



PLAN ADMINISTRATOR GUIDE

What do I tell employees who want to enroll in the plan?

Please provide the employee with the FAQ sheet.

There are two steps to the enrollment process:

1. Enroll in the plan. This step includes electing the amount of payroll deductions as well as the allocation to the investment options.

Paychex Retirement Services has a very automated enrollment and account maintenance process through their website, **<https://benefits.paychex.com>**. Participants should be encouraged to use the website to enroll in the Convo 401(k) plan as it is the most efficient process.

However, if they prefer to enroll over the phone or by paper application, they may do so by calling **1-877-244-1771**, retirement services option, or faxing the enrollment form to Paychex Retirement Services at 585-389-7252. Note: employees should still sign up for online access through <https://benefits.paychex.com> at some point in order to view balances and make changes to their accounts

2. Complete a Beneficiary Designation Form and return to Convo's Human Resources Department. Convo's HR department should file this form in the employee's personnel record. **DO NOT SUBMIT THIS FORM TO PAYCHEX.** In the event of an employee's death, Paychex will request the beneficiary information from Convo.

What forms does the employer need to keep on file available to distribute to plan participants?

- Participant FAQ sheet
- Enrollment form for those who want to enroll by paper form
- Beneficiary Designation Form for those who want to add or change a beneficiary on their plan
- Retirement Plan Services Employee Rollover Form for those participants who want to rollover funds from a former employer plan into Paychex

How do employees who are separated from service make a withdrawal from the plan?

Terminated employees should call Paychex at **1-877-244-1771** to make a withdrawal. Active participants are not permitted to take withdrawals from their accounts. They may only take a loan against their balance. Loans are processed online at <https://benefits.paychex.com>

What services are available on the Paychex Retirement website?

At <https://benefits.paychex.com> , participants can do the following:

- Enroll in the plan
- Establish or change payroll deductions
- View account balances and rate of return and loan balances
- Make fund exchange transactions
- Select or change the fund allocations where their payroll deductions are invested
- Process loans and check on status of loans
- View account balances and rate of return
- View fund performance
- Utilize calculators such as net pay calculator and retirement calculators
- Explore Tools and Learning topics..... and much more!

Does Convo match contributions?

For eligible employees, Convo Communications matches \$0.25 for each \$1 the employee contributes, up to 4% of the employee's salary. *Note: Employer contributions are subject to a four-year vesting schedule with 25% vesting for each year of service.*

How do employees rollover funds from their former employer's retirement plan into the Convo 401(k) plan?

Employees must contact their former employer's plan to initiate the rollover from their plan to your Convo Communications 401(k) plan. All checks will need to be made payable to "Paychex." Convo should also provide the employee with the Paychex [Retirement Services Employee Rollover form](#) to submit to Paychex along with the rollover check that they receive from their former employer.

Who should Convo Plan Administrators contact with questions?

Convo [Human Resources](#) should contact Kramer Wealth Managers (KWM) for most questions. Email retirement@kramerwealth.com which will automatically forward to several KWM employees. Phone calls should primarily be directed to Danny Lacey at 512-410- 0739 (VP). They can also be directed to Lee Kramer 240-439-6889 VP or Lisa Dewing 240-379-6929, x1301 voice.

Please note that plan PARTICIPANTS should be directed to contact Paychex Retirement Services for most questions- 1-877-244-1771 (v). They should only need to contact Kramer Wealth Managers for advice on investment allocations.