



Uncashed Checks

OVERVIEW

When a retirement account withdrawal is processed and proceeds are delivered via check, the check is mailed to the payee's address of record (AOR). Examples of a payee could include a participant, beneficiary, rollover institution, or other alternate payee.

Checks issued by Empower are generally valid for six months (180 days) from the date of issue. The uncashed check process applies to either of the following scenarios:

- Active checks returned from the United States Postal Service (USPS) or alternate carrier as undeliverable without a forwarding address.
- Checks neither cashed nor deposited within 180 days of the date of issue.

On a semi-annual basis, Empower completes the following to assist the Plan Administrator with the uncashed checks process:

- Issues a stop payment for all uncashed checks older than 180 days.
- For checks greater than \$25.00, sends a Stale-Dated Check Notification to the payee.

If the payee does not respond with alternate direction within 30 days (or for uncashed checks less than \$25.00), Empower escheats the uncashed check proceeds to the payee's state of residence.

NOTE: Each state's Unclaimed Property Laws require that Empower send written notice to the apparent owner's last known address stating that the property is being held and may be turned over to the State Treasurer of the state, which they reside

Address Updates

Empower does not accept address updates directly from participants while they are still actively employed by the sponsoring Plan. Address updates for active employees must be transmitted to Empower via the Plan's payroll/contribution or demographic data submission. However, Empower does accept address updates directly from participants once terminated.

If uncashed checks are returned undeliverable (with no forwarding address) and the payee's new address either cannot be located or cannot be updated via the Plan's payroll/contribution or demographic data submission, then Empower places a mail hold on the payee's account.

NOTE: The Plan Administrator retains responsibility for conducting any due diligence required to locate lost participants (unless other arrangements have been made with Empower as outlined in the Plan's Services Agreement).

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