

YOUR RETIREMENT

AT YOUR SERVICE.

COUNTY OF
SAN MATEO



County of San Mateo 401(a)/457 Plans

Q: Why did we choose to stay with MassMutual over going to another provider?

A: The County's Deferred Compensation Plan Committee evaluated several industry-leading providers who could deliver product and service excellence. Some of the deciding factors that lead us to renew with MassMutual include superior tools and service, strength and stability of the organization, investment flexibility, education program, and overall cost.

Q. What is going to change?

A: In an effort to enhance the overall participant experience, there will be a transition from the old recordkeeping system to a new MassMutual recordkeeping system. This will give you access to new cutting-edge technology, tools and resources.

Q. Will I access a new website and call a new phone number?

A: You will continue to access the web portal designed for San Mateo County at www.viewmyretirement.com/sanmateocounty. After March 25, 2016, when you select "Login" from this San Mateo portal page, you will be taken to the new participant website. Select "Create Account" to create your new User ID and Password.

The phone number to reach a MassMutual Customer Service Representative will also change after March 25, 2016. The new phone number is **1-800-743-5274**.

Representatives are available Monday – Friday 5 a.m. – 6 p.m. PT. If you have questions about the transition prior to March 25, 2016, call MassMutual at **1-877-474-5016** from 5 a.m. to 6 p.m. PT and reference Contract #61869.

Q: Will I get the same education that I received in the old program?

A: Yes, we are committed to providing on-site employee education and one-on-one meetings. You will continue to have access to Retirement Education Specialists who are available to help assist you with retirement planning. The new recordkeeping system also offers an enhanced website so you can access more robust retirement planning tools and calculators.

Q: When will this transition happen?

A: The transition will begin on March 16, 2016 at 1 p.m. PT and will end March 25, 2016.

Q: Will I have access to my money during the transition period (also known as a blackout period)?

A: You will not be able to move your money around, view your account or take a loan or withdrawal after March 16, 2016 at 1 p.m. PT. Account access will resume on March 25, 2016.

Q: Do I have to do anything prior to the transition?

A: No action is required prior to the transition.



We'll help you get there.®

Q: If no action is required, what happens to my existing investments?

A: Your investments will be transferred from the old recordkeeping system and “mapped” into similar “type” investments in the new MassMutual recordkeeping system. That is, if you were in a stable value fund in the old recordkeeping system, you will be in stable value fund in the new MassMutual recordkeeping system. If you were in a Large Company Value fund in the old recordkeeping system, you will be in a Large Company Value fund in the new MassMutual recordkeeping system.

Q: Will we receive information on the “mapping” process?

A: Yes, you received a Transition Brochure with investment mapping information. This brochure was mailed to your home in February.

Q: Will I have time to make changes to my investments prior to the transfer?

A: Yes, you will be able to make changes to your investments until March 16, 2016 at 1 p.m. PT. If you would like to make an investment change, call **1-800-528-9009** or login to your account via **www.viewmyretirement.com/sanmateocounty**.

Q: What happened to the General Account?

A: The MassMutual General Account is being replaced with the MassMutual SAGIC Core Bond Fund (“SAGIC”). Like the General Account, the SAGIC account is a stable value fund offering a guaranteed rate of return for a set period of time. The SAGIC rate is 3.70% through at least July 1, 2016. This rate is scheduled to reset quarterly. Guarantees in both the General Account and SAGIC are based on MassMutual’s claims-paying ability.

Q: Will our Deferred Compensation Plan funds be financially impacted by being out of the market during the switch?

A: Your account will be invested during the blackout period except for one business day (3/18/16) during which your assets will transfer from the old recordkeeping system to a new recordkeeping system.

Q: How will I know when the transition period has ended?

A: The transition period will end on March 25, 2016. You will also receive a postcard in the mail confirming that the transition has ended.

Q: How do the fees compare to what we’ve been paying?

A: The County has negotiated lower fees and will be using a process called fee equalization. This means each investment will be charged the same administration fee and you will see the overall fee on your quarterly statement. Refer to the Transition Brochure you received in the mail for further information on investment cost reductions.

Q: How often are statements mailed?

A: Statements will continue to be mailed on a quarterly basis to your home address. You also have the opportunity to elect electronic delivery of your statements by providing your email address and consent by at **www.viewmyretirement.com/sanmateocounty**.

Q: When will I receive my first statement from MassMutual?

A: You will receive one statement from the new recordkeeping system in April. If you would like to access your account statement from the old recordkeeping system, you can do so until June 1, 2016 by logging into your account at **www.massmutual.com/serve**.

