

## Need Additional Help?

Need help taking a withdrawal? Call us at 800-923-6669 9:00 am – 5:00 pm Eastern Time.

## To Contact PlanConnect®

**Find us on the web at:**  
[www.planconnect.com](http://www.planconnect.com)

**Email us at:**  
[support@planconnect.com](mailto:support@planconnect.com)

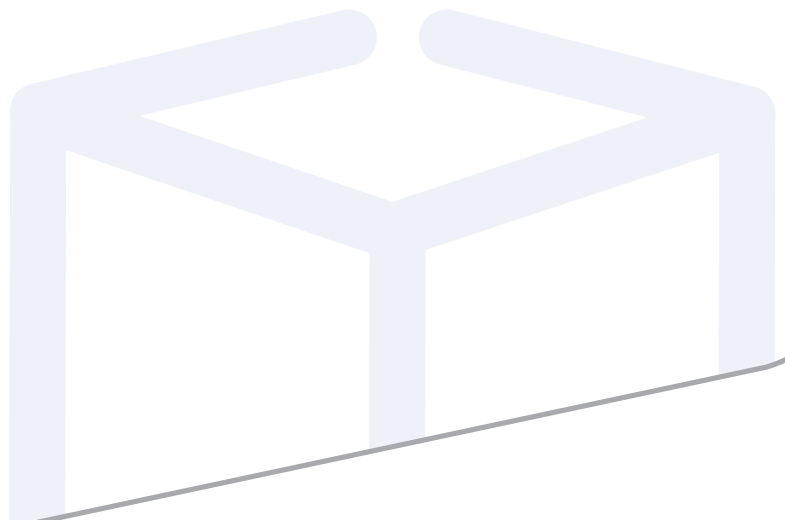
**Call us at:**  
800-923-6669

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PlanConnect, LLC is located at 100 Madison Street, Syracuse, NY 13202, 800-923-6669.

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# How to Take a Withdrawal



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# Important Information — Read This First!

## Can I Withdraw Funds from My Account?

You can take a withdrawal but restrictions and penalties may apply.

The taxable portion of your withdraw may be subject to a mandatory federal withholding; it could be as much 20%.

If you are under the age of 59½ or (depending on your plan) 70½:

- Some or all of your funds may be restricted and only withdrawn for certain situations, such as:
  - Financial hardship
  - Unforeseen emergency
  - If you are disabled
- The IRS may impose a penalty on your withdraw. In most cases it is 10% of the withdrawal amount.

## What Should I Consider Before Taking a Withdrawal?

Withdrawing from your account leaves you less money for retirement

As previously mentioned, if you are taking an early withdrawal there may be IRS penalties and withdrawal restrictions.

In addition to the IRS penalties, there may be mandatory 20% federal income tax withholding requirement; when you file your incomes taxes you may owe more than 20% depending on your tax bracket.

# Taking a Withdrawal

## Step 1: Connect to PlanConnect®

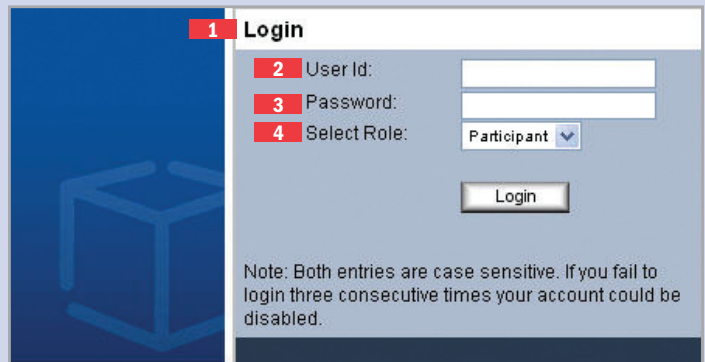
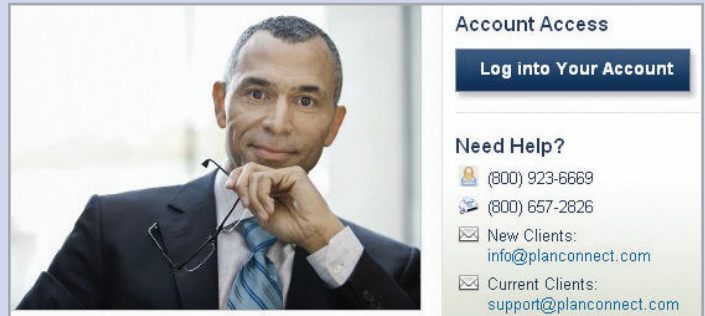
### Go to the PlanConnect® Web Site

1. Open your web browser and go to [www.planconnect.com](http://www.planconnect.com).<sup>1</sup>
2. Click on **LOG INTO YOUR ACCOUNT**.
3. The log-in window will open.

### Log In to Your Account

1. Enter your User ID.  
If this is the first time you're logging in, you will be using your Social Security number.
2. Enter your Password.  
If this is the first time you're logging in, use your date of birth in mmddyyyy order.  
(e.g., July 20, 1987 would be 07201987.)
3. In the drop-down menu labeled "Select Role," verify **PARTICIPANT** is selected.
4. Click on the **LOGIN** button.

<sup>1</sup> This application is written to work with Firefox 2.0+, Internet Explorer 6.0+ and Safari 3.0+. While this application should work with browsers from Firefox or Internet Explorer that are within this version range, there may be versions designed specifically for AOL or Macintosh which may encounter problems with some JavaScript used in this site. Problems experienced with these browsers should be considered bugs in these browsers. You may contact your browser distributor about the problem. AOL subscribers may opt to use Internet Explorer or Firefox directly instead of going through the AOL browser. New devices such as wireless telephones, personal digital assistants, etc which are Internet accessible may not have browsers capable of properly navigating this site.



## Step 2: Start Your Transaction

1. Click on the **INITIATE REQUESTS** tab.
2. From the drop-down menu that appears, select **Withdrawals**. The “Withdrawal Instructions” window opens.



3. From the drop-down menu labeled “Select withdrawal type,” select the type of withdrawal you wish to take:
  - **FINANCIAL HARDSHIP** if your plan is a 403(b) and you are under age 59½.
  - **UNFORESEEN EMERGENCY** if the withdrawal is from a 457(b) plan and you are under age 70½.
  - **70½ IN-SERVICE WITHDRAWAL** if the withdrawal is from a 457(b) plan and you are over age 70½.
  - **QUALIFIED DOMESTIC RELATIONS ORDER** if the withdrawal is a result of a divorce agreement.
  - **59½ IN-SERVICE** if the withdrawal is from a 403(b) plan and you are over age 59½.
4. Select **CONTINUE**.



## Step 3: Enter Your Withdrawal Amount

1. The screen will now display the amounts available for withdrawal based on the type of withdrawal you are requesting and the amounts available from your investment provider(s). For each of your investment providers, either:
  - Check the box to make a full withdrawal, or
  - Enter the amount you wish to withdraw.
2. Click **CONTINUE**.

Available 59 1/2 In-Service Amounts					
Current Investment Providers	Amount Available per Investment Provider <sup>1</sup>	Amount Available Per Contract <sup>2</sup>	Full Withdrawal	Amount Requested	Balance as of
TEST - AXA - TEST	\$8,366.51				06/30/2010
AD5903147		\$8,366.51	<input type="checkbox"/>	\$0.00	
TEST - ING - TEST	\$5,980.59				04/28/2010
ING903147		\$5,980.59	<input type="checkbox"/>	\$0.00	
Total amount:	\$14,347.10			\$0.00	

## Step 4: Complete Your Transaction

### Verify the Information You've Requested

1. Read the "I Agree" statements.
2. Check that the withdrawal details are correct.
3. Click **I AGREE** to submit your request, or select **CANCEL** to return to the "Withdrawals Instructions" screen.

### Print Your Transaction Request Confirmation

1. Your transaction request confirmation will appear.
2. Use your browser's "print" function to print the transaction confirmation and retain it for your records.

### Look for Notification from PlanConnect®

1. You will receive confirmation by e-mail (if an active email address is on file) within an hour after your request has been processed. **Note:** It can take up to **5-7** business days to process the transaction.
2. Your withdrawal request will be either approved, denied, or will require additional information.
  - If your withdrawal request is approved, you will receive an email notification (if an active email address is on file), prompting you to log in to PlanConnect.com to print your Loan Approval Certificate.
  - If your withdrawal request is denied, you will shortly receive a letter from PlanConnect® explaining the reason(s) the request was denied.
  - If additional information is required, you will shortly receive a letter from PlanConnect® describing what additional information is necessary to finalize the request.
3. If your withdrawal request is approved, log in to PlanConnect® to print your Withdrawal Approval Certificate.

By selecting "I AGREE" below:

- I confirm that the requested withdrawal details are correct.
- I am ready to submit my request to PlanConnect for approval.

Distribution Confirmation	
Investment Providers	Amount Requested
TEST - ING - TEST	
Contract Number ING903147	\$100.00
Total amount:	\$100.00


Selecting the "I AGREE" button will generate an approval letter for each Investment Provider. You can take the approval letter directly to the Investment Provider as confirmation that you have been approved for the distribution.

Your request has been submitted.

Your confirmation number is **XX**. Please use this number to reference your request in the future.

Your request will be reviewed by PlanConnect. You will be notified of the status of your request within 5-7 business days.

**IMPORTANT:** The individual Investment Provider may have additional restrictions, may require you to complete additional forms and/or may require spousal signature if your contract is subject to the rules of ERISA. Please contact your Investment Provider directly for details.

 <span style="float: right;">TRANSACTION APPROVAL CERTIFICATE</span>		
<b>TRANSACTION INFORMATION</b>	Transaction Type:	59 and One Half
	Participant Name:	JUDY ZURAWSKI
	Participant Date of Birth:	November 25, 1949
	SSN (Last 4 digits):	1903
	Plan Name:	DEMO - Orange School District 403(b) Plan
	Approval Effective Date:	October 28, 2010
	Approval Effective Until:	November 27, 2010
	Confirmation Number:	613
	Transaction Amount:	\$ 100.00

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## Print and Mail Your Withdrawal Approval Certificate

1. Click on the **TOOLS** tab.
2. From the drop-down menu that appears, select **REPORTS**. The “Reports” window will open.
3. Click on **WITHDRAWAL APPROVAL** with the applicable date, or the Adobe icon in the left-hand column next to it.\*
4. Print out a copy of the Withdrawal Approval Certificate and send it along with a copy of any forms required to your approved provider for processing. You should also keep a copy for your records.



\* You will need the free Adobe Acrobat Reader to view/print the Withdrawal Approval Certificate. Acrobat Reader can be downloaded [here](#).