

Enhanced Online Loans

Presented by:

Lisa Francis, *Director, Customer Experience Strategy*

Ben Healy, *Assistant Vice President, Operations*



Save the Date

UPCOMING EVENTS

October 27th (For Companies)

16th Annual Educational Exchange

November 8th (For Companies)

Retirement Health Care Income Planning: Why the HSA is the best option

Register in “Webinars & Events” under “For Companies” or “For You” at
www.sentinelgroup.com

Today's Agenda

- Overview of Enhanced Online Loans
- Participant web demo and email samples
- Plan Sponsor options and process
- Reporting
- Questions & Answers



Enhanced Online Loans – An Overview



Fully Electronic Loan Processing

- ✓ Completely paperless
- ✓ Accessible at any time
- ✓ Fully transparent process
- ✓ Interactive loan modeling



New Enhancements to Existing Online Loans

- ✓ ACH payment option
- ✓ Optional Sponsor approval
- ✓ Improved email notifications



Benefits for Participants






- ✓ Quicker turnaround time
- ✓ Intuitive and clear user design
- ✓ Allows for choice of ACH or check payment



Benefits for Plan Sponsors

- ✓ Customizable, paper-free process
- ✓ Minimizes manual touch, reducing the risk of error
- ✓ Efficient approval and rejection process (optional)

Participant Request Process

Welcome, Lisa Francis

[My Plan Dashboard](#)[View Investments](#)[Manage My Account](#)[Plan Statements, Reports & Forms](#)[Tools & Education](#)[Contact Us](#)[Request a Distribution](#)

New Loan

Loans

Select a loan type

Personal Loan

Residential Loan

Borrow up to

\$50,000.00

You have 0 outstanding loan

[What you should know](#)

[Quick Loan Calculator](#)

[GET STARTED >](#)

Loan Request



Overall Progress: **0% Complete**

[Return to transaction selection](#)

Review General Information

What You Should Know About Taking a Loan...

The maximum amount you may borrow is the lesser of 50% of your vested account balance or \$50,000 (Some plans have further restrictions. See Loan Information or review the Loan section of your Summary Plan Description for more details.)

You will repay the loan with after-tax deductions, plus interest to your own account through payroll deductions.

Loan Limits	Personal Loan	Residential Loan
Current plan vested acct. balance	\$151,022.36	\$151,022.36
Minimum loan	\$1,000.00	\$1,000.00
Maximum loan	\$50,000.00	\$50,000.00
Minimum duration	1 Months / 3 Payments	1 Months / 3 Payments
Maximum duration	60 Months / 130 Payments	120 Months / 260 Payments
Days to complete request	14	14

CANCEL

NEXT >>

Loan Request



Overall Progress: **17% Complete**

[Return to transaction selection](#)

Loan Amount

Select the type of loan you would like to receive. Use the loan calculator to specify the amount of your loan and to determine your ideal payment amount.

Loan Limits	Personal Loan
Current plan vested acct. balance	\$151,022.36
Minimum loan	\$1,000.00
Maximum loan	\$50,000.00
Minimum duration	1 Months / 3 Payments
Maximum duration	60 Months / 130 Payments
Days to complete request	14

Loan Type

Personal Loan

Rate 4.5%

Loan amount 5000

of payments 24

Your Biweekly payment \$212.87

CALCULATE

[Review Amortization Schedule](#)

CANCEL

BACK

NEXT >>

Loan Request



Overall Progress: 15

[Return to transaction selection](#)

Loan Amount

Select the type of loan you want

Loan Limits

Current plan vested acct.

Minimum loan

Maximum loan

Minimum duration

Maximum duration

Days to complete request

Amortization Schedule

Employee Employee 5, Test
Frequency Biweekly
Payments \$212.87

Interest rate 4.5%
Initial amount \$5,000.00
Status New Loan

Payment Date	Payment Amount	Interest	Principal Amortized	Ending Balance
Oct 17, 2016	\$0.00	\$0.00	\$0.00	\$5,000.00
Nov 14, 2016	\$212.87	\$8.65	\$204.22	\$4,795.78
Nov 28, 2016	\$212.87	\$8.30	\$204.57	\$4,591.21
Dec 12, 2016	\$212.87	\$7.95	\$204.92	\$4,386.29
Dec 26, 2016	\$212.87	\$7.59	\$205.28	\$4,181.01
Jan 9, 2017	\$212.87	\$7.24	\$205.63	\$3,975.38
Jan 23, 2017	\$212.87	\$6.88	\$205.99	\$3,769.39
Feb 6, 2017	\$212.87	\$6.52	\$206.35	\$3,563.04
Feb 20, 2017	\$212.87	\$6.17	\$206.70	\$3,356.34
Mar 6, 2017	\$212.87	\$5.81	\$207.06	\$3,149.28
Mar 20, 2017	\$212.87	\$5.45	\$207.42	\$2,941.86

CALCULATE

[Review Amortization Schedule](#)

CANCEL

BACK

NEXT >>

Loan Request



Overall Progress: **33% Complete**

[Return to transaction selection](#)

Verify Personal Information

Please verify the following personal information. Incorrect address information may delay or prevent the delivery of your payment and important tax statements. If any information is incorrect, it is important to make changes before proceeding with your distribution request.

General Information

First name	Middle name	Last name	
<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="Employee25"/>	
Marital status	Gender	Birth date	Date of hire
<input type="text" value=""/> ▼	<input checked="" type="radio"/> Male <input type="radio"/> Female	<input type="text" value="1/1/1980"/>	<input type="text" value="1/1/2011"/>
Street address 1	Street address 2		
<input type="text" value="123 Main Street"/>	<input type="text"/>		
City	State	Zip code	Country
<input type="text" value="Reading"/>	<input type="text" value="MA"/> ▼	<input type="text" value="01803"/>	<input type="text" value="USA"/>
Foreign state			
<input type="text"/>			
Home phone		Office phone	
<input type="text"/> <input type="text"/> <input type="text"/>		<input type="text" value="781"/> <input type="text" value="914"/> <input type="text" value="1200"/>	
Ext			
<input type="text"/>			
Other phone			
<input type="text"/> <input type="text"/> <input type="text"/>			

Email

Home	Confirm home email address
<input type="text"/>	<input type="text"/>
Office	Confirm office email address
<input type="text" value="lisa.francis@sentinelgroup.com"/>	<input type="text" value="lisa.francis@sentinelgroup.com"/>

Loan Request



Overall Progress: **50% Complete**

[Return to transaction selection](#)

Payment Information

Please provide the necessary information to facilitate the payment of your loan.

Payment Method

Check



Payable to Test Employee25

Street address 1

123 Main Street

Street address 2

City

Reading

State

MA



Zip code

01803

Foreign state

Country

USA

CANCEL

BACK

NEXT >>

Loan Request



Overall Progress: **50% Complete**

[Return to transaction selection](#)

Payment Information

Please provide the necessary information to facilitate the payment of your loan.

Payment Method

ACH 

Name of bank

Routing number

Bank account number

Confirm bank account number

Payable to Test Employee25

Street address 1

123 Main Street

Street address 2

City

Reading

State

MA 

Zip code

01803

Foreign state

Country

USA

CANCEL

BACK

NEXT >>

Loan Request



Overall Progress: **67% Complete**

[Return to transaction selection](#)

Transaction Certification

By checking the boxes below and continuing, you are agreeing to all of the statements on this page.

- ☒ You are submitting a personal loan distribution for \$5,000.00 at an interest rate of 4.5% that will be paid back in 24 equal payments over a period of 11 months.
- ☒ You are consenting to repay the loan according to the terms above and detailed in the Amortization Schedule shown on your screen. A copy of the amortization schedule is stored online and can be viewed online once the loan is processed. The payment of this loan is secured by your vested and non-forfeitable interest in the Plan. You understand and agree that if your loan repayment is not made in accordance with your agreed upon terms and the terms of the plan, your loan may be deemed in default and the outstanding loan balance may become taxable. Please refer to your loan policy if you have any questions.

CANCEL

BACK

NEXT >>

Loan Request



Overall Progress: **83% Complete**

[Return to transaction selection](#)

Review

Your request has not been processed yet. Please confirm that the details below properly describe the transaction you are requesting and then press "Next."

Personal Information

Name: Test Employee25
Marital status:
Gender: M
Birth date: 01/01/1980
Date of hire: 01/01/2011
Home phone:
Office phone: 7819141200
Other phone:

Street address 1: 123 Main Street
Street address 2:
City: Reading
State: MA
Zip code: 01803
Country: USA
Foreign state:
Home:
Office: lisa.francis@sentinelgroup.com
Other:
Send email to: Office

Loan Type

Rate: 4.5%
Loan amount: \$5,000.00
of payments: 24
Biweekly payment: \$212.87

Origination fee: \$0.00
Per payment processing fee: \$0.00
Annual maintenance fee: \$0.00

Payment Information

Payable to: Test Employee25
Street address 1: 123 Main Street
Street address 2:
City: Reading
State: MA
Zip code: 01803
Country: USA

Payment Method: Check

Loan Request



Overall Progress: **100% Complete**

[Return to transaction selection](#)

Confirmation

✓ Confirmation Number: 823369

Your request has been processed. You may use this number to reference this transaction in the future.

Requests, while processed into the database, may not take effect immediately. Some requests may still need to be approved before they will take effect.

Personal Information

Name: Test Employee25
Marital status:
Gender: M
Birth date: 01/01/1980
Date of hire: 01/01/2011
Home phone:
Office phone: 7819141200
Other phone:

Street address 1: 123 Main Street
Street address 2:
City: Reading
State: MA
Zip code: 01803
Country: USA
Foreign state:
Home:
Office: lisa.francis@sentinelgroup.com
Other:
Send email to: Office

Loan Type

Rate: 4.5%
Loan amount: \$5,000.00
of payments: 24

Origination fee: \$0.00
Per payment processing fee: \$0.00
Monthly payment: \$240.00

[Return to transaction selection](#)

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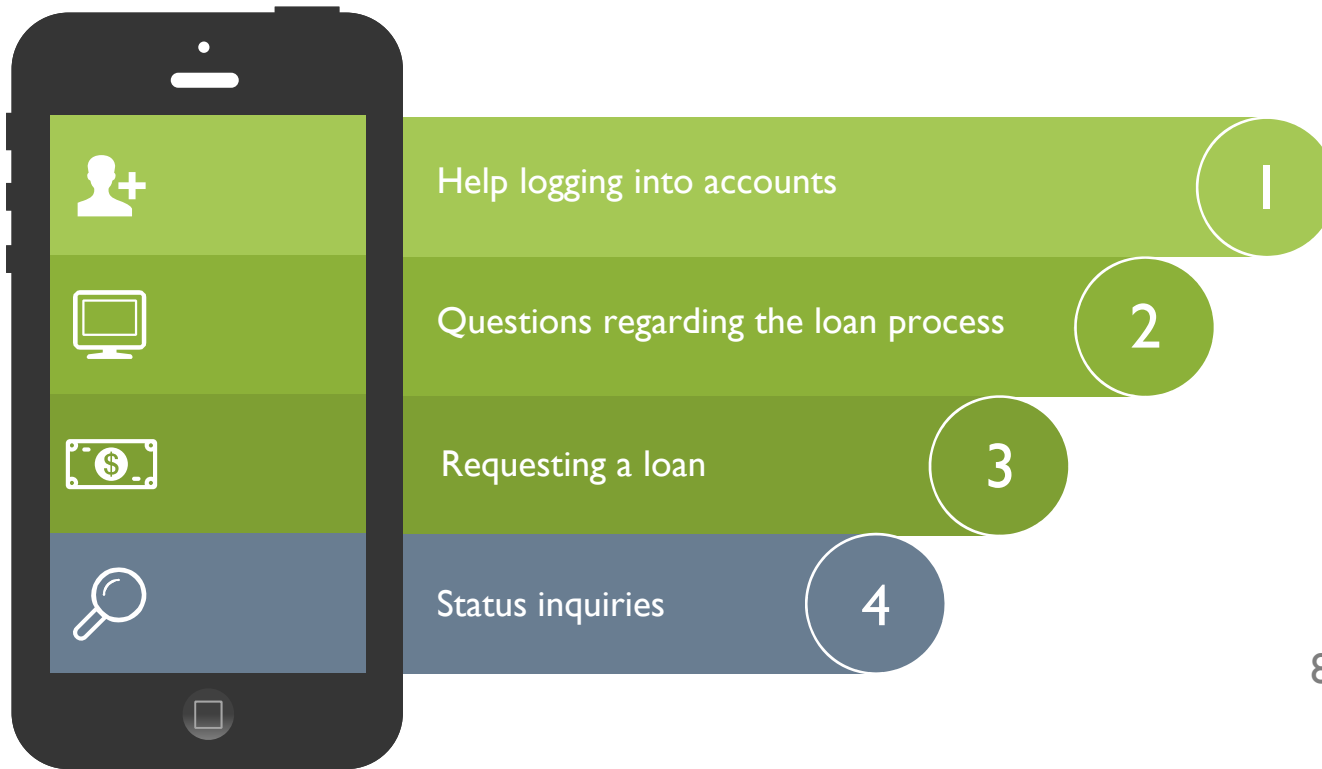
[Contact Us](#)



90%

Service Center Support

Participants can contact our Service Center for assistance with:



Service Center

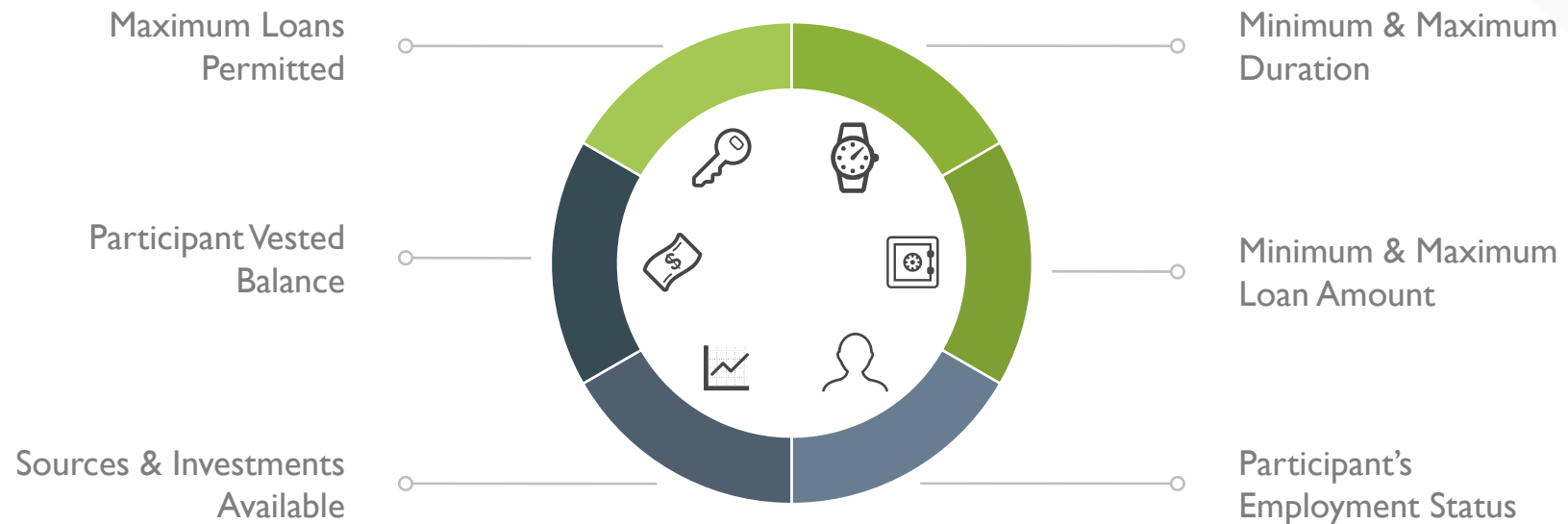
(888) 762-6088

Monday – Friday

8:00 a.m. – 6:00 p.m. ET

Loan Availability

Loan availability is based on plan specifications and participant qualifications. Factors considered automatically include:



Approval Options

- **Automatic approval**

- Excellent option for most plans without loan reason restrictions
- No additional review required
- Option in place and remaining in effect for all plans currently using online loans

- **Plan Sponsor approval**

- Beneficial for plans where additional info is needed to approve loans (i.e. reason restrictions)
- Can choose to approve principal residence loans only or personal as well
- Option being enabled for all plans moving to paperless loans as part of this transition

Approval Notification

- Initial notification email sent to authorized signers
 - Capability for more than one contact to be included
- Reminder notification after three days
- Escalated internal email to reach out if approval request has not been acted upon

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Plan Activity

Dear Plan Sponsor,

A loan request has been submitted and is pending your approval. Please review the details of the request to confirm the participant's eligibility for the requested loan.

Date of Request: 10/18/2016
Plan Name: Sample 401(k) Retirement Plan
Participant's Name: John Smith
Loan Type: Personal
Loan Amount: \$5,000.00

Please log in to sentinelgroup.com to view any open loan requests. Click the profile icon (gear) from the top right side of the page and select "Transaction Approval" from the Links menu. You can then select from any loans requiring approval to review then approve or reject the request.

In order to ensure timely processing of this loan, please complete your review within 48 hours.




Approval Process

- Log into your Plan Sponsor portal at www.sentinelgroup.com
- Click the gear icon to access your quick links or hover over “Transactions” in the navigation bar.




Sponsor Approval

Sentinel Benefits & FINANCIAL GROUP

W 

Lisa Francis

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Plan Sponsor Dashboard

Plan year

Plan contact/File attachment

Top heavy this year

Payroll is processed

Client Ser This plan is

Plan Summary

Plan balance

\$ 334,574.⁶¹











[Show balance by source](#)

Balance by Investment

[Show Graph View](#)

Moderate Lifestyle Portfolio

Managed Allocation - Conservat

- [Change role to Advisor](#)
- Links**
-  [Participation Overview](#)
-  [Contribution Center](#)
-  [Research Plan Investments](#)
-  [Investment Performance](#)
-  [Plan Balance](#)
-  [Statements, Forms & Reports](#)
-  [Transaction Approval](#)
-  [Research All Transactions](#)
-  [Web Client](#)
-  [Participant Initiated Transactions](#)



View Account

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Statements,
Forms & Reports

Employee
Management

Contribution
Center

Web Client

Plan Selection 

Transaction Request Approval



First name

Last name

Social Security Number

Confirmation ID

Current Status



Pending Request




Approved Request

Request date

Requests made on or after

GET RESULTS

Current status	Participant name	Request date	Transaction type	Transaction summary	Payment details	Approve/Cancel request
Pending Request	John Locksmith	07/21/2016	Loan Distribution	View	View	Select One 

SUBMIT

John Locksmith

Loan Request



[Return to transaction request approval screen](#)

Confirmation

✓ Confirmation Number: 812283

Your request has been processed. You may use this number to reference this transaction in the future.

Requests, while processed into the database, may not take effect immediately. Some requests may still need to be approved before they will take effect.

Loan Type

Rate: 4.5%
Loan amount: \$2,000.00
of payments: 12
Monthly payment: \$170.76

Origination fee: \$0.00
Per payment processing fee: \$0.00
Annual maintenance fee: \$0.00

[Review Amortization Schedule](#)

Payment Information

Payable to: John Locksmith
Street address 1: 3721 Main Street
Street address 2:
City: Reading
State: MA
Zip code: 01867
Country:
Foreign state:

Payment Method: Check

Transaction Certification

✓ You are submitting a personal loan distribution for \$2,000.00 at an interest rate of 4.5% that will be paid back in 12 payments over a period of 12 months.



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Transaction Request Approval



First name

Last name

Social Security Number

Confirmation ID

Current Status



Pending Request




Approved Request

Request date

Requests made on or after

GET RESULTS

Current status	Participant name	Request date	Transaction type	Transaction summary	Payment details	Approve/Cancel request
Pending Request	John Locksmith	07/21/2016	Loan Distribution	View	View	Select One 

SUBMIT



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[Plan Selection](#) 

Transaction Request Approval



First name

Last name

Social Security Number

Confirmation ID

Current Status



Pending Request



Approved Request

Request date



Requests made on or after

GET RESULTS

Current status	Participant name	Request date	Transaction type	Transaction summary	Payment details	Approve/Cancel request
Pending Request	John Locksmith	07/21/2016	Loan Distribution	View	View	<div>Select One Approve Reject</div>

SUBMIT



View Account

Transactions

Statements,
Forms & Reports

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Management


Contribution
Center

Web Client

Plan Selection 

Transaction Request Approval



 Your changes have been saved.

First name

Last name

Social Security Number

Confirmation ID

Current Status

☒ Pending Request

☐ Approved Request

Request date

Requests made on or after


GET RESULTS


No Records found

SUBMIT

Participant Notifications

- **Approval Required:**
Email notifications sent to the participant's email on file upon approval
- **No Sponsor Approval:**
Email notifications sent once the transaction is automatically created
- Mailed amortization schedules will be sent to participant's without an email address

 **Account Activity**


 **John, your loan request has been approved.**

The loan request you recently submitted has been reviewed and approved for processing. The Amortization Schedule summarizing the terms of your loan can be found by logging into your online account.

Loan details:

Plan Name: Sample 401(k) Retirement Plan
Loan Type: Personal
Loan Amount: \$5,000.00
Loan Duration: 24 months
Payment Method: Check
Confirmation #: 823369

Once approved for processing, most payments are issued within 5 business days. Additional processing time is required for certain types of investments, including stock holdings and self-directed brokerage accounts.
Have a question? [Log in](#) to your account or [contact us](#).

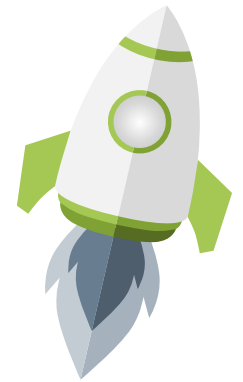


Plan Sponsor Loan Reporting

Automated Loan Reports		On-Demand Loan Reports	
Summary of New & Maturing Loans Details new loans issued within the past week, or loans with 5 or fewer payments remaining	Emailed Friday at 7PM ET	Summary of Current Loans Displays current loans being repaid	
Loan Payoff Notification Details any loans paid off that day	Emailed daily at 9PM ET	Loan Activity – by Participant Reports principal and interest paid, new loans, distributed loans	
		Past Due Loan Payments – 30 days+ Shows participants behind in payments and anticipated default date	
		Plan Sponsor Website - Information	
		Loan Summary (under Employee Management menu) Displays issue date, original amount, current balance, payment amount, remaining payments, etc.	

Next Steps

- Anticipated launch for all plans will be in Q4
 - Further communication to follow
- Current plans utilizing paper loans will be defaulted to Plan Sponsor Approval – ***Please contact your Plan Consultant if you wish to have auto approved loans***
- The ACH payment option will be enabled for all plans
 - This will give participants the option for check or ACH payments



Questions?

Contact Name or Name via email:

Lisa.Francis@sentinelgroup.com

Benjamin.Healy@sentinelgroup.com

UPCOMING EVENTS

October 27th (For Companies)

16th Annual Educational Exchange

November 8th (For Companies)

Retirement Health Care Income
Planning: Why the HSA is the best
option

Register in “Webinars & Events” under “For
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