



102 Trade Zone Drive
West Columbia, SC 29170
803.791.4923

January 06, 2020

Re: 403(b)/457(b) Plan Conversion Update
Frequently Asked Questions (FAQs)

Dear Plan Sponsor:

Over the past several months various announcements and instructions have been communicated to plan sponsors, participants, advisors and TPAs from Foresters Financial Services, Inc. and PenServ Plan Services, Inc. ("PenServ") regarding the upcoming conversion from the First Investors funds to Delaware Funds by Macquarie. In response to questions received from recipients, the attached Frequently Asked Questions (FAQ's) have been developed to clarify the activities surrounding these changes. Effective as of close of business, January 22, 2020, PenServ will officially become recordkeeper for 403(b)/457(b) plan assets invested in the Delaware Funds by Macquarie, formerly First Investors Funds. Also on that date, Matrix Trust Company will assume the role of custodian for the funds currently held by Foresters Financial Services, Inc.

Once the transfer begins on January 23, users will no longer have access to the Foresters web portal. During the transition period, from January 23 through January 27, the funds and participant accounts will be moving to the PenServ system. While no balances will be available on the website, transactions will be accepted by PenServ, including contributions from employers or your third-party administrator. Loan repayments from participants, new loans, hardship withdrawals, and distribution requests from the TPA's will also be directed to PenServ.

Included with the Frequently Asked Questions (FAQs) we have included a Questionnaire to be completed by plan sponsors with no TPA or Common Remitter. If this applies to your Plan, please return the completed form to our office by January 21. Please contact our office at any time if you have questions or need assistance with your Plan.

Sincerely,

PenServ Plan Services, Inc.
Team 60
(803) 354-5003
team60@penserv.com

**403b/457b PLAN
EMPLOYER QUESTIONNAIRE**
For Employers with No TPA or Common Remitter



Complete this information only if you do not have a TPA or common remitter for your Plan. If you have any questions regarding this questionnaire, please contact a member of the PenServ Team 60 group at 803.354.5003. This form should be returned NO LATER THAN JANUARY 21 to ensure all contributions are processed on a timely basis.

Employer Name		Plan Type <input type="checkbox"/> 403b <input type="checkbox"/> 457b		Tax ID No	
Mailing Address		City		State	Zip
Contact Name	Title	Phone	Email		
Authorized Legal Signer	Title	Phone	Email		

GENERAL QUESTIONS
(Please Check all that Apply)

How frequently are contributions submitted for this Plan?	<input type="checkbox"/> Weekly <input type="checkbox"/> Biweekly <input type="checkbox"/> Semi-Monthly <input type="checkbox"/> Monthly <input type="checkbox"/> Other
How is contribution data submitted to vendors?	<input type="checkbox"/> Electronic Upload <input type="checkbox"/> Mail <input type="checkbox"/> Other
How are contributions submitted?	<input type="checkbox"/> Check <input type="checkbox"/> ACH <input type="checkbox"/> Push <input type="checkbox"/> Pull <input type="checkbox"/> Wire
In what format is participant contribution details provided?	<input type="checkbox"/> Excel <input type="checkbox"/> CSV <input type="checkbox"/> Txt <input type="checkbox"/> Other Electronic <input type="checkbox"/> Other
Are the remittance and contribution transmitted together?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain
Do you monitor IRS Limits?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you provide Universal Availability Notices to your employees?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How do you receive Salary Deferral Information?	<input type="checkbox"/> Participant <input type="checkbox"/> Vendor

Please indicate the provisions included in Plan OR Attach a signed copy of the Plan document	Plan Provisions and/or Restrictions and Procedures
<input type="checkbox"/> Document Attached	
<input type="checkbox"/> Pre-Tax Deferrals	
<input type="checkbox"/> 15-Year Catch Up	
<input type="checkbox"/> In-Service at Age 59 1/2	
<input type="checkbox"/> Hardship Distributions	
<input type="checkbox"/> Participant Loans	
<input type="checkbox"/> Other (Please List)	

Please indicate any procedures to be implemented for your Plan or attach information if available in a separate document.

Forms should be returned to:
PenServ Plan Services, Inc.
Fax: 803.354.5060

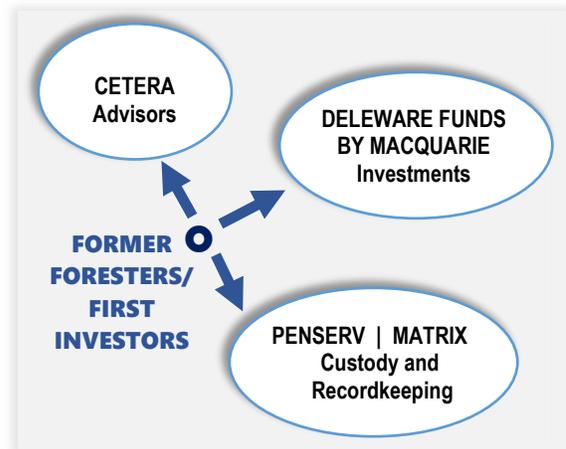
Mailing Address:
PenServ Plan Services, Inc.
P O Box 3109
West Columbia, SC 29171

FOR ASSISTANCE
Phone 803.354.5003
Email: team60@penserv.com

FAQ'S REGARDING THE FORESTERS REALLOCATION OF 403b AND 457b PLAN SERVICES

1. WHAT CHANGES HAVE BEEN MADE TO THE FORESTERS PRODUCTS AND SERVICES THAT AFFECT OUR PLAN?

In October 2019, First Investors Funds were purchased by Macquarie Investment Management and the services provided by Foresters Financial were divided among several entities. Advisors became affiliated with other firms, most becoming employees of Cetera Financial, a large financial services organization. The First Investors Funds purchased by Macquarie became Delaware Funds by Macquarie and the recordkeeping function was awarded to PenServ Plan Services, Inc., ("PenServ") a 403b/457b compliance firm. After January 22, 2020, custodial activities will be handled by Matrix Trust Company. While this description may be confusing, many of these activities occur in the background and will not affect the day-to-day activities for your Plan. The goal is to maintain the existing processes with minimal disruption or change.



2. WHO IS PENSERV AND WHY WERE THEY SELECTED AS THE NEW RECORDKEEPER?

PenServ has for the past 30 years, provided administration, recordkeeping and consulting services for public and private employers. They currently service more than 4,000 employer plans and 250,000 participant accounts. Based on their qualifications, PenServ was selected as the entity to provide services to the former First Investors accounts. PenServ will receive contributions from you or your TPA, provide information for distributions and loans and maintain participant records. More information on PenServ can be found at www.penserv.com.

3. WILL THE PAYROLL SLOT CONTINUE TO BE SERVICED BY THE SAME INVESTMENT PROFESSIONALS?

Generally, yes; however, you should contact your local financial services advisor for additional information. If you aren't able to locate your Cetera advisor, the PenServ Team may be able to assist you.

4. HAS THE TPA FOR OUR PLAN BEEN ADVISED OF THESE CHANGES?

Yes. Both Foresters and PenServ have contacted your TPA with instructions for transferring your contributions and transaction requests to PenServ. The PenServ relationship staff is available during and after the transition to provide assistance throughout the process.

5. HAVE OUR EMPLOYEES BEEN ADVISED OF THIS CHANGE?

Your employees have received communication from Foresters Financial explaining the new structure. In addition, each shareholder received a copy of the new Matrix Custodial Agreement, along with a description of the transfer of assets from the current custodian, Foresters Financial Services. Approximately one week prior to the transfer of the participant records, your employees will receive an additional communication describing the transition, what they can expect in the process and login instructions for their new account.

6. WILL THIS CHANGE AFFECT EMPLOYEES WHO HAVE OUTSTANDING LOANS?

PenServ has communicated with all employees who have outstanding loans, describing the new repayment options and the process for submitting future loan repayments. A number of employees have responded requesting electronic payment to their new account.

7. HOW WILL THIS IMPACT OUR SERVICES IF WE HAVE ENGAGED A TPA?

If you have engaged a TPA to provide administrative services for your Plan, there will be no change to the process. PenServ has provided instructions for transferring contributions to the new secure contribution portal and will be working with your provider to ensure monies are applied to the selected investments on a timely basis.

8. WHEN WILL THIS CHANGE BECOME EFFECTIVE?

On January 23, Foresters Financial Services will transmit the records for transfer to PenServ. Simultaneously, Matrix will pull the physical shares into the new custodial accounts. PenServ and Matrix will then reconcile the shares to ensure the accuracy of the transition. Once the records have been confirmed, participants will be able to access their new accounts and apply changes to their Plan. TPA's and employers may request distributions and loans and new contributions will be accepted.

9. AFTER JANUARY 22, HOW WILL CONTRIBUTIONS AND DATA BE TRANSMITTED TO PENSERV?

Contributions may be transferred to PenServ in the same manner currently used to transmit contributions to Foresters Financial Services. The attached direction provides the new address for mailing contribution payments, checks and remittance information. If you have any questions or need assistance, a PenServ representative will be available at the phone number provided in the fact sheet.

10. WILL OUR ADVISORS CONTINUE TO HAVE ACCESS TO OUR ACCOUNT?

The advisor selected by a participant will be able to receive a login to participant accounts. Advisors have been advised to provide information for each individual they service.

11. WILL I BE ABLE TO RECEIVE INFORMATION ON MY EMPLOYEE ACCOUNTS FOR LOANS AND OTHER PAYMENTS?

As soon as PenServ has confirmed that all participant assets have been received and have been applied to the appropriate accounts, the website will be made available to account holders. We estimate this to be no later than 8:00 am EST on Tuesday, January 28. If the assets become available earlier, the site may be accessed to create new account information.

12. HOW WILL CHECKS AND OTHER PAYMENTS BE MADE TO PENSERV?

Attached please find a questionnaire regarding the process for sending payments to PenServ. Once this questionnaire is received, a procedure will be created for your Plan and a PenServ Service Representative will reach out with instructions for future contributions.

13. IS MY PARTICIPANT'S INFORMATION SECURE IN THE NEW RECORDKEEPING SYSTEM?

PenServ utilizes sophisticated equipment and programs to prevent unauthorized attempts to access Plan or participant data. Your employees are able to establish their own unique account access codes that are fully encrypted at all times. Non-public information is not displayed in the participant web application.

14. WILL THERE BE AN INDIVIDUAL WHO CAN PROVIDE ASSISTANCE OR ANSWERS TO ANY ADDITIONAL QUESTIONS?

The PenServ Plan Sponsor Service Team is available from 7:30 am–7:30 pm to service your account. Below is the group's contact information:

PenServ Plan Sponsor Service
Team 60
Phone 803.354.5003
Email: team60@penserv.com

WE LOOK FORWARD TO WORKING WITH YOU

