

Frequently Asked Questions Prime Plan Solutions Transition

Aspire FAQs

Q: Who is Aspire?

A: Aspire Financial Services is a leading service provider of smart retirement solutions, serving the industry and the best interests of clients since 2002 with a conflict-free, open-investment retirement planning management system for all plans. Aspire provides a best-in-class technology-enabled portfolio of pre-defined or highly customizable smart retirement solutions with private-label branding options through its proprietary technology platform and strategic partnerships.

Q: What are the benefits of working with Aspire?

A: Aspire offers a conflict-free open-investment platform. Access to this open platform will help your plan comply with new rules and regulations. We offer a single thread service model that assigns a single point of contact to the Plan Sponsor, Broker and the TPA.

Q: What makes Aspire's retirement recordkeeping platform easy to use?

A: Aspire delivers full-service recordkeeping and plan management services for all plan types of any size with full fee disclosure and transparency. InvestLinkSM is a conflict-free, open-investment platform linking to over 25,000 investment options, leading custodians and strategists.

Prime Plan Solutions Transition FAQs

Q: Why is Aspire involved with my DST Prime Plan Solutions account?

A: DST has assigned all Prime Plan Solutions accounts to Aspire Financial Services. Because of this transaction, all former Prime Plans need to be repapered and will be moved to the Aspire Financial recordkeeping platform.

Q: What does the repapering process involve?

A: Aspire will collect and package all the necessary forms and agreements into a single packet and deliver the documents electronically to each plan copying the broker of record on the communication. The broker should then work with the plan sponsor to get the agreements executed and delivered back to Aspire as soon as possible. Aspire will be there to support all parties every step of the way.



Q: Will I have access to my account during the migration?

A: As part of the migration, there will be a Blackout Period during which time Sponsors are unable to process contributions and Participants are unable to view their account online, direct or diversify their investments or obtain a loan/distribution.

Q: Will my investments remain in the market during the Blackout Period?

A: Yes – you will not be out of the market at any time.

Q: What is the blackout period?

A: “Blackout Period” Definition. For purposes of the ERISA notice requirement, the Act defines “blackout period” as a period of more than three consecutive business days during which the otherwise available right of a plan participant or beneficiary to direct or diversify plan account balances or to obtain loans or distributions from the plan is temporarily suspended, limited or restricted.

Transition Communications FAQs

Q: When will the transition be completed?

A: We are targeting to complete the transition by February 13, 2017.

Q: What is the timeframe for communicating the details of the Prime Plan Solutions transition?

A: In terms of sequencing, our first step was to work with the broker dealer of record and your advisor prior to this Plan Sponsor outreach.

Q: Who do I contact if I have additional questions?

A: Your advisor is the first contact you should make. If you still have questions, contact Aspire at 866.634.5873, Option 5 Monday – Friday, 8 a.m. – 8 p.m. for dedicated Prime Plan service or email PPS@aspireonline.com