

**Account Access FAQs:**

**Q1:** How do I log into my account?

**A1:** [www.empowermyretirement.com](http://www.empowermyretirement.com)

**Q2:** What telephone number do I contact for the Care Center?

**A2:** Please call 800-551-4218

**Q3:** How do I contact a Retirement Plan Advisor (RPA) for assistance with my account?

**A3:** You can schedule an appointment through <https://eastbayparks.empowermytime.com/>

**Q4:** If I have an existing login/account with Empower through another agency, can I use the same login with the ability to see all funds held under Empower? Or do I need to create a new login with the same email address?

**A4:** You will continue to use your existing login to view all accounts administered by Empower

**Q5:** When I tried to sign up online, I was told I would be mailed a PIN to create the online account.

**A5:** If Empower does not have a phone number or email address for a participant upon initial registration, a PIN is mailed to confirm your account access for security purposes. The Park District will send bi-weekly reports to Empower containing contact information for all active employees. Please make sure your address, phone number, and email address are up to date with the Park District.

**Q6:** Should we update deferred comp changes through Employee Online or is it through Empower online?

**A6:** To change your bi-weekly contribution to the deferred comp plan, you will be required to go through the Empower online portal, using the 'My Contributions Tab' or by calling Empower. Employee Online is no longer an option.

**Q7:** How long does it take to update your paycheck contribution when you update online?

**A7:** If you submit a contribution change to your deferred compensation plan the Thursday before the end of each pay period by **7:59PM PST**, it will be updated in that next pay period. Otherwise, it will take affect the following pay period.

**Services Provided FAQs:**

**Q1:** Do we have a specific representative assigned to Park District employees and retirees?

**A1:** To ensure that sufficient appointments are available following our go-live date, East Bay Parks former and current participants will have a pool of representatives available for support. To schedule appointments with any available Retirement Plan Advisor (RPA) please visit <https://eastbayparks.empowermytime.com/> A designated RPA will be assigned later.

**Q2:** Are the RPAs licensed as INDEPENDENT Certified Financial Planners

**A2:** The RPAs are all licensed advisors. Each bringing different credentials. They are employees of Empower and not considered independent.

**Q3:** Are the RPA's fiduciaries?

**A3:** Empower's RPAs will serve as fiduciaries when they are providing advice. They act impartially and will provide advice that is in the client's best interest. RPAs are not compensated based on the investments recommended nor will they earn commission on their professional advice.

**Q4:** Separate from "managed account services" MissionSquare provided independent Certified Financial Planning (CFP) services - without a fee depending on account balance. This is not available, correct?

**A4:** All participants regardless of account balance can meet with an advisor without paying an additional fee, even if not enrolled in managed accounts services.

**Q5:** Will there be more webinars?

**A5:** Empower will work with the Park District to provide additional meeting dates and times.

**Q6:** I really like the reminders that came via email through our District email, will Empower provide email correspondence throughout the year as a check-up or check-in?

**A6:** Yes, Empower will reach out periodically based on your individual situation with any targeted communications applicable.

**Q7:** Will Empower contact me via email, postal mail, or outbound phone calls?

**A7:** Empower may continue to reach out as part of our detailed and targeted communication strategy to ensure your account is secure, up to date, and you are aware of all the features Empower has to offer.

#### **General FAQs:**

**Q1:** What other Public Sector employers does Empower manage in California?

**A1:** More information about Empower can be found at [Employers - Government | Empower](#). Empower works with various government agencies throughout California and the US. They are the 2<sup>nd</sup> largest provider of retirement services in the country. Empower cannot share specific information about other clients.

**Q2:** Does Empower sell my information?

**A2:** No, Empower does not sell personal contact information. Please review the [Empower Privacy Policy](#)

#### **Fund Investment FAQs:**

**Q1:** Why can't I see my MissionSquare Plus Fund on the Empower website?

**A1:** Due to provisions of the MissionSquare PLUS Fund R10, assets must remain invested in MissionSquare PLUS Fund R10 until the expected liquidation date (anticipated in Quarter 4 of 2024).

**Q2:** When will MissionSquare PLUS fund become something I can add to?

**A2:** No new contributions or exchanges will be allowed into the MissionSquare PLUS Fund R10 in your new account at Empower. If you were directing payroll contributions to the MissionSquare PLUS Fund R10 with MissionSquare, your payroll contributions will be directed to the Guaranteed Income Fund, a new plan investment will be available following the conversion. Upon expiration of the PUT, Empower will work with East Bay Regional Park District and MissionSquare to transfer the assets into the Guaranteed Income Fund.

**Q3:** What is a PUT

**A3:** A "PUT" is the maximum amount of time that a fund manager (e.g., MissionSquare) is permitted to delay a liquidation request from a plan that has terminated its participation in MissionSquare PLUS Fund R10.

**Q4:** How does my MissionSquare PLUS Fund holdings get transferred to that Guaranteed Income Fund?

**A4:** The MissionSquare PLUS Fund will be available to transfer directly to the Guaranteed Income fund in Quarter 4 of 2024.

**Q5:** Why is the amount under net worth different than the account balance?

**A5:** Account balance brings in balance information within your plan(s). Your net worth would show any additional accounts that you have linked to your profile.

**Q6:** Can retirees rollover funds from another IRA or 401 investment Company?

**A6:** You can rollover if it is from a qualified retirement plan. It can be rolled into an IRA or Roth IRA.

**Q7:** Are you able to transfer Roth IRA funds from MissionSquare to Empower?

**A7:** Yes, you can roll them into the 457b Roth plan or to an Individual Roth IRA with Empower.

**Q8:** Can you walk through how to add CalPERS Retirement information as an additional asset?

**A8:** Go to Other Assets when viewing your retirement income estimator online, click Add > Income, and add CalPers account. The information will be based on the information provided on your current CalPERS statement. CalPERS does not allow direct linking to their portal for security reasons. Below are screen shots of how to add it. If you have any questions, please call 800-551-4218.

My savings <b>\$1,022</b>	Social Security <b>\$1,042</b>	Other assets <b>\$0</b>	Income gap <b>\$1,342</b>
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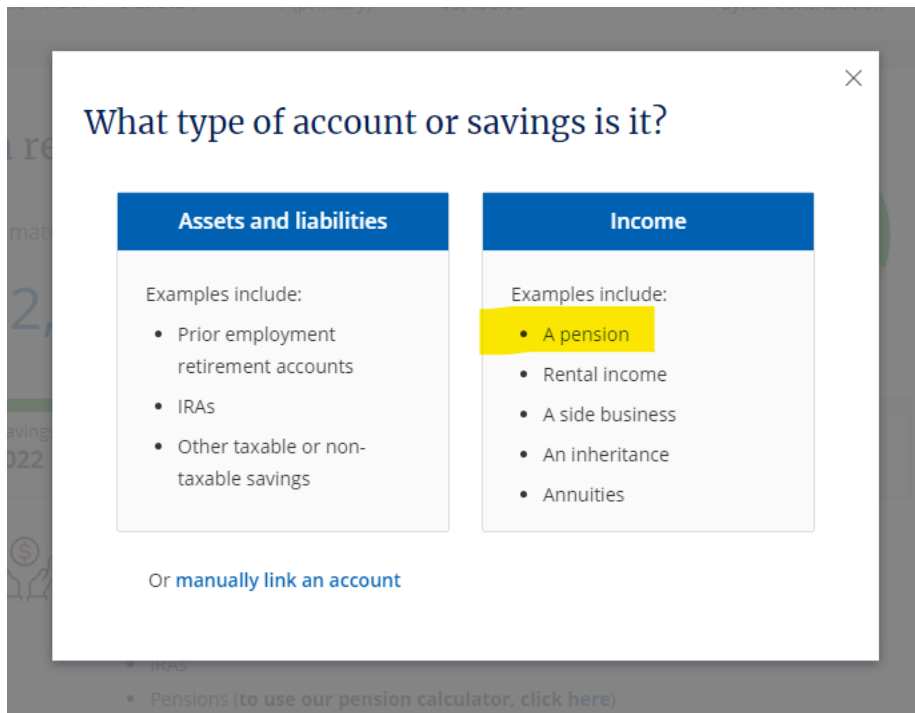


**Do you have any other retirement assets or income in retirement?**

Examples include:

- Prior employer retirement accounts (e.g. 401(k), 401(a), 403(b), 457 plans)
- IRAs
- Pensions (**to use our pension calculator, click here**)
- Other taxable and tax-free savings
- Rental income
- Cash savings or inheritance

**Yes, I do**



**Q9:** Is there a way to sort the investments and fees (under the performance tab)?

**A9:** You can navigate to the investment lineup under the research tab. You can sort the investments to research in more details.

**Q10:** How do you view all details of each fund, activities per fund per day, balance changes over time, Empower fees taken out of balances, etc.?

**A10:** Upon logging into your account, you can view the fund details by electing 'Investment lineup'. There is additional information around the prospectus, performance, and fees available. You can also review transaction history to review transactions within your account.

**Q11:** What are the socially responsible investment options?

**A11:** Calvert International Responsible Index (Idx) R6 and Calvert US Large Cap Growth Responsible Index (Rspnb Idx) R6.

**Q12:** Is the over 50+ catch up program a one-time opportunity or can that happen each year?

**A12:** Upon turning 50, your account will be set-up to allow the additional contribution amount on an annual basis. No action is required.

**Q13:** Is the 50+ catch-up plan based on a calendar or fiscal year?

**A13:** Calendar Year.

#### **Fee FAQs:**

**Q1:** What fees are charged and how much are they? I talked to an Empower advisor and was advised there are fees for services.

**A1:** There is an annual administrative charge of .0185% for recordkeeping that is assessed quarterly. This is significantly lower than the .04% that was previously charged by MissionSquare. There are also fees for specific transactions (see answers below)

**Q2:** How much are your monthly fees compared to Mission Square Retirement?

**A2:** Empower will charge an administrative fee of .0185% on a quarterly basis. Overall fees are much lower than you were paying at MissionSquare not only because of the lower recordkeeping fee but also because the majority of the investments that are now offered have lower fees than the proprietary funds that were offered by MissionSquare.

**Q3:** Please disclose fee structure for withdrawals.

**A3:** If plan participants wish to withdraw funds from the Plan as a one-time transaction (i.e., not regular retirement disbursements) there is a \$50 disbursement fee. There is also a \$40 express fee if a check is mailed to the participant and a \$15 ACH distribution fee if the preference is to deposit the withdrawal to a participant's personal bank account.

**Q4:** Are there fees charged for regular monthly disbursements or installments?

**A4:** There is also a quarterly \$6.25 fee for anyone with an installment payment, for an annual total cost of \$25.

**Q4:** When I was with MissionSquare, I was paying fees to "manage" my account. Now that I am with Empower, are those same management tasks still going on?

**A4:** Yes, if you were enrolled in the Managed Account program with MissionSquare, you will automatically be enrolled in the My Total Retirement with Empower. No action is required by the participant.

#### **Statement FAQs:**

**Q1:** Will participants be sent via USPS mail a statement of all our accounts/funds? And the same ending Mission Square Balance statement with each fund's balance?

**A1:** Yes, you will continue to receive a quarterly statement. This will be mailed US Mail unless you have opted into electronic statements. If you have selected electronic statements, they will be posted to the participant website, and you will receive an email notification upon the statement being available. MissionSquare is responsible for sending you a final quarterly statement.

**Q2:** Are there no starting statements going to be sent even if requested?

**A2:** Ad-Hoc/On-Demand statements can be run online anytime. The initial statement with an end date of 3/31/24 will have the starting balances.