Quadrennial Benefits Conference

Navigating the Path 2016

Focus on Processes

Wespath

BENEFITS | INVESTMENTS

Agenda

- Operational Processing
- What’s New—On the Horizon for **January 1, 2017**
- What’s Beyond the Horizon
- Guiding Participants

Operational Processing

Customer Service Department

Provides day-to-day operational, record-keeping and plan administration for the retirement, health and welfare plans

Call Center

Plan Sponsor Managers

Health Team

Office Services

Pension Administration

Benefits Determination Team

- Disability Benefits
- Distribution
- Retirement
- Survivor Benefits

Call Center

Role/Function

- Answer participant phone calls and e-mails
- Enter participant and plan sponsor data into the system

Examples of Calls

- Questions regarding plans, distribution, benefits etc.
- Questions prompted by quarterly statements
- Pension projections
- Process forms
- Assist participants to register for Benefits Access

Plan Sponsor Managers

Role/Function

- Hub for conferences
- Receive and process work and research requests from conferences

Types of Tasks

- Process conference adjustments
- Money transfer
- Provide plan information
- Provide operational and plan training (with conference liaisons)

Health Team

Role/Function

- Serve as the health advocate for HealthFlex participants

Types of Tasks

- Enroll participants
- Answer plan questions
- Discuss claims with vendors
- Process billing
- Manage dependent information

Office Services

Role/Function

- Known as the "hub of the organization"

Types of Tasks

- Open and sort mail
- Assign mail a bar code form
- Scan and index bar code form
- Generate/mail kits to participants
- Deliver mail within Wespath
- Conduct research for Wespath departments

Pension Administration

Role/Function

- Apply contributions to retirement and welfare plans
- Respond to monthly billing inquiries
- Manage the Contribution Management system

Type of Tasks

- Account adjustment
- Record verification
- Electronic wires
- Loan repayments and reconciliations
- Contribution limit testing

Benefits Determination—Disability Benefits

Role/Function

- Administer disability benefits for participants

Type of Tasks

- Administer long-term disability benefits for participants
- Verify disability claims
- Forward claims to vendor (Liberty Mutual)
- Correspondence with participants regarding their claims

Benefits Determination—Distributions

Role/Function

- Administer distribution benefits for all retirement plans

Type of Tasks

- Process distribution payments
- Answer participants distribution questions
- Reconcile accounts with Treasury
- Coordinate tax reporting forms and process Required Minimum Distributions

Benefits Determination—Retirement

Role/Function

- Administer retirement benefits

Type of Tasks

- Calculate pension projections
- Notify participants that they are eligible to retiree
- Send application for benefits (AFB) forms to those who intend to retire
- Set up retirement benefits for participant plans

Benefits Determination— Survivor Benefits

Role/Function

- Process benefits payable at time of death for a participant, spouse, surviving spouse, child or beneficiary

Type of Tasks

- Determine distributions
- Send application for benefits (AFB) to beneficiary with available benefit options
- Set up survivor benefits

Operational Processing

Charge Conference

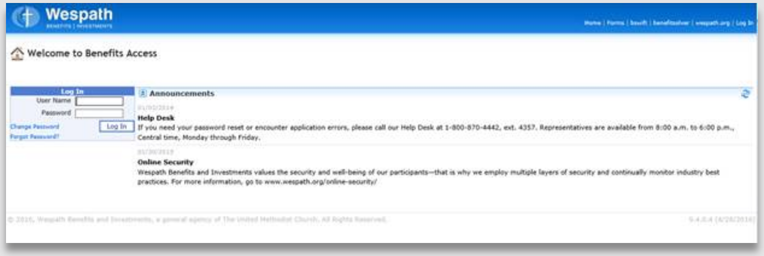
Compensation

District Superintendent

- Appointment
- Conference relationship

Conference Office

- Enrollment
- Adoption agreements
- Transitions



Benefits Access for Plan Sponsors

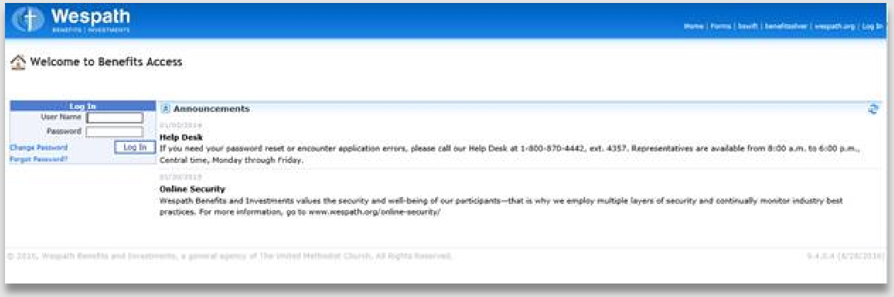
Operational Processing

Local Church

- Adoption agreements
- Contributions
- UMPIP deferrals

Participants

- Indicative data
- Life events



Benefits Access for Plan Sponsors

What’s New—2017

Compensation

"Compensation" Definition

Excluding any additional compensation paid to clergy in lieu of group health plan

Note: For conferences that have terminated their group health plan for clergy

Compensation

Current

Compensation Details

Effective Dates	Total Cash (C)	Housing Allowance (H)	Parsonage (P)	Total Plan Compensation (C+H or C+P)	Portion of Cash Designated as Housing
01/01/2016	$35,880	$0	$8,970	**$44,850**	$4,000
01/01/2015 – 12/31/2015	$35,175	$0	$8,794	**$43,969**	
07/01/2014 – 12/31/2014	$33,500	$0	$8,375	**$41,875**	

Future

Compensation

Effective Dates	Cash excluding Health Care Compensation (C)	Housing Allowance (H)	Parsonage (P)	Total Plan Compensation (C+H or C+P)	Portion of Cash Designated as Housing	Health Care Compensation
07/01/2015	$61,000	$0	$15,250	**$76,250**	$7,000	$12,000
07/01/2014 - 06/30/2015	$59,800	$0	$14,950	**$74,750**		

Batch Upload Files

- **Participant Changes Upload File**
  - Additional column for "**Health Care Compensation**" will be added
- **Compensation Upload File**
  - No changes will be made
    - Manual entry of health care compensation into the system

Comprehensive Protection Plan (CPP)

Electable Options for CPP Coverage

COMPREHENSIVE PROTECTION PLAN

CPP110

Images

Wespath Code CPP110

Effective Date 01/01/1982

Plan Sponsor Elections

Amendment Date	01/01/2016
Sabbatical	Elected
Attend School	Elected
Medical Leave	Elected
Voluntary Leave of Absence (personal, family, transitional)	Not Elected
Clergy Appointed 3/4 time	Elected
Local Pastors (includes non-Methodist denominations) Appointed 3/4 time	Not Elected
Participant Contributions	3%

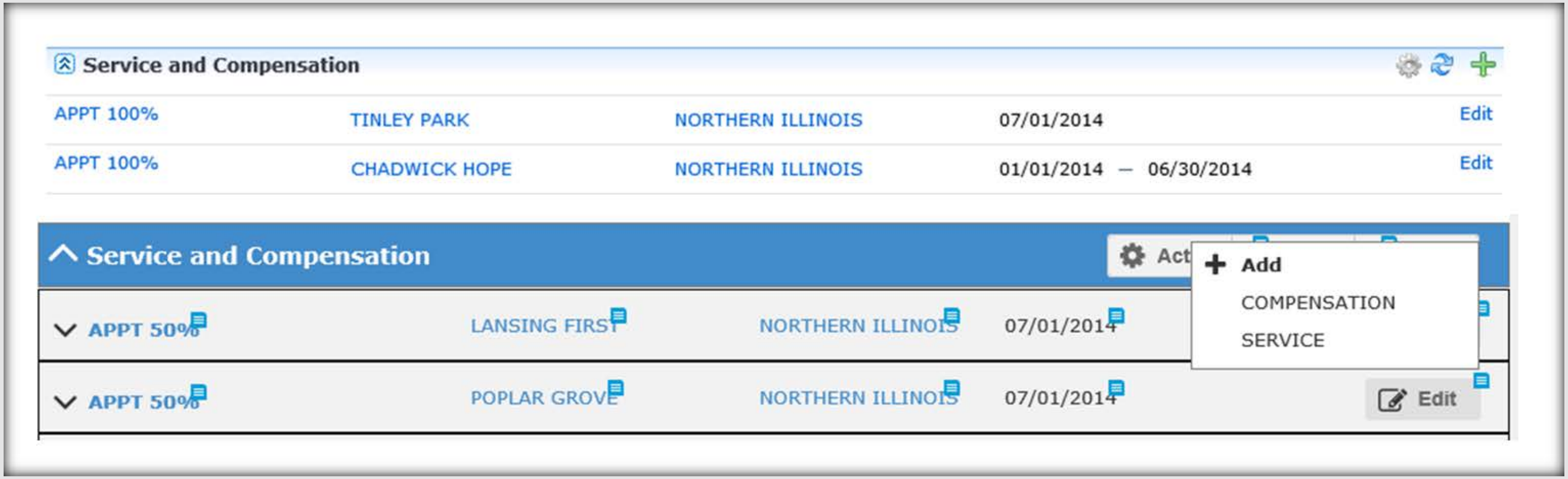
What’s Coming—2017

Enhanced Security

- Central location to access multiple applications
  - Multi-factor authentication
  - Create and maintain security preferences
  - Send and receive secure messages
- Masking of Social Security number (SSN)

Service and Compensation Module

- Add "**Service**"
- Add "**Compensation**"



Service and Compensation Module

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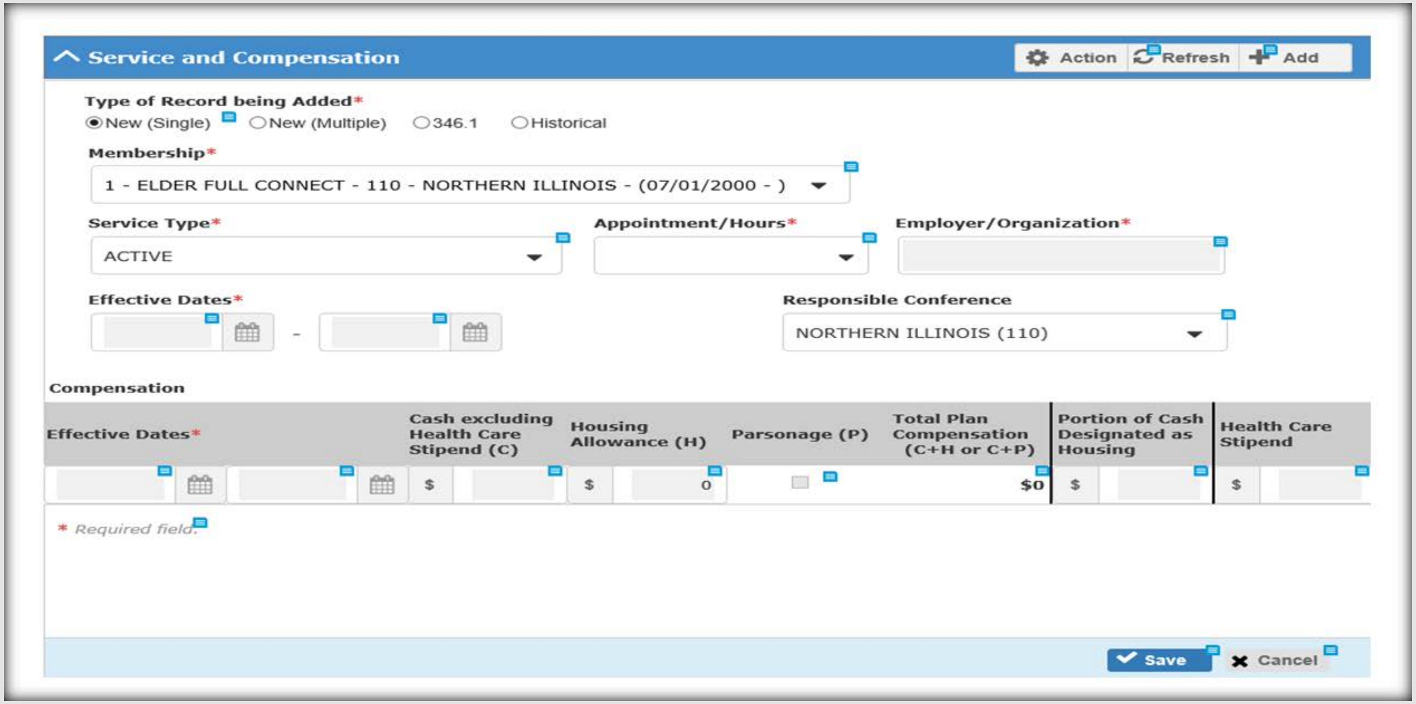

Service and Compensation Module

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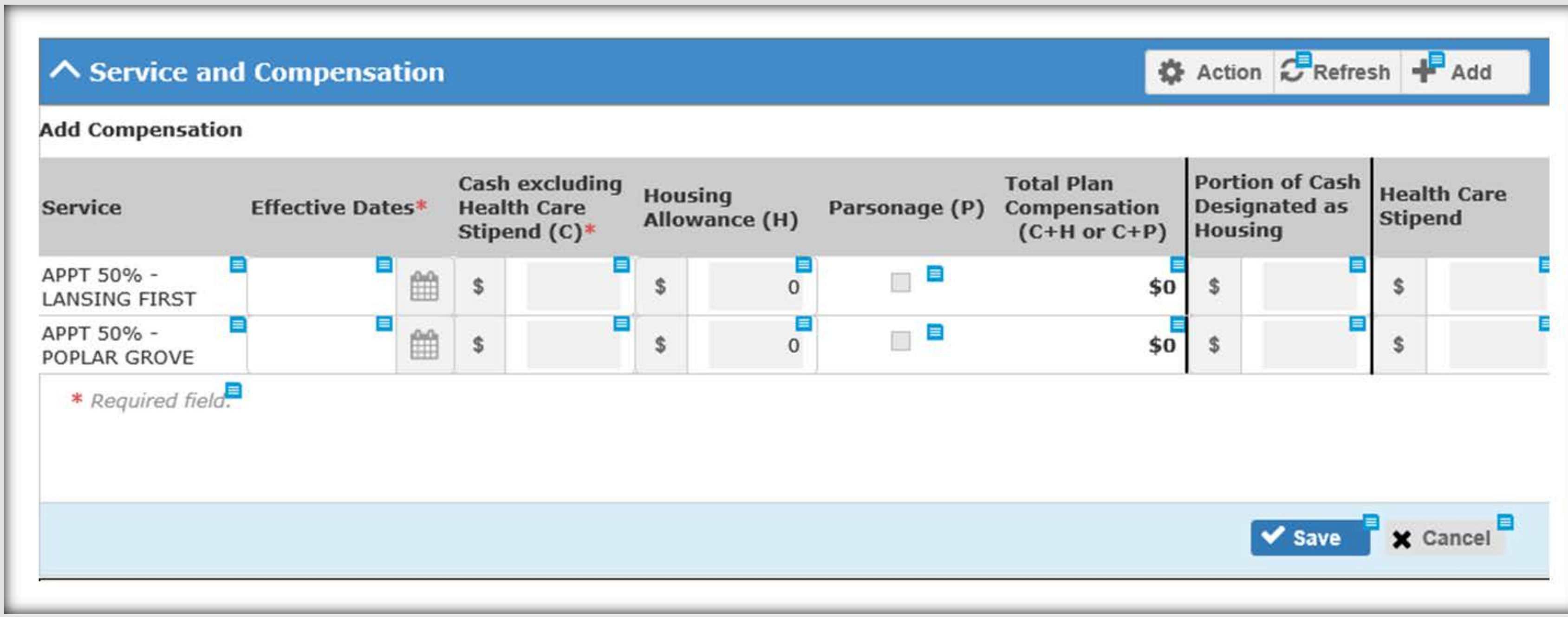


Service and Compensation

Action Refresh Add

Add Compensation

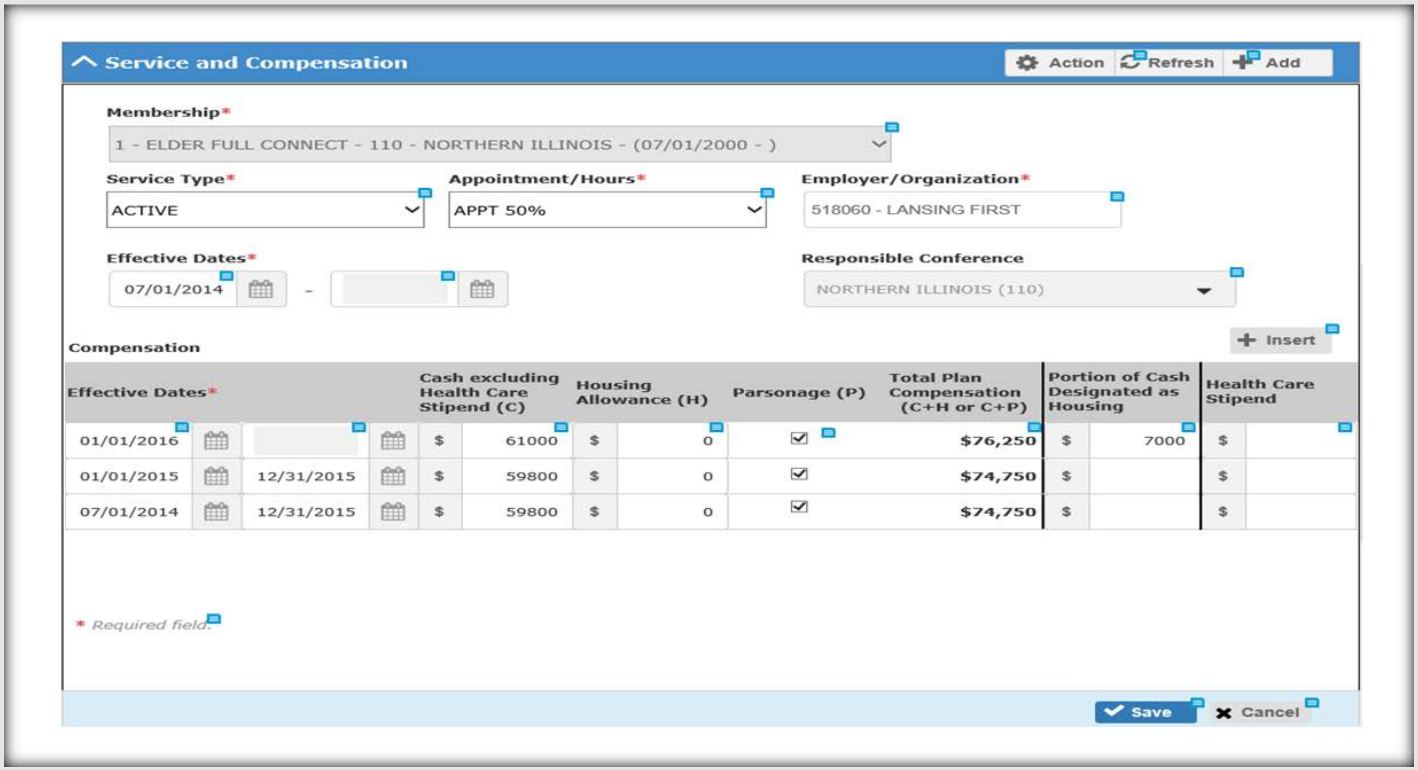
Service	Effective Dates*	Cash excluding Health Care Stipend (C)*	Housing Allowance (H)	Parsonage (P)	Total Plan Compensation (C+H or C+P)	Portion of Cash Designated as Housing	Health Care Stipend
APPT 50% - LANSING FIRST		$	$ 0		$0	$	$
APPT 50% - POPLAR GROVE		$	$ 0		$0	$	$

* Required field.

Save Cancel

Service and Compensation Module

- Edit “**Compensation**”



Batch Upload Files

- **Participant Changes Upload File**
  - Renamed “**Membership and Appointment Changes**” upload file
- **Compensation Upload File**
  - Renamed “**Compensation and Participant Contribution Election**” upload file
    - More user friendly
    - Column to add health care compensation

Enhanced Reports

- Replace SSN with participant number
- Remove birth date—use calculated age where needed
- Contact information—user option as exception
  - Requires multi-factor authentication
  - Audit log of user requests

Appointment Report

Active Participants—Formerly Active Clergy

- Include leaves of absence
- Include total years of service
- Include participant contribution elections—
  if technically feasible
- Replaces "**No Record of Appointment**"
  and "**Over Age 72**" for conference
- Request to include contact information
- Available to organizations

Other Reports

- **Retired Participants—New**
  - Based on previous ad hoc report requests
  - Request to include contact information
- **Death Notifications—New**
  - One standard report
  - Eliminating Personally Identifiable Information from e-mail notification and 3 separate monthly reports

Contribution Activity

Formerly Contribution Reconciliation

- Include RPGA*
- Allow request for full prior calendar regardless of current date
- Subtotal report at participant level and include grand totals
- Suppress contribution types for which no contribution are reported

*** RPGA: Retirement Plan for General Agencies**

Participant Contribution Change

Formerly Contribution Election Change Report

- Include change user
- Available every month
- Retained due to reporting of appointment changes that require new withholding agreement

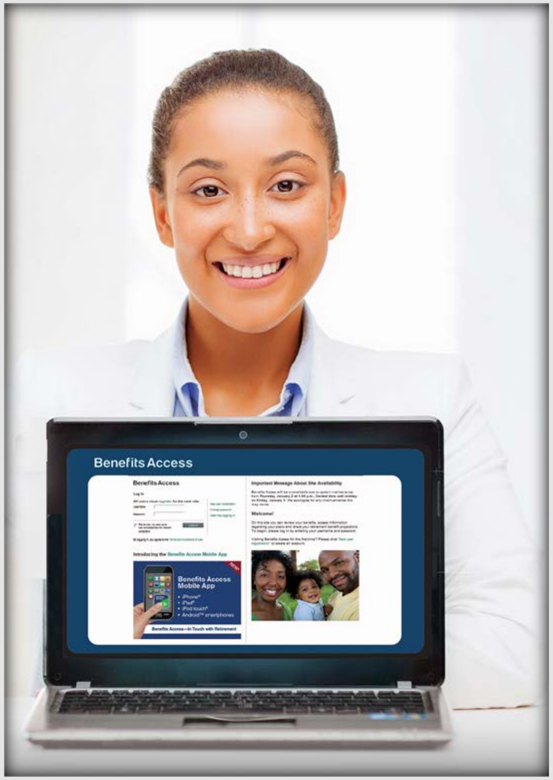
Decommissioned Reports

- CPP Special Arrangements
- CRSP DC* Match Employer Detail
- CRSP* Decision
- UMPIP* Contribution Percentages
- Conference Profile Report
- Payment to Annuitant

* **CRSP-DC: Clergy Retirement Security Program Defined Contributions**
UMPIP: United Methodist Personal Investment Plan

Guiding Participants

Benefits Access for Participants



Conference access
through the participant record

Projection Tools

Retirement Readiness Tool

Retirement Benefits Projection

LifeStage Retirement Income Calculator

Retirement Readiness Tool

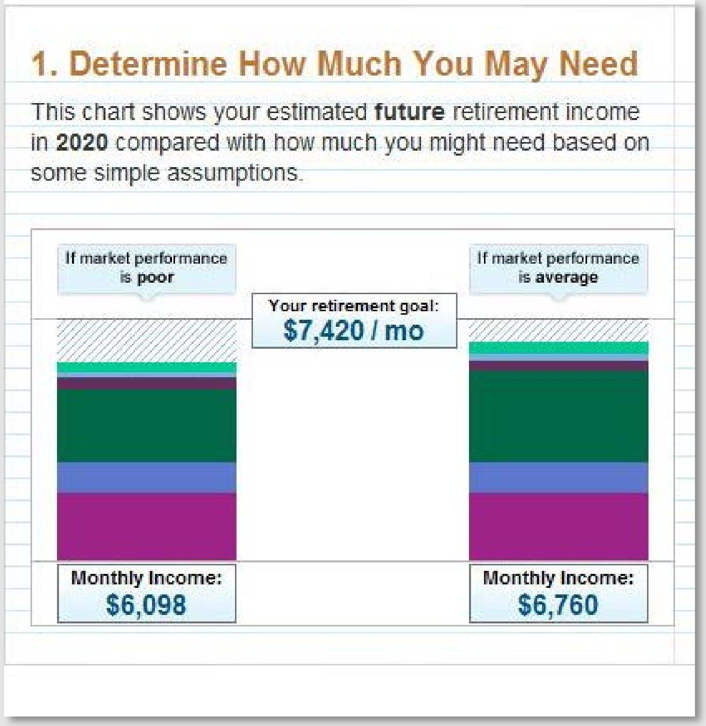
Designed to project how close a participant will be to his or her goal at retirement based on customizable factors

Are You on Track?

- Projected balance
  at normal retirement age
- Customizable retirement goal

Improve Your Future

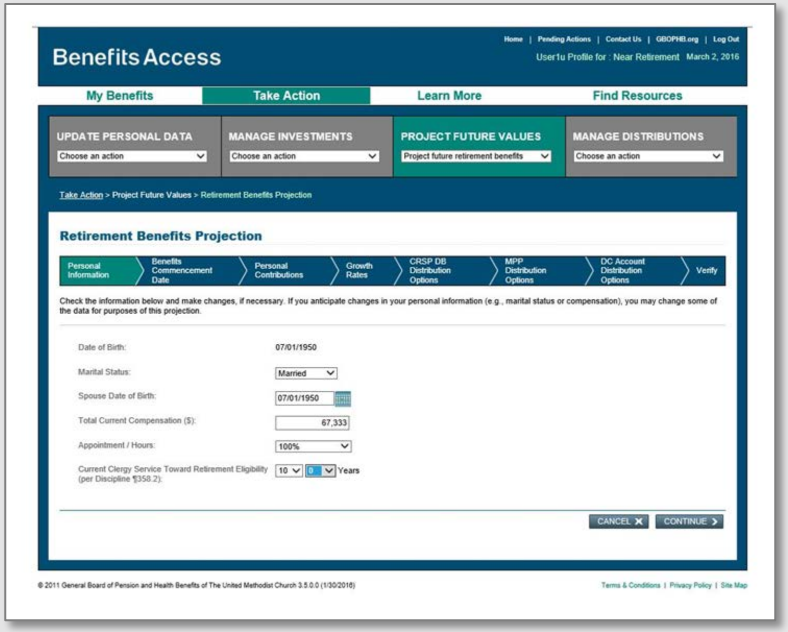
- Ways to close the gap



Retirement Benefits Projection

Designed to project retirement benefits based on elections the participant makes

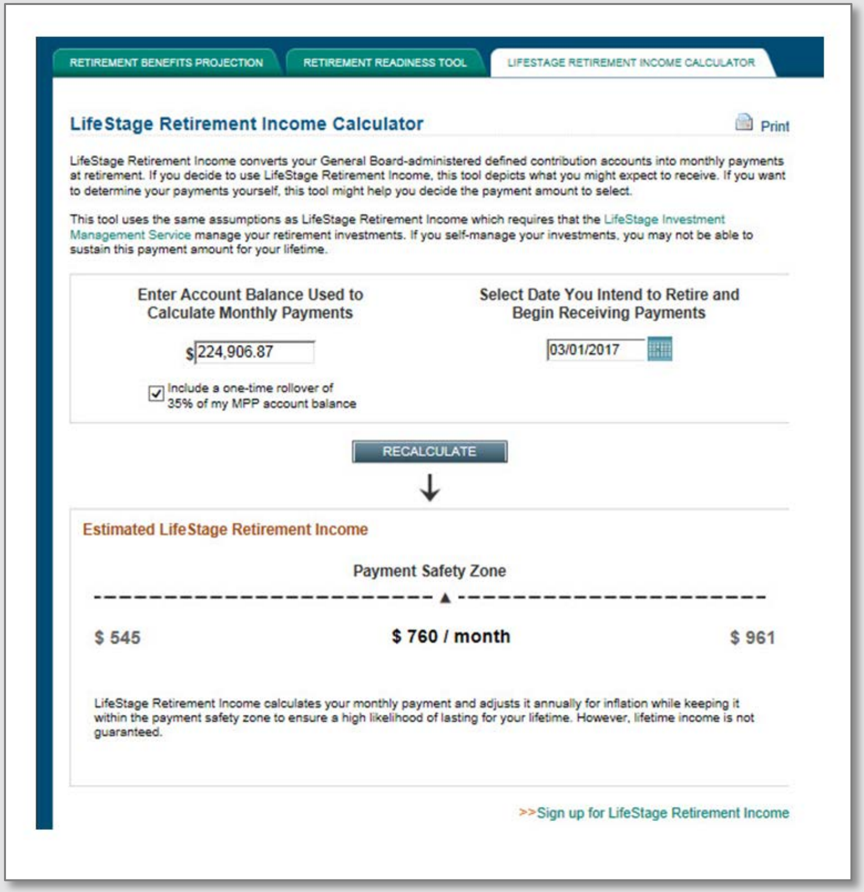
- Benefit commencement date
- Distribution options



LifeStage Retirement Income Calculator

Designed to estimate monthly retirement income based on:

- Current defined contribution (DC) account balances
- Date participant elects to begin payments
- Payment safety zone



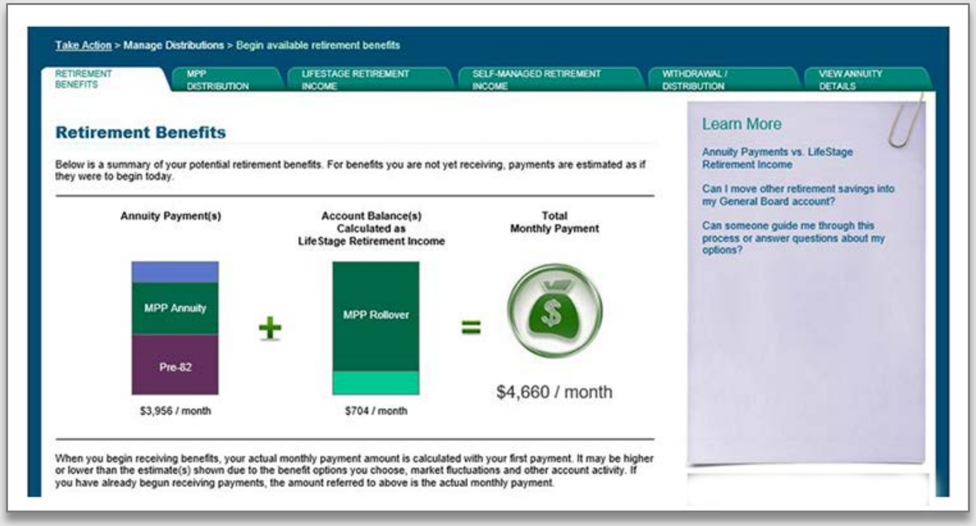
Requesting Distributions

- Begin a lifetime benefit payment
- Elect "**LifeStage Retirement Income**" or "**Self-Managed Retirement Income**"
- Take an in-service withdrawal
- Request a one-time distribution

Beginning a Lifetime Benefit

Retirement Benefits Summary

- Estimates payments as if they were to begin today
- Provides a “hub” for making lifetime benefit elections
- Displays a check mark next to completed elections



LifeStage Retirement Income

- Allows participants to convert DC account balances to monthly payments at retirement
- LifeStage Retirement Income:
  - Manages investment allocation (required)
  - Calculates payment amounts
  - Adjusts payments annually for inflation and significant changes in participant's account balance

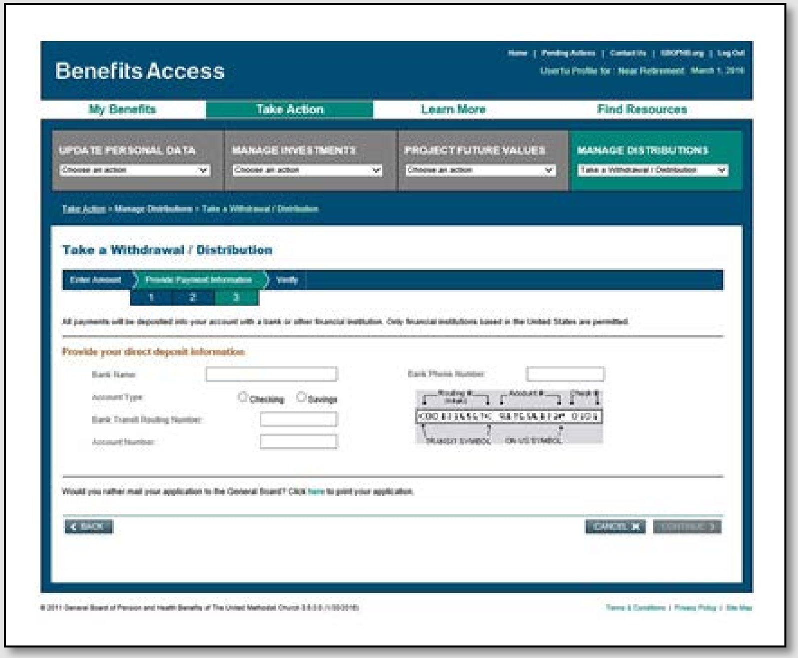
Self-Managed Retirement Income

- Allows participants to convert DC account balances into monthly or annual payments at retirement
- Participant options include:
  - Manage own investments
  - Select payment duration
  - Adjust payment amounts or investment allocations when needed

In-Service / One-Time Distribution

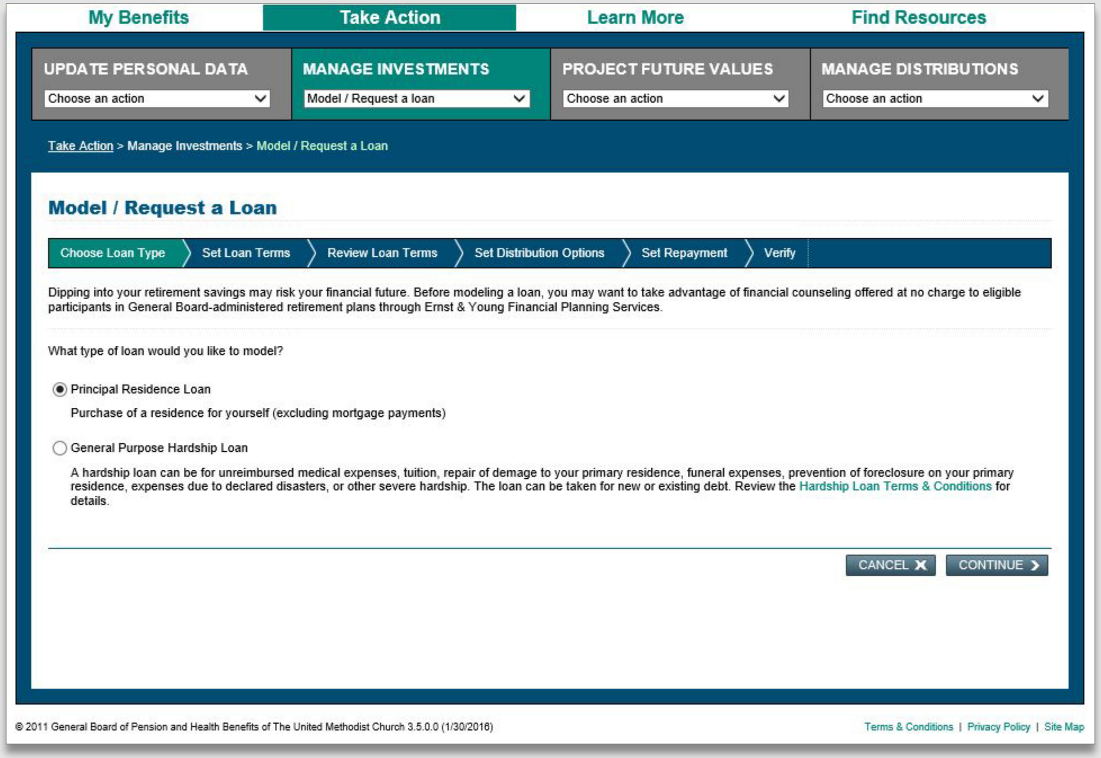
Allows participants to request in-service withdrawals or a one-time distribution from DC balances

- Available until participant exhausts account balance

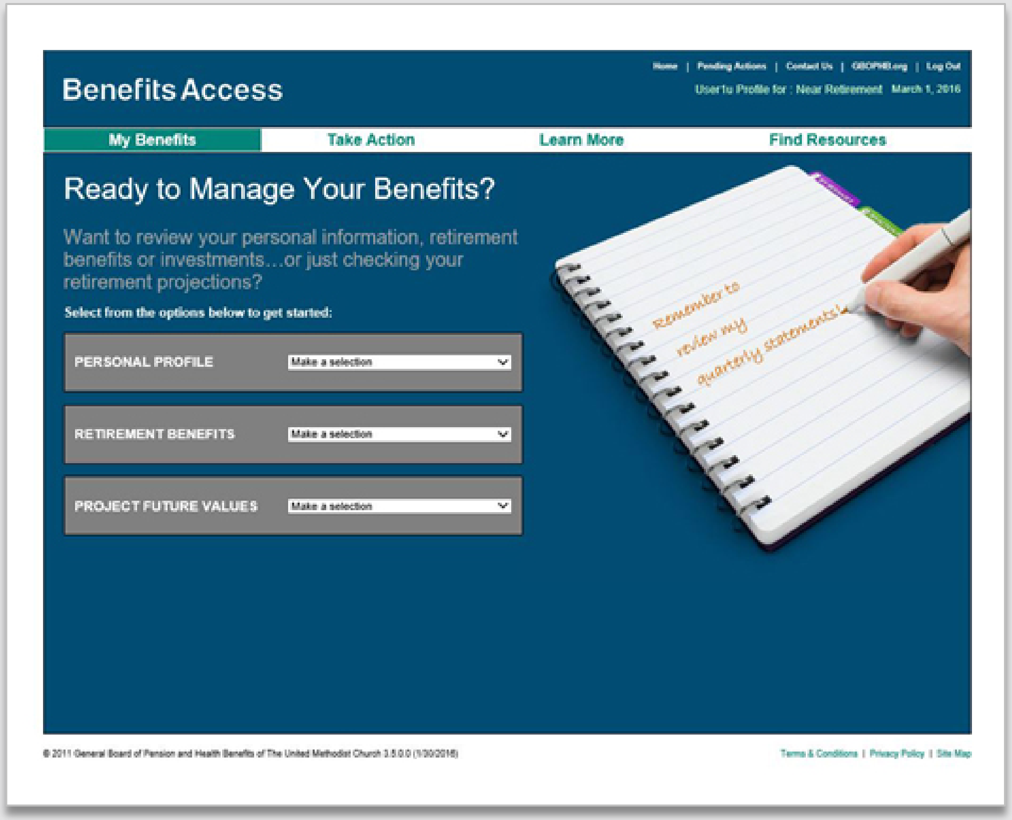


Loan Modeling

Allows participant to request **General Purpose** or **Primary Residence Loan** from UMPIP



Viewing Retirement Benefits

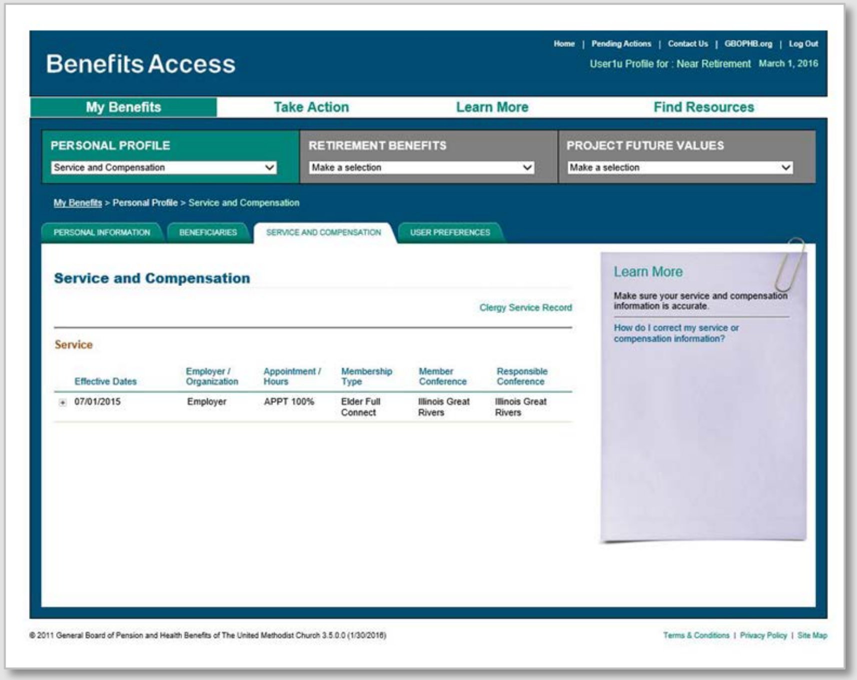


My Benefits page is the starting point for participants to view accumulated benefits and manage investment elections

Viewing Personal Information

Service and Compensation

- View only for participant
- Corrections must be made by conference office



Other Notable Pages

- News and reminders—apply for retirement benefits online e-Learning
- Learn More
- Find Resources
- Benefits Access log-in:
  - New user
  - Need help logging In?
  - Security questions
    - Multiple layer authentication control

Questions

Plan Sponsor Managers

1-800-269-2244, ext. 4003

8:00 a.m. – 6:00 p.m.,
Central time

psmteam@wespath.org

Retirement Team

1-800-883-4078

8:00 a.m. – 6:00 p.m.,
Central time

retirementteam@wespath.org

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