



# Electronic Delivery

## OVERVIEW

Regulations have been established that allow Plan sponsors to electronically deliver required Plan notices and disclosures to participants via email, commonly referred to as e-delivery or wired at work depending on retirement Plan type.

Documents covered by e-delivery rules include but are not limited to:

- Statements
- Prospectus
- Fee Disclosures
- Summary Annual Reports (SARs)
- Summary Plan Descriptions (SPDs)
- Initial and Annual Required Notices

**NOTE:** Participants may request paper versions of documents and notices online or by contacting an Empower Representative.

### **Notice of Default Electronic Delivery**

In alignment with applicable regulations, an Initial Notice of Default Electronic Delivery is mailed in paper form to individuals prior to delivering any documents electronically.

Empower's initial e-delivery notification is mailed to all impacted individuals with an email address on file and provides the following information:

- Individual's email address(es) on file to be used to deliver documents electronically.
- Instructions for accessing notices and documents that are electronically delivered.
- How long electronically delivered documents are available.
- Instructions for updating communication preferences to opt-out of electronic delivery if so desired.

If information provided in the initial notice is accurate, no further action is necessary. If updates are required, individuals may contact an Empower Representative according to the contact information provided in the initial notice.

### **Delivering Notices Electronically**

When a new required notice or disclosure becomes available for e-delivery, a Notice of Internet Availability (NOIA) is emailed to impacted participants and contains the following information:

- Name and description of required document or notice.
- Website address or URL where the document or notice is posted for review.
- Instructions for accessing the document.
- Instructions for updating communication preferences to opt-out of electronic delivery if so desired.

Participants may not opt-out of the NOIA email as it is required for electronic delivery. If participants do not want to receive the NOIA email, they must opt-out of electronic delivery and receive physical copies of all required notices and disclosures going forward.

If an NOIA email is returned undeliverable, Empower attempts to resend the NOIA over a 24-hour period. If the NOIA cannot be successfully sent via email, the required notice or disclosure and any subsequent documents are delivered by mail. Participants are sent a separate letter notifying them that their email address is invalid and instructing them to update their email address online.

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## Plan-Level Settings

The Plan-level default e-delivery setup is to send all applicable notices and disclosures electronically to participants unless otherwise directed by the Plan Administrator. Default email addresses used vary by Plan type as follows:

- **403(b) Plans:** All required notices and disclosures are sent electronically to the participants' work email. If the participant's work email address is not on file, then applicable notices and disclosures are mailed to the participant's address of record.
- **Non 403(b) Plans:** All required notices and disclosures are sent electronically to the participants' work email (or personal email if work email is not on file). If the participant's work or personal email address is not on file, then applicable notices and disclosures are mailed to the participant's address of record.

**NOTE:** Additional fees may apply for mailing such documents as outlined in the Plan's Services Agreement.

## Participant Communication Preferences

Participants may customize communication preferences independent of the Plan-level electronic delivery settings. Plan-level settings are only used by default when participants do not designate their own communication preferences.

The non-discretionary recordkeeping and administrative services described in this Service Overview are general in nature and reflect the standard service offering. Service descriptions are not specific to any plan provision or administration practice. The recordkeeper may agree to provide an alternate service arrangement, as applicable, if separately requested by the Plan Sponsor. FOR ADVISOR/PLAN SPONSOR OR TPA USE ONLY. Not for use with Plan Participants