



Uncashed Checks

OVERVIEW

When a retirement account withdrawal is processed and proceeds are delivered via check, the check is mailed to the payee's address of record (AOR). Examples of a payee could include a participant, beneficiary, rollover institution, or other alternate payee.

Checks issued by Empower are generally valid for six months (180 days) from the date of issue. The uncashed check process applies to either of the following scenarios:

- Active checks returned from the United States Postal Service (USPS) or alternate carrier as undeliverable without a forwarding address.
- Checks neither cashed nor deposited within 180 days of the date of issue.

On a monthly basis, Empower completes the following to assist the Plan Administrator with the uncashed checks process for checks greater than \$25.00:

- At 120 days, sends a Stale-Dated Check Notification to the payee.
- At 180 days, sends a second Stale-Dated Check Notification to the payee.
- Issues a stop payment for all uncashed checks older than 180 days.

If the payee does not respond with alternate direction within 30 days (or for uncashed checks less than \$25.00), Empower escheats the uncashed check proceeds to the payee's state of residence.

NOTE: Each state's Unclaimed Property Laws require that Empower send written notice to the apparent owner's last known address stating that the property is being held and may be turned over to the State Treasurer of the state, which they reside

Address Updates

Empower does not accept address updates directly from participants while they are still actively employed by the sponsoring Plan. Address updates for active employees must be transmitted to Empower via the Plan's payroll/contribution or demographic data submission. However, Empower does accept address updates directly from participants once terminated.

If an uncashed check is returned undeliverable (with no forwarding address), then Empower takes the following action:

Employment Status	Description
Active	Places a mail hold on the participant's account until the Plan Administrator provides an updated address via the Plan's payroll/contribution or demographic data submission.
Terminated	<ul style="list-style-type: none">• Conducts an address search.• If an updated address is located, then updates the participant's account with the new address and reissues the check.• If an updated address cannot be located, then places a mail hold on the participant's account until the Plan Administrator or participant provides an updated address.

NOTE: The Plan Administrator retains responsibility for conducting any due diligence required to locate lost participants (unless other arrangements have been made with Empower as outlined in the Plan's Services Agreement).

The non-discretionary recordkeeping and administrative services described in this Service Overview are general in nature and reflect the standard service offering. Service descriptions are not specific to any plan provision or administration practice. The recordkeeper may agree to provide an alternate service arrangement, as applicable, if separately requested by the Plan Sponsor. FOR ADVISOR/PLAN SPONSOR OR TPA USE ONLY. Not for use with Plan Participants