



# Town of Duxbury

878 Tremont Street  
Duxbury, MA 02332-4499

Tel: (781) 934-1100

TREASURER/COLLECTOR DEPARTMENT

To: Town of Duxbury Employees  
From: Treasurer's Office  
Date: September 1, 2021  
Re: 457 FICA Alternative (OBRA) Plan  
(Mandatory for Non-Benefit Eligible Employees)

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PenServ Plan Services, Inc. ("PenServ") is our new third-party administrator/Recordkeeper. To provide quality benefit programs for our employees, we have contracted a third-party administrator for our 457 FICA Alternative (OBRA) Plan. This change permits greater attention to our participants, fast turnarounds, and the addition of new services.

PenServ provides a centralized resource for the administration of employees' 457 FICA Alternative (OBRA) Retirement plans. You can access the PenServ system at [www.penserv.com](http://www.penserv.com) to view and access important account information and complete various plan transactions. On the PenServ website, you can view contribution history, increase or decrease contributions, request withdrawals, view account balances, and many other features. Also, able to track your requests directly from the comfort of your computer, tablet, or smartphone.

Participants should use PenServ for the following types of transactions/questions:

- Submission of any withdrawal requests (i.e., distributions, transfers, etc.)
- Questions concerning contribution increases/decreases, stops/starts
- Questions concerning withdrawal requests
  - When can I make a withdrawal?
  - How can I roll over my account when I retire?
  - How can I move funds from one provider to another?

PenServ is now processing 457 FICA Alternative (OBRA) Plan transactions on behalf of the Town of Duxbury. The transactions such as withdrawal requests and contribution changes that the Treasurer's office processed in the past PenServ are now completing those requests.

We are excited to have PenServ as our third-party administrator, and we have confidence that they are now providing you with the best customer experience possible.

If you have any questions regarding PenServ's third-party administrator services, you may contact the Treasurer's office or PenServ directly:

**PenServ contact information:**

**Customer Service Support:**

**Phone: (800) 849-4001**  
**[service@penserv.com](mailto:service@penserv.com)**

**Submitting Requests via**

**Fax:**  
**Fax: (803) 791-5925**

**Submitting Requests via**

**Mail:**  
**PenServ Plan Services, Inc.**  
**102 Trade Zone Drive**  
**West Columbia, SC 29170**