Fiduciary Trust Company of New Hampshire

# PARTICIPANT REFERENCE GUIDE

4/22/2022

| Task | Resource | Note |
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| Website | http://FTCplanaccess.com/participant | FTCplanaccess portal troubleshooting, contact SS&C Service Center at 877-500-9590. |
| | There are new FTC forms that can be found in the "Forms & Notices" tab. | Form access will vary depending on plan type. |
| Contact Information | Service Center: 877-500-9590 | |
| | Fax: 816-218-0421 | |
| | Regular Mail:<br>FTC<br>PO Box 219638 Kansas City, MO 64121-9638 | |
| | Overnight:<br>FTC<br>430 W 7th Street, STE 219638 Kansas City, MO 64105-1407 | |
| Investment Changes (website) | https://ftcplanaccess.com/participant → change investment→change investments→select your investments→submit changes | Feature may not be available for all participants. |
| Investment Changes | Systematic Exchange Service Form: #FTC01CS0002 | Use this form to setup a new automated reoccurring exchange between funds within an account OR to modify or cancel an existing automated reoccurring exchange. |
| | Exchange Account Service Request Form: #FTC01CS0001 | Use this form to request an exchange between funds within an account held on myPLANnetwork at SS&C. |
| | Retirement Plan Redemption Request Form: Form# FTC01CS1037 | Use this form to request a redemption from a |

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| Distribution Request | | retirement plan account (i.e. 457, 403(b), owner-only, etc.) |
| | IRA Account Redemption Request Form: #FTC01CS1008 | Use this form to request a redemption from a SEP or Simple IRA |
| | RMD Request Form: #FTC01CS1031 | Use this form to request a new required minimum distribution (RMD) distribution OR to defer or cancel an existing RMD election |
| Distribution Request (continue) | Beneficiary Life Expectancy FWS Form: #FTC01CS1014 | Use this form to setup automated reoccurring Life Expectancy distributions. |
| | Flexible Withdrawal Service (FWS) Form: #FTC01CS0005 | Use this form to setup a new automated reoccurring distribution from an account OR to modify or cancel an existing automated reoccurring distribution. |
| Broker Dealer Changes | Broker Dealer Change Request Form: #FTC01CS1030 | Use this form to change the broker dealer associated with an account to a new broker dealer. |
| | Financial Professional Change Form: #FTC01CS0443 | Use this form to change financial professional on one account of block of accounts. |
| Participant Maintenance | https://ftcplanaccess.com/participant → my profile | Changes that can be made here include login security, beneficiaries, communications, etc. |
| | Account Maintenance Form: #FTC01CS0010 | Use this form to update client and account information such as address of record, name, bank information, account grouping for rights of accumulation, |

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| Participant Maintenance (continue) | | and other non-financial types of account maintenance. |
| | Express Transaction Service<br>Form: #FTC01CS0007 | Use this form to grant the client access to submit certain transactions via the internet and/or phone |
| | Letter of Intent<br>Form: #FTC01CS0009 | Use this form to express an intent to invest over a 13-month period in order to receive a reduced sales charge or to terminate a previously submitted Letter of Intent. |
| | 90 Day Reinvestment<br>Form: #FTC01CS1034 | Use this form to provide investment instructions when submitting assets previously redeemed to reinvest at the current net asset value (NAV) without an initial sales charge |
| Internal Transfer | IRA Plan Type Rollover Request<br>Form: #FTC01CS1005 | Use this form to request a rollover of assets from a SEP or Simple IRA account at SS&C to another plan held at SS&C that meets the portability requirements for a rollover. |
| External Transfer | 403(b) Plan Exchange or Transfer<br>Form: #FTC01CS1015 | Use this form to request a transfer or exchange of assets held in a 403(b) or 457 plan at another firm to an account at SS&C. |
| | Transfer of Assets<br>Form: #FTC01CS1004 | Use this form to request a transfer of assets held at another firm to an SEP or Simple IRA account at SS&C that meets the |

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| External Transfer (continue) | | plan portability requirements for a transfer. DO NOT use to initiate a rollover from another firm, instead use the other firm's paperwork to initiate a rollover. |
| | Purchase Account Service Request Form: #FTC01CS0004 | Use this form to provide investment instructions when submitted with an investment check for one participant (i.e. rollover or transfer check). |
| Excesses | SEP and Simple IRA Excess Withdrawal Form: #FTC01CS1012 | Use this form to request corrective action to fix an excess contribution in a SEP or Simple IRA account held at SS&C. |
| Trade Corrections / Amendments / Processing Errors | SS&C Service Center: 877-500-9590 | |
| Beneficiary Change/Update | Beneficiary Designation for Retirement Plans Form: #FTC01CS1001 | Use this form to add beneficiaries to an existing SEP or Simple IRA held at SS&C. |
| | Beneficiary Designation Qualified Plans Form: #FTC01CS1002 | Use this form to add beneficiary information to an existing retirement plan account (i.e. 457, 403b, Owner-Owner, etc.) held at SS&C. |
| | Successor Beneficiary Designation Form: #FTC01CS1003 | Use this form to add successor beneficiary information to an account held at SS&C. |
| Death Distribution | IRA Plan Type Rollover Request Form: #FTC01CS1005<br><br>Retirement Plan Redemption Request | |

| | Form: #FTC01CS1037 | |
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**Affiliates and Conflicts.** Fiduciary Trust Company of New Hampshire (FTC) is affiliated with other financial services companies, including LPL Financial LLC (LPL), member FINRA/SIPC and a federally registered investment adviser and broker-dealer. Because FTC and LPL are affiliated companies and share in revenues, there is a financial benefit to FTC using LPL for brokerage and advisory services. FTC uses LPL to broker transactions at the Fund Companies.