

SchoolsFirst FCU Plan Administration:

Plan Vue® Guide for Participants





SchoolsFirst Federal Credit Union (FCU) Plan Administration: Plan Vue Guide for Participants

Welcome to the SchoolsFirst FCU Plan Vue® Guide for Participants. The following guide was assembled to introduce you to the Plan Vue system. We have included an orientation to the key functions of the system as well as answers to some of the most Frequently Asked Questions we receive.

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Contact Us

Our goal as your district's 403(b)/457(b) Plan Administrator is to provide you with the very best personal service. For assistance with the Plan Vue system, please contact a SchoolsFirst FCU Third Party Plan Administrator:

Phone: 800.462.8328, ext. 4727

Email: retirement@schoolsfirstfcu.org

Hours:

Monday through Friday: 7 a.m. to 7 p.m.

Saturday: 9 a.m. to 3 p.m.



Accessing Plan Vue

New Users:

To access the Plan Vue website as a Participant, please complete the following steps:

1. Visit https://pa.schoolsfirstfcu.org

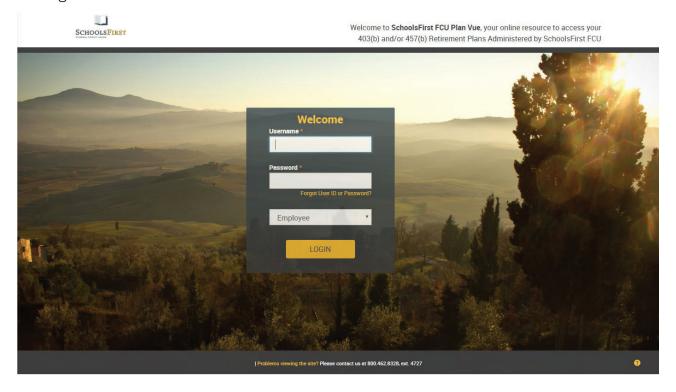
Note: System Requirements

Plan Vue requires your computer to have the most updated version of web browser and/or Java available. It is compatible with Mozilla Firefox, Google Chrome, Apple Safari, and Microsoft Internet Explorer 9.0+. If you are experiencing issues accessing the site or uploading files, an out of date browser or Java version is most likely the cause. To determine the specific issue, use the link at the bottom of the site titled "Problems viewing the site?". Once the Browser Compatibility results appear on the screen, contact your district's IT department for assistance with upgrading your computer.

If you are experiencing formatting issues, the issue may be different. It is recommended that Plan Vue be accessed in Internet Explorer or Google Chrome as Mozilla Firefox will transfer any customization made to the browser over to Plan Vue which could result in screen distortion.

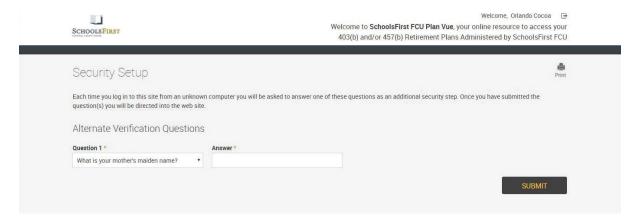
If neither of these solutions resolves your issues, contact a Plan Administrator at 800.462.8328, extension 8793 and we will be happy to assist you.

- 2. **User ID:** Enter your 9-digit social security number (without dashes or spaces)
 - Note: This information is encrypted and is not shared with any third party
- 3. **Password:** Enter the last 4-digits of your social security number *Note: This information is encrypted and is not shared with any third party*
- 4. Select Role: Select **Employee** in the drop-down menu
- 5. Click Login



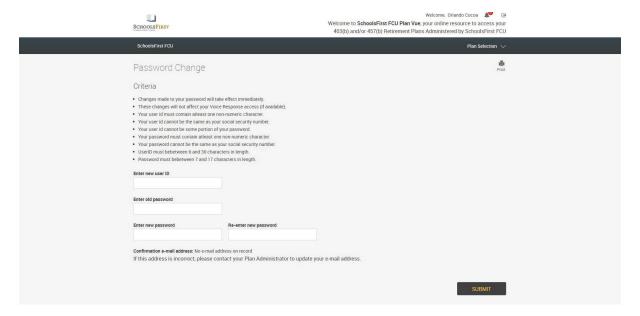


Select an Alternate Verification Question that will be asked when you log in on a new computer;Enter the answer to the question you choose in the answer box and click Submit



7. Create a new **User ID** and **Password** (your selections must meet the listed requirements); Your **Previous**Password is the last 4-digits of your social security number

Note: You will only need to complete the password change process once as the Plan Vue password never expires.



Password Requirements:

- Minimum of 7 characters
- Maximum of 17 characters
- Must contain at least 1 letter
- · Cannot match your User ID
- Case-sensitive
- Cannot match your User ID
- Case-sensitive



8. Click **Submit** to confirm your User ID and Password change, and then click **Continue** on the pop-up screen



9. You will be taken to the **Personal Info** tab to enter an email address and update your preferences. Your email address will be used to send you confirmations of your salary reduction changes.



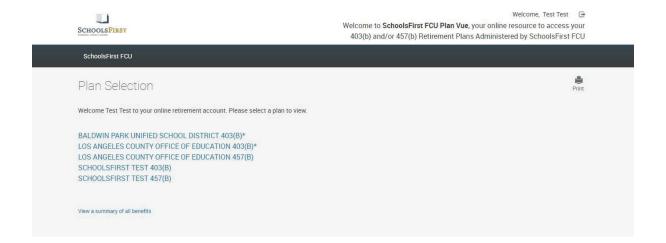


Plan Selection

Once you have successfully logged into Plan Vue, **select the plan** you would like to enter by clicking on the name of the plan type.

An asterisk (*) next to the plan name denotes that your district has elected to offer the Roth 403(b) option as a part of the 403(b) plan. The Roth post-tax deferral and 403(b) deferral information will be communicated together as they are the same base plan type.

Note: Plan Vue keeps the 403(b) and 457(b) plans separate and will only communicate information regarding that plan in the designated profile.

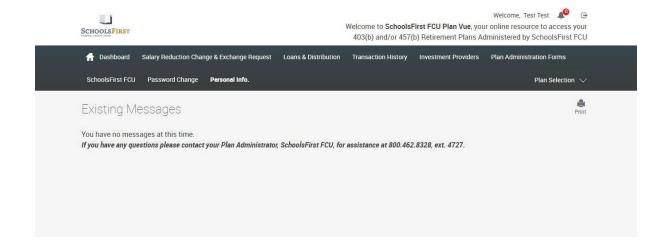




View Your Messages

On your **Existing Messages** page, you will find important messages sent by your Plan Administrator communicating regulatory changes and important reminders.

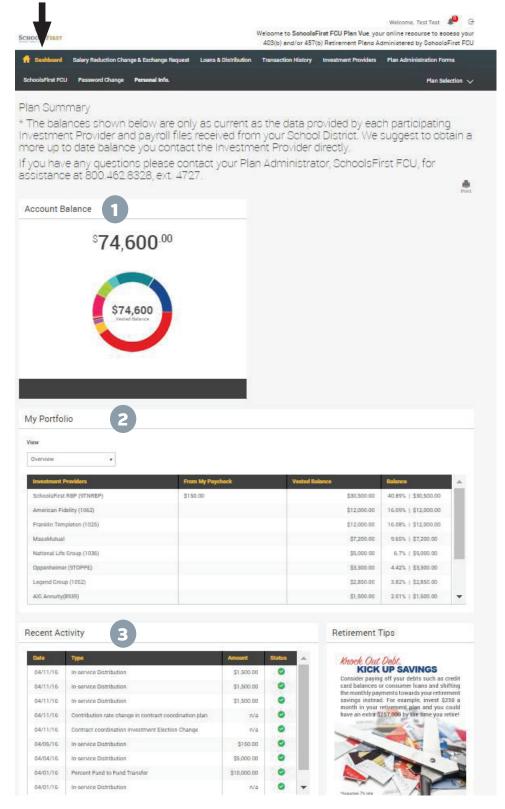
Click on the message title to open and read details of the message. Once you have read the message, you may delete it from your message inbox by selecting the box below **Delete Message(s)** and clicking **Submit**.





Plan Summary (Dashboard)

To view a summary of your plan participation, click the **Dashboard** tab located at the top of the page. In the image below, the number in the circle corresponds to the descriptions of each section.



1 Account Balance

A summary of the amount you have deferred from the time you entered the SchoolsFirst FCU Plan and YTD, broken down by Plan Type.

2 My Portfolio

A summary of the amount you have deferred and are currently deferring to each yendor.

3 Recent Activity

Shows amount deferred for the most recent payroll cycles and the date the deferrals were processed and sent to your investment provider.

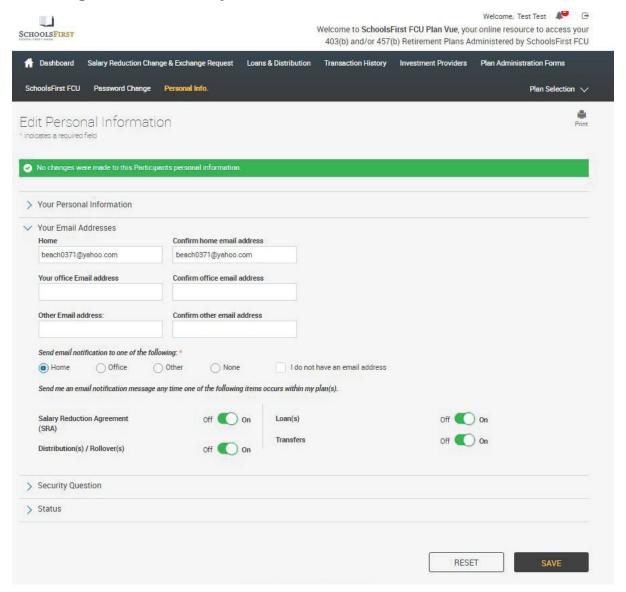


Setting Up Notifications

Once you set up your Plan Vue profile, go to the **Personal Info** tab located at the top of the page and click on **Your Email Address**. Select the button next **to** the **Salary Reduction Agreement (SRA)** label to turn it on. If this is not selected, email notifications cannot be sent. You may also elect to have your confirmations sent to your home, office or other email address in this location. Click **Save** at the bottom of the page to save your changes.

Note: Currently we send notifications for any SRA that is submitted through Plan Vue or via fax. Additional notification options will be available once the system is used for processing those transactions.

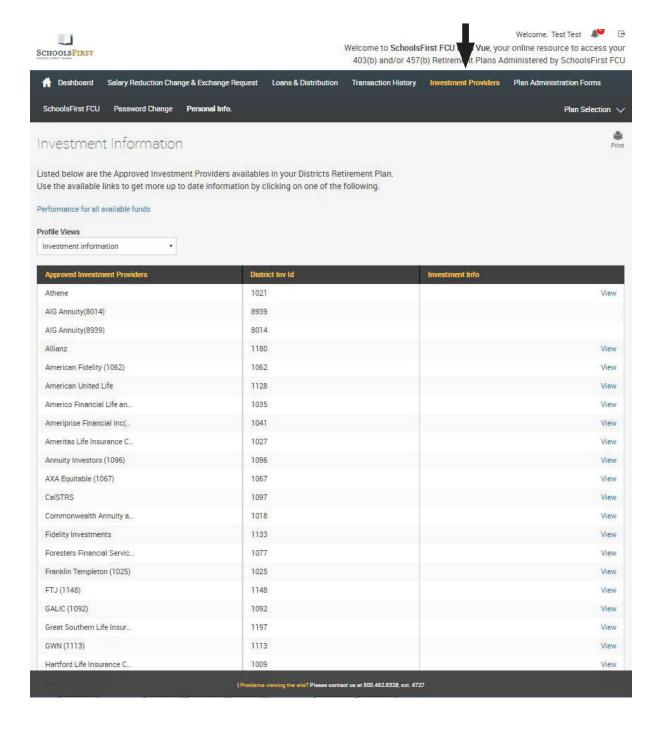
You can also manage the email address you would like notifications to be sent to.





Investment Providers

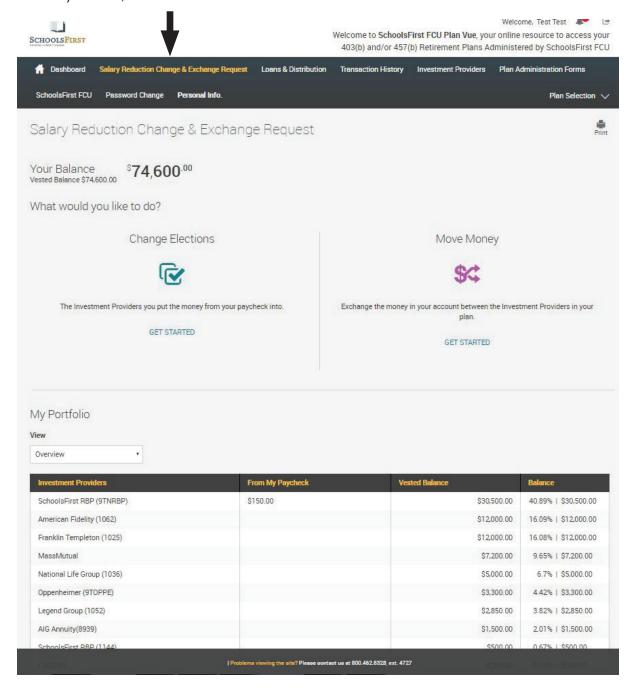
Your district has a unique list of 403(b) and/or 457(b) Investment Providers available to you. If you are looking to invest in a 403(b)/457(b) or would like to switch to a new Investment Provider, the Investment Provider page offers links to each of the investment providers available under your district's plan.





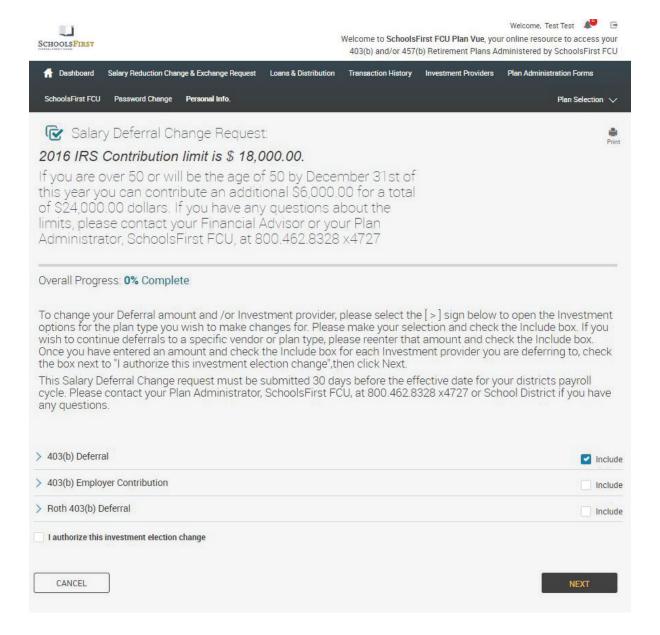
Salary Reduction Change

On the **Salary Reduction Change** tab located at the top of the page, you can start deferrals, change your deferral amount/vendor, or terminate future deferrals.



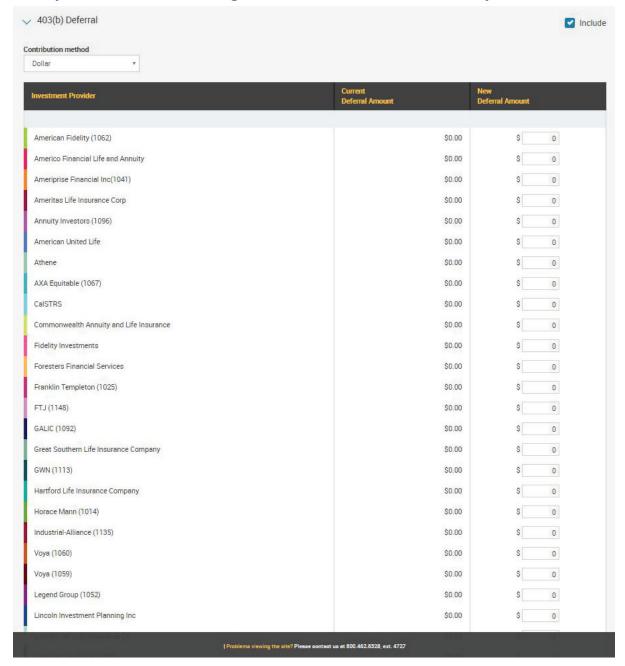


1. **Salary Deferral Change Request:** Click on the arrow to the left of the deferral type you would like to make changes to; this will expand the list of eligible Investment Providers available through your district's plan. You will need to check the box that says "Include" in order to submit a change for the deferral type you selected. Changes for more than one deferral type may be submitted at the same time, but the "Include" box must be checked or they will be skipped.





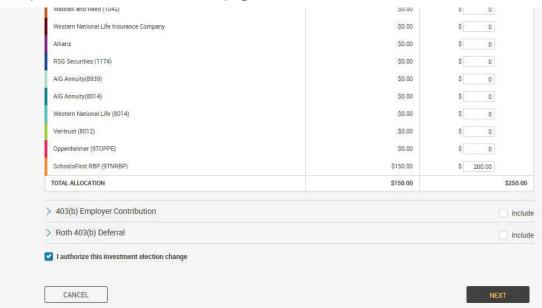
2. Current Deferral Amount: If your district allows you to choose a dollar deferral or a percentage deferral, you will have the option of making the change via the drop down at the top of the list of Investment Providers. Your current deferral amount will show in the Current Deferral Amount Column. If you do not have an existing deferral this column will not have any values entered.



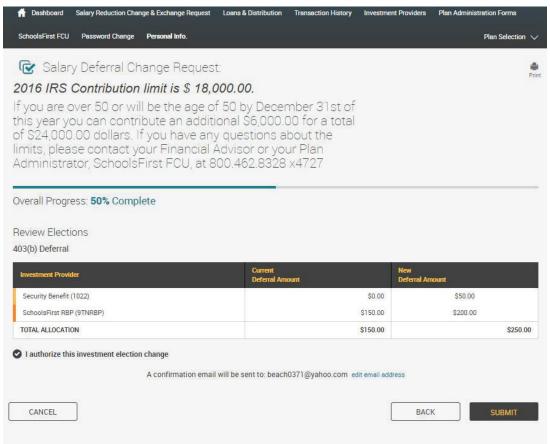
3. **New Deferral Amount:** Enter your deferral amount(s) in the **New Deferral Amount** column. Find the box that corresponds with your Investment Provider and enter the amount there. If you wish to continue an existing deferral to a vendor, and are adding or changing another vendor, you will need to enter amount you are retaining in the box that corresponds with that vendor. If you do not, the deferral to that vendor will be cancelled.



- 4. **Total Allocation:** Ensure that your total deferral amount in the New Deferral Amount column matches the full amount you are electing to defer inclusive of all Investment Providers for that plan type.
- 5. **Authorization:** Click the 'I authorize this investment election change' box in order to authorize your elections and proceed to the confirmation page.

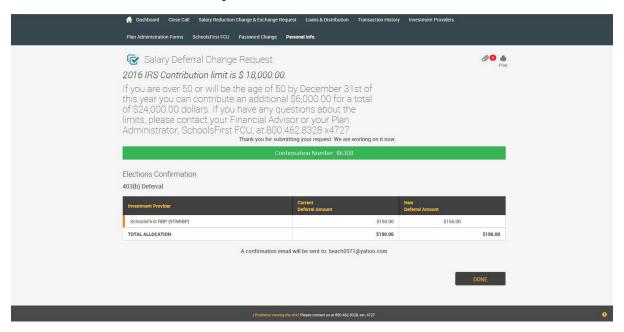


Submit: Review your Current and New Deferral Amount(s) for accuracy. If they are correct, click Submit.





7. **The Salary Reduction Agreement:** A confirmation number will appear when the system has finalized your request. A copy will be stored for you and can be accessed via the **Plan Summary** page under **Transaction Confirmations**, should you need it in the future.



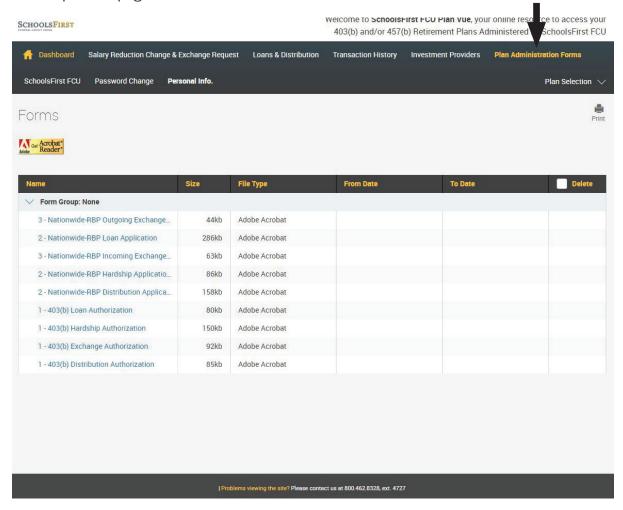
Important information to note about your deferral elections:

- Salary deferral requests must be submitted **30 days** before the effective date for your districts payroll cycle
- If your request is not submitted in time to make the change requested for the current pay cycle, it will be effective for the following pay cycle
- Online salary deferral changes are submitted to your district the following business day; Your changes will be applicable for the next available date
- The change submitted online will supersede any instructions that you currently have on file
- If multiple changes for the plan are submitted on the same day, the last entry will be considered the requested change
- If you wish to continue an existing deferral to a vendor, and are adding or changing another vendor, you will need to enter the vendor and amount you are retaining; If you do not, the deferral to that vendor will be cancelled
- If you want to have different amounts for future payroll deferrals, you will need to submit a change during each deferral period; The Plan Vue system does not allow future dated requests
- An account must be established with the Investment Provider prior to submitting a SRA
- Deferrals sent to an Investment Provider without an active account will result in a returned contribution



Forms

PDF copies of our most commonly used forms have been provided on the **Plan Administration Forms** tab located at the top of the page.





Frequently Asked Questions

The following is a list of Frequently Asked Questions we commonly receive from our Participants.

Q. Where do I go to change my deductions?

A. Once you have logged in to the Plan Vue system, you can make changes to your deductions under the 'Salary Reduction Change' tab located at the top of the screen.

Q. How do I access my other 403(b)/457(b) plan?

A. In the upper right hand corner of each screen there is a drop down named **Plan Selection**. When you click on the drop down arrow, there will be a list of your available plans and you may choose the plan you would like to enter.

Q. Why don't my balances match my Investment Provider statement?

A. The balance information has to come from your Investment Provider. We might not receive a regular electronic data feed or any data feed at all from your Investment Provider. In which case, the balance you see in Plan Vue will be the cumulative value of your deferrals that have been uploaded into our system, not the actual account value.

Q. I see my deferral balance on Plan Vue, why doesn't that amount match the amount I have deferred this year?

A. We rely on our school districts to provide us with payroll data so we can present it to you in Plan Vue. If we are not the common remitter for your school district, we may not receive payroll files on a consistent basis. Thus, we are only able to present you with the information we have received.

Q. What happens if I enter multiple changes for the same dollar amount?

A. If you enter multiple changes on the same day or for the same dollar amount, the system should only recognize the last change you requested and that is what will be sent to your district. It is always a good idea to check back the next day to verify that your deferral request reflects as you would like it to so we can make corrections if necessary.

Q. Who do I contact if I don't see the new school district I started working for when I log in?

A. Please contact a Plan Administrator at 800.462.8328, ext: 4727. We can assist you in building your profile so you can make your deferral changes online.



Q. Do I use my User ID and Password from my SchoolsFirst FCU account?

A. No, the SchoolsFirst FCU Plan Vue® system is used to provide our Plan Administration services only at this time. Since Membership is not a requirement to be a Participant in a 403(b) or 457(b) plan with our TPA districts, the service is not integrated into Online Banking. Use your social security number to log in as a new user and you will be prompted to select a unique user ID and password.

Q. Why can't I make changes to my SchoolsFirst FCU/Nationwide RBP through this site?

A. Though SchoolsFirst FCU is the custodian of your RBP plan, it is offered through Nationwide Life. In order to make changes to how your funds are invested, you must go directly to the company that holds the funds.

Q. I want to start a 403(b), can I just log in to Plan Vue and choose an Investment Provider?

A. You will first want to contact the Investment Provider you are interested in to establish your 403(b). If you do not have an account established with the investment provider, your deferrals will be returned to us.

Notes:

