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FAQ: The Move to Prudential Retirement

Here are answers to some common questions about the move.

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What's changing with the Beacon Health Strategies 401(k) Plan and the ValueOptions 401(k) Plan?

On January 4, 2016, the Beacon Health Strategies 401(k) Plan and ValueOptions 401(k) Plan will merge to become one plan: the Beacon Health Options 401(k) Plan. Prudential Retirement® will be the provider for the new plan. In keeping with our other benefit strategies, we will be able to offer a consolidated solution that we feel will offer enhanced retirement planning options and diversified investments at a reasonable cost.

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What do I need to do?

You should review the information that was mailed to your home on November 18, 2015 to decide if you need to take action.

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Will I lose any benefits due to the move?

Absolutely not. As a plan participant, you'll have the same opportunity to contribute to your account as before. In addition, all ValueOptions 401(k) Plan provisions guaranteed through the Collective Bargaining Agreement will remain in place.

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Are there new plan provisions I should be aware of?

Yes. A [Plan Comparison Chart](#) makes it easy to compare the provisions of the new Beacon Health Options 401(k) Plan with your original plan.

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Will I continue to have full access to my account throughout

the transition to Prudential?

There will be a brief "blackout period" when you will not be able to make changes to your account. During this period, account records will be transferred from Voya and TransAmerica to Prudential. The blackout period will begin on December 23, 2015 and will end on or around January 18, 2016.

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What will happen to the investments I had with Voya or TransAmerica?


Unless you choose your own investments in your new Prudential account before January 4, 2016, your Voya or TransAmerica balances will be liquidated and automatically invested in an age-appropriate Vanguard target-date fund at Prudential. Please review the instructions below to choose your own investments.

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How do I choose investments before January 4, 2016?

You can choose your investments from December 18, 2015 through January 4, 2016, online or by phone:

Online:

1. Go to prudential.com/online/retirement 
2. Click [Register Now](#) under [First time logging in?](#) You'll be asked to enter basic information to create your account.
3. Click [View Details](#).
4. Click [Investment Allocations](#) in the left-hand menu, then [Change Investment Allocations](#).
5. Choose which type of contribution(s) you want to adjust. You can select individual contribution types or adjust all of them at once. Click [Next](#).
6. Select the investments to which you want to allocate, or direct, your money. Click [Next](#).
7. Choose the percentage you'd like to allocate to each investment. (The total must equal 100%.) Click [Next](#).
8. Review your changes. If they're accurate, enter your email address in the box and click [Apply Changes](#).

Changes won't be final until you receive a confirmation number at the end of the transaction. Please print the confirmation page for your records.

By phone:

Call 877-PRU-2100 (877-778-2100) and say, "Choose investments." A representative will join the call to assist you.

Once the move from to Prudential is complete, you can change your investments whenever you like.

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Why is the investment menu changing?

Beacon Health Options engaged an outside investment consultant to serve as a fiduciary on the investments. During their review of the investments of both legacy 401(k) plans, they recommended we keep some funds similar and modify others. The goal is to offer a reasonable fund line up that enables our plan participants to create an investment strategy to reach their savings goals for retirement and beyond. As a part of this solution, we will offer a variety of both index and actively managed mutual funds plus a self-directed brokerage account.

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What is the self-directed brokerage account?

It's an account for people who would prefer a wider range of mutual funds and individual securities than are available in the plan. This option is subject to a \$2,500 minimum core retirement balance in the self-directed brokerage account. Additional fees will apply. To learn more, call Prudential at 877-PRU-2100 (877-778-2100), weekdays from 8 a.m. to 9 p.m. ET.

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What if I had a Schwab Personal Choice Retirement Account (PCRA) at TransAmerica?

TransAmerica will liquidate your PCRA investments on December 16, 2015 at 4 p.m. ET. Those assets will be wired to Prudential and temporarily held in a money market fund. Once Prudential receives your account information from TransAmerica, your assets will move from the holding account to the investments you chose during the open investment election window. The new plan offers a wide range of options, including a self-directed brokerage account similar to the PCRA. If you would like to enroll in the self-directed brokerage account option with Prudential, you may do so after the blackout lifts, on or around January 18, 2016. After December 18, 2015 an enrollment kit will be available on this website for you to review.

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Can I leave my 401(k) account with Voya or TransAmerica?

No. Your account is part of an employer-sponsored plan. The plans, and all participants' accounts, will move to Prudential Retirement in January.

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Will I need to reselect how much to contribute to my account?

No. Your contribution rate will remain the same when your account moves to Prudential (but you can change it afterward as you wish).

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If I have loan, do I need to take any action?

No, Voya and TransAmerica will forward any outstanding loan balances to Prudential Retirement, and payments will continue to be withheld from your paycheck.

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How will I know when the move is complete?

We'll send you a notice when you can access your Prudential account. In addition, you will receive a final quarterly statement from Voya or TransAmerica. Your first quarterly statement from Prudential will show your opening balance as of January 4, 2016, as well as fourth-quarter 2015 activity.

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What kinds of tools or services will I have at Prudential?



Among the features available to you at Prudential:

- A mobile-optimized website that lets you access your account anywhere you have Internet access, plus 24/7 account management by phone through a toll-free phone service.

- A powerful but easy-to-use Retirement Income Calculator that shows you how much retirement income you'll need, tells you how to get there, and lets you track your progress in real time.

Toll-free phone access to representatives who can answer your questions and help with transactions, and to licensed retirement counselors who can offer personalized guidance.

A range of investment choices that enables you to tailor your account to your needs and goals.

Take advantage of calculators, videos and articles at PreparewithPru.com , and overcome your obstacles at BringYourChallenges.com .

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Will I need to establish a user ID and password to access my account online?

Yes. The first time you log on you will be prompted to create a user ID and password. (You'll need Social Security number, birth date and home ZIP code).

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I have an old retirement account from a former employer. Can I roll it over to Prudential?

Yes. The Beacon Health Options 401(k) Plan accepts rollovers at any time at no cost, provided they are from an accepted plan type. (Please note that your current provider could charge surrender or other fees for a rollover). Prudential can help you determine if a rollover makes sense and, if so, walk you through the paperwork, step by step. To get "rolling," review your account or call Prudential at 877-PRU-2100 (**877-778-2100**).


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How do I name or update my beneficiaries?

Before December 23, 2015 follow the instructions in place with Voya or TransAmerica. Your beneficiary information will transfer to Prudential with the move.

Beginning January 18, 2016, you can name or update your beneficiaries with Prudential.

Online:

1. Go to prudential.com/online/retirement 
2. Log in or register your account.
3. Click the plan name.

4. Click "[Personal Information](#)" on the left.
5. Click "[Add Beneficiary Information.](#)"

By phone:

Call 877-PRU-2100 ([877-778-2100](tel:877-778-2100)) weekdays, 8 a.m. to 9 p.m. ET.


Say "update my Beneficiary" when prompted.

Enter your Social Security and personal identification (PIN) numbers (you will be prompted to create a PIN if you haven't done so already).

A representative will join the call to assist you.

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What if I haven't joined the plan?

You can enroll at any time. After January 18, 2016, get started at prudential.com/online/retirement  or call 877-PRU-2100 ([877-778-2100](tel:877-778-2100)).

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