

# Retirement Plan Installations

Getting it Right from the Start



Whether converting a plan from another carrier or establishing a brand new plan, our implementation experts oversee every step of the process to ensure a smooth transition.

**“Mutual of Omaha provides what I believe to be one of the industry’s BEST onboarding experiences.”**

*Advisor registered with Mutual of Omaha Investor Services, Texas*

## Ensuring Everything Goes Smoothly

Your dedicated new business consultant will be the primary contact providing regular status updates as well as:

- Establishing a timeline
- Designing a plan to meet your objectives (for plans without a TPA)
- Ensuring all plan establishment paperwork is completed
- Setting up investment options

## Keeping Employees Informed

We also provide communication pieces to keep employees informed throughout the process. Plan sponsors can distribute these materials or, if 401(k) Admin Advantage<sup>SM</sup> services are selected, Mutual of Omaha will handle notice distribution.

## Available materials include:

- New retirement plan provider announcement
- Trading Restriction Notice (if applicable)
- Qualified Default Investment Alternative (QDIA) notice
- Enrollment meeting announcements
- Enrollment materials

GetRetirementRight.com



Underwritten by  
United of Omaha Life Insurance Company  
Companion Life Insurance Company  
Mutual of Omaha Affiliates

Investments offered through a group variable annuity contract (Forms 902-GAQC-09, 903-GAQC-14, 903-GAQC-14 FL, 903-GAQC-14 MN, 903-GAQC-14 OR, 903-GAQC-14 TX, or state equivalent) underwritten by United of Omaha Life Insurance Company, 3300 Mutual of Omaha Plaza, Omaha, NE 68175, in all states except New York. In New York, Companion Life Insurance Company, Hauppauge, NY 11788 underwrites the group variable annuity (Form 903-GAQC-17NY).

For producer and plan sponsor use only.

## Providing Detailed Installation Timelines

For every plan, we create a customized timeline showing what needs to happen and when. Below is a sample for a transfer plan. For new plans with no prior provider, blackout information, asset transfers, etc. would not apply.

PLAN INSTALLATION ACTIVITY	TIMING	RESPONSIBLE PARTY
Provide Current Plan Document and Next Steps Document	Day 1	Client
Notification Letter Sent to Prior Provider	Day 1	Mutual of Omaha and Client
Plan Document Review	Day 3	Mutual of Omaha
Installation Forms Delivered to Trustee	Day 4	Mutual of Omaha
Installation Forms Signed and Returned	Day 7	Client
Call with Prior Provider	Day 10	Mutual of Omaha
Plan Installation Call (1-2 hours)	Day 16	Mutual of Omaha and Client
Provide Employee Census File	Day 17	Client
Blackout, QDIA, Fee Disclosure Notices Delivered	Day 17	Client
Payroll Call	Day 24	Mutual of Omaha and Client
Enrollment Meeting(s) (1 hour/meeting)	Day 27	Mutual of Omaha and Employees
Enrollment Window	Days 27-40	Client
Blackout Starts	Day 40	Mutual of Omaha
Asset Transfer from Prior Provider	Day 46	Mutual of Omaha and Prior Provider
Assets Received	Day 47	Mutual of Omaha
First Payroll Submitted	Day 51	Client
Prior Provider Financial Records Received	Day 55	Prior Provider
Participant Accounts Rebalanced	Day 59	Mutual of Omaha
Blackout Complete	Day 60	Mutual of Omaha
Plan Goes Live	Day 60	Mutual of Omaha and Client

## Continually Improving

At Mutual of Omaha, we pride ourselves in paying close attention to what our clients say. This ensures our processes are always improving and staying at the forefront of our clients' needs.

Every month, we survey newly installed plans to determine how we can do better. Following are results from July 2018 through June 2019:\*

95% Gave us a score of 9 or higher

79% Gave us a score of 10

## Customer Comment

"Mutual of Omaha has always been wonderful to work with. The transfer of our 401(k) plan to them went smoothly and, to this day, everyone you come in contact with is professional and knowledgeable, along with being friendly and helpful."

*Manufacturing Plant Executive, Michigan  
Mutual of Omaha client since 2014*

## Questions?

Contact your Mutual of Omaha representative for more information.

\*Based on a scale of 1-10.

Mutual of Omaha Retirement Services conducted monthly, in-house new business installation surveys from July 2018 through June 2019 to all new group variable annuity contract customers. The overall customer response rate was 14%. Survey results are limited to those expressing an opinion. Mutual of Omaha Retirement Services is a marketing name for the Retirement Plans Division of Mutual of Omaha Insurance Company.