

## Letter From The President



OMNI operates in a very special area of the 403(b) world, and I am continually reminded of how wonderful our clients are. We are constantly seeking to enhance the unique partnership that exists between OMNI and our clients, and we are very excited for the many new features we will be rolling out in the coming months.

Our technological advancements continue to be the envy of our peers. We recognize that “knowledge is power”, and we want you to be able to access vital information on your 403(b) plan with just a few keystrokes. As you may be aware, Salary Reduction Agreements (SRAs), Loan, and Hardship Withdrawal Requests – all the first of their kind in the industry - are available on-line [www.omni403b.com](http://www.omni403b.com).

The coming months will see a significant extension of our online services that will not only allow you to initiate a transaction or deduction change, but to track the status of your change on a daily basis. In the constantly changing 403(b) arena, it is my belief that you have a right to the most up to date information possible.

I am especially proud of the commitment made by all of the Omni staff to continually serve and innovate. In addition to our industry leading online tools, the entire OMNI team stands ready to personally assist you with any questions that might arise.

This exceptional level of dedication was recently recognized by the Small Business Commerce Association, who named OMNI the “Best in Business” for 2009. This was not only one of the greatest thrills I have had in my business career, but a testament to the pursuit of excellence embraced by everyone at Omni every day.

As we continue our pursuit of excellence, I encourage you to share your thoughts and suggestions. Many of the service enhancements we will be delivering in 2010 are a direct response to input from plan participants; as your partner in 403(b) compliance, everyone at OMNI values your input immensely.

Rodney H. Williams, President, CEO  
The OMNI Group, Inc.

## Universal Availability

IRS regulations mandate that all eligible participants be offered the opportunity to contribute to their 403(b) plan. Although eligibility requirements can vary based on your employer’s plan, there is a very good chance that you are eligible to participate—especially if you work more than 20 hours each week! Because eligibility requirements can vary significantly between employers, OMNI encourages you to visit your payroll office to determine your exact status.

### *Making Contributions:*

If you are eligible to start making contributions, and you choose to do so, your first step will be to contact a Participating Service Provider to establish an account. Your employer’s list of Participating Service Providers can be found on your employer’s page at [www.omni403b.com](http://www.omni403b.com). You can click on the name of any Service Provider on your employer’s list to be directly linked to that Provider’s website. Once you have chosen a Service Provider, you must contact that company directly to select investment vehicles and establish your account.

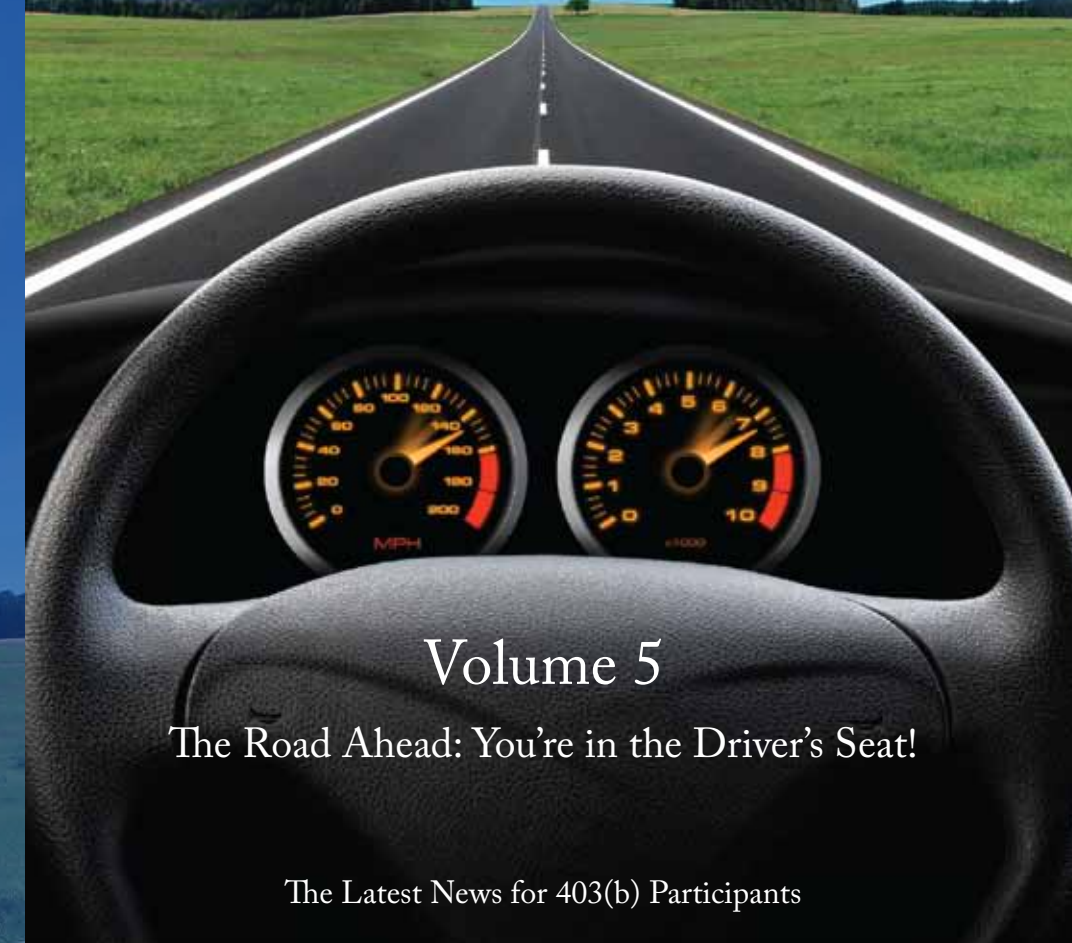
Your next step is the completion of an OMNI (SRA). Available online, the SRA form is your tool to start, stop or change your contribution profile.

If you are establishing or changing a contribution, you will be asked to provide a specific dollar amount that you would like to have withdrawn from each payroll, as well as the date upon which you would like your change to become effective. Unless specifically prohibited, you may request a future effective date. If you would prefer your request to be made effective ‘ASAP,’ simply enter the current date.

If you choose not to contribute, it’s still important that you complete a SRA indicating that you do not wish to participate. This will allow you and your employer to easily demonstrate satisfaction of the Universal Availability requirement in the event of an IRS audit.

After completion of an online SRA, you will receive an automatic e-mail confirmation from OMNI indicating that your change request has been received, and providing an estimated effective date. If you are requesting a new deduction, remember that OMNI will need to confirm with your Service Provider that your account has been established and is ready to accept contributions. Depending on the exact nature of the change you are requesting, you can often expect to see your results by your next pay period!

# The OMNI Observer



Volume 5

The Road Ahead: You're in the Driver's Seat!

The Latest News for 403(b) Participants



## What's To Come: A Preview Of The 403(b) Plans In 2010

OMNI is constantly striving to improve the navigation of your 403(b) plan, and we are pleased to announce a series of initiatives that will put you "In the Driver's Seat," and provide you with an electronic roadmap to obtain the most up to date information on the status of your contributions and requests.

### Expanded Website Functionality

Last year OMNI became the first independent Third Party Administrator (TPA) to offer an ONLINE Salary Reduction Agreement (SRA). This groundbreaking concept not only allowed you to make instantaneous changes to your 403(b) contribution profile, but also kept you in the loop with e-mail notifications and updates throughout the verification process.

This year we will take your online experience to the next level with the addition of daily Deduction Tracking. This means that you will be able to stay in the loop as your contributions are remitted by your employer through OMNI to your Service Provider. Complimenting the new deduction tracking package will be historical files detailing past remittances, as well as a 'snapshot' showing your current deduction profile.

OMNI's website will be completely retooled to provide a more streamlined and efficient experience, while an expanded educational section will showcase a library of written and video tutorials, as well as an advanced calculator function to help you determine your Maximum Allowable Contribution (MAC).

### Transaction Tracking

If you have made a distribution, loan, or exchange request in the last year, you know that OMNI reviews and authorizes various common transactions (including loans, distributions, transfers, and hardship requests- just to name a few.) Although turn around times have never been faster, we understand that even the shortest wait can be stressful when you are waiting for your money!

That's why OMNI will be adding daily tracking functionality to its website. Once implemented, you will be able to view the status of your request as it is processed here at OMNI, and know exactly when it is completed. The status of your transaction will be updated daily.

### Going Green

The snow is still falling in our hometown of Rochester NY, but here at OMNI things are looking greener each day. In 2009, we were excited to announce a new green initiative with the unveiling of online SRAs. Since the start of 2010 we have installed a new E-Fax system that will not only save thousands of pages of paper, but will vastly decrease turn around times.

These are just a few of the exciting changes and upgrades to look forward to in 2010. The 403(b) world is more dynamic then ever before, and whatever road you choose to follow, OMNI is here to help you keep your hands on the wheel.

## Spotlight On OMNI's Remittance Team

Did you know that every contribution made to your 403(b) plan is directly handled by OMNI's Dedicated Remittance Team? For our first edition of 2010, we have included a behind the scenes look at how OMNI's Remittance Team handles your money.

The remittance process begins whenever you submit a SRA form to OMNI. OMNI will confirm that your account is ready to accept contributions, and then notify your employer to start making deductions from your paycheck.

Your contributions are then wired by your employer to OMNI's remittance team who checks to ensure that your deduction amount matches what was requested on your initial SRA. If any discrepancies are encountered, OMNI works with your employer to address the issue. We will also check to ensure that the contributions we have received on your behalf do not cause you to exceed your Maximum Allowable Contribution (MAC) for the year.

As a general rule, your contributions do not remain at OMNI any longer than a day or two before they are remitted to your selected Service Provider. In the event your employer sends your contributions to OMNI without an account having been established to accept your contributions, OMNI can hold the funds for no longer than 45 days to give you time to establish your account. If no account is established within this timeframe, your contributions will be returned to your employer.

Every Tuesday and Friday OMNI disburses your contributions directly to the Service Provider you have chosen. Once your funds are received by your Service Provider, your contributions are then applied to your account. OMNI monitors to ensure that your contributions are received by your Service Provider, and if necessary can work with you to track your contributions after they have been received by your Service Provider.

## On The Road Again...

In response to multiple requests, OMNI will once again be hosting a series of informational meetings around the country. These face to face seminars will give you a chance to personally speak with members of OMNI's Leadership Team, who will be available to field your specific questions.



Listens.



Leads.



Delivers.

## Your 403(b) Pit Stop

### Customer Care Team

OMNI's Customer Care Team- Continues to operate between from 7:30 a.m.- 5:00 p.m. ET, and currently boasts an answered call percentage of more than 97%! Our Customer Care Representatives stand ready to assist you with a variety of questions pertaining to SRAs, transaction requests, and any other concerns that might arise. Feel free to reach out to this dedicated team at 877-544-6664.

### Service Provider Hotline

OMNI's Dedicated Service Provider Group works exclusively with agents and representatives of 403(b) Service Providers. Available at 877-544-6664 opt.7, this specialized team has answered an astounding 1500 calls in the month of February alone! We encourage all financial advisors and representatives to make the Service Provider Team their first point of contact here at OMNI.

### 2010 Contribution limits

2010 will see NO CHANGES in contribution limits from 2009. All participants will be eligible to contribute \$16,500; with participants over the age of 50 being entitled to contribute an additional \$5,500 (for a total of \$22,000). Additionally, veteran employees with more than 15 years of service MAY be eligible to contribute an additional \$3,000. If you feel that you may be eligible to utilize the service based extension, please feel free to contact OMNI's Customer Care Team, who can help you determine your eligibility.

### Transaction Processing

Per IRS regulations, OMNI's Service Provider Team continues to review and approve 403(b) transactions on behalf of your employer. Common transactions, among other things, include loans, hardship requests, distributions, transfers/exchanges, and Qualified Domestic Relations Orders (QDROs). Typically, OMNI will return your transaction request directly to the appropriate parties after completion (usually in less than 10 business days.) If you have a transaction request, please fax it to OMNI's Service Provider Team at 585-756-5557.

