

When To Call Your Administrator At Primark Benefits

At Primark Benefits, we take pride in the attention we provide to our clients, and we want you to know that we're here to help! We're so much more than your typical 800 number to nowhere. With Primark Benefits, you'll have a personal relationship with your plan administrator. When should you call us?

Questions? Call Us If You Have Questions Or Concerns Like These

- ◆ You think that we may be able to help with a question, issue or problem.
- ◆ You have any questions regarding data collection, plan reports or compliance issues.
- ◆ You received a Notice from the Internal Revenue Service regarding your Plan.
- ◆ You received a Notice from the Department of Labor (DOL) regarding your Plan.
- ◆ You received a Notice from the Pension Benefit Guaranty Corporation (PBGC) (applies only to Defined Benefit Pension Plans).
- ◆ There is a change in your business structure.
- ◆ You anticipate changing your company's fiscal year, or plan year.
- ◆ You have added new officers or owners. A participant is going through divorce and a Domestic Relations Order is pending.
- ◆ A participant requests a loan or other distribution.
- ◆ You anticipate a downturn in business or possible bankruptcy.
- ◆ You are planning to buy a new business or merge with another business.
- ◆ You wish to increase or decrease your plan contributions.
- ◆ You wish to look at other options in plan design.
- ◆ You wish to set up a new plan investment.
- ◆ You are laying off a significant number of employees (20% or more).
- ◆ You are hiring employees when you previously had none.
- ◆ You are re-hiring an employee - especially if the employee was previously a plan participant.
- ◆ The upcoming marriage of an owner, officer, Trustee or Key Employee.
- ◆ You are unhappy with any of the services that we provide.

This is not an all-inclusive list. Please contact your administrator anytime for questions regarding your Plan.

Contact:

Current Clients

650-692-2043

webinfo@primarkbenefits.com

New Accounts

833-987-2315

retirewell@primarkbenefits.com

Why Primark Benefits

- ◆ **EXPERIENCE:** We've been in business since 1971
- ◆ **EXPERTISE:** Our credentialed staff are experts and leaders in the field
- ◆ **ACCURACY:** We have rigorous quality control and a compliance dept
- ◆ **ATTENTION:** Your satisfaction is our priority

Whom Do I Call?

We would love to hear from you! Your first call should be to your administrator at (650) 692-2043. If he or she can't answer your questions, you will be referred to the appropriate consultant who will be able to address your concerns. We attempt to return all calls within 24 hours. If you have an immediate need that cannot wait, you may ask for the Senior Director of Pension Operations, David Dorazio, and he will find the appropriate person to address your question.