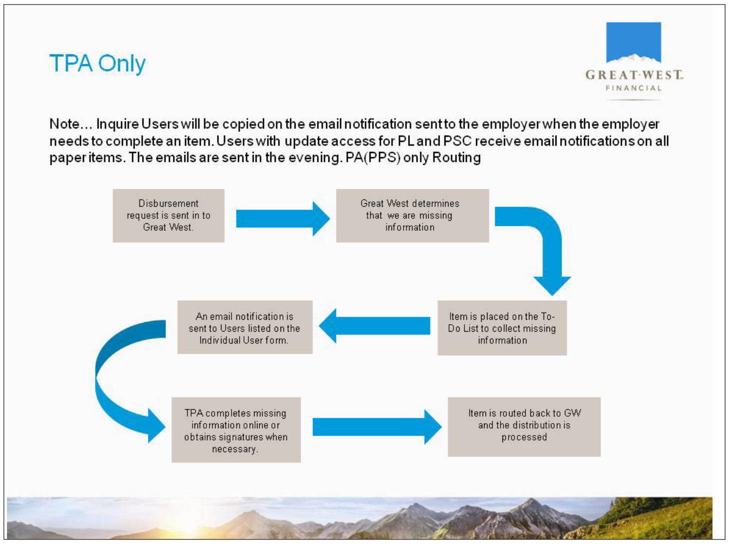
» When a disbursement request is sent to Great West, if it is in good order, we will process it. If it is missing information, an email notification will go out that evening to the individuals you have listed in section 1 notifying them that there is an item to complete. They need to complete the item, obtain any signatures from the participant if needed, and submit to Great West. *This option does not need Plan Sponsor approval.*

» There are three types of To-Do-List items.

Online Action Items - These items require you to provide information or review, online, for participant withdrawal requests.

Paper Items - These items require you to provide information for participant distribution requests. To complete these requests, you or the plan sponsor must print the form, complete the missing information and return the form to the service center at the fax number listed on the form. **All users receive paper items. (TPA and sponsor)**

For Your Information Only - These items provide notification that a letter was sent to a participant requesting information to complete a distribution request. If you choose to assist with these items, you must print the form, complete the missing information and return the form to the service center at the fax number listed on the form.



» The individuals in Section 3 that only have inquire access can choose to have those email notifications suppressed if they are not involved in the disbursement process.

» The individuals in Section 1 have full access to the To-Do-List, they only receive items that they need to complete a step on.

Note: If the TPA review step has been added, disbursement requests that are in good order will still be sent to TPA's To-Do-List for final review.

If the disbursement comes in and appears to be in good order and the TPA Review step has not been chosen, the item will be processed.

MULTI-STEP TPA FIRST

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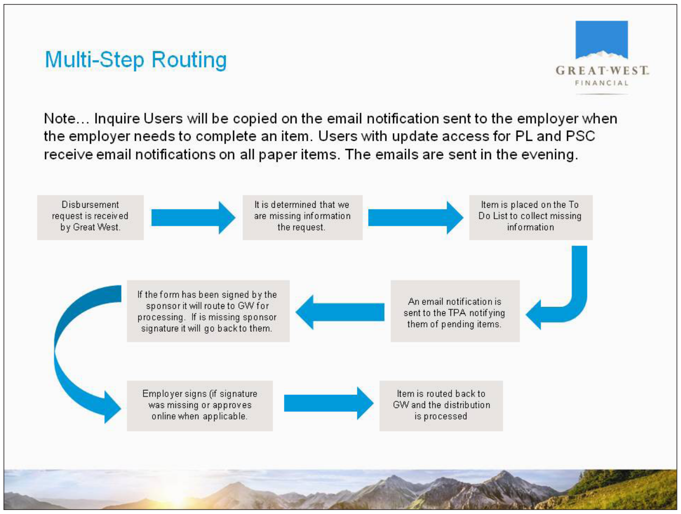
MULTI-STEP ROUTING – TPA FIRST



» With a Multi-Step routing, individuals in your firm that are listed in Section One of the Individual User Form will be able to update employee information such as, but not limited to; name, address and vesting. They will get an email notification when the sponsor is receiving a notification, relative to a disbursement, that is a paper item (an item that cannot be completed online, such as a signature by sponsor or participant) on their To-Do-List. Either the individuals in your firm or the plan sponsor will be able to view the original request, print the form, obtain necessary signatures and fax to Great-West at the number on the form.

» When a disbursement request is sent to Great West and it is missing information, an email notification will go out in the evening to the individuals with Full Access that you have listed in Section One to the To-Do-List to let them know there is an item to complete. They will need to complete the item. If the sponsor signature is not on the form, it will route back to the sponsor for final approval online or they will print sign and return to Great West for processing. There are three types of items.

Online Action Items- These items require you to provide information or review, online, for participant withdrawal requests.

Paper Items- These items require you to provide information for participant distribution requests. To complete these requests, you or the plan sponsor must print the form, complete the missing information and return the form to the service center at the fax number listed on the form. **All users receive paper items. (TPA and sponsor)**

For Your Information Only- These items provide notification that a letter was sent to a participant requesting information to complete a distribution request. If you choose to assist with these items, you must print the form, complete the missing information and return the form to the service center at the fax number listed on the form.

» The individuals in Section 3, that you have granted Inquire Access Only, will be copied on emails that are sent to the plan sponsor. If they are not involved in the disbursement process and do not want to receive the email please send a request to me at jcst@gwrs.com. We will suppress the email relative to their user ID.

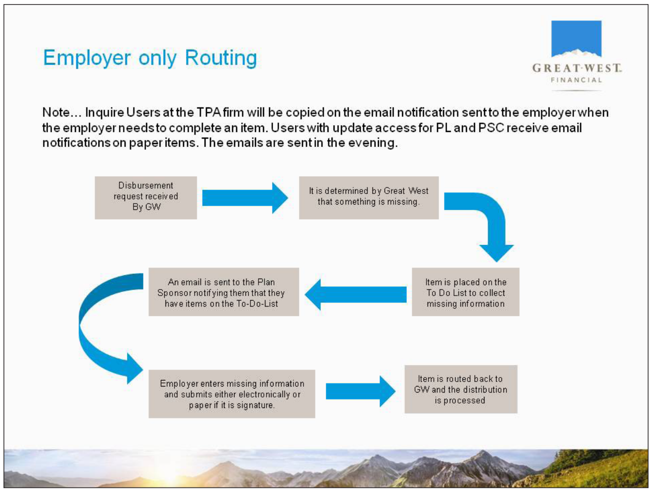
» The individuals in Section 3 will not receive emails when there is an action item that needs to be completed. Only the individuals in Section 1 with Full Access and the ability to act on those items will receive those emails.

» *Note: If the TPA review step has been added, disbursement requests that are in good order will still be sent to the To-Do-List for final review by the TPA. This step prevents GW from processing the distribution if incorrect information was submitted on the form (such as incorrect vesting) If GW is receiving PDI and performing Full Vesting on the plans, the review step may not be necessary.*

Note: If the disbursement comes in and appears to be in good order and the TPA Review step has NOT been chosen, the item will be processed.

EMPLOYER ONLY

EMPLOYER ONLY



» With Employer Only workflows, the individuals in your firm that are listed in section one of the Individual User form will be able to update employee information including but not limited to vesting.

» When a disbursement request is sent to Great West and it is missing information, an email notification will go out typically that evening to the sponsor to let them know there is an item to complete. They need to complete the item and submit to Great West. There are three types of items.

Online Action Items - These items require you to provide information or review, online, for participant withdrawal requests.

Paper Items - These items require you to provide information for participant distribution requests. To complete these requests, you or the plan sponsor must print the form, complete the missing information and return the form to the service center at the fax number listed on the form. **All users receive email notifications of a paper item. (TPA and Sponsor)**

For Your Information Only - These items provide notification that a letter was sent to a participant requesting information to complete a distribution request. If you choose to assist with these items, you must print the form, complete the missing information and return the form to the service center at the fax number listed on the form.

» Only the individuals in Section 3 of the form will get copied on that email. They will be able to see the item, print the original request, and work with the sponsor to get it complete, if they choose. The other option is of course to let the sponsor work with Great West.

» As the individuals in Section 1 have full access to the To-Do-List, they only receive items that they need to complete a step on. Since it is only going to the Employer, they will not have any steps to complete.

Note: If the TPA review step has been added, disbursement requests that are in good order will still be sent to the To-Do-List for final review.

If the disbursement comes in and appears to be in good order and the TPA Review step has not been chosen, the item will be processed.