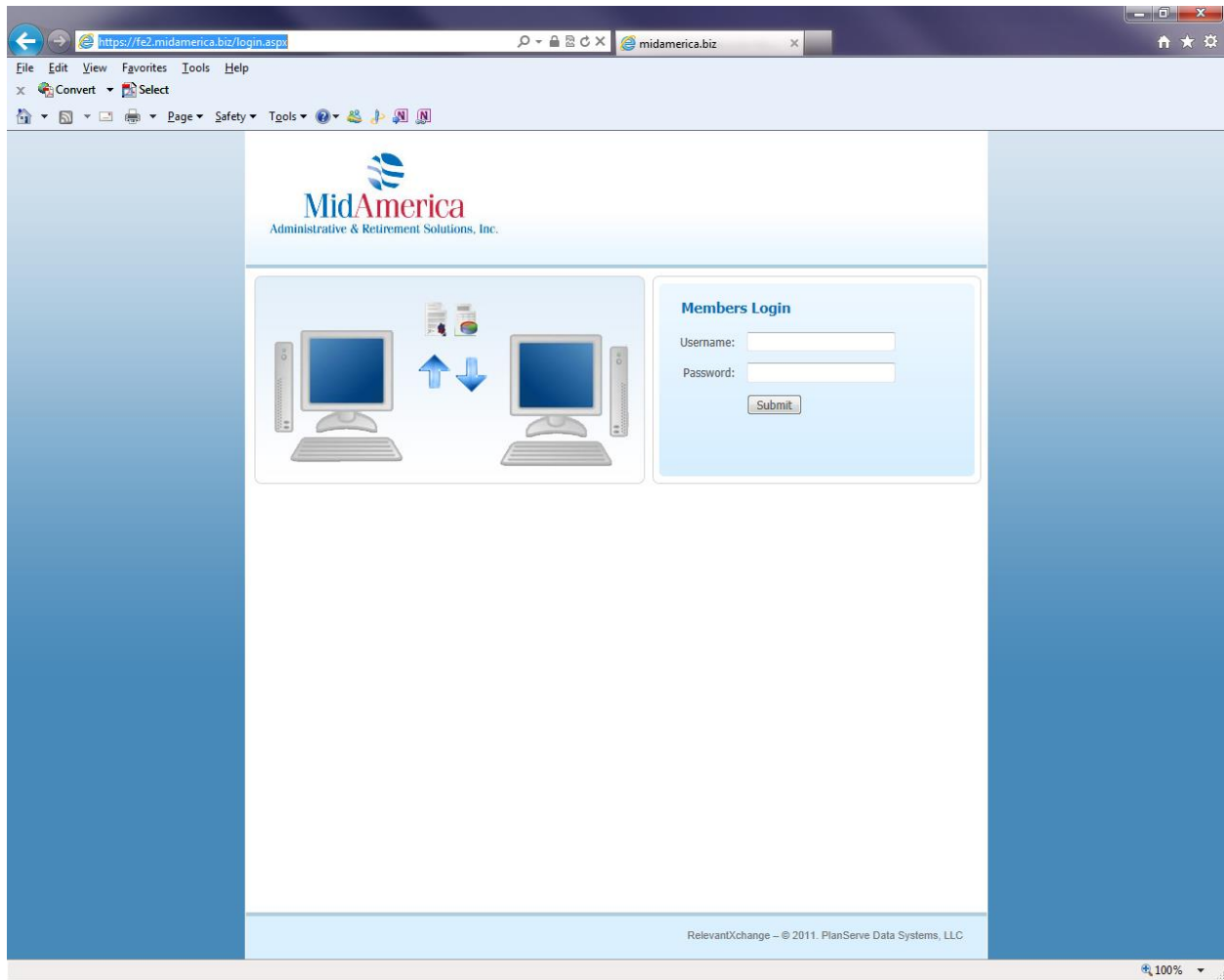


## **403(b) & 457 TPA Participant Website Instructions**



In order to access the website via the login page (above), please do the following:

- Go to the main MidAmerica website <http://www.midamerica.biz/>
- Click on Participants
- Select 403(b) TPA Services
- Select “Click Here to Access the 403(b) Participant Website”
- Username: enter your Social Security Number (SSN)
- Password: Your default password will be the last 4 digits of your SSN
- If this is your initial login, go to the next page for instructions on how to change your password to a more personal and secure one. Otherwise, you will be directed to the Main Menu.

## Initial Login – Change Password

Mozilla Firefox  
File Edit View History Bookmarks Tools Help  
https://fe2.midamerica.biz/change\_password.aspx  
midamerica.biz  
Home My Account Contact Us LogOff  
MidAmerica  
Administrative & Retirement Solutions, Inc.  
Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635  
Welcome, Thomas Szostkowski  
You are here: Home  
Change your password:  
Old Password:   
New Password:   
Confirm:   
Update your email address:  
Email:   
Update your security question:  
Question: What was your high school mascot?  
Answer:   
Password Requirements  
Your password must:  
Be at least 8 Alpha/Numeric characters long.  
Contain upper and lower case alpha characters.  
Contain at least 1 numeric character.  
Save  
Views  
My Information  
Activity  
Change Password  
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- When you initially login, you will be prompted to change your password to a more secure one. Additionally, you will be asked to provide your email address and a security question and answer so that you can confirm your identity should you ever forget your password and need it reset.

### **To change your password and continue using the site, please do the following:**

- Input your initial password (last 4 digits of your SSN)
- Input your new password per the “Password Requirements”
- Confirm your new password
- Input your email address
- Choose a security question and enter your answer
- Save
- If you entered data into the fields properly, the following message should appear below the password change section: “Your password has been successfully changed. Click here to continue.”
- Click on the “**Click here to continue**” language to continue to the Main Menu

## **Contact Us**

Please contact us if you have any questions or need additional information regarding this site or your plan.

Our contact information is listed below plus within the *Contact Us* section of the website.

**Address:**

402 South Kentucky Ave.

Suite 500

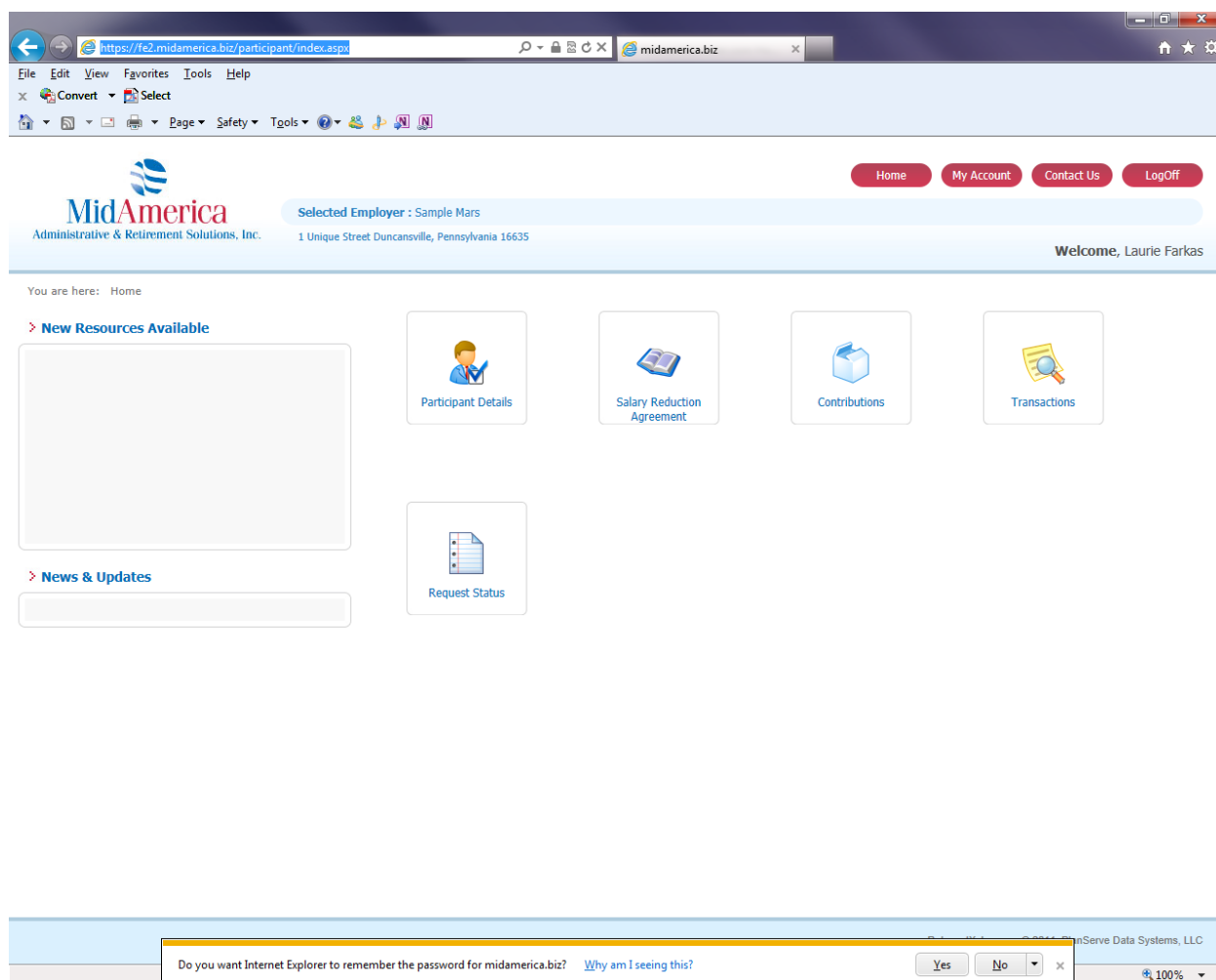
Lakeland FL 33801

**Phone:** 866-873-4240

**Fax:** 863-688-4466

**Email:** 403bTPA@midamerica.biz

## Main Menu



You are now at the Main Menu and can select from any of the options listed in the screen print. A summary of these options are as follows and more details of each can be found on the following screens:

- **Participant Details:** This page allows you to view the various indicative and census data on our database. Additionally, you can change your address, phone, or fax number on file.
- **Salary Reduction Agreement:** By clicking on this icon, you can view both current and historical SRA elections as housed in MidAmerica's records.
  - **To change your contribution,** you can submit your SRA changes online by clicking on the **SRA Request** button within this section.
- **Contributions:** This page reflects your contribution history and data contained in the MidAmerica database.
- **Transactions:** Accessing this section allows you to view the status of submitted transaction requests along with requesting new ones such as distributions, hardship withdrawals, loans, and transfers.
- **Request Status:** A history of both pending and archived transaction requests can be found here.

**Quick Tip:** To go back to the Main Menu (see next page) at any time, click on either the Home button or the MidAmerica logo in the upper left corner

## Participant Details

The screenshot shows a web browser window with the URL <http://172.16.115.14/participant/participant.aspx>. The browser's address bar and menu bar are visible. The application header includes the MidAmerica logo, the text "Administrative & Retirement Solutions, Inc.", and navigation buttons for "My Account", "Contact Us", and "LogOff". A banner displays "Selected Employer : Fremont Public Schools" and a welcome message "Welcome, Cindi Dodd".

Below the header, a breadcrumb trail reads "You are here: Participant Details". The main content area is divided into two sections. The top section displays participant information for Cindi Dodd: 1835 Sherwood Cove, Fremont, NE 68025. To the right, a summary of key details is shown: Status: Active, Age: 59, Marital Status: Single, Date of Hire: 09/29/1988, and Gender: Male. A "Save" button is located to the right of this summary.

The bottom section contains two address forms. The "Home address" form is marked as "Primary" and includes fields for Address (1835 Sherwood Cove), Line 2 (1835 Sherwood Cove), City, State, Zip (Fremont, Nebraska, 68025), Country (United States), and Phone 1 (+1 (402) 727-7228). The "Office Address" form is also marked as "Primary" and includes fields for Address, Line 2, City, State, Zip (Select One), Country (United States), and Phone 2 (+1 ( ) ).

At the bottom of the form, a table displays various status and eligibility flags:

Status :	Active	Override :	No	Marital Status :	Single	Gender :	Male
Highly Compensated :	Current :	Yes Prior :	No	Key Employee :	Current :	Yes Prior :	No
	Eligible 15year Catchup :	No	Eligible Age 50 :	No	NRA :	0.00	

The browser's status bar at the bottom shows the URL <http://172.16.115.14/index.aspx> and a zoom level of 100%.

In the upper section, your current address and phone/fax numbers on file are listed. If necessary, please update this data accordingly.

The lower section reflects the indicative and census data (dates of birth, hire, termination, payroll frequency, etc) on hand. This data is view only and if changes need to be made, please let us know so that we can follow-up and confirm with your employer.

- **NOTE:** If you input a change to either your address or phone/ fax number, please inform your employer accordingly so that they can reflect the updated information in their records as well.

## Salary Reduction Agreement

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Martha Ford

You are here: Home -> SRA Review

Martha Ford

Status : Active  
Marital Status : Other  
Gender : Female

Age : 62  
Date of Hire : 08/01/1998

Current

Status	Begin Date	End Date	Approved Date	Finalize Date	Type
Active	01/10/2012		01/10/2012	04/01/2012	Dollar Amount

Change	Type	Source	Vendor	Vendor Code	Amount
> Initiate	C	403b (Pretax)	Metlife	TXFSF8	\$400.00
> Initiate	C	403b (Pretax)	American Funds	45	\$305.00
> Initiate	C	403b (Pretax)	Red Funds	TX3E6D	\$1500.00

Archive

Views

SRA Review

SRA Request

Do you want Internet Explorer to remember the password for midamerica.biz? [Why am I seeing this?](#) Yes No

### To View Pending & Historical SRA Records

After clicking Salary Reduction Agreement from the Main Menu, you will be defaulted to the SRA Review screen (shown above). The details regarding any pending or processed SRAs will be listed. If the request is pending, the Status will be listed as such. The Current section displays your existing election while the Archive section displays your SRA election history.

To request a **SRA Change Request**, please go to following page of these instructions.

## To request and submit a SRA change to MidAmerica

Please use this module comprised of 3 screens if you wish to initiate, stop, or change your existing SRA election. The screen number is highlighted in green. Please note that this change will replace any pending future changes and unless you specify otherwise, the effective date will be in accordance with your employer's payroll schedule.

https://fe2.midamerica.biz/participant/sra\_request.asp

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: Home --> SRA Review --> SRA Request

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

Please be aware that if you have a future SRA change(s) pending, the election being submitted at this time will replace it.

1 2 3

Effective date : 04/19/2012

Reference :

Vendor Name	Contract Number	Source	Current Amount	New Amount	Change	Stop
American Funds	403b (Pretax)		100.00	100.00		
Subtotals						
	403b (Pretax)		\$100.00	\$100.00		
	403b Roth		\$0.00	\$0.00		
	457		\$0.00	\$0.00		
Total:			\$100.00	\$100.00		

If you wish to submit multiple requests with varying effective dates you will need to either fax or mail your application to our office. Our contact information can be found in the Contact Us link above.

Cancel Next

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100%

Screen 1 is shown above. Please go to the next page for this screens' instructions

### **Screen 1- you will specify your contribution elections and changes on this screen**

Your existing election(s) will be shown in the vendor section with the applicable elements detailed in the Vendor Name, Contract Number, Source, and Current Amount fields.

**Reference:** Please enter any comments or additional notes in this field. (For example: “Please make this election effective with the June 30, 2012 payroll”)

#### **To initiate (start) contributing to a vendor:**

- Select the *Add New Vendor* button
- Select the vendor from the drop down box
- Input the Contract (Account) Number with the vendor
- Choose the source or money type you wish (for example, 403(b) Pretax contribution)
- Enter the Amount (New Amount)
- Save
- If you wish to initiate or change existing contributions to other vendors, please do so at this time. Otherwise, click “Next” in the lower right corner to move to Screen 2 (go to Screen 2 instruction page)

#### **To change the contribution amount to an investment provider:**

- Select Change on the right side of the screen
- Input the applicable dollar value in the Amount field
- Confirm the contract number is accurate and correct if needed
- Save
- If you wish to make further modifications to other vendors, please input them accordingly. Otherwise, click Next in the lower right corner to move to Screen 2 (go to Screen 2 instruction page).

#### **To Stop a contribution to a vendor:**

- Select “Stop” on the right side of the screen
- You will get the following message: *Confirm Stop: Are you sure you want to stop this contribution?* Select “Yes”
- If you wish to make further modifications to other vendors, please input them accordingly. Otherwise, click Next in the lower right corner to move to Screen 2 (go to Screen 2 instruction page).

## Screen 2

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/sra\\_request\\_verify.aspx](https://fe2.midamerica.biz/participant/sra_request_verify.aspx). The browser's address bar and menu bar are visible. The page header includes the MidAmerica logo, the text "Administrative & Retirement Solutions, Inc.", and navigation links: Home, My Account, Contact Us, and LogOff. A banner displays "Selected Employer : Sample Mars" and "1 Unique Street Duncansville, Pennsylvania 16635". A welcome message reads "Welcome, Dummy Participant".

Below the header, a breadcrumb trail shows "You are here: Home --> SRA Review --> SRA Request". A section titled "Test Participant" displays personal information: Status: Active, Age: 63, Marital Status: Single, Date of Hire: 08/01/2000, and Gender: Female.

A progress indicator shows three steps, with step 2 highlighted. The "Effective date" is 04/19/2012. A table lists vendors and their fees:

Vendor Name	Contract Number	Source	Fee Paid by	Amount
American Funds		403b (Pretax)	Participant	0.00
Red Funds	ghjdh	403b (Pretax)	Vendor	101
Subtotals:				
403b (Pretax)				101.00
403b Roth				0.00
457				0.00
<b>Total:</b>				<b>101.00</b>

Below the table is a "Change Authorization" section with a text box containing a legal disclaimer. A "Sign Agreement" checkbox is present, followed by "Back", "Cancel", and "Finish" buttons. The footer includes the copyright notice "RelevantXchange -- © 2011. PlanServe Data Systems, LLC" and the URL <https://fe2.midamerica.biz/participant/index.aspx>.

Screen 2 summarizes the elections inputted on Screen 1.

- Please read the **Change Authorization** which will serve as a Terms of Agreement and electronic signature. By clicking the “Sign Agreement” field and choosing Finish, you authorize MidAmerica as the TPA to review the request and if approved, submit it to your employer who will make the change in payroll.
- Click on “**Finish**” to move to Screen 3

### Screen 3

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: Home --> SRA Review --> SRA Request

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3

Effective date : 04/19/2012

Reference :

Change Type	Vendor Name	Contract Number	Source	Fee Paid by	Amount
> N/A	American Funds		403b (Pretax)	Participant	0.00
> N/A	Red Funds	ghjdh	403b (Pretax)	Vendor	101.00
<b>Total:</b>					<b>101.00</b>

Confirmation

Your request has been submitted to the administrator for approval. It will not be effective until it is approved by the administrator.

Confirmation Form Ok

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The change(s) you inputted are listed in the middle of the screen. Please confirm for accuracy.

**Note:** Your request is considered pending at this time and will be reviewed by an account manager shortly. If approved, MidAmerica will communicate our authorization to your employer. If we cannot approve it for any reason, we will notify you by mailing a letter to your address on file.

**To get a copy of the change submitted:**

- Click on the **Confirmation Form** button at the bottom of the screen to generate an electronic copy (pdf) of the submitted request. You have the option to either view online or download the file in Adobe (pdf) format.

**Quick Tip:** Your Confirmation Form will be archived in your account for your future reference. To access it, select *Transactions* from the Main Menu, find the applicable request, and click on the corresponding “View” link under the *Approval Letter* column.

**MidAmerica**  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: [Home](#) --> [Contributions](#)

**Test Participant**

<b>Status :</b>	Active	<b>Age :</b>	63
<b>Marital Status :</b>	Single	<b>Date of Hire :</b>	08/01/2000
<b>Gender :</b>	Female		

Payroll Low Date: 01/01/2012 High 04/19/2012 [Find](#)

**Contributions – View**

Payroll Id	Payroll Date	Vendor Id	Vendor Name	Source	Amount	Fee
> 120110.M12.0003	01/10/2012	45	American Funds	403b (Pretax)	700.00	0.00
> 120124.M12.0004	01/24/2012	45	American Funds	403b (Pretax)	700.00	0.00
> 120406.BW.0007	04/06/2012	45	American Funds	403b (Pretax)	700.00	0.92
> 120407.BW.0008	04/07/2012	RSG457	RSG 457	457	50.00	0.92

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## Transactions (Distributions, Hardship Withdrawals, Loans, Transfers)

This section facilitates both the review of prior requests (Transaction Review-shown below) and the submission of new requests (Request Distribution, Request Hardship Withdrawal, etc.).

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: [Home](#) --> Transaction Review

**Test Participant**

Status : Active  
Marital Status : Single  
Gender : Female  
Age : 63  
Date of Hire : 08/01/2000

**Pending Transactions**

Requested Date	Request Time	Transaction Type	Status	Approval Letter	Business Event ID	Amount	Advisor Name	Advisor Phone
----------------	--------------	------------------	--------	-----------------	-------------------	--------	--------------	---------------

**Completed Transactions**

Requested Date	Request Time	Transaction Type	Status	Approval Letter	Business Event ID	Amount	Advisor Name	Advisor Phone
01/31/2012	00:00:00	SRA Processing	Active	<a href="#">View</a>	Fax.12/29/2011.4	100.00		
01/31/2012	00:00:00	SRA Processing	Active		Fax.12/29/2011.4	100.00		
03/20/2012	00:00:00	Distribution	Active	<a href="#">View</a>	Fax.03/20/2012.113	0.00		
03/20/2012	00:00:00	Distribution	Active		Fax.03/20/2012.113	0.00		
04/01/2012	00:00:00	Distribution	Active	<a href="#">View</a>	Distribution Wizard.04/01/2012.6	0.00		
04/01/2012	00:00:00	Transfer	Active	<a href="#">View</a>	Transfer Wizard.04/01/2012.8	0.00		
04/01/2012	00:00:00	Transfer	Active	<a href="#">View</a>	Transfer Wizard.04/01/2012.9	0.00		
04/01/2012	00:00:00	Transfer	Active	<a href="#">View</a>	Transfer Wizard.04/01/2012.10	0.00		
04/19/2012	11:06:00	SRA Processing	Active	<a href="#">View</a>	SRA Wizard.04/19/2012.136	101.00		
10/21/2010	00:00:00	Hardship Withdrawal	Active	<a href="#">View</a>	Fax.10/20/2010.121	500.00		
10/21/2010	00:00:00	Hardship Withdrawal	Active		Fax.10/20/2010.121	500.00		

**Views**

- Transaction Review
- Request Distribution
- Request Hardship Withdrawal
- Request Loan
- Request Transfer

### Transaction Review

After clicking on the Transactions icon, you will be defaulted to the Transaction Review screen reflecting both Pending and Completed transaction requests previously submitted to MidAmerica.

**Quick Tip:** To access an Approval Letter or documentation regarding a request previously submitted via this site (explained further on the next page), click on the related “View” link of the transaction.

### **Request Distribution/Hardship/Loan/Transfer:**

- To request one of these transaction types such as a distribution, please refer to the applicable instructions on the following pages.

## Request Distribution (non-hardship)

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/distribution\\_request.aspx](https://fe2.midamerica.biz/participant/distribution_request.aspx). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. Below the header, it says "Selected Employer : Sample Mars" and "1 Unique Street Duncansville, Pennsylvania 16635". A welcome message "Welcome, Dummy Participant" is displayed. A breadcrumb trail shows "You are here: Home --> Transactions --> Request Distribution".

The main content area is titled "Test Participant" and displays participant information:

Status :	Active	Age :	63
Marital Status :	Single	Date of Hire :	08/01/2000
Gender :	Female		

Below the participant information are three numbered steps: 1 (highlighted in green), 2, and 3.

The "Distribution Requirements" section contains the following text:

The available distributions under your plan are shown below. Please select your vendor from the below list. You will need to submit one request for each vendor. After your request is submitted, you will be presented with an approval letter. Please print the document, attach it to your completed vendor request documentation, and send it directly to the vendor.

If your preferred vendor is not listed, please contact our Customer Service Department at 866-873-4240 for more information or fax/mail your vendor paperwork to us for review. Our contact information can be found in the Contact Us section above.

The "Disbursement Type" is set to "Select One" and the "Request Date" is "04/19/2012". A link "Click here to add advisor information >>" is provided.

The "Vendor Information" section includes the following fields:

Vendor	Source	Account #	Amt Type	Requested Amount
> Select One	Select One		Select One	

Buttons for "Cancel" and "Next" are located at the bottom right of the form.

The footer of the page reads "RelevantXchange -- © 2011. PlanServe Data Systems, LLC" and shows a zoom level of 100%.

**Screen 1:** First, click on the “Request Distribution” icon which takes you to the above screen.

- Choose the Disbursement Type: Age 59.5, Age 70.5, or Separation from Service.
  - NOTE: If our records indicate you are ineligible for a distribution at this time, the following message will appear at the bottom of the screen:  
**“Based on the information in our database, you have not met one of the plan's distributable events and are therefore ineligible for a distribution at this time. These distributable events include either attainment of Age 59 ½ (403b plan), Age 70 ½ (457b plan), or separation from service. Please contact us if this is incorrect so that your account information can be properly updated.”**

Should you receive this message but do meet one of the above distribution criteria, please contact us so that we can confirm this information with your employer and update our database. Our contact information is listed on page 3 of these instructions.

- Next, choose the Vendor Information from the drop down boxes: Vendor Name, Source, Account Number, and Requested Amount (if full or max, leave the Requested Amount blank).
- Note: if your vendor is not listed, you will need to submit your vendor’s paperwork to us for review
- Click “Next”

## Distributions- Screen 2

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/distribution\\_request\\_verify.aspx](https://fe2.midamerica.biz/participant/distribution_request_verify.aspx). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. Below the header, it says "Selected Employer : Sample Mars" and "1 Unique Street Duncansville, Pennsylvania 16635". A welcome message "Welcome, Dummy Participant" is displayed.

The main content area shows the participant's information:

- Test Participant
- Status : Active
- Marital Status : Single
- Gender : Female
- Age : 63
- Date of Hire : 08/01/2000

Below the participant information, there are three numbered steps: 1, 2, and 3. Step 2 is highlighted in green.

The Disbursement Type is "Age 59 1/2 Withdrawal" and the Request Date is "04/19/2012".

Vendor Information:

Vendor	Source	Account #	Amt Type	Requested Amount
American Funds	403b Roth	acct123	Full	0.00

Terms of Agreement:

By clicking on the below box, I hereby request that this application be submitted for review by the Third Party Administrator. I understand that the Third Party Administrator will confirm this request meets all applicable plan and regulatory provisions before approving. Additionally, if approved, I consent that it be processed accordingly by any related party including but not limited to the Third Party Administrator, investment provider, or my employer.

☐ Sign Agreement

Buttons: Back, Cancel, Finish

Footer: RelevantXchange -- © 2011. PlanServe Data Systems, LLC

- Confirm the information on the screen is correct and read the Terms of Agreement which will serve as an electronic signature.
  - If you agree, click the "Sign Agreement" box
- Next, click "Finish" (lower right corner)

## Distributions- Screen 3

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/distribution\\_request\\_confirm.aspx?sra=13668](https://fe2.midamerica.biz/participant/distribution_request_confirm.aspx?sra=13668). The browser's address bar shows the MidAmerica logo and the text "Administrative & Retirement Solutions, Inc." and "1 Unique Street Duncansville, Pennsylvania 16635". The page has a navigation bar with links: Home, My Account, Contact Us, and LogOff. Below the navigation bar, the page displays "Selected Employer : Sample Mars" and "Welcome, Dummy Participant". A breadcrumb trail indicates the user is at: Home --> Transactions --> Request Distribution. The main content area shows participant information for "Test Participant": Status: Active, Marital Status: Single, Gender: Female, Age: 63, and Date of Hire: 08/01/2000. Below this is a step indicator with three numbered boxes (1, 2, 3), where box 3 is highlighted. A table shows the disbursement details: Disbursement Type: Age 59 1/2 Withdrawal, Request Date: 04/19/2012. Below the table is a section for Vendor Information with a table containing columns: Vendor, Source, Account #, Amt Type, and Requested Amount. The table has one row: American Funds, 403b Roth, acct123, Full. At the bottom right of the table are two buttons: "Approval Letter" and "Done". The footer of the page shows "RelevantXchange -- © 2011. PlanServe Data Systems, LLC" and a zoom level of 100%.

MidAmerica  
Administrative & Retirement Solutions, Inc.  
1 Unique Street Duncansville, Pennsylvania 16635

Home My Account Contact Us LogOff

Selected Employer : Sample Mars

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Distribution

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3

Disbursement Type : Age 59 1/2 Withdrawal Request Date : 04/19/2012

Vendor Information

Vendor	Source	Account #	Amt Type	Requested Amount
American Funds	403b Roth	acct123	Full	

Approval Letter Done

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100%

- Your request is now approved.
- Click on the “Approval Letter” link for MidAmerica’s authorization of your request
  - You should forward the Approval Letter along with your completed distribution paperwork to your vendor for processing
- If finished, click Done

**Quick Tip:** Your Approval Letter will be archived in the *Transaction Review* section of your account. You can obtain it by clicking on the “View” link in the transaction request.

## Request Transfer (Contract Exchange or Incoming Plan to Plan)

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/transfer\\_request.aspx](https://fe2.midamerica.biz/participant/transfer_request.aspx). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. A banner displays the selected employer as "Sample Mars" with the address "1 Unique Street Duncansville, Pennsylvania 16635" and a welcome message for "Dummy Participant".

The breadcrumb trail indicates the user is at: Home --> Transactions --> Request Transfer.

A participant information box shows: Test Participant, Status: Active, Age: 63, Marital Status: Single, Date of Hire: 08/01/2000, Gender: Female.

Navigation tabs 1, 2, and 3 are visible, with tab 1 being the active step.

**Transfer Requirements**  
The available transfers under your plan are shown below. Please select the applicable vendors for your request. You will need to submit one request for each transfer.

When the request is submitted, you will be presented with an approval letter (PDF). Please print the document, attach it to your completed vendor request documentation, and send it directly to the vendor. If your preferred vendor is not listed, please contact our Customer Service Department at 866-873-4240 for more information or fax / mail your vendor paperwork to us for review. Our contact information can be found in the "Contact Us" section above.

Request Date : 04/19/2012  
Transfer Type : Select One  
Former Plan :

[Click here to add advisor information >>](#)

**Vendor Information**

**Transfer From Request :**

Vendor	Source	Account #	Amt Type	Requested Amount
> Select One	Select One	<input type="text"/>	Select One	<input type="text"/>

**Transfer To Request :**

Vendor	Source	Account #	Amt Type	Requested Amount
> Select One	Select One	<input type="text"/>	Select One	<input type="text"/>

Please be aware that per plan and IRS regulations, only approved vendors can receive transfers from other investment providers. The above list of available vendors includes those providers approved by your plan.

### **Screen1- please use this module to request either a contract exchange or incoming plan to plan transfer**

- Select Transfer Type from the drop down box (Incoming Plan to Plan or Contract Exchange)
  - If Incoming Plan to Plan, input the name of your prior plan in the "Former Plan" field
- Transfer From Request: select the Vendor Name, Source, Account Number, and Amount Type from the drop down boxes (if full or max, leave the Requested Amount blank).
  - Note: if the outgoing vendor is not listed, you will need to submit the vendor paperwork to us for review
- Transfer To Request: select the Vendor Name, Source, Account Number, and Amount Type from the drop down boxes (if full or max, leave the Requested Amount blank).
  - Note: IRS issues mandate that only approved vendors can receive transfers. Accordingly, only those investment providers are listed.
- Click "Next" to go to Screen 2

## Transfers- Screen 2

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/transfer\\_request\\_verify.aspx](https://fe2.midamerica.biz/participant/transfer_request_verify.aspx). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. The selected employer is Sample Mars, located at 1 Unique Street, Duncansville, Pennsylvania 16835. A welcome message reads "Welcome, Dummy Participant".

The breadcrumb trail indicates the user is at: Home --> Transactions --> Request Transfer.

The participant information section displays:

- Test Participant
- Status: Active
- Marital Status: Single
- Gender: Female
- Age: 63
- Date of Hire: 08/01/2000

Below this is a progress indicator with three steps: 1 (blue), 2 (green, active), and 3 (grey).

The request details section shows:

- Request Date: 04/19/2012
- Transfer Type: Contract Exchange
- Former Plan:

The Vendor Information section contains two tables:

**Transfer From Request :**

Vendor	Source	Account #	Amt Type	Requested Amount
> American Funds	403b (Pretax)	hjm,vhj	Full	0.00

**Transfer To Request :**

Vendor	Source	Account #	Amt Type	Requested Amount
> Red Funds	403b (Pretax)	hjkvhk	Full	0.00

The Terms of Agreement section includes a checkbox for "Sign Agreement" and a "Back" button. At the bottom right, there are "Cancel" and "Finish" buttons. The browser status bar shows the URL <https://fe2.midamerica.biz/participant/index.aspx> and a zoom level of 100%.

- Confirm the information on the screen is correct and read the Terms of Agreement which will serve as an electronic signature.
  - If you agree, click the “Sign Agreement” box
- Next, click “Finish” (lower right corner) to go to Screen 3

## Transfers- Screen 3

MidAmerica  
Administrative & Retirement Solutions, Inc.  
1 Unique Street Duncansville, Pennsylvania 16635

Home My Account Contact Us LogOff

Selected Employer : Sample Mars

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Transfer

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3

Request Date : 04/19/2012  
Transfer Type : Contract Exchange  
Former Plan :

Vendor Information

Transfer From Request :

Vendor	Source	Account #	Amt Type	Requested Amount
American Funds	403b (Pretax)	hjm,vhj	Full	

Transfer To Request :

Vendor	Source	Account #	Amt Type	Requested Amount
Red Funds	403b (Pretax)	hjkvhk	Full	0.00

Approval Letter Done

Do you want to open or save view.pdf (36.3 KB) from fe2.midamerica.biz?

Open Save Cancel x

- Your request is now approved.
- Click on the “Approval Letter” link for MidAmerica’s authorization of your request
  - You should forward the Approval Letter along with your completed distribution paperwork to your vendor(s) for processing
- If finished, click Done

**Quick Tip:** Your Approval Letter will be archived in the *Transaction Review* section of your account. You can obtain it by clicking on the “View” link in the transaction request.

# Request Loan

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/loan\\_request.asp](https://fe2.midamerica.biz/participant/loan_request.asp). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. Below the header, the selected employer is "Sample Mars" with the address "1 Unique Street Duncansville, Pennsylvania 16635". A welcome message "Welcome, Dummy Participant" is displayed. The breadcrumb trail shows the path: Home --> Transactions --> Request Loan. The user profile section identifies the user as "Test Participant" with status "Active", age "63", marital status "Single", and date of hire "08/01/2000". A progress bar with four steps is shown, with the first step highlighted. The "Loan Requirements" section explains the process of requesting a loan approval, requiring a completed vendor loan form and a PDF scan. The "Request Date" is "04/19/2012", and there is a link to "Click here to add advisor information >>". The "Vendor Information" section contains three fields: "Vendor" (a dropdown menu with "Select One"), "Source" (a dropdown menu with "Select One"), and "Account #" (a text input field). A note at the bottom of this section states: "If your preferred vendor is not listed, please contact our Customer Service Department at 866-873-4240 for more information or fax/mail your vendor paperwork to us for review. Our contact information can be found in the 'Contact Us' section above." At the bottom right of the form are "Cancel" and "Next" buttons. The footer of the page includes the text "RelevantXchange - © 2011. PlanServe Data Systems, LLC" and a zoom level of "100%".

**Request Loan**

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Loan

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3 4

**Loan Requirements**

This process initiates the request for a loan approval. You will need to complete your vendor's loan form and scan it as a PDF file. During the submittal process, you will be required to upload the vendor request form. If you are requesting a loan to purchase your principal residence, additional documentation such as a copy of your Home Purchase Agreement must be provided. The administrator will then review your request and make an approval determination.

Request Date : 04/19/2012  
[Click here to add advisor information >>](#)

**Vendor Information**

Vendor: Select One Source: Select One Account #:

If your preferred vendor is not listed, please contact our Customer Service Department at 866-873-4240 for more information or fax/mail your vendor paperwork to us for review. Our contact information can be found in the "Contact Us" section above.

Cancel Next

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100%

Please use this module to request a loan from your plan (general purpose or principal residence).

Input the necessary information as follows:

- Vendor Name- select your investment provider from the drop down box of approved vendors
- Source- select one of the sources from which you will be taking monies to fund your loan
- Click "Next" to go to Screen 2

## Loans- Screen 2

Browser address bar: [https://fe2.midamerica.biz/participant/loan\\_request\\_validate.aspx](https://fe2.midamerica.biz/participant/loan_request_validate.aspx)

MidAmerica  
Administrative & Retirement Solutions, Inc.  
1 Unique Street Duncansville, Pennsylvania 16635

Home My Account Contact Us LogOff

Selected Employer : Sample Mars

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Loan

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3 4

Loan Request

Request Date : 04/19/2012

Vendor Information

Vendor	Source	Account #
Security Benefit	403b (Pretax)	ergtaerg

Type	Minimum Term	Maximum Term	Minimum Amount	Maximum Amount
<input type="radio"/> Principal Residence	0	180	0.00	50000.00
<input checked="" type="radio"/> General Purpose	0	60	0.00	50000.00

Requested Term :  Amount Type :  Requested Amount :

Back Cancel Next

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100%

- Type: select the appropriate field (General Purpose or Principal Residence)
- Requested Term: Enter the desired loan repayment period in *months*
- Amount Type: Amount, Percent, or Max
- Requested Amount: If Max, leave blank. Otherwise, input the appropriate amount.
- Click Next

## Loans – Screen 3

MidAmerica  
Administrative & Retirement Solutions, Inc.  
1 Unique Street Duncansville, Pennsylvania 16635

Home My Account Contact Us LogOff

Selected Employer : Sample Mars

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Loan

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3 4

Loan Request

Loan Type : General Purpose Term in Months : 60 Request Date : 04/19/2012

Vendor Information

Vendor	Source	Account #	Amt Type	Requested Amount
Security Benefit	403b (Pretax)	ergtaerg	Percent	50

UPLOAD YOUR DOCUMENTATION HERE: This transaction requires you to upload documentation. Use the 'Browse' option to select a PDF file on your desktop. Then select upload to attach it to your request.

Browse... Upload

Terms of Agreement

By clicking on the below box, I hereby request that this application be submitted for review by the Third Party Administrator. I understand that the Third Party Administrator will confirm this request meets all applicable plan and regulatory provisions before approving. Additionally, if approved, I consent that it be processed accordingly by any related party including but not limited to the Third Party Administrator, investment provider, or my employer.

☐ Sign Agreement

Back Cancel Finish

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- Upload Your Documentation Here
  - Click on the Browse icon and attach the pdf file containing your vendor's signed loan request paperwork
  - Click "Upload" (right side)- the name of the uploaded file will appear to the right of the Browse icon
  - **NOTE: You can upload only files in pdf format to the website. Other formats such as Excel, Word, tif, etc are unable to be accommodated.**
- Read the Terms of Agreement which will serve as an electronic signature.
  - If you agree, click the "Sign Agreement" box
- Click "Finish" (lower right corner) to go to Screen 4

## Loans- Screen 4

The screenshot shows a web browser window with the URL `https://fe2.midamerica.biz/participant/loan_request_confirm.aspx?sra=3356&prvid=`. The browser's address bar and menu bar are visible. The page header includes the MidAmerica logo, the text "Administrative & Retirement Solutions, Inc.", and the address "1 Unique Street Duncansville, Pennsylvania 16635". Navigation links for "Home", "My Account", "Contact Us", and "LogOff" are present. A "Selected Employer : Sample Mars" banner is displayed. A welcome message "Welcome, Dummy Participant" is shown. A breadcrumb trail indicates the path: "Home --> Transactions --> Request Loan".

**Test Participant**

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3 4

**Loan Request**

Loan Type : General Purpose      Term in Months : 60      Request Date : 04/19/2012

**Vendor Information**

Vendor	Source	Account #	Amt Type	Requested Amount
> Security Benefit	403b (Pretax)	ergtaerg	Percent	50

**Attachments**

Attachment : TEST\_FILE.pdf

**Pending Approval**

Your loan request has been submitted to an Account Manager for review. If approved, your authorized vendor form will be forwarded per the application. Please contact our Customer Service Department at 866-873-4240 for more information.

Done

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100%

Your request has been submitted to an Account Manager who will review and confirm it is in compliance with the Plan Document and applicable IRS regulations.

If your request is approved, your authorized vendor form will be forwarded per the application.

**NOTE: If MidAmerica cannot approve your request, we will notify you by mailing a denial letter to your address on file.**

# Request Hardship Withdrawal

The screenshot shows a web browser window with the URL [https://fe2.midamerica.biz/participant/hardship\\_withdrawal\\_request.aspx](https://fe2.midamerica.biz/participant/hardship_withdrawal_request.aspx). The page header includes the MidAmerica logo and navigation links: Home, My Account, Contact Us, and LogOff. Below the header, it says "Selected Employer : Sample Mars" and "1 Unique Street Duncansville, Pennsylvania 16635". A welcome message "Welcome, Dummy Participant" is displayed. A breadcrumb trail shows "You are here: Home --> Transactions --> Request Hardship Withdrawal".

The main content area features a "Test Participant" section with the following details:

Status :	Active	Age :	63
Marital Status :	Single	Date of Hire :	08/01/2000
Gender :	Female		

Below this is a three-step process indicator with steps 1, 2, and 3. Step 1 is highlighted.

**Hardship Withdrawal Requirements**

This process initiates a request for a hardship approval. You will need to complete your vendor's hardship form and scan it as a PDF file. During the submittal process, you will be required to upload the vendor form and additional supporting documentation regarding both the amount and reason for your request. The administrator will then review the supplied documents and make an approval determination.

If your preferred vendor is not listed, please contact our Customer Service Department at 866-873-4240 for more information or fax / mail your vendor paperwork to us for review. Our contact information can be found in the "Contact Us" section above.

**Hardship Type :**   
**Request Date :** 04/19/2012  
[Click here to add advisor information >>](#)

**Vendor Information**

Vendor	Source	Account #	Amt Type	Requested Amount
<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text"/>	<input type="text" value="Select One"/>	<input type="text"/>

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Please use this module to request a hardship withdrawal from your plan.

Input the necessary information as follows:

- **Hardship Type:** select the reason for your hardship withdrawal from the drop down box
  - Note: IRS regulations mandate that hardship withdrawals can only be taken due to the six (6) reasons listed on the drop down box (medical bills, prevent eviction from home, etc.)
- **Vendor Information:** select the Vendor, Source, Account Number, and Amount Type from the drop down boxes (if full or max, leave the Requested Amount blank).
  - Note: If your vendor is not listed, please submit the investment provider's paperwork and supporting documentation to us for approval.
- Click "Next" to go to Screen 2

## Hardship Withdrawal- Screen 2

MidAmerica  
Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Hardship Withdrawal

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3

Hardship Type : Medical Request Date : 04/19/2012

Vendor Information

Vendor	Source	Account #	Amt Type	Requested Amount
American Funds	403b (Pretax)	ghdghj	Max	0.00

UPLOAD YOUR DOCUMENTATION HERE: This transaction requires you to upload documentation. Use the 'Browse' option to select a PDF file on your desktop. Then select upload to attach it to your request.

Browse... Upload

Terms of Agreement

By clicking on the below box, I hereby request that this application be submitted for review by the Third Party Administrator. I understand that the Third Party Administrator will confirm this request meets all applicable plan and regulatory provisions before approving. Additionally, if approved, I consent that it be processed accordingly by any related party including but not limited to the Third Party Administrator, investment provider, or my employer.

☐ Sign Agreement

Back Cancel Finish

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100%

- Upload Your Documentation Here
  - Click on the Browse icon and attach the pdf file containing your vendor's signed withdrawal request along with supporting documentation regarding both the reason and amount of your request
  - Click "Upload" (right side)- the name of the uploaded file will appear to the right of the Browse icon
  - **NOTE: You can upload only files in pdf format to the website. Other formats such as Excel, Word, tif, etc are unable to be accommodated.**
- Read the Terms of Agreement which will serve as an electronic signature.
  - If you agree, click the "Sign Agreement" box
- Click "Finish" (lower right corner) to go to Screen 3

## Hardship Withdrawal- Screen 3

The screenshot shows a web browser window with the URL `midamerica.biz/participant/hardship_withdrawal_request_confirm.aspx?sra=13681`. The page header includes the MidAmerica logo, navigation links (Home, My Account, Contact Us, LogOff), and the selected employer information: Sample Mars, 1 Unique Street, Duncansville, Pennsylvania 16835. A welcome message for 'Dummy Participant' is displayed. The breadcrumb trail indicates the user is at 'Request Hardship Withdrawal'. A participant summary box shows 'Test Participant' with details: Status: Active, Age: 63, Marital Status: Single, Date of Hire: 08/01/2000, and Gender: Female. A progress bar with three steps shows step 3 is active. The 'Hardship Type' is 'Medical' and the 'Request Date' is '04/19/2012'. A 'Vendor Information' table lists 'American Funds' with source '403b (Pretax)', account 'ghdghj', and amount type 'Max'. An 'Attachments' section shows 'TEST\_FILE.pdf'. A 'Pending Approval' box states the request has been submitted for review and provides contact information for the Customer Service Department. A 'Done' button is at the bottom right. The footer contains copyright information for PlanServe Data Systems, LLC.

MidAmerica  
Administrative & Retirement Solutions, Inc.  
1 Unique Street Duncansville, Pennsylvania 16835

Home My Account Contact Us LogOff

Welcome, Dummy Participant

You are here: Home --> Transactions --> Request Hardship Withdrawal

Test Participant

Status : Active  
Marital Status : Single  
Gender : Female

Age : 63  
Date of Hire : 08/01/2000

1 2 3

Hardship Type : Medical Request Date : 04/19/2012

Vendor Information

Vendor	Source	Account #	Amt Type	Requested Amount
American Funds	403b (Pretax)	ghdghj	Max	

Attachments

Attachment : TEST\_FILE.pdf

Pending Approval

Your hardship request has been submitted to an Account Manager for review. If approved, your authorized vendor form will be forwarded per the application. Please contact our Customer Service Department at 866-873-4240 for more information.

Done

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Your request has been submitted to an Account Manager who will review and confirm it is in compliance with the Plan Document and applicable IRS regulations.

If your request is approved, your authorized vendor form will be forwarded per the application.

**NOTE: If MidAmerica cannot approve your request, we will notify you by mailing a denial letter to your address on file.**

### Request Status

[https://fe2.midamerica.biz/participant/request\\_status.aspx](#)

File Edit View Favorites Tools Help  
Convert Select

Page Safety Tools

# MidAmerica

Administrative & Retirement Solutions, Inc.

Selected Employer : Sample Mars  
1 Unique Street Duncansville, Pennsylvania 16635

Welcome, Dummy Participant

You are here: Home --> Request Status

Test Participant

Status :	Active	Age :	63
Marital Status :	Single	Date of Hire :	08/01/2000
Gender :	Female		

## Pending

Workflow	Workspace	Business Event	Status	Received	Effective Date	Last Updated
> Hardship Withdrawal	Distribution	Hardship Withdrawal Wizard.04/19/2012.178	Active	04/19/2012	04/19/2012	04/19/2012
> Loans	Loan	Loans Wizard.04/19/2012.177	Active	04/19/2012	04/19/2012	04/19/2012
> Transfer	Review	Transfer Wizard.04/19/2012.175	Active	04/19/2012	04/19/2012	04/19/2012
> Disbursement	Review	Distribution Wizard.04/19/2012.164	Active	04/19/2012	04/19/2012	04/19/2012

## History

Workflow	Workspace	Business Event	Status	Received	Effective Date	Last Updated
> SRA Processing	Archive	SRA Wizard.04/19/2012.136	Approved	04/19/2012	04/19/2012	04/19/2012
> Hardship Withdrawal	Archive	Hardship Withdrawal Wizard.04/13/2012.135	Void	04/13/2012		04/18/2012
> Transfer	Archive	Transfer Wizard.04/01/2012.9	Approved	04/01/2012		04/01/2012
> Transfer	Archive	Transfer Wizard.04/01/2012.10	Approved	04/01/2012		04/01/2012
> Transfer	Archive	Transfer Wizard.04/01/2012.8	Approved	04/01/2012		04/01/2012
> Disbursement	Archive	Distribution Wizard.04/01/2012.6	Approved	04/01/2012		04/01/2012
> Disbursement	Archive	Fax.03/20/2012.113	Approved	03/20/2012		03/20/2012
> SRA Processing	Archive	Fax.12/29/2011.4	Approved	12/29/2011	01/31/2012	12/29/2011
> Hardship Withdrawal	Archive	Fax.10/20/2010.121	Approved	10/20/2010		10/21/2010

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This screen outlines all Transaction Requests which are either pending or have been processed in your account per our database.

The Pending transactions are listed at the top.

The archived transactions are listed in the lower section labeled **History**.