

## **Asset Exchange / Roll-In To Voya Account Process**

The following process describes how participants in the Wake County Public School 403(b) and 457 (b) Plan(s) can initiate an asset exchange / roll-in of assets from their existing 403(b) and/or 457(b) Investment Provider account to their Wake County Public School Voya 403(b) and/or 457(b) plan account.

If rolling-in assets from eligible qualified plans that are not associated with the Wake County Public School Voya 403(b) and/or 457(b) plan, contact Voya's Account Consolidation Team, they will help you with the process.

### **Step 1: Contact Voya**

You may contact either **Voya's local Plan representative** assigned to Wake County Public School System 403(b) and 457(b) Plan(s) or Voya's Account Consolidation Team (**ACT**)

Voya will participate on a call with you and the investment provider where your account resides as you consider the impact of any potential surrender charges, fees, and provisions on your decision to proceed with the exchange of assets.

If you decide to exchange / roll-out assets from your legacy 403(b) and/or 457(b) investment provider to your Voya 403(b) and/or 457(b) account, you will need to obtain the exchange / distribution form from the investment provider.

### **Step 2: Complete & Sign the Exchange Request Form / Obtain Plan Authorization Certificate via [planwithease.com](http://planwithease.com) ("PWE")**

**Exchange Form:** Once you have the investment provider's exchange / distribution form, contact the Voya ACT for assistance with completing the form. ACT may be contacted via e-mail or phone, [act@voya.com](mailto:act@voya.com) or (866) 865-2660, respectively.

**Plan Authorization Certificate:** Wake County Public School System, as plan sponsor, must authorize all exchanges within the plan. In an effort to streamline that process, Wake County Public School has enlisted the support of PWE. By logging into the PWE website and accessing your account, you will be able to generate the required Plan Authorization Certificate that is unique to your transaction. Instructions for accessing your account through PWE and generating the appropriate certificate is attached. If you need help, a representative from the Voya ACT can help you access the system to generate the necessary certificate. Also, for help with logging in and navigating PWE, you may contact a PWE customer service associate at (855) 464-6928.

### **Step 3: Submit**

Submit the completed and signed **Exchange Request Form** and **Plan Authorization Certificate** that was generated from PWE to the Voya ACT as instructed by them. Depending on requirements dictated by the legacy investment provider, you may be instructed to fax, email or send by regular mail the aforementioned documents.

The Voya ACT will then submit the completed documents to the legacy investment provider and work with them to have the requested transaction processed in a timely manner. Access your account on-line and sign up for electronic notification so you will know when the account exchange is completed.