

InvestLinkSM PPS BD/Advisor/TPA Frequently Asked Questions (FAQs)

Q: Is there access to PPS plans during migration?

A: To facilitate the transition to Aspire's InvestLink recordkeeping platform, PPS plans will experience a brief Blackout Period.

Q: When is the Blackout Period?

A: The Blackout Period will begin at the close of the market on January 31, 2017 and is expected to end on February 13, 2017.

Q: Can Plan Sponsors process contributions during the Blackout Period?

A: Plan Sponsors will not be able to process contributions during the Blackout Period.

Q: Can Participants make changes to their account during the Blackout Period?

A: Participants will be unable to direct or diversify investments, obtain a distribution/loan including installment distributions or view their account online. Participants will not be out of the market at any time.

Q: When will we have access to our plans?

A: You will be able to login and access your plans at the end of the Blackout Period when migration to Aspire is completed. Accounts will Go Live and will be active February 13, 2017 unless notified of an extension of the Blackout Period.

Q: What new features will I have with InvestLink?

A: InvestLink delivers features and functionalities that are new to your plan management including easy-to-use navigation tools and user-friendly mobile capabilities. InvestLink also delivers plan account balance detail reports by fund and source, Participant detail reports including access to statements and investment performance reports.

Q: Who do I contact at Aspire with questions once my plan is active?

A: Aspire has dedicated support from our customer service team with extended Call Center hours Monday – Friday, 8:00 a.m. – 8:00 p.m. ET. Call 866.634.5873, Option 5.

Q: Where do I login to InvestLink?

A: All users will login to the same website, **Investlink.Aspireonline.com**

Q: Will my username or password change?

A: Yes, all users will be provided initial login credentials to access the InvestLink platform. You will be prompted to change your password upon initial login. Your new password must be exactly eight characters with at least one number and no special characters. You can create a password reminder question under the Profile tab.

Q: How will I login when my plan/account is active?

A: To access your plan and/or account on and after February 13, 2017, refer to the default login information provided in emails sent to you from Aspire.

Q: How will I retrieve my username or password if I do not know it?

A: You may contact Aspire at 866.634.5873, Option 5 for your username and password.

Q: When will I be able to start learning about InvestLink?

A: [Training sessions](#) are available to learn how to navigate the InvestLink platform. Additional materials are available on the [Prime Plan Solutions Resource Center](#) landing page.

Q: How will Participants learn to navigate InvestLink?

A: Once a Participant accesses their account, they may view the instructional videos available on their screens.

Q: When will Participants receive their first statements from Aspire?

A: DST Prime Plans will be mailing their last statement to Participants in January 2017. Included in that statement will be information about the InvestLink platform. Aspire will begin mailing Participant statements quarterly after the end of the first quarter 2017. Once the plans are live on InvestLink, Participants will have online access to their current statement on the 15th business day of the month. They will also have the option to receive a weekly email statement summary.