

Inspira Financial Program Summary

Section I: About Inspira Financial®

Inspira Financial is a trusted provider of health, wealth, retirement and benefits solutions designed to meet the evolving needs of retirement plan sponsors and their participants and to provide better outcomes for all. Since 2005, Inspira Financial has been the industry leader in the automatic rollover individual retirement account (IRA) space. We specialize in handling missing and non-responsive participants' retirement plan account balances and will assist the plan in administering the Internal Revenue Code's automatic rollover provisions on a timely basis. Our goal is to help plan sponsors save time and money by transferring these smaller accounts to our unique service platform that is designed to successfully connect missing and non-responsive participants with their retirement savings.

We have entered into contracts to provide our automatic rollover solution to more than 110,000 retirement plans, providing a simple, secure, and client-friendly solution that is easy to use for both the plan and former employees. Our solution utilizes the latest technologies to service the needs of both large and small retirement plans. We have no minimum balance requirement and can easily process large volumes of small accounts, including qualifying plan account balances of \$7,000 or less for active retirement plans and all balances for terminated defined contribution plans.

Section II:

Summary of Key Services Provided by Inspira Financial	
Account Minimum Requirements	None
Accepts Lost Participant Balances	Yes
Default Investment Vehicle	The Standard Guaranteed Fixed Interest Fund
Other Participant Investment Options Offered to Accountholders	Mutual Funds, ETFs, Stocks, Bonds and CDs
Plan Sponsor Fees	None
Annual Maintenance Fee	\$20

Summary of Key Services Provided by Inspira Financial	
Participant Account Closing Fee	\$20
Early Withdrawal Fee – Prior to Age 59 ½*	Inspira Financial does not charge an early withdrawal fee, however, a withdrawal may be subject to IRS penalties and standard Federal Income Tax withholding
Mutual Fund and Securities Investment Transaction Fees	May apply and vary
Client Services	A team of 70+ Client Service Representatives can be reached at 877.682.4727, Monday – Friday 7:00 a.m. - 7:00 p.m. CT or visit www.inspirafinancial.com , online chat available.
Online Resources	Automatic Rollover IRA webpage: https://inspirafinancial.com/businesses/wealth-retirement/automatic-rollover-iras

Section III: Additional Information on Services

1. What services does Inspira Financial provide?

We provide the following services: IRAs opened for participants of active, terminating and abandoned plans;

- Assets invested in The Standard Guaranteed Fixed Interest Fund;
- Personalized Welcome Letter sent to all new account holders;
- Comprehensive Search Services for missing participants;
- Coordination of proper distribution of uncashed checks;
- Secure web platform for account onboarding, account management (easy access to statements) and distribution request;
- Extensive investment platform consisting of mutual funds, stocks, ETFs, bonds and CDs; and
- Dedicated client service from a team of 70+ IRA experts in over 170 languages.

2. What is the default investment vehicle in the IRA?

Balances are initially invested in The Standard Guaranteed Fixed Interest Fund, a group annuity product issued by Standard Insurance Company. Other investment options such as CDs, mutual funds, ETFs, stocks and bonds are also available to the IRA owners.

3. What is the minimum investment? Is there a maximum investment?

There is no minimum or maximum investment. We accept rollovers in any dollar amount.

4. How does Inspira Financial handle participant outreach and search processes?

Reuniting account holders with their retirement savings is our top priority. We employ a vigorous outreach process to successfully connect non-responsive and missing participants to their retirement savings. Inspira Financial executes successive data validation checks against multiple search engines to ensure the correct address is obtained for mailing communications to former participants. Searching for missing participants is included in our standard servicing process for all automatic rollovers held at Inspira Financial. Our search process produces a new and current address the vast majority of the time.

5. What are the costs associated with Inspira Financial Automatic Rollover IRA?

There is a \$20 annual maintenance fee for each IRA, which is charged at account opening and on the anniversary of the account. There is a \$20 closing fee on accounts closed.

6. How long will it take Inspira Financial to establish accounts?

Inspira Financial's objective is to process and open new accounts within 24 hours of receiving a participant data file in good order, and to fund the accounts within 24 hours of receiving the assets.

7. What happens once the new Safe Harbor IRAs are established at Inspira Financial?

Upon opening the IRA, a personalized Welcome Letter is sent to the account holder. The letter consists of comprehensive information about Inspira Financial, how the money is invested, fees and how to contact us. The Welcome Letter also includes our Privacy Policy, Custodial Agreement and Disclosure Statement and provides a URL address as well as a QR code so former participants can claim their account. The online process makes the account claiming process easier and faster with less paper documentation. The Welcome Letter is professionally packaged to project a favorable impression to the IRA owner of Inspira Financial and the plan sponsor. If it is returned, we use commercially reasonable efforts to search and locate the account holder or beneficiary.

8. What happens to accounts rolled over with a small balance?

Accounts funded with less than \$250 are not assessed fees for the first 12 months. When a funded account balance is less than \$250, the annual maintenance fee is waived in the first year and thereafter reduced to \$20. If at the time of closing, the account balance (prior to the application of any fees then due) is less than \$250, the account closing fee is reduced to \$10. Additionally, if the funded account balance is less than \$250, the annual paper statement fee is waived. This allows account holders to react to outreach efforts and take control of small balance accounts without fees, leading to an improved client experience.

9. What can account holders do with the assets in their Safe Harbor IRA?

Once the account holder claims his or her Inspira Financial account, their identity is established, and required BSA/AML/OFAC checks have been completed, the account holder has several options: stay with Inspira Financial, rollover to a new employer plan, transfer their IRA to another provider or request a cash distribution. If the account holder maintains their account with Inspira Financial, they can reinvest in 10,000 mutual funds, stocks, bonds, and ETF options. Additionally, the account holder can take advantage of Simple Select, an investing tool that enables the user to allocate their cash to selected mutual funds from a curated lineup produced.

10. What if a plan sponsor or plan administrator has questions regarding the Automatic Rollover Services Agreement?

Questions regarding the Automatic Rollover Services Agreement ("Agreement") should be emailed to ARPContracts@dstsystems.com. SS&C is managing the processing of the Agreement on behalf of Inspira Financial and will address any questions a plan sponsor may have about the Agreement.

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