

Administrative Procedures for Plan Participants

To Enroll in the 403(b) or 457 Plan –

1. Go to the webpage for your plan (instructions below).
2. Choose an Investment Provider from the approved list for your plan.
3. Contact the Investment Provider directly to establish your 403(b) or 457 account.
4. Once you have established your account, complete and sign the Salary Reduction Agreement provided on your plan's webpage.
5. Fax the Salary Reduction Agreement to MidAmerica for processing (Fax: 863-688-4466).

All participant transaction requests and Salary Reduction Agreements (SRA) must be submitted to MidAmerica for validation prior to being processed by your payroll department or your Investment Provider. This includes all distributions, rollovers, transfers/exchanges, loans, hardships, or Salary Reduction Agreements.

Contact your Investment Provider for all transaction forms such as distribution requests, loan requests, hardship distributions, transfers and exchanges. After completing the transaction request form, submit the paperwork to MidAmerica for compliance review and authorization.

Go to www.MidAmerica.biz to access plan information and obtain forms such as Salary Reduction Agreements and Plan Highlights.

- Click on Participants
- 403(b) TPA Services from the right menu
- Click Here To Go To Your Plan
- Start typing in your Employer Name until the link appears for your Plan
- Click on your Plan link to go to your Employer's customized web page

If you only need to download forms, they are available on this page. Or you can click on your Plan's customized Spokeskids link for additional information such as:

- A complete list of the Investment Providers approved on your plan
- Videos and FAQs with general information about 403(b) and 457 Plans
- Retirement Calculator
- Forms for your plan

Customer Service: 866-873-4240

MidAmerica's Customer Service Representatives for English and Spanish speaking participants are available:

Monday – Thursday	8:30 a.m. – 8:00 p.m. EST
Friday	8:30 a.m. – 6:00 p.m. EST

TPA Fax: 863-688-4466

Transactions secure upload website link:

<https://www.midamerica.biz/forms/file-upload-pages/403b-transactions/?ssl>

SRA secure upload website link:

<https://www.midamerica.biz/forms/file-upload-pages/403b-sra/?ssl>