Retirement Investors’ Club

Demographics Match Issues

planwithease.com

planwithease has begun a new process designed to clean up demographics records. Investment providers submit participant account information to planwithease. These records identify the employer by name. If an investment provider’s submission lists a participant that the named employer hasn’t loaded into planwithease, a report entitled “Investment Provider Data with No Demographic Matches” will be generated.

In some cases, the issue is that the employer just hasn’t loaded the participant. In other cases, the participant was never employed by the named employer. This could happen because the provider has named the wrong employer, or because the participant is a beneficiary of a deceased employee.

planwithease has created this Q&A to assist you with this report. Please read below to see which question applies to you. If you need further assistance, please feel free to email planwithease at customerservice@planwithease.com Please keep in mind that you may experience a delay due to the overwhelming amount of communication this report has generated. We appreciate your patience.

Q1: Why am I receiving these emails?
A1: You are receiving these emails because an Investment Provider is sending us account balances for a participant assigned to your Plan. Those participants are not listed in your Demographic File.

Q2: Why am I receiving multiple emails?
A2: Each different Investment Provider will generate a different report/email. If you have multiple Investment Providers, you will receive a report for each that is missing participants from the Demographic File

Q3: What if I cannot log in?
A3: Please contact customerservice@planwithease.com to have us reset your password. In the subject line, please type "Attn: Sponsor Password reset".

Q4: How do I access the report/ determine who is missing from my Demographic File?
A4: Please log in to planwithease.com. Once logged in, select Reports. Click on the pdf icon to open the "Investment Provider Data with no Demographic Matches" report. It will list the names and social security numbers.

Q5: These participants haven’t worked here in a long time, do I still need to add them?
A5: Yes- Even though these participants may be retired or terminated, the Investment Provider is sending us an account balance. If the Participant is never added to the Demographic File, they will not be able to use our site for approval on any transactions. You would be responsible for signing off on these requests. We have always asked that you include participants no longer employed if they ever had contributions to the Plan.

Q6: How do I add this participants to the Demographic File?
A6: You are able to either add the Participants to your existing excel spreadsheet that you upload to the Data Validation Center, or you can manually add them on the site. To manually add the participant, please log in to planwithease.com. Under DVC (Data Validation Center) select Demographic, Next Step, add new file, Next Step, Step 2-select Manually enter/edit employee information. Next Step. Select the third green plus across the top of the screen. When the screen loads, scroll across the right until you get to the required Columns and input the corresponding entries. Then select save (floppy disk icon on the top left of the screen). Select Next step all the way through to upload this participant. Once you have successfully loaded, you will receive a job request number.

Q7: **When adding a participant in the Demographic File, which fields are required entries?**
A7: Here is the list of required fields:

Employee SSN	Plan Status Date
First Name	Employment Status
Last Name	Employment Substatus (blank if terminated)
Street Address 1	Employment Status Date
City	Hire Date
State	Plan Entry Date
Zip Code	Currently Contributing
Gender	Current Salary
Birth Date	Vested (100% for every Employee)
Plan Status (either Active or Inactive)	Years of Service

Q8: **What do I do if I don't have all the information in the required fields to enter a participant in the file?**
A8: You can only enter information that you have access to. If you do not have all the required fields, you will not be able to enter their information in the system. However we are unable to remove them from the weekly report being emailed out to you. It is your responsibility to research each report to verify if these participants should be added to the file. If you have researched a participant before and have determined that you are unable to add their information, you would dismiss the notification for their name. We do not have a way to remove them from the Investment Provider's feed if they genuinely belong to your Plan.

Q9: **What do I do if the Investment Provider is sending information on a participant that has never worked here?**
A9: After researching to determine that the participant has never been employed or participated in this Plan, please send an email to customerservice@planwithease.com. In the subject line, please write "Attn: IP error". In the body, please type the names of employees they are reporting inaccurately and the name of the Investment Provider sending the false information. We will reach out to the Investment Provider to ask them to remove these participants from their feed. However, it will be at their discretion to do so. You will continue to receive the report for these participants. After you have thoroughly researched to confirm they do not belong to your plan, you can dismiss the participant from the notification.

Q10: **What if the report I am receiving from the Investment Provider matches a name for a participant currently in the file, but the social security number does not match?**
A10: Please verify with the Participant of their actual social security number. If you have it listed incorrectly, please make sure to update your Demographic File with the correct social security number. If the Investment Provider has it listed incorrectly, please have the Participant reach out to the Investment Provider. The Investment Provider will not accept any social security number changes from us, as the correction must be made by the participant. We do not have a way to change the information given to us, so until the Investment Provider makes the change on their end, you will continue to receive the report for these participants. After you have thoroughly researched to confirm the social security number, you can dismiss the participant from this notification.

Q11: **What if I receive a blank report/ report with 888-88-8888 etc listed as a participant?**
A11: Please continue to log in to view the Report to determine this is the error. Once you have thoroughly researched the error, you may disregard the email notification and delete the report.