



Mercy's MyRetirementProgram and Fidelity, January 2015 FAQ – September 19, 2014

Who do I call if I have questions about the transition?

The announcement letter shared the details that are available. Further information will be shared through subsequent announcements, including FAQ documents as necessary (like this one!). The best source for information on the transition is the transition website at Fidelity, www.netbenefits.com/mercy. Please know that information be shared as soon as it is available and in time to make any updates/changes that you may want to. For questions about your specific situation, please email MyRetirementProgram@mercy.net.

Will we still have reps?

Yes, we'll have Fidelity Workplace Planning and Guidance Consultants dedicated to Mercy.

Can I still meet with my MetLife rep?

Yes, the agreement with MetLife is through the end of this year. There is no additional charge throughout the end of this year, but you may have to discuss any individual arrangements after December, since our partnership will end.

Will Fidelity reps be onsite?

Fidelity's Workplace Planning and Guidance Consultants will be dedicated to Mercy, but will not reside onsite. You will be able to schedule one-on-one in-person appointments via the phone or on the web! There is additional financial planning help available via phone and in-person at Investor Centers in St. Louis, Chesterfield and Tulsa.

Can I meet with a Fidelity rep now?

Fidelity reps will be at benefits fairs and will be touring Mercy in November and December. Those "town hall" meetings will be communicated and posted at www.netbenefits.com/mercy!

What does the new investment line up look like – is it all Fidelity funds?

The decision to move to Fidelity was made independent of the investment funds. It was based among other things on the value and quality of services each vendor could provide. The analysis of the funds is separate. An independent investment advisor is helping the Retirement Administrative Committee determine the best funds based on both fees and performance – the funds will not necessarily be Fidelity funds! The fund line up will be communicated early November in the "transition guide", along with how current funds will map to any new funds.

What does "mapping" mean?

The current investment options that do not remain in the lineup will be transferred to *like* investment options in the new lineup. There is an outside consultant who is helping the Retirement Administrative Committee determine which investments (mutual funds) are most similar. The mapping will look something like: old bond fund to new bond fund, old large cap/equity to new large cap/equity, etc. We will communicate both the new funds and how the current funds will map to new ones this fall. You will have time to make changes to your current lineup before the transfer to Fidelity if you wish.

Will we still have the MetLife Growth Plus account?

No, but that change is not connected to the move to Fidelity. MetLife had proposed that the MetLife Growth Plus fund be discontinued effective June 30, 2014 if we chose to renew our contract with MetLife. We are pleased that we are able to offer the guarantee until accounts are transferred in December, but the fund will not be available after that time. With the new lineup, you'll have a choice of a low risk fund, but not one with a guaranteed return. You'll receive information about the investments in November.

Will my account be charged with a surrender fee when the MetLife Growth Plus account ends?

No. Investment vehicles like the MetLife Growth Plus often charge a surrender fee when the association with that fund ends. While the MetLife Growth Plus fund generally does carry a provision for surrender fees, they will not apply for Mercy co-workers.

Will my voluntary benefits offered through MetLife be affected?

No. These benefit agreements are completely separate – these may include benefits such as legal, dental, and long-term care.

Will my rollover IRA or other non-Mercy MetLife accounts be affected?

No. Any MetLife retirement accounts that are not part of Mercy's retirement plans are not affected.

Will there be a period of time where I can't make changes?

In order for the balances to be transferred, there will be a time where no changes can be made. This will include investment changes, paycheck contribution changes, loans, and hardship, 59½ and separation withdrawal requests. This period will likely be the end of December through early January. It's typically referred to as a "blackout" and will be communicated in advance, so you have time to make any changes or requests beforehand.

I am currently receiving scheduled payments from one or more of my MyRetirement Program accounts, how will I be affected?

Payment schedules will transfer from MetLife to Fidelity. We are currently reviewing payments that fall within the period when accounts are being transferred from MetLife to Fidelity. If there will be a change in the timing of your January payment, you will be notified in advance. Please stay tuned.

I am currently repaying a loan, how am I affected?

Your repayment through payroll deduction will continue through the transition. No action will be required by you. If you are making payments by mail, continue to send to MetLife/FASCore until contacted to make other arrangements. Should you want to apply for a new loan or repay your current loan in full, you will do so through MetLife through mid-December, then Fidelity in 2015.

I've entered my beneficiaries in Lawson self-service or I've filled out a form, will I have to resubmit my beneficiary elections?

We are currently reviewing the beneficiary data housed in Lawson and in paper forms. Valid beneficiaries will be transferred to Fidelity's system. We're currently evaluating the data and hope to be able to inform those who do not have valid beneficiaries. More to come.

I have part of my balance invested in a brokerage account/window, how will I be affected?

If you are invested through the 401(k) or 403(b), your balances should transfer "in kind", with no action required by you. If you are invested in a brokerage window in one of the non-qualified plans, the same will apply, but there are additional details you should be aware of. You will be contacted about the impact for you personally.

What about the frozen Personal Pension Account Plan?

If you were hired before mid-2011, you may have earned a balance in the Personal Pension Account plan. This move does not affect that plan. MetLife does not currently help us administer that plan and neither will Fidelity.

Can I withdraw all or part of my account?

Only if you are no longer working for Mercy or if you are 59-1/2 – same as now! The plan provisions are staying the same, so all the rules remain the same. It's still the same Mercy MyRetirement Program – Fidelity is just helping us administer it instead of MetLife!

Can I opt not to move to Fidelity?

No, all accounts will transfer to Fidelity in late December. If you are eligible to take a distribution from the plan, you may choose to withdraw your account prior to transfer. This includes rollovers of all or a portion of your account into a new employer's plan or an IRA. You will receive information on transfer dates in plenty of time to take action.