



# Frequently Asked Questions about 401(k) plans



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Answers to any questions that you may have regarding your 401(k) account or getting access to the information in your account can be accomplished through the following ways:



#### Contacting ADP Participant Services by telephone:

**Toll-Free: 800-695-7526** Customer Service Representatives are available Monday – Friday, between the hours of 8 am to 9 pm EST

#### Accessing your account online:

**ADP Retirement Services Participant Website: [My.ADP.com](https://my.adp.com).** A USER Id and Password is required to access this site. If you are currently a participant in your company's 401(k) plan, you can register for a USER Id and Password on the website.

#### Accessing your account on your smartphone:

**The ADP Mobile App.** You may download the App from the Apple App Store® and Google Play®<sup>1</sup>



## What is a 401(k) Plan?

A 401(k) plan is a qualified employer-sponsored retirement plan that eligible employees may enroll into to make salary-deferred contributions on a post-tax and/or pretax basis.

In the case of a pre-tax or traditional 401(k), earnings saved in the plan will accrue on a tax-free basis. Funds may be withdrawn from your account, without penalty, after you reach the age of 59½ (or upon your disability or death).

If a Roth 401(k) or post-tax salary-deferred feature is offered through your company's 401(k) plan, qualified distributions of these savings can be withdrawn tax-free after you retire — as long as you meet the following requirements:

1. A distribution from your Roth Account that occurs at least 5 years after you made your first Roth contribution to the plan, AND
2. After you attain the age of 59½ (or upon your disability or death).

## Who is ADP?

For nearly 70 years, ADP has helped lead the way in defining the future of business solutions. ADP is proud to be named to FORTUNE Magazine's "World's Most Admired Companies®" list for 12 consecutive years.<sup>2</sup>

We are a comprehensive global provider of Human Capital Management (HCM) solutions that unite Human Resources, payroll, talent, time, tax and benefits administration, and a leader in business outsourcing services, analytics and compliance expertise.

ADP Retirement Services currently provides 401(k) plan services to over 85,000 clients and helps nearly 2 million participants save for their future retirement.<sup>3</sup>

ADP is likely to be your payroll provider, as well. If that is the case, your company provides your payroll information to ADP so your paycheck can be processed each pay period. ADP Retirement Services is also the record keeper for your company's 401(k) plan and has access to your payroll information so that the correct salary-deferred savings can be deposited to your retirement savings account each pay period.

## How do I access my account?

You can log into the ADP Retirement Services Participant Website at [My.ADP.com](https://my.adp.com) (available in English only) or call ADP Participant Services at 800-695-7526, Monday – Friday, between the hours of 8 am to 9pm EST, for bilingual support. You can also download the ADP Mobile Solutions application from the Apple App Store® or Google Play Store® to your smart phone. The application is free-to use and you can adjust the language settings within the App to your native language preference.<sup>4</sup>

## Who can access my account?

Only YOU have the ability to make changes to your account. By accessing your account through the ADP Retirement Services Participant Website at [My.ADP.com](https://my.adp.com), or through the ADP Mobile App, you have the ability to:

1. Make changes to the amount of contributions being deposited to your retirement savings account;
2. Determine how your funds are invested;
3. Take out a loan (if available through your plan); or
4. Close out your account.

No one else will have the ability to make these changes for you.

## How do I change the amount I contribute to my retirement plan?

From the “Overview” page of the ADP Retirement Services Participant website at [My.ADP.com](https://my.adp.com) or the ADP Mobile App and follow these steps:

1. Click the “Contributions” navigation option on the desktop version of the website or select the “Contributions” tab drop down menu in the ADP Mobile App;
2. Choose “Change My Contribution Amount.”
3. Determine the new amount you wish to contribute, and then click the “Submit” button to record your transaction.
4. Changes to your contribution amounts will not be processed until you receive a confirmation number at the end of the transaction.
5. You will also receive a confirmation via email that your new contributions have been acknowledged.

It may take up to two payroll cycles for the new contribution amount to appear in your paycheck.



## How do I decline the Auto Enrolment election of my company's 401(k) benefit?

If you are currently participating in your company's Automatic Enrollment feature and would like to decline this election, simply log into [My.ADP.com](https://my.adp.com) or access your account through the ADP Mobile App and follow these steps:

1. Click the "Home" link in the top navigation bar.
2. Click "Decline Enrollment."
3. You can also request a paper enrollment form from your Human Resource manager and choose "Decline Enrollment" in Section III of the form.
4. Additionally, you can call the Participant Support Line at 800-695-7526, Monday – Friday, between the hours of 8 am to 9 pm EST, to decline enrollment, verbally, with a service representative.

## Who receives the money in my Retirement Savings account if I pass away?

It is up to you to determine the beneficiary for your retirement savings account. A beneficiary is a person or entity, which will be paid the proceeds from your account upon your death. You can identify this individual or other family members by completing a Beneficiary Designation form or walking through the steps to complete a request on the ADP Retirement Services Website at [My.ADP.com](https://my.adp.com).

### Definitions and rules around Beneficiaries

The term "Spouse" refers to a person of the opposite sex or the same sex to whom you are legally married.

If you are married, your beneficiary will be your surviving spouse at the time of your death. However, exceptions can be made to this rule. In order to do so, your spouse must consent to you

designating another person or entity as the named beneficiary of your account. This must be done so in writing and properly witnessed by a notary public. Once this requirement has been met, the proceeds of your account will be paid to the beneficiary you have designated.

If you are unmarried and designate a non-spouse as beneficiary, such designation will automatically be revoked upon entering into a new marriage or remarriage.

Common Law Marriage refers to a person of the opposite sex with whom you live with for an extended period of time. The terms of Common Law Marriage are defined by the laws of your State. Some States will recognize a partner from Common Law Marriage as a beneficiary for your account. Please check with the laws of your State to see if you meet these requirements.

You can update beneficiary information through the ADP Retirement Services Participant Website at [My.ADP.com](https://my.adp.com). Follow these simple steps:

1. From the Overview page, select the "My Account" navigation bar option,
2. Then choose the "Manage My Beneficiaries" options.
3. Walk through the on-screen questions to complete this process.
4. You can also complete a paper beneficiary form that you can obtain from your company's Human Resource manager or by calling ADP Retirement Services at 800-695-7526, Monday – Friday, between the hours of 8 am to 9 pm EST.

## Can I designate someone who lives outside of the United States, or a person who does not have a Social Security Number, to be my beneficiary?

Yes, you can designate anyone that you choose to be a beneficiary to receive the savings from your account. You will need to provide detailed contact information of the individual so that the monies can be distributed to them properly upon your death. Savings withdrawn from this account are still subject to applicable to State and US Federal taxes.

## Can I take a loan from my 401(k) account?

You may be able to take a loan out from your retirement savings account, if this feature is available under your company's 401(k) plan. There may be restrictions to the amount of savings that you can withdraw from the account. Please review the ADP Retirement Services Participant Website at [My.ADP.com](http://My.ADP.com) for more information.

### Additional details about 401(k) loans

If you take a loan from your 401(k), you are responsible for paying the entire proceeds from the loan back. Payments that are made to the loan are deposited back into your retirement savings account. These loan payments are made through an additional deduction each pay period and will be reflected in your paystub until the proceeds from the loan are paid off. Interest is also charged for the loan and that charge is also included in the payroll deduction. Essentially, when you take a loan from your 401(k), you pay the proceeds of the loan — plus the interest — back to yourself.

There may also be a one-time processing fee associated with taking a loan from your retirement savings account. The amount of the fee, if any, will be displayed on the loan request page and will be deducted from the remaining balance of your account; not from the loan amount requested.

If you fail to pay back the entire loan amount, the remaining balance of the withdrawal will be considered a cash out of your savings. If the withdrawal was made prior to age 59½, the funds are taxed as regular income — plus, you will be charged a 10% early withdrawal penalty. You can call ADP Participant Services for questions and assistance in processing a loan request at 800-695-7526, Monday – Friday, between the hours of 8 am to 9 pm EST, or you can visit the ADP Retirement Services Participant website at [My.ADP.com](http://My.ADP.com).

## What happens when I leave the company?

The money in your retirement savings account belongs to you and you have complete control of your money if ever you decide to leave your current employer. There are several distribution options available to you if you move onto another job:

1. You can leave your savings in the existing retirement savings account. Doing so avoids current taxes and withdrawal penalties while in the plan and continues tax-deferred growth opportunities. However, no additional contributions can be made to the account; investment options are limited to those within that Plan; and certain plans may not allow you to leave your account where it is — if the balance does not meet the plan's threshold requirements.
2. You may be able to roll the money from this savings account over to another company 401k plan. Doing so avoids current taxes and withdrawal penalties while in the plan; continues tax-deferred growth opportunities; and offers the ability to consolidate retirement funds. However, the new Plan Administrator will need to determine if a rollover into the new plan is possible.
3. You can the roll savings into an IRA. Doing so avoids current taxes and withdrawal penalties while in the plan; continues tax-deferred growth opportunities; and offers the ability to consolidate retirement funds. However, annual fees for the IRA may be higher and there is no ERISA protection against claims of creditors.



4. You cash out your balance. Withdrawing retirement savings provides immediate access to the funds within the account. However, withdrawn savings are subject to Federal and State taxes (if applicable) in addition to possible withdrawal penalties.

Please contact ADP Participant Services at 800-695-7526, Monday – Friday, between the hours of 8 am and 9 pm EST, for any additional questions you may have.

## Am I taxed when the account is closed?

At some point, you will pay taxes to withdraw the money from your retirement savings account. Any funds withdrawn after age 59½ are taxed as regular income, based on your current tax rate at the time of the withdrawal. If you try to take money out of your 401(k) before you turn 59½, the funds are taxed as regular income — plus, you will be charged a 10% early withdrawal penalty, unless the withdrawal meets the following criteria:

1. The withdrawal qualifies as a hardship;
2. The withdrawal is used for unreimbursed medical expenses;
3. The withdrawal is used to pay health insurance premiums while unemployed for at least 12 weeks;
4. The withdrawal is related to a total disability; or
5. Payments are being made from the withdrawn funds for qualifying higher education expenses.

## What happens to my money if I leave the country?

If you're under age 59½, even though you're leaving the country, IRS tax rules will follow your plan wherever you go. Because penalties for early withdrawals are high, be sure to review your particular situation with your financial advisor prior to withdrawing any funds.

Any funds withdrawn after age 59½ are taxed as regular income, based on the current tax rate at the time of the withdrawal. Individuals who withdraw funds under age 59½ will pay a 10% penalty on the withdrawn funds, unless the withdrawal meets the following criteria:

5. The withdrawal qualifies as a hardship;
6. The withdrawal is used for unreimbursed medical expenses;
7. The withdrawal is used to pay health insurance premiums while unemployed for at least 12 weeks;
8. The withdrawal is related to a total disability; or
9. Payments are being made from the withdrawn funds for qualifying higher education expenses.



## Does enrolling in my company 401(k) plan affect participation in State or Federal assistance programs?

Participating in your company's 401(k) plan could affect your eligibility for State and Federal assistance programs. Please contact the office where you received benefits for more information to see if participating in your company's 401(k) plan will adversely affect these benefits.

1. ADP Mobile App Minimum system requirements: The ADP Mobile App is available on the following devices: iPhone®, iPad®, iPod touch® iOS v7.0 or higher, Android™ v4.4 or higher.
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3. As of December 31, 2018.
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## Questions?

You can speak with an ADP Retirement Services Representative<sup>3</sup> by calling 800-695-7526, Monday – Friday, between the hours of 8 am – 9 pm EST. Foreign language support is included in this service.

Translations of any materials or text into languages other than English are intended solely as convenience to the non-English language speakers and are not legally binding. Such materials and their translation help to facilitate the administration and operation of the plan and are not intended as an investment solicitation or an investment recommendation. We have attempted to provide an accurate translation of the original material in English, but due to the nuances in translating to a foreign language, slight difference may exist.

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