

**Traffic Report**

September 2014



**The Coast is Clear**

At BPAS, we are constantly working on new product and technology enhancements. These initiatives span several categories – from new features to benefit plan sponsors and participants; enhancements to improve existing technology or processes; and changes in response to regulatory mandates. Here’s a snap shot of what we’ve completed in the past six quarters:

* **e-delivery / “Go Green” initiative** rolled out to clients – giving participants a three-part option to elect electronic delivery of quarterly statements, regulatory notices and trade confirmations. This initiative will also help reduce the burden of delivering many of the required notices for the plan.
* **Online beneficiary designation.** Participants enter and maintain beneficiary designations directly in the website. For full details or to activate this feature within your plan, visit [bpas.com/options](http://www.bpas.com/options).
* **Updated clear and user-friendly confirm and PIN letters** to help eligible participants consolidate rollover balances within their retirement plan.

**Under Construction**

Here is a summary of what we’re working on over the next six quarters. Of course, a wide range of factors like cost, complexity, client urgency, regulatory changes, QC reviews, etc., may impact the rollout of new enhancements. We’ll keep you posted.

* **ACH distributions** to allow participants to get loans or distributions via ACH
* **E-signatures in the onboarding process** (including plan documents, service agreements and more).
* Mobile App for participant website (already underway)
* **Streamlining Action Items tab in plan sponsor website to make** information easier to view.
* **Product options for plan sponsors** **in a single location** at bpas.com/options. Online enrollment, online beneficiary designations, MyPlanLoan, and online forms for enrollment kits and mailing services in one easy stop. You can also find a link to this page in the Resource Center of the plan sponsor website.
* **Retirement Gap Report to help plan sponsors and financial intermediaries evaluate participant retirement readiness.** It looks at current and projected wealth accumulation by retirement age for each participant. The report posts monthly to the plan sponsor website (see the Utilization Reports tab within the Resource Center).
* **Auto Enrollment Statistics report in the Utilization Tab details auto enrollment** for plans with this option. It shows the percentage of employees contributing at each level within the program, the number of employees who have opted out, the average deferral percentage for highly and non-highly compensated employees, and more.
* **Enhanced the look of quarterly statements and added a “mountain chart,” retirement projections, and more.** Plus, PDFs are now in color.
* **404a-5 and 408(b)(2) process enhancements** which make them easily updated and electronically delivered to plan sponsors and participants.



**Under Construction**

**(cont.)**

**• CensusPro upgrade (speed, ease of use, flexibility, addressing specific questions and requests heard from clients)**

* **Expanded use of HR email alerts for action items including n**ew loan issuances and payoffs, recent loan defaults and new hardship or lump-sum distributions.
* **Enhanced participant education on website**.
* **Expanded Call Center capabilities.**
* **Updating Roadways to Retirement** education material, presentations and content.
* **Push on payroll provider integration**. BPAS currently has 180-degree integration with 15 payroll vendors. We are increasing payroll vendors with whom we have 180 and 360 degree integration.
* **Retirement Gap Report summary report to be a colorful** PDF, broken down by 10-year age band and updated m monthly.
* **Web utilization report** to illustrate the frequency of various inquiries and transactions made in the participant website.

**The Path is Clear**

**Traffic Report**



**Under Construction**

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* ACH Distributions
* Mobile App
* New Census gathering application
* Enhanced Loan Default notifications
* Retirement Gap Report summary report
* Web utilization report
* Enhanced programming for Insider restrictions, fund restrictions
* Equity Wash provision
* FinCen scanning procedures
* VEBA processes
* Enhancements to Trust Report (MV G/L, ASC820)
* Address changes from Terminees and IRAs (Red Flag Rules)
* Payroll integration. During the last six quarters, we have automated our E-mail alert with Contribution Rate Changes
* 1099Rs and 5498s available on-line
* Loan continuation
* New Eligibility Reports
* Retirement Gap Report

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* e-delivery / “Go Green” initiative. BPAS rolled out e-delivery options to clients – giving participants a three-part option to elect electronic delivery of quarterly statements, regulatory notices and trade confirmations
* New Confirm letters
* Auto Enrollment Statistics report
* Enhanced look of quarterly statements
* 404(a)5, 408(b)2 notices and enhancements

September 2014



**The Coast is Clear (cont.)**

* **Enhanced programming for fund restrictions** to help participants and plan sponsors understand fund trading restrictions as well as see how many days remain in various funds when a restriction applies.
* **Address changes from terminated employees and IRA clients in the participant website,** includes “Red Flag” rules and other considerations. *(As before, active participants make all address changes with their Human Resources division).*
* **Email alert with Contribution Rate Changes**. For plans using online enrollment, plan sponsors control the list of individuals who receive daily alerts of contribution rate changes.
* **1099Rs and 5498s available online.** While BPAS mails these forms directly to participants each January, the forms can now be found in the participant website
* **Single sign on to FT William in plan sponsor website** simplifies the Form 5500 review and e-signature process for employers.

**Out and About**

Look for the BPAS team at these upcoming events. We’d love to talk with you.

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| **• Federated Retirement Symposium**October 9, Boston, MA  | **CFDD Advisor Conference**October 15 – 17, San Antonio, TX  |
| **• ASPPA Annual Conference**October 26 – 29, National Harbor, MD **• RANDUG**November 9 - 11, Las Vegas, NV | **• Pennsylvania Bankers Trust & Wealth Management Conference**October 29 – 30, Hershey, PA  |
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*BPAS offices in Rochester, Syracuse, Utica. and New York, NY | Philadelphia and Pittsburgh, PA*

*Houston, TX | E. Hanover, NJ | San Juan, PR*

* **Demographic reports in plan sponsor website – new look and enhanced content.**
* **New Consolidated Eligibility Reports** in the plan sponsor website provide detailed information on eligibility dates for each newly eligible participant by money source. This report now uses a .CSV format
* **Enhanced retirement calculators** at the participant login screen of bpas.com and in the Resource Center. Enhanced calculators are easier to use and more helpful in the planning process.
* **Enhancements to participant investment grid and YTD rate of return reports** in plan sponsor website.
* Miscellaneous programming for the equity wash provision, enhancements to trust reports, additional programming for company stock trading restrictions and the MyPlanLoan program.