



**Information/Communication Flow-TSA Consulting Group, Inc (TSACG)**

TSACG provides a variety of services to public education employers that relate to the compliance and administration of the 403(b) retirement plan. The services provided to you are outlined below by department. Our commitment to you is to provide the best service possible. Please use the guide below as an internal source document for your administration personnel.

**Program Services/Communications**

TSACG Administration Offices - 888-777-5827  
 15 Yacht Club Drive NE  
 Fort Walton Beach, FL 32548

Our Program Services/Communications department is responsible for the following:

- Compliance questions/issues
- Plan Documents/Adoption Agreements
- Vendor Management
- Web Site posting/updates
- Communications/updates regarding IRS regulations
- Forms
- Contracts
- Invoicing

888-777-5827

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Carrie Celentano	Accounting Assistant	Ext. 130	<a href="mailto:ccelentano@tsacg.com">ccelentano@tsacg.com</a>

**Education Services**

Our Education Service department is responsible for the following:

- Employee Annual Retirement Benefit Guides
- Meaningful Notice
- Summary Plan Documents
- Video Production

Sherry Marcolongo	Manager - Program Services/ Communications	888-777-5827 Ext 120	<a href="mailto:smarcolongo@tsacg.com">smarcolongo@tsacg.com</a>
Leigh Shirah	Educational Material Development	866-569-9967 Ext 214	<a href="mailto:lshirah@tsacg.com">lshirah@tsacg.com</a>
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Erin Jenkins	Educational Material Development	866-569-9967 Ext. 216	<a href="mailto:ejenkins@tsacg.com">ejenkins@tsacg.com</a>

**Employee Transaction Recordkeeping**

Our Employee Transaction Recordkeeping department is responsible for processing employee transaction requests and customer service questions related to:

- Transfers (contract exchanges)
- Rollovers
- 403(b) Hardship Withdrawals
- 403(b) Loan Withdrawals
- 403(b) Cash Withdrawals

All transactions require a Transaction Routing Request form, which can be obtained from <https://www.tsacg.com>. The Transaction Routing Request Form provides important information regarding the request and is vital to ensuring proper processing.

Transaction Requested	Forms needed for Processing
Contract Exchanges, incoming and outgoing	Submit <b>complete provider paperwork</b> for transaction and the following form:  *Completed Transaction Routing Request form (including Box B)
403(b) Hardship Withdrawals	Submit <b>complete provider paperwork</b> for transaction and the following forms and/or documentation:  *Completed Transaction Routing Request form *Completed Hardship Withdrawal Disclosure form *Evidence of expenses equal or more than amount requesting <i>Please verify that you have completed Box A on the form if you are submitting a transaction for a Financial Hardship Withdrawal.</i>  <i>Please note that evidence of expenses MUST be provided for approval of request.</i>
457(b) Unforeseen Emergency Withdrawals	Submit <b>complete provider paperwork</b> for transaction and the following forms and/or documentation:  *Completed Transaction Routing Request form *Completed 457 Unforeseen Emergency Disclosure form *Evidence of expenses equal or more than amount requesting  <i>Please verify that you have completed Box A on the form if you are submitting a transaction for a 457(b) Unforeseen Emergency Withdrawal..</i>  <i>Please note that evidence of expenses MUST be provided for approval of request.</i>
403(b) and 457(b) Loan Withdrawals	Submit <b>complete provider paperwork</b> for transaction and the following form:  *Completed Transaction Routing Request form (including Box C)
Rollovers and/or 403(b) and 457(b) Cash Withdrawal (due to qualifying event only)	Submit <b>complete provider paperwork</b> for transaction and the following form:  *Completed Transaction Routing Request form (including Box A)

## **Submitting Transaction Requests:**

All transaction requests should be submitted to TSACG for processing via fax or mail:

TSA Consulting Group, Inc.  
Attn: Participant Transactions Team  
28 Ferry Road SE  
Fort Walton Beach, FL 32548  
Fax: 1-866-741-0645

Key Participant Transactions Team (other customer service representatives work with these teams)

Shelly Collier-Tibbs	Manager – Participant Services	888-796-3786, Opt. 2	<a href="mailto:sctibbs@tsacg.com">sctibbs@tsacg.com</a>
Gary McCoy	Customer Service Representative	888-796-3786, Opt. 2	<a href="mailto:gmc coy@tsacg.com">gmc coy@tsacg.com</a>
Britainia Birr	Customer Service Representative	888-796-3786, Opt. 2	<a href="mailto:bbirr@tsacg.com">bbirr@tsacg.com</a>

## **Electronic Process for Automated Remittance System (EPARS)**

Our EPARS department is responsible for the set-up and support of the EPARS system, including:

- Initial set-up of the system, including assistance establishing the Wachovia bank clearing account
- Coordination between the Plan Sponsor, the vendors to receive funds and the EPARS system
- Remittance Error Correction Assistance
- Support and assistance for questions regarding 403(b) refund processing
- Technical support and assistance to the Plan Sponsor and vendors receiving funds

Tamara Hoglen	Director of Remittance Services	888-796-3786, Opt. 4	<a href="mailto:thoglen@tsacg.com">thoglen@tsacg.com</a>
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Leslie Stevenson	EPARS Services Representative	888-796-3786, Opt. 4	<a href="mailto:l Stevenson@tsacg.com">l Stevenson@tsacg.com</a>

## **Data and Plan Audit Services**

The Data and Plan Audit Services department is responsible for the following:

- 3<sup>rd</sup> quarter audits for maximum allowable contribution limits/excess
- Year-end audits for maximum allowable contribution limits/excess
- Plan Sponsor Historical data file collection and aggregation
- Plan Sponsor Demographic data file collection and aggregation
- Vendor data file collection and aggregation

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