

**State of Florida**  
**Social Security Alternative Program**  
**Group Number 71893**  
Transition to VALIC  
Frequently Asked Questions

The following questions and answers are offered to help you understand the upcoming changes to the State of Florida Social Security Alternative Program (“Plan”).

**1. What is changing?**

Effective February 1, 2017, the State of Florida Social Security Alternative Program will convert from Bencor to VALIC.

- Current assets and all future contributions will be redirected for all participants
- Re-enrollment is not required

**2. Why is this change being made?**

The State of Florida wants to provide the best benefit programs possible to our employees. As such, we periodically review our OPS Social Security Alternative Program. The changes are the result of a request for proposal process that identified VALIC as providing the best value for Florida OPS employees.

**3. Who is VALIC?**

VALIC is a retirement plan provider with 60+ years' of experience helping workers prepare for a secure retirement. VALIC will provide full administrative and record keeping services for the Plan.

State of Florida Plan participants will enjoy the benefit of VALIC's brand new digital experience through the [www.valic.com](http://www.valic.com) website as well as VALIC's state of the art call center. These resources will help guide participants through the Plan transition and ongoing retirement planning needs. OPS participants will be able to take advantage of the following services provided by VALIC:

- Ability to diversify investments among many mutual fund companies
- Easy-to-understand participant statements
- 24/7 access to account information and transactions by phone, online and via mobile devices

VALIC takes a personal approach to your retirement planning, offering customized solutions for individual needs.

**4. When will be my last contribution into the current Bencor arrangement and the first contribution into the State of Florida plan with VALIC?**

Outlined below is a timeline on payroll remittance dates.

- Your last contribution to Bencor will be on January 31, 2017.
- First payroll after January 31, 2017 will be the first contributions to VALIC the payroll will not be processed until after the quiet period ends (see question 6 for details about the quiet period).

**5. What happens to my accounts with Bencor?**

Your balance with Bencor, —as well as ongoing pretax deferrals—will automatically transfer to VALIC.

If you want to change the way your existing balance and future contributions are invested at Bencor, you must do so before the beginning of the quiet period on February 1, 2017 at 4 p.m. (ET). It is very important that you review and consider the appropriateness of your current investments prior to the beginning of the quiet period.

**6. What is the quiet period?**

The quiet period is a time during which you will be unable to access your account. This is the time when your existing accounts will be temporarily unavailable while Bencor and VALIC reconcile and balance plan accounts for transfer between Plan providers. You cannot make any transactions during this time. You will be able to make transactions after the quiet period ends.

There will be a quiet period for transition processing during which you will be unable to access your account. The Bencor quiet period begins at 4 p.m. ET on February 1, 2017 and ends no later than February 8, 2017 (end of day). Bencor will liquidate all assets on February 7, 2017. The VALIC quiet period will begin on February 9, 2017 and end no later than February 15, 2017 (end of date). If VALIC receives everything in good order from Bencor by 4 p.m. ET (close of market) on February 8, 2017, assets are invested on the same business day. If received after 4 p.m. (close of market), assets will be invested the following business day.

After the quiet period ends, simply log on to VALIC.com (enrollment instructions provided in question 15) or by phone at 1 (800) 448-2542. This toll-free number can also connect you with a Client Service Professional, available Monday through Friday from 8 a.m. to 9 p.m. (ET).

**7. Do I need to complete a new Beneficiary Designation?**

Yes, you must complete a new Beneficiary Designation. Once your account is set up at VALIC, you can log into your account on [www.valic.com](http://www.valic.com) and enter your beneficiary on the website. Your beneficiary information will be maintained by VALIC. You can also call VALIC at 1 (800) 448-2542 if you need assistance.

**8. How much can I contribute to the Plan?**

You cannot make voluntary contributions elections within the Social Security Alternative Program. However, should you wish to save additional money for retirement, the State of Florida also offers a 457(b) Deferred Compensation Plan. Information about the State of Florida Deferred Compensation Plan can be found online at [www.myfloridadeferredcomp.com](http://www.myfloridadeferredcomp.com).

**9. How often can I make changes to my Plan account?**

You may change your asset allocation at any time after the quiet period ends. To make these changes, you can call VALIC at 1 (800) 448-2542 or log into your account online or by mobile device at VALIC.com.

**10. What investment options will be available with VALIC?**

There will be 17 mutual funds, the Vanguard target date fund series and a fixed interest option available.

The principal value of an investment in a Target Date fund is not guaranteed at any time including at or after the target maturity date. The target date is the approximate date when investors plan to start withdrawing their money. The fund will gradually shift its emphasis from more aggressive investments to more conservative ones based on its target date.

You can access additional information electronically on each available mutual fund through the website.

**11. Can I roll over funds from another qualified savings plan to the Social Security Alternative Program account?**

Yes, you may roll over funds from a 401(k), 401(a), 403(b), 457(b), IRA and other similar qualified plans. You may contact VALIC at 800-448-2542 for additional details.

**12. How can I access my account information after the quiet period?**

You can access this account information using the following methods:

- Mobile Access—[my.valic.com/mobility](http://my.valic.com/mobility)
- Online—VALIC.com
  - Current participants will receive a one-time code from VALIC in the mail; this code will allow you to register with VALIC.com as an online account user
  - Once you have received your one-time code visit VALIC.com and select “Register for online access” under the “Already a client?” section
  - Select “Register for individual access”
  - Select “Yes” after the “Do you have a one-time code?” question
  - Enter the online registration code that you received in the mail
  - Complete the necessary fields and select “Next”
- Phone—1 (800) 448-2542

**13. Are there fees associated with the Social Security Alternative Program?**

Yes, there are always fees associated with a retirement plan. Over the last few years, the retirement plan industry has required more transparency regarding these fees. VALIC's administration and services cost \$55 per person per year, charged quarterly. This fee will be charged in addition to the standard mutual fund expenses associated

with the funds in which you choose to invest. Should VALIC receive any reimbursements from any mutual fund you have selected, you will see a credit to your account at the end of the quarter in which it was received.

The State of Florida has selected a lower cost, diversified fund menu from some well known fund families. Information regarding the mutual fund expenses can be found on the fund fact sheets available through the website at VALIC.com (log-in instructions provided in question 12 above).

**14. What are my options after I separate from as an OPS Employee?**

- Leave my money at VALIC
- Rollover my account to another qualified plan
- Take a distribution
- Rollover my account to the State of Florida Deferred Compensation plan before separation of service

**15. Whom can I contact if I have questions?**

If you have questions, please contact a VALIC Client Service Professional at 1 (800) 448-2542. Additionally, we are building a custom website at [www.valic.com/opsfi](http://www.valic.com/opsfi) that will launch in February 1, 2017. This site will contain information about the Social Security Alternative Program as well as other educational content.

*These Questions & Answers are intended to provide you with general information on the benefits offered by State of Florida Social Security Alternative Program. Every effort has been made to provide an accurate summary of such benefits. However, if there is a conflict between the material in this document and the actual Plan documents, the terms of the Plan document will control. Notwithstanding anything to the contrary contained in this document, The State of Florida reserves the right to amend, modify or terminate any benefit at any time.*

Mutual funds are sold by prospectus. Investors should carefully consider the investment objectives, risks, charges and expenses before investing. This and other important information is contained in the prospectus, which can be obtained from your financial professional or visit [www.valic.com](http://www.valic.com). Read the prospectuses carefully before investing.

Securities and investment advisory services offered through VALIC Financial Advisors, Inc. ("VFA"), member FINRA, SIPC and an SEC-registered investment adviser. VFA registered representatives offer securities and other products under retirement plans and IRAs, and to clients outside of such arrangements. Annuities issued by The Variable Annuity Life Insurance Company ("VALIC"). Variable annuities distributed by its affiliate, AIG Capital Services, Inc. ("ACS"), member FINRA. VALIC, VFA and ACS are members of American International Group, Inc. ("AIG").