

*Los Angeles Unified School District
Benefits Department
and
TSA Consulting Group, Inc.*

Presentation to Investment Provider Representatives

December 15, 2011

*(This meeting is only for Authorized 403(b) Investment
Provider Company Representatives)*

Introductions

- Janice Sawyer – Director
- Members of the Retirement Investment Advisory Committee
- Mariam Hironimus - Benefits Manager LAUSD
- Karen Woods – Retirement and Deduction Analyst LAUSD

- Steve Banks – CAO, TSA Consulting Group, Inc.
- April Young – Program Consultant, TSA Consulting Group, Inc.

Meeting Agenda

(Please hold questions until end of presentation)

- Overview of LAUSD program and selection of TSACG as administrator
- LAUSD Solicitation Rules

- Who is TSA Consulting Group, Inc. – Steve Banks – CAO
- Services to be provided to employees
- Support for the Financial Representatives
- How to work with TSACG

- Questions

*Overview of LAUSD program
and selection of TSACG as administrator*

- Overview of the 403(b) program
 - Includes short discussion on 457(b) plan
- Selection of TSACG as 403(b) administrator

***LAUSD Solicitation Rules &
Working with LAUSD Staff***

- Handout discussion
- Documents handed in directly to LAUSD staff
 - Working more directly with TSACG
 - Details of TSACG responsibilities and representative interaction later in presentation

TSA Consulting Group, Inc.

- History
- Independence – No favoritism
- Staff
- Primary consultants – Steve Banks, Joe Rollins and April Young
 - April's Phone Number listed in packet

TSACG Services Provided to Employees

- Online Salary Reduction Processing
- Online Distribution Processing
 - Current, terminated and retired employees
- Fax and Mail distribution processing
 - Terminated and retired employees
- Employee Education Materials and Videos

Support for the Financial Representatives

- First – We work for LAUSD
- Second – We want to help in any way we can

- Training on our systems
 - Webinars for representatives
- No need to take any paperwork to LAUSD
 - One exception – Group Annuity or Custodial account paperwork

How to work with TSACG

- Customer Service is for the employees as well as representatives
- Must have permission to talk about an employee's information
 - Written
 - On the phone with you.
- Remember – All SRAs processed online
 - One investment provider per remittance
 - Can make changes monthly
 - Cut-off date for changes remains midnight Central Time on the 9th of each month. Effective first payroll thereafter.
 - Completed SRA form can be produced and printed if needed for records
 - Do not FAX in!!

How to work with TSACG (cont)

- Distribution Transactions – Hardship, QDROs, Transactions for Retirees and terminated employees (Most Retirees and terminated employees will be in our system over time)
 - Transaction Routing Request Form (TRRF) – These transactions take longer to process
 - Write legibly
 - Use Fill-in Form online and then print out
 - Include email addresses for confirmations of received and processed
 - Do not bundle and send
 - One fax per transaction – All faxes converted to PDF image
 - Please do not call to verify receipt

How to work with TSACG (cont)

- Distribution Transactions
 - If distribution and over age 59½, mark on TRRF regardless of employment status – If use Separation from service, it must be verified
 - **Double check all paperwork** – Incomplete paperwork usually crawls to its destination
 - Hardship proof will come to us – Not to your home office
 - Both through online and faxed process
 - Check for form revisions at <http://403b.lausd.net>
 - QDROs come to us in paper form – We will process and send to court or attorney

Solicitation Agreement

- All representatives will be required to sign an agreement in order to be authorized to market in LAUSD
- This does not authorize you to go on campus
- Violation of agreed upon terms is a one strike and you are out
- These are easy to follow
- Please take them seriously and use follow the terms as intended
- We all are held to standards
- Based on LAUSD Policy Bulletin – BUL-5474.0

Customized Employee Communication



- Critical to Successful Implementation and Transition
- Universal Availability
- Meaningful Notice
- Supports Participation
- Professional Experienced Production Staff
- High Volume Variable Digital Print Facility

TSA Consulting Group Systems

SRA and Distributions



Transactions

- **All transactions processed Online for Current Employees.**
- **Salary Reduction Agreement Processing.**
- **Initiate the process for transactions such as hardships, which require further documentation.**
- **Obtain immediate approval for transactions such as exchanges, withdrawals, rollovers and loans.**



[Click here](#) to visit your Employer's pages.

- **Employees can access the most up-to-date list of Authorized Investment Providers for all available Plans offered by their Employer.**
- **Enrollment information and necessary forms are available to download and/or print.**
- **Meaningful Notice/Summary Plan Descriptions are available in electronic format.**

How would you like to submit your transaction request?

Participants
***Online Transaction Processing and
Salary Reduction Agreement Processing***



[Click here](#) to access the online system.

- Transactions can be submitted 24 hours a day, 7 days a week.
- Follow the on-screen instructions to complete your transaction.
- Questions? Speak with a Customer Service Representative by calling 1-888-796-3786.

Participants (Including Retirees)
***Fax and Mail Submission
for Transactions***



[Click here](#) to download the required Transaction Routing Request form.

- Completed paperwork can be faxed to 1-866-741-0645.
- Instructions are provided on page 2 of the Transaction Routing Request form.
- Questions? Speak with a Customer Service Representative by calling 1-888-796-3786.

*Online Transaction Processing and
Salary Reduction Agreement Processing*



Login As:

- Participant
 Demonstration Only

User ID:

Password:

Please Note:

*User ID and Password are case sensitive.
After three (3) consecutive login failures,
the account will be disabled.*

Login

- [Login Help](#)
- [Forgot User ID or Password](#)

Close Participant | Summary | Investment Information | Initiate Transactions | Certificates and Forms | Personal Profile | HELP

Welcome: Lucindy S Hawkins
Los Angeles Unified School District - DEMO

Log Out

Last Name

Personal Information [Details](#)

- To view additional information please select the "Personal Profile" tab.

Lucindy S Hawkins
7925 Scotts Level Rd
Los Angeles, CA 90017

 **Important Messages**
You have 0 message(s).

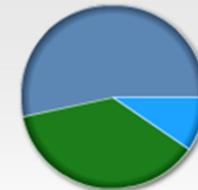
Approximate Balance by Investment Provider [Details](#)

- Loans are classified as assets under the plan with loan balances included in your total balance.

Investment Provider/Contract	Approximate Balance
MetLife / Travelers / CitiStreet	\$15,526.68
VALIC	\$22,520.86
Loan	\$4,054.12
Total:	\$42,101.66

Charted Balances [Details](#)

Account Balances



[Graph View](#)

VALIC	\$22,520.86
MetLife / Travelers / CitiStreet	\$15,526.68
Loan	\$4,054.12

Balances by Source [Details](#)

Source	Approximate Balance
403(b) Deferral	\$0.00
457 Deferral	\$0.00
Loan	\$4,054.12
Total:	\$42,101.66

NOTICE: The account balance listed above identifies the approximate amount of funding available from an individual account. This amount may not reflect recently approved or pending transactions. Please contact your investment provider to verify this amount.

Welcome: Lucindy S Hawkins
Los Angeles Unified School District - DEMO

Log Out

Transaction Selection

Investment Election

Online Transactions:

[▶ Investment Provider Selection \(SRA\)](#)

[▶ Exchanges & Rollovers](#)

Transaction type:

[▶ New Loan](#)

Select loan type:

[▶ Distributions](#)

Select withdrawal type:

Welcome to the Los Angeles Unified School District Sample Employee Page



Employer Point of Contact:

Los Angeles Unified School District
333 South Beaudry Ave.
Los Angeles, California 90017
Phone Number: (213) 241-4262



Employer's Web Site: <http://403b.lausd.net>

The below links provide specific Plan information for employees of the Los Angeles Unified School District:

• [Online Transaction Processing and Salary Reduction Agreement Processing](#)

• [403\(b\) Plan Information Brochure](#)

• [403\(b\) Plan Document](#)

• [Forms and Information](#)

• [Authorized Investment Provider List](#)

• [State Retirement Links](#)

• [Online Calculator: Maximum Allowable Contribution](#)

• [Educational Video for Employees](#)

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