



We are pleased that DST Systems, Inc. has selected Aspire Financial Services, LLC to serve and support your Prime Plan Solutions business. We are delighted to be partnering with you and are committed to delivering a comprehensive retirement plan solution that drives successful retirement outcomes. Our goal is to execute a smooth transition that is beneficial to you and your participants.

## Welcome to Aspire

We'd first like to welcome you to the Aspire family and briefly introduce you to our firm. Aspire Financial Services is a national provider of retirement recordkeeping and administration services with over 13 years' experience dedicated to delivering full-service capabilities to all retirement plan types and sizes.

At Aspire, our fundamental objective is helping participants retire with dignity by offering plan sponsors and participants access to cost-effective, conflict-free, compliant-driven retirement benefit programs. Please visit [www.aspireonline.com/prime-plan-solutions](http://www.aspireonline.com/prime-plan-solutions) to get a comprehensive understanding of the benefits of working with Aspire, including company and service overviews, and frequently asked questions about this transition and process.

## Key Objectives

As part of this process, there are two key objectives:

1. **An enhanced retirement account management portal** – Through our proprietary, conflict-free, open-investment platform, InvestLink<sup>SM</sup>, you will have access to an online library of tools and educational materials to manage and support your retirement goals.
2. **A new service agreement** – The existing service agreement will be terminated on December 31, 2016, and all plan sponsors will be required to enter into a new service agreement with Aspire through an automated process to begin mid-October. The new agreement will have an effective date of January 1, 2017.

## Plan Transition

To create a seamless transition, we've been working diligently with DST and a number of financial advisory firms to design a thoughtful process and plan transition. You can expect full transparency throughout the process, so you are clearly informed on all aspects relating to the transition. Additional benefits that will be received include the full capabilities of InvestLink's retirement management platform designed to improve participant retirement outcomes and comply with all applicable regulations including those recently announced by the Department of Labor (DOL).

The first step in this process is to establish new service agreements with all plans. Since the current agreement will terminate on December 31, 2016, it is very important that we execute Aspire's service agreement as soon as possible, which will be provided via email around the second week in October. In addition to ensuring compliance with the new DOL regulations, the new service agreement will include enhanced custodial services to manage the trust and trading aspects of the plan.

To minimize disruption, we created an automated online 'repapering' process to facilitate the process and reduce the burden on you and the risk of errors or duplicative efforts. This online tool will auto-generate an email to you from PPS@aspireonline.com that will provide you with access to your new service agreement package along with detailed instructions required to complete and return the documentation. We have a dedicated team in place throughout the transition to assist you through the process.

Other supporting communications will be provided to help guide you through the steps and timeline of events. For instance, you will receive a similar communication to this one via email to the address we have on record for your company. Our goal is to ensure you are receiving this communication in a timely manner to initiate the time-sensitive steps we need to take. If there is another person in your company that should be the main point of contact other than yourself, please send an email to PPS@aspireonline.com with any requested changes.

We look forward to working with you throughout this transition. If you have immediate inquiries, please call Aspire's customer service team at 1.866.634.5873, select option 5 for Prime Plan Solutions business. For general inquiries, send an email to PPS@aspireonline.com.

Thank you in advance for your cooperation and support.

Sincerely,  
Your Aspire Team