



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 07, 2021
Re: 403(b) Retirement Plans

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 403(b) Retirement Plans. 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' 403(b) Retirement plans. You can access your account on the PenServ system at 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, 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 contribution limits for the available 403(b) Plans
- 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 **NOT** a 403(b) plan investment provider. PenServ processing 403(b) plan transactions on behalf of the District. The transactions such as withdrawal requests and contribution changes that the Treasurer's office processed in the past PenServ are now completing those requests.

The District continues to offer 403(b) plans from our existing providers: AIG VALIC, VOYA Retirement Insurance and Annuity Company, ReliaStar Life Insurance Company, Equitable, Ameriprise Financial, Lincoln Investment Planning, MetLife Resources, Fidelity Investments, and Security Benefit. It would be best if you continued to work with the financial representatives from these companies for your retirement planning needs. More information regarding available plans in the 403(b) can be in the Enrollment Guide.

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

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

PenServ contact information:

Customer Service Support:

Phone: (800) 849-4001

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**