

## **Making Changes for a Participant using the CPI Plan Sponsor Website**

In order to bring our 403(b) plan services as close as your fingertips, we provide a Plan Sponsor Website. While the use of this website is self explanatory we have provided the instructions below to help you get started. All employees will have access to the CPI Participant Website to enroll, change their deferrals and/or vendors as well as to request vouchers for loans, hardship withdrawals and contract exchanges between vendors. Employees who do not have access to the internet can contact the CPI Participant Service Center at (877) 488-4040 to obtain a paper copy to perform one of the above requests. However, there may be times when you choose to make changes or request vouchers on behalf of your employees. In those situations, you will use the CPI Plan Sponsor Website.

### **CPI makes it easy for you to assist employees with the following requests:**

- Make changes to the amount of participants' deferrals
- Make changes to the participants' vendor(s)
- Request vouchers for loans and hardship withdrawals for participants.
- Request vouchers for contract exchanges for participants.

The website is available 24 hours a day, 7 days a week.

### **HOW TO GET STARTED**

To access the website, log onto <https://www.cpicrs.com> and choose the Plan Sponsor Website. You will be prompted to input your Log-In Name and Password which you previously chosen and provided to CPI. The use of this site is self-explanatory with directions on how to execute transactions.

### **The Maintenance feature of the Plan Sponsor Website will allow you to:**

- **Enroll Employee** - Enroll employees who have not previously deferred. All employees who were provided to CPI on the test file have already been input into our reflected system. Thereafter, existing employee information, as well as new employee information, will update with each payroll file that you send to us. However, new employees that do not yet appeared on a payroll submission can be added using the Add Employee option which will allow you to input the employee so that you may enter their deferral amount and vendor selection.
- **Change Participants Future Contributions and Vendor Elections** - You will have the ability to update an election for a participant to change the amount they are deferring as well as to change the vendor(s) with which they want to invest those contributions.
- **Request a Voucher for Participant Loan** - You will have access to request a loan from any of the approved vendors if a participant is not able to access the internet to request the loan voucher themselves. This voucher will let the vendors know that the participant has met the regulatory requirements. The voucher does not guarantee that a loan can be made as each vendor may apply additional restrictions.
- **Request a Participant Hardship Withdrawal** - You will have access to request a hardship withdrawal from any of the approved vendors if a participant is not able to access the internet. This voucher will let the vendors know that the participant has met the regulatory requirements. The voucher does not guarantee that a hardship withdrawal can be made as each vendor may apply additional restrictions.
- **Request a Participant Contract Exchange between Vendors** - You will also have the ability to obtain the proper verification for a participant who wishes to request a contract exchange from an approved vendor by answering a few simple questions in order to obtain a voucher. If the contract exchange is approved, you will be provided with a voucher, which the participant will need to provide to the transferor vendor along with the vendors contract exchange request forms. It is important that a voucher is obtained before assets are transferred. Any contract exchange that is made that does not comply with the final regulations could cause the loss of the tax-qualified status of the money transferred to the vendor. If this happens, the money will become taxable to the participant.

**You will need version 6 or greater of Netscape Navigator or Version 5 or greater of Internet Explorer to access the website.** Most people have at least one of these versions on their computer.

If you have any questions or need assistance, please contact Client Services at our Common Remitter Office at (877) 792-5599 ext. 2202 or by e-mail to [info@cpicrs.com](mailto:info@cpicrs.com).