

**Date:** May 17, 2012

**Code:** TECHNICAL LETTER  
HR/Benefits 2012-02

**To:** Human Resources Officers  
Benefit Officers

**Reference:** HR/Benefits 2011-15  
HR/Benefits 2009-12  
HR/Benefits 2008-14

**From:** Evelyn Nazario   
Assistant Vice Chancellor  
Human Resources Management

**Subject:** California State University Tax Sheltered Annuity (TSA) Program Update: Retirement Manager Website Enhancements, Implementation of Retirement Manager Support Line, and Announcement of Upcoming Retirement Manager 101 Webcast

**Overview**

**Audience:** Employees responsible for administering CSU benefits programs

**Action Item:** Information regarding the release of the enhanced Retirement Manager website and Retirement Manager Support Line, with clarification of the campus Benefits Officers' role in the administration of the CSU TSA Program.

**Affected Employee Groups/Units:** All employees eligible to participate in the CSU Tax Sheltered Annuity Program

**Summary**

Human Resources Management (HRM) is pleased to announce the launch of an enhanced Retirement Manager website, effective June 5, 2012. The updated website has a new look and branding. It will provide employees with new and easy ways to manage and learn about their 403(b) plan. The upgrades included in the new site are discussed in greater detail in the body of this technical letter, along with information regarding the new Retirement Manager Support Line. This Technical Letter also reiterates the Roles and Responsibilities of the campus Benefits Office and HRM in relation to the California State University (CSU) Tax Sheltered Annuity (TSA) Program. Campus designees responsible for administration of CSU benefit programs should review this Technical Letter in its entirety.

HRM is pleased to announce the launch of an enhanced Retirement Manager website on June 5, 2012. The updated website has a new look and branding. It will provide employees with new and easy ways to manage and learn about their TSA account(s).

Retirement Manager is a convenient, secure, web-based access point that allows employees to manage their California State University Tax Sheltered Annuity 403(b) plan accounts anytime and anywhere, 24 hours a day, seven days a week. The link to Retirement Manager is: <https://www.myretirementmanager.com>.

As a reminder, Retirement Manager provides employees with the ability to:

- Learn more about the CSU 403(b) retirement saving plan,
- View aggregate balance information across investment providers. (Please note that not all legacy fund sponsors report account balance information to Retirement Manager. A complete list of the approved and legacy fund sponsors that report to Retirement Manager is provided later in this technical letter.),
- Start, change, or stop contribution amounts,
- Request a Distribution Eligibility Certificate for the following transactions:
  - Loan

**Distribution:**

CSU Presidents  
Associate Vice Presidents/Deans of Faculty

Vice Chancellor, Human Resources  
Payroll Managers

- Hardship withdrawal
- In-Service Contract Exchange,
- Read educational articles on a range of financial planning topics, and
- Calculate funds needed to stay on track for retirement with easy-to-use financial calculators.

The new upgraded Retirement Manager website will allow employees to:

- Further protect their financial data by creating a unique User ID, and selection of security questions and images customized to their preferences,
- Navigate easily to important tasks related to their retirement plans,
- Quickly locate retirement plan information and investment provider contact information, and
- Access important financial topics and information about current market trends.

### **New Retirement Manager Support Line**

Human Resources Management is also pleased to introduce a new Retirement Manager Support Line, provided by VRSCO, the Master Administrator for the 403(b) Plan. Effective June 5, 2012, the Retirement Manager Support Line will be available to take calls from all California State University employees regardless of their fund sponsor selection. The support line will be staffed with a dedicated group of Client Service Professionals that will be available to provide:

- guidance on the login process,
- answers to general navigation questions, and
- assistance on how to use the enrollment and distribution transaction screens.

Please note that the Support Line Client Service Professionals will not be able to answer specific account questions related to a particular fund sponsor. Employees will need to contact the particular fund sponsor for assistance. The participant support line will be available Monday through Friday (excluding holidays) from 7:00 am to 6:00 pm Central Time. The Retirement Manager Support Line number is: 1-866-294-7950.

### **Communication Materials**

In order to communicate the new enhanced Retirement Manager website and Retirement Manager Support Line, HRM has created a sample employee communication that can be distributed by the campus Benefits Office. A copy of this communication is included in this technical letter as Attachment A. In addition, a Quick Reference Guide has been designed as a “road map” to assist employees in exploring the new features on Retirement Manager (reference Attachment B). This guide will also be available on the Retirement Manager website in the “Help” section.

### **Retirement Manager Roles and Responsibilities**

For your convenience, a summary of the roles and responsibilities of the campus Benefits Officers, as well as the Benefits Team within HRM, is described below.

### **Campus Benefits Officer Responsibilities**

Each campus Benefits Office is responsible for providing assistance to current and new employees regarding the CSU TSA Program. In addition, campuses Benefits Office representatives are responsible for:

- Assisting employees with Retirement Manager troubleshooting and application screens, including assistance with log-in, enrollment, and Disbursement Certificate questions,
- Reactivating or adding new employees and FERP under the “Administrative Data” tab to allow TSA enrollment in Retirement Manager prior to eligibility information being updated in Retirement Manager,
- Processing Tax Deferred 403(b) Contributions from Compensated Time Off (CTO), Final, or Vacation Settlement Pay and forwarding those requests directly to the SCO (i.e., PPT or STD 674 form(s)), and
- Reviewing and signing the 15-Year Catch-Up Allowance Worksheet form. The approved document can be faxed, emailed or mailed to HRM (no SSN is required) for processing within Retirement Manager.

Campuses also have the ability to:

- View/download various reports in Retirement Manager; and
- Create customized, global message(s) for employees to view in Retirement Manager.

### **HRM Benefits Team Responsibilities**

In addition to providing oversight of the day-to-day administration of the CSU TSA Program, the Benefits Team will:

- Work directly with campus Benefits Office representatives to answer questions and resolve issues regarding Retirement Manager and the CSU TSA Program. Please note: if an employee approaches the campus Benefits Office with an issue regarding Retirement Manager and the campus is not able to resolve the issue on its own, the issue should be escalated to HRM by the campus Benefits Office (i.e., calls to HRM should come from the campus Benefits Office, not the employee). Prior to contacting HRM, the campus will need to collect the pertinent information from the employee regarding the issue. As an additional resource for day-to-day TSA administration, campuses now have the option of directing the employee to contact the Retirement Manager Support Line for assistance (under applicable circumstances),
- Process the 15-Year Catch-Up Certification in Retirement Manager to allow qualified individuals to defer additional monies to the plan that is in excess of the 402(g) limit and age based catch-up allowance,
- Assist campuses with resolution of mistake of fact and pay warrant re-deposit(s) issues that have an impact on employees' TSA contributions,
- Monitor the six-month required contribution suspension period for individuals who have taken a hardship withdrawal,
- Process Certificate Overrides for loans and hardship withdrawals only for the purposes of providing updated TSA account values that may not have been reported to VRSCO by the fund sponsor at the time that the employee submitted a Certificate Request in Retirement Manager. Please note: the final determination of loan and hardship withdrawal eligibility is determined by the fund sponsor(s), and
- Sign as a Plan Administrator on the following documents:
  - 403(b) Distribution Requests and/or Rollover to IRA requests for separated and/or retired employees,
  - 403(b) Distribution Requests and/or Rollover to IRA requests for active employees that are 59 ½ or older,
  - Contract Exchange Requests to move monies from a TSA Legacy Vendor to one of the CSU approved fund sponsors (if the Legacy Vendor will not accept the Contract Exchange certificate in Retirement Manager), and
  - CalPERS Service Credit Purchases.

#### ***Please Note the following information:***

- ***Campus Benefits Officers are not authorized to sign TSA distribution documents on behalf of its employees.***
- ***HRM is not authorized to sign any TSA loan and/or hardship withdrawal documents from current or legacy fund sponsors on behalf of active, separated or retired employees.***

All TSA documents that require Plan Administrator Signature must be forwarded to the Chancellor's Office for signature/approval. The mailing address is:

Office of the Chancellor  
401 Golden Shore  
Long Beach, CA 90802  
Attention: Systemwide Benefits

All documents must be fully executed by the participant, prior to approval. Incomplete forms will be returned unsigned. A self addressed stamped envelope must be included in the packet when submitted for signature.

Due to confidentiality and security reasons, HRM is unable to accept faxed documents. Please reference the "TSA Flow Chart" for additional information regarding frequently requested TSA transactions under the CSU 403(b) plan (see Attachment C).

**Fund Sponsor Information**

The chart below identifies which of the five (5) current fund sponsors are authorized to provide loans, hardship withdrawals, and in-service contract exchanges within the CSU 403(b) plan. As noted in the chart, Fidelity does not offer loans under the plan at this time.

Vendor	Loans	Hardship Withdrawals	In-Service Contract Exchanges
ING	Yes	Yes	Yes
Fidelity	No	Yes	Yes
MetLife	Yes	Yes	Yes
TIAA-Cref	Yes	Yes	Yes
Valic	Yes	Yes	Yes

Please be advised that retirees and separated employees are not eligible to take a loan under the plan.

**Legacy Vendor Information**

The chart below identifies which legacy vendors are authorized to provide loans and hardship withdrawals. Please Note: participants can generate an In-Service Contract Exchange certificate in Retirement Manager in order to initiate a rollover of funds from any of our legacy vendors, into one of the five (5) current CSU fund sponsors.

Vendor	Loans	Hardships Withdrawals	In-Service Contract Exchange (To Initiate a rollover to one of the current five CSU Fund Sponsors)
Ameriprise Financial	Yes	Yes	Yes
AXA Equitable	Yes	Yes	Yes
Great American	Yes	Yes	Yes
I-A Pacific (Industrial Alliance Pacific Life Insurance)	Yes	Yes	Yes
ING Reliastar	Yes	Yes	Yes
Jefferson National	Yes	Yes	Yes
The Legend Group	Yes	Yes	Yes
Life Insurance Company of the Southwest (LSW)	Yes	Yes	Yes
Lincoln National	Yes	Yes	Yes
Midland National	Yes	Yes	Yes
Oppenheimer Funds	Yes	Yes	Yes
Security Benefit	Yes	Yes	Yes
Symetra	Yes	Yes	Yes
Transamerica	Yes	Yes	Yes

As other legacy vendors complete the certification process in order to share data for the purposes of offering loans and hardship withdrawals, HRM will update the above list accordingly. Please be advised that if an employee's legacy vendor is not on the approved list displayed above, the employee would not be eligible to take

a loan or hardship from that legacy account. In the event an employee needs access to his/her money held at a legacy vendor that is not on the approved list for loans and hardships, the employee has the following options:

1. Transfer TSA assets to one of the five current CSU fund sponsors that offers hardship withdrawals (Fidelity, ING, Met Life, TIAA-Cref, or VALIC);
2. Transfer TSA assets to one of the four (4) current CSU fund sponsors that offer loans (ING, Met Life, TIAA-Cref, or VALIC); or
3. If the employee is least age 59 ½, or is a rehired annuitant, he/she may take a distribution.

#### **Retirement Manager Monthly Cutoff Date**

As a reminder, the monthly cutoff date for employees to process TSA enrollments and/or make changes is the 5<sup>th</sup> of each month by 9:59 pm Pacific Time, unless the 5<sup>th</sup> falls on a holiday or weekend. In that case, the cutoff date will be the following business day at 9:59 pm. Please note that Retirement Manager allows employees the option of electing future monthly changes to their TSA contribution for the current calendar year.

#### **Important Information Regarding TSA Processing**

Demographics data from the prior business month is provided by the CSU and is loaded into Retirement Manager at the beginning of each month to update eligibility (typically by the 5<sup>th</sup> of the month). Therefore, new employees or re-appointed employees will not be reflected in Retirement Manager during the month of hire or re-appointment. In these cases, the campus Benefits office will have to manually add or reactivate the employee in Retirement Manager if the employee wishes to enroll in Retirement Manager during this period.

At the close of the monthly cutoff date (which is typically the 5<sup>th</sup> of each month) for employees to enter new enrollments and changes in Retirement Manager, VRSCO electronically submits a "650" record layout file to the State Controller's Office (SCO) for processing. In order for contributions to be successfully processed, an active appointment must be reflected in PIMS at the time that the SCO processes the "650" file from VRSCO. Appointments keyed after this time will cause the contribution to reject and it will not appear on the employees' pay warrant. **Therefore, the Benefits Office should coordinate with Payroll staff to ensure that the employees' appointment is keyed into PIMS (especially for returning Faculty and FERP participants) on or prior to the monthly cutoff date for Retirement Manager, which is typically the 5<sup>th</sup> of each month.**

The monthly contribution file is a one way submission (i.e., from Retirement Manager to the SCO). In the event a deduction is not processed by the SCO, Retirement Manager will not be updated to reflect that change. The contribution will still be reflected in Retirement Manager as an active deduction and employees will continue to see the "You are currently enrolled and contributing," message in Retirement Manager. Contributions that are not processed by the SCO on initial submission to the SCO are not re-submitted to the SCO by Retirement Manager the following month. **Please note: the "650" file captures only changes or new enrollments submitted on Retirement Manager and forwards them to the SCO.**

In addition, the SCO eliminates deductions for employees that have a separation code keyed into PIMS. Therefore, TSA contributions will not automatically restart upon reappointment for employees (including FERP participants) that have been separated in-between appointments, and did not cancel the TSA contribution in Retirement Manager at the end of the appointment. Employees that expect to be reappointed should cancel the TSA contribution at the end of the assignment and reestablish the TSA contribution in Retirement Manager at the time of the reappointment. In the event a reappointed employee does not properly cancel his/her deduction in Retirement Manager upon initial separation, the employee will need to submit a dollar amount change (i.e., by at least \$1.00) in Retirement Manager in order to have his/her deduction resubmitted to the SCO for proper processing.

Employees that consequently miss contributions due to any of the above reasons will need to either submit a new enrollment amount, or contact the campus Benefits Office for assistance. Contributions cannot be retroactively processed.

### **Information Regarding Data Loaded in Retirement Manager from Fund Sponsors**

Each fund sponsor and legacy vendor forwards a data file to VRSCO that is loaded in Retirement Manager each month which includes TSA account information as of the end of the prior month. The due date of the file is the 15<sup>th</sup> of each month. Please note that some vendors send more frequent data files to Retirement Managers (i.e., weekly or bi-weekly.) Due to the timing of these files, however; employees who transfer funds to approved fund sponsors for the purposes of obtaining loans or hardship withdrawals may notice that the TSA account values in Retirement Manager have not been updated, which will result in a declined Disbursement certificate. If this occurs, the campus Benefits Office should contact HRM to request an override on behalf of the employee.

### **Age 50 Catch Up Provision Information**

The age 50 Catch Up provision is automatically provided to eligible employees within Retirement Manager based on the date of birth information CSU has on file. When an employee qualifies for the age catch up provision (i.e., the employee is at least age 50, or will turn age 50 by the end of the current tax year), the Retirement Manager system will automatically update the employee's annual contribution limit. No paperwork is required on the employee's behalf in order to qualify for this catch-up provision.

### **15-Year Catch-Up Provision Information**

Employees who wish to utilize the 15-Year Catch-Up provision must demonstrate eligibility by completing the CSU Maximum Contribution Allowance Worksheet. The 402(g) limits and catch-up allowances are monitored in Retirement Manager, by the master administrator, VRSCO. Therefore, once the eligibility and usage of the 15-Year Catch-Up is documented in Retirement Manager, the employee is not required to submit a Worksheet for subsequent tax years. For example, participants that submitted a completed 2011 CSU Maximum Contribution Allowance Worksheet to the campus Benefits Office will not be required to complete a Worksheet for the 2012 tax year or thereafter. Employees that are newly eligible for the 15-Year Catch-Up Allowance or employees that were previously eligible but did not take advantage of the additional deferral, will need to complete and submit a Worksheet to the campus Benefits Office. As a reminder, completed Worksheets must be forwarded to the Benefits Team in Human Resources Management (HRM) in order for the deferral limits to be updated in Retirement Manager.

### **Lump Sum Payments**

A lump sum payment for an employee who is either separating or retiring (i.e., final pay, or vacation payout), that includes a 403(b) deduction, must be coordinated between the campus benefits and payroll departments. Prior to requesting and processing the lump sum payout via the STD 674 document, the campus must verify the employee's annual 403(b) contribution limit, as well as the remaining amount available for contribution for the current tax year, in order to ensure that 403(b) deduction designated on the STD 674 form, does not result in an over-contribution for the employee. When determining the 403(b) contribution amount that will be taken out of the employee's final pay, the campus should also factor in all applicable 401(k) contributions made during the tax year, since the maximum contribution limits for the 403(b) and 401(k) plans are interrelated. Please note: 403(b) and 401(k) deferrals do not count against the 457(b) dollar limit and 457(b) deferrals do not count against the 403(b) and 401(k) dollar limit.

### **Retirement Manager 101 Webcast**

On June 5, 2012, Human Resources Manager will host a live "Retirement Manager 101" webcast. Further information regarding registration for this webcast will be forwarded to each campus Benefits Officers via e-mail.

### **Frequently Asked Questions**

As an additional point of reference, HRM is developing two new Frequently Asked Questions (FAQ) documents. One document will be designed for employee reference, and the other document will be designed for campus Benefits Officers reference. These documents will be available for download at the upcoming webcast. HRM will

also post them on the benefits websites.

**CMS Processing Instructions**

TSA information is not currently tracked in CMS Baseline. Therefore, this technical letter has no impact on CMS Baseline.

**General Information**

Questions regarding this technical letter may be directed to Human Resources Management at (562) 951-4411.

This Technical Letter is available on Human Resources Management's Web site at:

<http://www.calstate.edu/HRAdm/memos.shtml>.

EN/dg

May XX, 2012

Dear California State University Employee:

Retirement Manager, as you know, is a convenient, secure, web-based access point that allows you to manage your California State University Tax Sheltered Annuity 403(b) retirement plan accounts anytime and anywhere, 24 hours a day, seven days a week. To access Retirement Manager, simply go to [www.myretirementmanager.com](http://www.myretirementmanager.com).

The California State University is pleased to announce that the Retirement Manager website has been upgraded. The new site offers you several new and easy ways to manage and learn about your retirement benefits.

With this Retirement Manager upgrade, scheduled to be released on June 5, 2012, you will be able to:

- Further protect your financial data by creating a own unique User ID, and selecting security questions and images customized to your preferences,
- Navigate easily to important tasks related to your retirement plans,
- Quickly locate retirement plan information and investment provider contacts, and
- Access important financial topics and information about current market trends.

Please be assured that these changes do not require any action on your part, and the existing Retirement Manager website address will not change. Attached to this announcement you will find a Quick Reference Guide that has been designed as a “road map” to assist in exploring the new features on Retirement Manager. This Quick Reference Guide will also be available on the Retirement Manager website in the “Help” section.

We are also pleased to introduce a new support line for assistance with the Retirement Manager website! Effective June 5, 2012, the Retirement Manager support line will be available to take calls from all California State University employees regardless of your investment provider selection. The support line will be staffed with a dedicated group of Client Service Professionals that will be available to provide guidance on the login process, general navigation questions, and how to use the enrollment and disbursement transaction screens. Please note that the Support Line Client Service Professionals will not be able to answer specific account questions related to a particular fund sponsor. Employees will need to contact the particular fund sponsor for assistance. The participant support line will be available Monday through Friday (excluding holidays) from 7:00AM to 6:00PM Central time. The Retirement Manager Support Line number is: 1-866-294-7950.

As a reminder, the Retirement Manager site allows you to:

- Learn more about your CSU 403(b) retirement savings plan
- View aggregate balance information across investment providers
- Start , change, or stop contribution amounts
- Request a Distribution Eligibility Certificate for the following transactions:
  - Loan
  - Hardship Withdrawal
  - In-Service Contract Exchange
- Read educational articles on a range of financial planning topics
- Calculate what you will need to stay on track for retirement with easy-to-use financial calculators

We are confident you will benefit from these valuable new enhancements to the Retirement Manager website. If you have any questions, please contact the campus benefits office at: xxx-xxx-xxxx.

Sincerely,

Campus Benefits Office



## Quick Reference Guide



RetirementManager







**USER ID**

**NEXT**

I Forgot My User ID

I'm a New User

## Getting Started

This Retirement Manager participant website Quick Reference Guide will assist you to easily navigate and complete important tasks related to your retirement plan.

## RetirementManager Website Address

While you may always access Retirement Manager from <https://www.myretirementmanager.com/>, your employer will also provide you with a custom website address for you to use to help Retirement Manager quickly identify your institution's website. For easy access, you should use this custom website address whenever possible, so be sure to add it as a "Favorite" website!

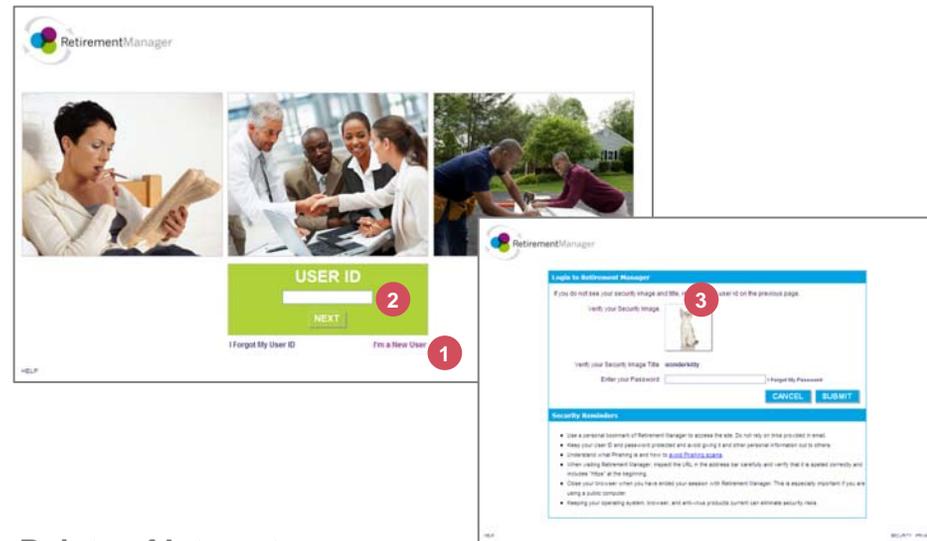
## Existing Users

If you have previously logged in and have been using Retirement Manager, enter your "user ID" on the first page; click "Next"; enter your password on the second page, and click "Submit" to log in.

## New Users

If you are new to the Retirement Manager website, you will need to register by providing Retirement Manager with your employer name and some information about yourself.

To register, click the "I'm a New User" link on the main login page and follow the screen prompts for "User Verification" and "Security Profile Setup".



## Points of Interest

- 1 If you are a new user, click "I'm a New User" to register.
- 2 If you are an existing user, type in your User ID and click "Next"
- 3 Enter your password and click "Submit"

## Security Profile Setup

Once you have confirmed your identity with Retirement Manager, it is now time to further secure your access by setting up a Security Profile! Retirement Manager will automatically direct you to the Security Profile setup once you complete the user verification steps on the previous page.

### 1 Create a User ID:

Using the guidelines on the right side of the page, type in your user ID and click the “Check Availability” button to make sure your user ID is available.

### 2 Enter and Confirm Your Email Address:

The Email address you enter here will be used to send you your password should you ever need to have it reset.

### 3 Create and Confirm Your Password:

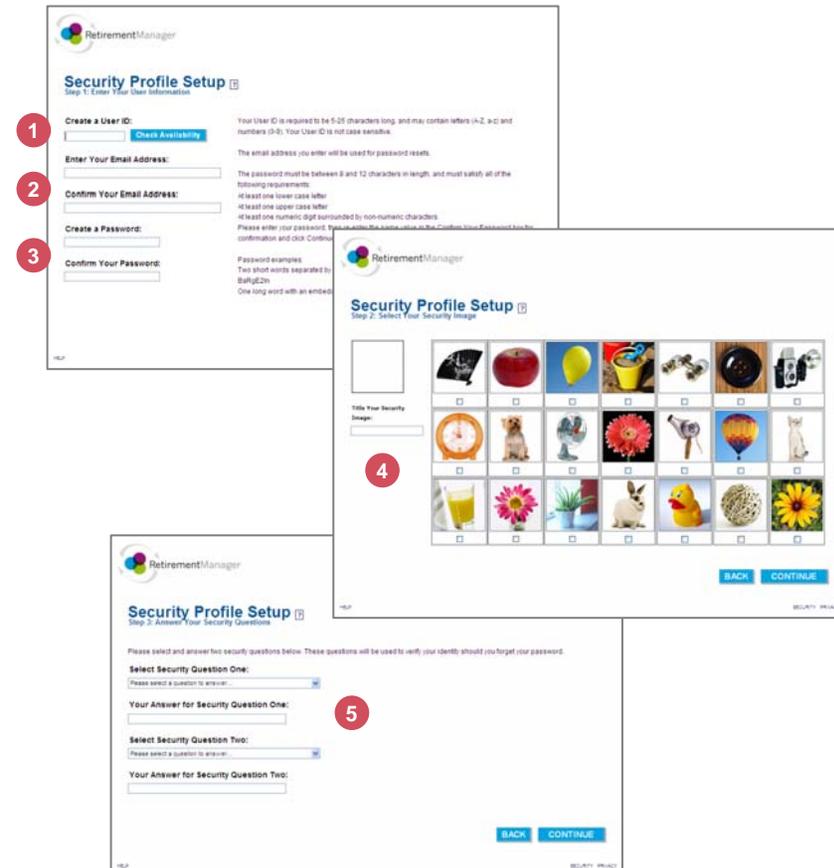
Using the guidelines on the right side of the page, enter a secure password that will be easy for you to remember, but not easy for others to guess.

### 4 Select Your Security Image:

You will now see this image on the password page when you log into Retirement Manager. Recognizing this image and title when you log in helps protect your access to Retirement Manager.

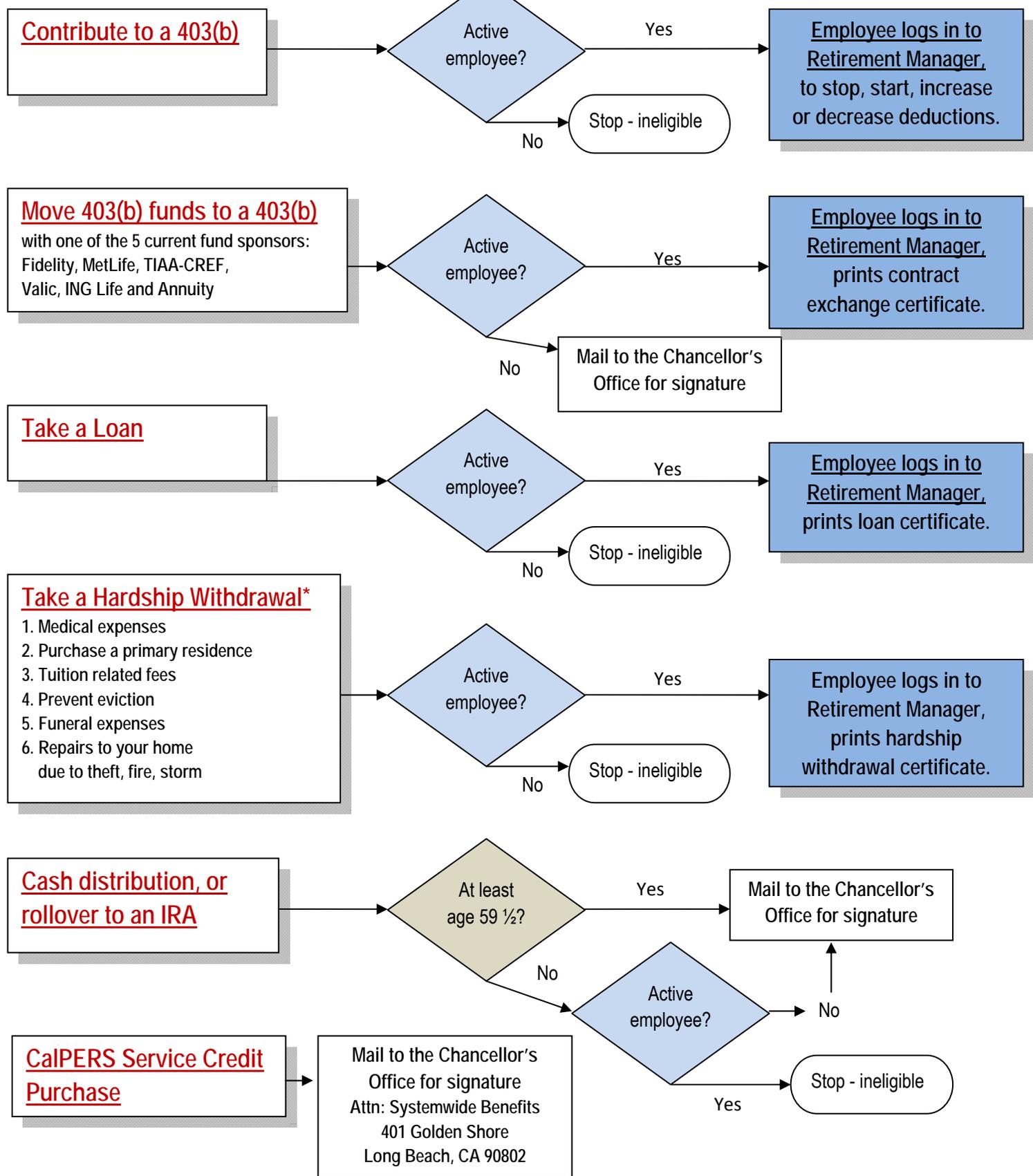
### 5 Answer Your Security Questions:

You should select questions and answers that are easy for you to remember, but not easy for others to guess. Your security question answers are case-sensitive.



**Tax Sheltered Annuity (TSA) Program**  
Transactions Flowchart

What would you like to do?



\*Along with the Retirement Manager certificate, additional documentation will need to be submitted to vendor demonstrating need for hardship withdrawal. Approval of hardship withdrawal is determined by the vendor.