

# Frequently Asked Questions (FAQs)

The North Ottawa Community Hospital 401(k) Retirement Plan (the “NOCH 401(k) Plan”) is moving from USI Consulting Group to Fidelity Investments effective Dec. 2, 2024.

*Updated: October 15, 2024*

## 1. Does my account at USI have to move to Fidelity?

- Yes. All NOCH 401(k) Plan balances merge into the Trinity Health 401(k) Retirement Savings Plan (the “Trinity Health 401(k) Plan”) at Fidelity Investments, effective Dec. 2, 2024.

## 2. Why is my account at USI moving to the Trinity Health 401(k) Retirement Savings Plan at Fidelity?

- Trinity Health acquired North Ottawa Community Hospital (NOCH) on Oct. 1, 2022 and colleagues of NOCH became participants in the Trinity Health 403(b) Retirement Savings Plan administered with Fidelity on Jan. 1, 2023. Also, the NOCH 401(k) Plan was frozen to new participants and to all future contributions, effective Jan. 1, 2023; in other words, no new participants and future contribution were permitted to the NOCH 401(k) Plan after Dec. 31, 2022.
- The transition of existing account balances under the NOCH 401(k) Plan into the Trinity Health 401(k) Plan will help participants save on fees and consolidate their accounts under one common recordkeeper. Additional benefits include but are not limited to:
  - A mobile app to easily access and manage your account.
  - Online planning tools, videos, and workshops to help you make decisions for your future.
  - Help and investment advice from Fidelity’s experienced phone representatives.
  - A full-featured brokerage account.
  - In-person consultation with a dedicated Fidelity representative who can help you plan for your financial goals.

## 3. Will there be a blackout period?

- Yes. There will be a period of time during which you will not have access to your current retirement Plan account(s). This period of time is necessary to allow time for USI to prepare its records for the transition to Fidelity and then for Fidelity to reconcile these records to establish your account(s) on its system.
- The blackout period begins Friday, Nov. 22, 2024 at 4pm ET and will conclude the week of Dec. 23, 2024.
- During the blackout period, you will be unable to initiate any transactions which include changes to your investments, request distributions, etc.

**4. How will my account balance be invested during the blackout period?**

Your account balance will remain invested in your investment allocation in effect under the NOCH 401(k) Plan as of Nov. 22 at 4:00 pm EST until the liquidation date of Nov. 27, 2024. Liquidated amounts will then be wired and transferred as of Dec. 2, 2024 to the designated investment funds under the Trinity Health 401(k) Plan according to the investment mapping schedule shown in the Transition Newsletter (also available on the Trinity Health Grand Haven Transition Website).

**5. Can I make changes to my account?**

- Yes. You can make changes to your USI account up until the beginning of the blackout period which starts Nov. 22, 2024 at 4:00 pm EST.
  - You may make changes by contacting USI prior to the blackout period as follows:
    - Log into your account at [www.retirementfocus.com](http://www.retirementfocus.com)
    - Call the USI Retirement Focus Service Center at 1-888-917-7107; Monday – Friday, 8 a.m. – 8 p.m. ET.

**6. Will my investment options change?**

- Yes. All investment elections will be mapped to investment options available under the Trinity Health 401(k) Plan. Your account balance under the NOCH 401(k) Plan will be liquidated and reinvested in investment options available under the Trinity Health 401(k) Plan according to the investment fund mapping schedule. A few investments will map to a target date investment strategy which is the qualified default investment alternative (QDIA) for the Plan. It is very important that you review and consider the appropriateness of your current investments and make any changes before the blackout period begins on Nov. 22, 2024 at 4:00 pm EST. You should give careful consideration to the importance of a well-balanced investment portfolio.
- Visit the NOCH Retirement Plan Transition website to review the investment fund mapping chart. <https://www.trinity-health.org/my-benefits/retirement/noch>

**7. Will my years of vesting service transfer from the NOCH 401(k) to the Trinity Health 401(k) Plan?**

- Yes. Your vesting service will transfer to your new account at Fidelity and any vested assets you have will remain fully vested when it is transferred to the Trinity Health 401(k) plan. Any portion of your account balance that is not vested will be subject to a 3-year cliff vesting schedule.

**8. Will the beneficiary I have listed with USI transfer to Fidelity?**

- No. Your beneficiary information will not be transferred to Fidelity. You must make a beneficiary designation for each of your plan accounts. You will have access to NetBenefits at Fidelity at [www.NetBenefits.com](http://www.NetBenefits.com) to designate your beneficiary after the blackout period ends during the week of Dec. 23, 2024.

**9. Am I required to take any action for my account balance to move from the NOCH 401(k) Plan into the Trinity Health 401(k) Plan?**

No. You do not need to take any actions for your account balance to transfer; however, if you wish to make changes to your investments or initiate any other transaction requests before the blackout period begins on Nov. 22, 2024 at 4:00 pm EST, you must contact the USI Retirement Focus Service Center at 1-888-917-7107 or log into your account at [www.retirementfocus.com](http://www.retirementfocus.com).

**10. What should I do after the Blackout Period ends?**

- If you do not have a current account with Fidelity, visit [www.NetBenefits.com](http://www.NetBenefits.com) to register your account. Follow these steps to get started:
  - Set up your NetBenefits username and password to access your account. If you have a username and password for NetBenefits or Fidelity.com, you can use that same information to access your account.
  - Update your beneficiary information - your beneficiary designations will NOT be transferred from USI.
  - Add your preferred email address and elect eDelivery if desired.
  - Review and research your investment options.
  - Go mobile! Download the NetBenefits® mobile app. Text NBapp or NBplay to 343-898.
- If you already have an account with Fidelity NetBenefits, log into your account to update your beneficiary information, review your account balance, and review and make changes to your investment allocations.

**11. Are there any fees associated with my new account under the Trinity Health 401(k) Plan at Fidelity?**

- Yes. An administrative fee of \$24 per year (\$6 deducted quarterly) will be deducted from your retirement account in order to cover administrative expenses.
- You will first see this quarterly fee reflected on your March 31, 2025, statement.

**12. Who do I contact with Questions?**

- Visit the Trinity Health NOCH Retirement transition website [NOCH \(trinity-health.org\)](http://NOCH(trinity-health.org)) for up-to-date information regarding the transfer of your account.
- Questions regarding your current account at USI:
  - [www.retirementfocus.com](http://www.retirementfocus.com)
  - 1-888-917-7107
  - [retirement@usi.com](mailto:retirement@usi.com)
- Questions regarding your account with Fidelity:
  - [www.netbenefits.com](http://www.netbenefits.com)
  - 1-800-343-0860