



Servicing all of your retirement needs for over 25 years!

PenServ

PLAN SERVICES

401(k) • 403(b) • 457 • IRA • Qualified Plans • HSA • ESA

For over 25 years, PenServ Plan Services, Inc. ("PenServ") has delivered an extensive array of technical products and services to the retirement plan field that includes technical consulting, prototype retirement plans and training programs for investment professionals, employers and practitioners.

The PenServ Consulting Group handles clients' questions via a telephone hotline service, publishes periodic newsletters, offers a selection of technical manuals written in manuscript format with thousands of authoritative citations, and assists plan sponsors with compliance reviews and complex correctional procedures. More than 2000 major banks, mutual fund companies, brokerage firms, broker-dealers, plan administrators and investment advisors rely on PenServ for answers to complex questions and compliance with IRS and DOL regulations.

Additionally, PenServ provides extensive technical training programs attended each year by more than 2,500 retirement plan managers, service representatives, brokers and practitioners. In the mid-1990's, PenServ added daily recordkeeping services that include voice response, participant and plan sponsor Web access, electronic trading and participant communications/enrollment programs. Each of our principals has over 25 years' experience in retirement plan consulting and administration.

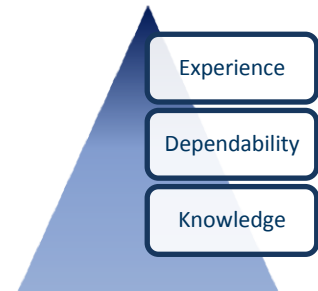
PenServ is certified as a Women's Business Enterprise by the WBE National Council and by the Woman Owned Small Business (WOSB). Additionally, our firm is audited annually by an independent CPA firm to ensure that all processes and transactions are Level II SAS-70 (beginning in 2012, Level I SOC) compliant. This report is generally used by auditors of the employer to provide assurance that funds and participant records are handled according to written standards and approved methods.

As a Third Party Administrator, PenServ services more than 3,000 retirement plans, ranging from 1 participant to 25,000 participants, including qualified plans, 401(k)s, governmental 401(a)s, 403(b)s, 457(b) and 457(f) plans, SEPs and SIMPLE IRAs, and 125 Plans.

PenServ's consulting division can assist in correcting plan failures (including submitting under the IRS/DOL correction procedures); draft customized plan documents; perform internal reviews of employers or financial institutions retirement plan procedures; take care of all of your training needs, whether you are the employer or a financial institution.

On the following pages is a list of some of the products and services that PenServ can offer your institution.

The following pages describe the above referenced services. Contact our consulting office at 215-444-9812 if you are interested in learning more about these products or services.





PRODUCTS & SERVICES

Our Prototype Plans include:

- Qualified Plans (from small business to large plans; money purchase, profit-sharing, 401(k)s; both standardized and nonstandardized plans; Multiple Employer Plan Options)
- Volume Submitter 401(a) Plan for Governmental Entities (both Money Purchase and Profit-Sharing versions are available; and Multiple Employer Plan Option)
- 403(b) plans for non-profits (both ERISA and nonERISA); and K-12 plans (awaiting final guidance from IRS to submit prototype plans);
- Church Plans under 403(b)(9); and nonelecting Church plans under 403(b)(1)/(7)
- SEP and SIMPLE-IRA prototypes also available

Non Prototype Plans include:

- Traditional and Roth IRAs
- Coverdell ESA Accounts
- 457(b)/457(f) plans – both governmental and tax-exempt employers
- Health Savings Accounts (HSAs)
- 125 Cafeteria Plans (HSAs, HRAs, POP, Flexible Spending Accounts)
- 403(b) Custodial Agreements/ORP Custodial Agreements

PenServ also offers other services for your financial institution:

- Restatement/Document Maintenance services for all of your employer plans;
- Assistance with plan corrections and filing with IRS under EPCRS for compliance letters for your customers;
- For ERISA Plans, assistance with plan corrections through Department of Labor's VCP for "no action" letters for your customers;
- Internal review/audit of plan documents and operations at the institution (for all products including, IRAs, SEPs, SIMPLEs, qualified plans, 403(b), 457(b), and 457(f) or other Top Hat plans.



PenServ offers a complete selection of technical manuals called "**PenServ TechSeries**".

A series of periodically-updated technical manuals, available in an easy-to-use interactive electronic version, are all written in complete manuscript format. Each manual contains literally hundreds of authoritative footnotes, which provides the reader with that extra credibility when faced with a difficult question or situation. Manuals are available for the following:

Volume 1 - IRAs: Traditional, Roth, Coverdell ESA - Covers all of the contribution and distribution rules with respect to Traditional and Roth Individual Retirement Accounts, as well as Coverdell Education Savings Accounts. The Manual contains a detailed analysis of the reporting requirements as well as extensive discussion on Required Minimum Distributions (RMDs), from calculating the minimum to reporting the RMDs.

Volume 2 - SEP and SIMPLE Plans - Covers all of the rules with respect to Simplified Employee Pension Plans (SEPs), Salary Reduction SEP Plans (SARSEPs) and SIMPLE IRA plans whether the plan covers only the owner of the business or if other employees are also eligible to participate. This manual also covers social security integration rules for SEPs and detailed information on the SIMPLE IRA plan and its unique features.

Volume 3 - Qualified Plans for Small Businesses - Covers all of the rules with respect to defined contribution qualified plans (profit-sharing and money purchase) where the business owner is the only plan participant or the plan only covers a small number of employees. This manual also contains a chapter regarding 401(k)s for the small business.

Volume 4 - 401(k) Plans - Covers information pertaining to the general requirements for 401(k) plans, eligibility, contribution and deduction rules, coverage, minimum participation, average deferral percentage (ADP), excess contributions, excess deferrals, employee and employer matching contributions, excess aggregate contributions, distributions, minimum vesting and forfeitures, top-heavy plans and IRS examination guidelines. Included in this manual is also detailed information on the Safe Harbor 401(k) and the SIMPLE 401(k) plan.

Volume 5 - 403(b) Plans - Covers eligibility, funding vehicles, salary reduction arrangements, contribution limits, nondiscrimination, distribution provisions, how to handle excess amounts, 70½ distributions, and corrections under EPCRS (Employee Plans Compliance Resolution System). Also the differences between an ERISA 403(b) and a Non-ERISA 403(b) are covered. There is a detailed chapter in this manual covering the uniqueness of a Church Plan or RICA (Retirement Income Church Account) and the rules surrounding 403(b)(9) Plans.

Volume 6 - 457 Plans - Covers the requirements for an Employer 457 Plan, from set-up to annual administration. This manual is part of the 457 Plan Package to which a financial institution can subscribe. The Table of contents for this product will also refer to the documents contained in a particular section of the Manual.

Volume 7 - Health Savings Accounts - Covers the requirements for an individual to be eligible to establish an HSA, the contribution limits, rollovers and transfers, distributions and compliance issues. It also covers the rules applicable to an eligible High Deductible Health Care Plan (HDHP).



PenServ offers a complete selection of training opportunities!

PenServ has a long-standing reputation for providing informative, candid, and up-to-the-minute instruction on a variety of retirement plan topics on every level, from training beginners to continuing education for experienced professionals.

There are two distinct conferences that are designed to accommodate all of your organizations' educational needs:

- **PenServ IRA Academy** - The IRA Academy is a three and one-half day training session held once each year. The curriculum provides a comprehensive review and practical application of Roth and Traditional IRA rules for both the seasoned veteran and those just entering the IRA arena. This in-depth training session combines classroom instruction and multimedia presentations in order to provide students with an ideal learning environment.
- **PenServ Employer Plan Institute** - Our three and one-half day Annual Conference is a high-level symposium providing important updates on IRAs, small business plans, 401(k)s and 403(b)s, along with other legislative and regulatory updates. Offering a cafeteria-style break-out approach to the classes offered, the interactive conference allows ample time to address a variety of subjects including: Rollovers & transfers; Return of excess; Required minimum distributions; Attendee-requested topics...and more

Each Conference is the perfect environment for education, networking, and more.

In-House Training - Does your business prefer instruction on a more exclusive level? If this is the case, you might consider in-house training. PenServ offers a wide selection of training programs or can customize one to satisfy your needs.

In-house training allows our consultants to come to your location and offers the convenience of tailoring a training program specifically to meet your employees' needs. It also allows more team members the opportunity to attend the needed training instead of only a select few. Call for cost and scheduling information.

Training Programs/Topics include: Qualified Plans (from small business to large plans; money purchase, profit-sharing, 401(k)s); 403(b) plans (ERISA and nonERISA); 457(b) and (f) plans; Required Minimum Distributions; Traditional IRAs; Roth IRAs; Portability; Plan Compliance and testing; or call us and we will customize training for your organization. ERPA Training classes are also available for the new IRS designation.

Webinars – Check our website for a list of scheduled webinars. To suggest your own webinar topic, or for more information, please email eileen.king@penserv.com.

CE credits for all training classes and continuing education credits available for most ASPPA certifications.



PenServ offers Institution and Advisors Newsletters

IRAPlus - IRAPlus is a monthly technical publication covering current developments with respect to traditional IRAs, Roth IRAs, Coverdell Education Savings Accounts, SEPs, SIMPLE Plans, Health Savings Accounts (HSAs), qualified plans, 403(b) plans and 457 plans. Written by experienced retirement plan professionals, **IRAPlus** will keep you up-to-date and in-the-know concerning all aspects of retirement plan technical rules. Each year PenServ publishes an extensive Reporting Edition, exclusively for **IRAPlus** subscribers, which covers all areas of retirement plans and the required tax reporting.



The PenServ TechLine™ - The answers to all your retirement plan questions can be just a phone call away. The PenServ TechLine is a telephone consulting service staffed by experienced retirement plan professionals. The TechLine provides immediate answers to all your retirement plan questions. A 12-month subscription allows 5 callers (additional charge for more callers) of your choice the ability to access our consultants Monday-Friday during normal business hours. Messages can be left via voice mail and your call will be returned no later than the next business day.

PenServ Compliance Services Include:

- Review and evaluation of the compliance issues
- Determination of procedure to follow
- Explanation of the process
- Correcting the defect, if required
- Preparation and submission of EPCRS filing
- Internal reviews (audits) of your own retirement plan department are also available.

PenServ can prepare EPCRS Submissions for All Employer Plans including:

- SEPs/SARSEPs
- SIMPLE IRAs
- 403(b) plans
- Qualified Plans including 401(k)s
- 457(b) plans for governmental entities

PenServ Document Services and Plan Design Services

When a plan is received by PenServ, the plan provisions are outlined and reviewed by our Consulting Division. The review includes a comparison of the plan provisions to the most current regulations to ensure the program is in compliance with all IRS and DOL regulations. This Group also considers the employee census, last valuation, and make-up of the management group to ensure the plan provisions meet the goals outlined by the employer.

In most cases today, IRS approved prototype or volume submitter documents are used to qualify a plan. However, if your plan requires an individually designed document, our Consulting Group can assist you with the design and submission to IRS.

- Review of existing document and forms
- Offer Assistance with Plan Design Features that may be advantageous to the Employer
- Comparison of documents to administrative practices
- Recommendation for updates (if necessary)
- Preparation of Plan Document
- Summary Plan Description
- Administrative Forms
- Distribution of SPD and Plan Forms to employer web site
- Submission to IRS (if required)

**Product Development**

The PenServ Marketing Group is available to provide assistance with product development, implementation and administration. Qualified plan, 403(b), 457 and IRA document packages, mutual fund platforms and web applications can be customized to meet your needs.

Individual Brokers

A PenServ Marketing Specialist can assist you with plan analysis, program design and presentation to employers seeking a new solution to meet changes in employer demographics, new regulations or improvements to existing benefit plans. Our marketing specialists are positioned throughout the country to assist with presentations to clients and provide service to local clients.

To speak with a Customer Service Representative or request a proposal call us at: 1-888-473-7888 or email us at marketing@penserv.com.