

# A Solution for Missing Participants

Save time and ease retirement plan responsibilities with ADP & Pentegra's Missing Participant Services



Missing retirement plan participants are a common challenge for plan sponsors.

These are terminated participants who have an account or vested benefit with a plan. They may have lost contact with the plan because of a change in circumstances, such as a move or change of address, or death or disability. Without the resources to track them easily, this can become another challenging responsibility for busy plan sponsors.



## How Does This Impact Sponsors ?

Recently, the Department of Labor ("DOL") issued more stringent guidelines when it comes to locating missing participants. Plan sponsors, as fiduciaries, must follow these guidelines and attempt to locate missing participants using the DOL's recommended methods. Not following these rules can result in DOL investigations and/or fines and penalties. Having too many missing participants can also trigger a plan audit.



## How Can ADP & Pentegra Help?

ADP, through its partnership with Pentegra, offers a service designed to help plan sponsors track missing participants. Working in tandem with ADP, Pentegra searches for these participants using a variety of tools to ensure that your plan meets the DOL's best practice requirements.

### Missing Participant Services

- Annual missing terminated participant review
- Electronic search engine tools for address searches
- Physical mailings to participants with addresses
- Certified mailings for participants who are unresponsive
- Certified mailings to beneficiaries
- Continual address updates for ADP and plan sponsor
- Fees: \$45 per participant

### About Pentegra

As an institutional fiduciary for more than 80 years, Pentegra is expert in ensuring that plans are managed in compliance with IRS and DOL guidelines. As one of America's oldest, most experienced independent fiduciaries, Pentegra provides plan sponsors with expert retirement plan guidance and oversight

ADP & Pentegra. The peace of mind a professional team on board provides.

For more information, contact your local ADP Representative or the Pentegra Solutions Center at 855-549-6689 or [solutions@pentegra.com](mailto:solutions@pentegra.com).