What to Expect During the Transition to a New Service Provider under the Tandem 457 Plan

Q. What happens to my investments with Voya?
A. You do not need to do anything with your investments. All of your investments will transfer automatically. But there will be a time when you cannot access your account (called the “blackout period”).

Q. What is a blackout Period?
A. The blackout period is a time that, although your funds continue to be invested, you can’t do any transactions. This includes activities such as investment option changes, fund transfers, contribution amount changes and withdrawals.

The blackout period is necessary for the current service provider to finalize records and transfer them to the new service provider. The new provider will then process and verify them.

Blackout period starts: 3 p.m. CST, December 23
Blackout period ends: close of business, January 21

Q. Can I see my investment information during the blackout period?
A. Yes you will still be able to see your information through your current online account at www.tandem457.org. But you won’t be able to make any changes. You can also call or e-mail ING/Voya during this time.

Q. What are my investment choices?

Q. Who will be available to answer my investment option questions or help me manage my account?
A. Tandem will continue to have dedicated education representatives throughout the State to help you understand your investment options and help you manage your account. You’ll see some familiar faces and have a chance to meet some new ones. Check out www.tandem457.org in January for a list of who’s available locally to help you with your account.

Q. What if I’m receiving Periodic Payments?
A. Retiree payments will continue as scheduled. If you are receiving periodic payments from your Tandem account, you will receive a separate letter explaining how we will handle your payments during the transition.

Q. Will the Blackout Period affect my payments?
A. Yes. You will get regular payments from your Tandem account through December 22, 2014. Payments between December 23 and January 21 will be affected by the blackout period. You’ll receive a separate letter explaining the timing of your payments during the blackout period.

Q. What if I have additional questions?
A. Account service: 1-800-232-0024 or tandem457@kpers.org
B. The Transition: 1-888-275-5737 or kpers@kpers.org
C. Human Capital Services: 785-532-4801