

WELCOME TO PCS

We are pleased that PCS Retirement, LLC has been provided with the opportunity to serve and support your retirement plan. We are delighted to be partnering with you and are committed to delivering a comprehensive retirement plan solution that drives successful retirement outcomes. Our goal is to execute a smooth transition that is beneficial to you and your participants.

We would first like to welcome you to the PCS family and briefly introduce you to our firm. PCS is a national provider of retirement recordkeeping and administration services with over 20 years of experience dedicated to delivering full-service capabilities to all retirement plan types and sizes.

At PCS, our fundamental objective is helping participants retire with dignity by offering plan sponsors and participants access to cost-effective, conflict-free, compliant-driven retirement benefit programs.

Please read below to learn what you need to know for a successful transition.

- Important Dates and Details
- Distributions and Loans
- Accessing your Account
- Features and Functionality

Important Dates and Details:

It is vital that you are familiar with the timeline.

1. **The migration will begin at 4:00 p.m. eastern on Wednesday, February 1, 2023, and we are targeting to complete the transition by Monday, February 13, 2023.**
2. During this time there will be a Blackout Period, which means:
 - Plan Sponsors are unable to process contributions
 - You are unable to:
 - Direct or diversify investments
 - Obtain a distribution/loan
 - View your account online
3. You will NOT be out of the market at any time.
4. Funds invested in class A shares will transition to load waived class A shares, and class C shares will be converted to class R3 units of the same mutual fund.

Distributions and Loans

The Distribution & Loan wizard is a self-guided system designed to walk you through the process of requesting a withdrawal, showing only the options available based on plan parameters, account status, age, balance, etc.



This system:

- Calculates federal and state withholding
- Generates a signature-ready confirmation
- Reduces requests that are Not In Good Order (NIGO), which may delay distributions
- Allows your Plan Sponsor and/or the TPA to approve distributions before they are processed

Accessing your Account

You will be receiving a separate email with detailed instructions on how to access your account once the migration has been completed.

In our participant portal, you can look forward to:

- Easy-to-use navigation tools and mobile capabilities
- Distribution & Loan wizard
- On-demand statements and optional weekly email statement summary
- Transaction email confirmations
- Easy model view and management
- Transaction capabilities, rebalance options and scheduled transfers
- Educational tools and materials customized by life stages

Questions about your Account

We thank you for your patience and understanding during this transition. **If you have any questions, please contact your Plan Sponsor, or call 888.621.5491.** We look forward to working with you.

Sincerely,

Your PCS Team

Frequently Asked Questions About The Transition

Who is PCS?

PCS Retirement is a leading service provider of smart retirement solutions, serving the industry and the best interests of clients since 2001 with a conflict-free, open-investment retirement planning management system for all plans. PCS provides a best-in-class technology-enabled portfolio of pre-defined or highly customizable smart retirement solutions with private-label branding options through its technology platform and strategic partnerships.

Why is PCS and AdvisorTrust involved with my account?

Because of a planned change with respect to the third-party firm that serves as the transfer agent of the Lord Abbett Funds, PCS Retirement, LLC and AdvisorTrust, Inc. will become the service providers with respect to your account.

Will I have access to my account during the migration?

As part of the migration, there will be a Blackout Period during which time Sponsors are unable to process contributions and Participants are unable to view their account online, change their investments, or request a loan or distribution.

Will my investments remain in the market during the Blackout Period?

Yes – you will not be out of the market at any time.

What is the blackout period?

“Blackout Period” Definition. For purposes of the ERISA notice requirement, the Act defines “blackout period” as a period of more than three consecutive business days during which the otherwise available right of a plan participant or beneficiary to direct or diversify plan account balances or to obtain loans or distributions from the plan is temporarily suspended, limited or restricted. The migration will begin at 4:00 p.m. eastern on Wednesday, February 1, 2023, and we are targeting to complete the transition by Monday, February 13, 2023.

When will the transition be completed?

We are targeting to complete the transition by February 13, 2023.

What is the timeframe for communicating with participants?

In terms of sequencing, our first step was to work with your advisor and now with you, the Plan Sponsor. We will be sending a packet of information to participants on January 3, 2023.

Who do I contact if I have additional questions?

Your advisor is the first contact you should make. If you still have questions, contact PCS at 888-621-5491.

Visit us our website at <https://www.pcsretirement.com/>