



You're In Charge®

RETIREMENT PLAN SERVICES

PHCC National Member Retirement Plan Program



**PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION**
Best People. Best Practices.™

Insurance products issued by:
The Lincoln National Life Insurance Company
Lincoln Life & Annuity Company of New York

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Not for use with plan participants.**

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Why join?

Because every business owner tells us the same thing: They want a retirement plan solution that...

<p>1 Is easy</p>	<p>Situation</p> <p>They want to focus on their business — they don't want to be a 401(k) expert.</p>	<p>Solution</p> <p>The Multiple Employer Aggregation Program (MEAP) can become their 401(k) department, performing most of the administrative tasks for their plan, including handling their regular contribution files.</p>
<p>2 Protects them</p>	<p>Situation</p> <p>They don't want to be at risk of paying fines or penalties.</p>	<p>Solution</p> <p>By participating in the Multiple Employer Aggregation Program (MEAP), employers can avoid much of the oversight and compliance concerns that come with offering their own plan.</p>
<p>3 Is cost competitive</p>	<p>Situation</p> <p>They don't want to overpay.</p>	<p>Solution</p> <p>The Multiple Employer Aggregation Program (MEAP) delivers more value and services — and at similar or less cost than they are likely already paying. In addition, all plans are automatically reviewed regularly for price reductions as they grow.</p>

Your 401(k) responsibilities BEFORE joining

Plan sponsor duties

- Design plan document
- Maintain qualified status
- Assign and oversee all other plan fiduciaries

Plan investment fiduciary duties

- Appoint and monitor plan investment fiduciary duties for all other plan fiduciaries
- Produce, maintain and follow an Investment Policy Statement (IPS)
- Select and monitor an investment platform meeting ERISA “prudent person” standards
- Conduct and document quarterly Investment Committee meetings
- Review and document investment returns, fees, expenses and comparisons to peer group
- Monitor the status of all investment options and remove or replace them as appropriate

Operational plan administrator duties

- Deposit contributions and submit payroll files for upload on a timely basis
- Complete annual ownership and census verification for testing purposes
- Oversee annual census reconciliation with Third Party Administrator (TPA)
- Oversee and manage the annual Form 5500 filing process in conjunction with a TPA
- Determine participant eligibility
- Conduct enrollment and educational meetings
- Address specific participant requests in compliance with the 404(a)(5) participant fee disclosure regulation
- Administer participant loans in compliance with statutory requirements

Operational plan administrator duties, (cont'd.)

- Verify termination dates and vesting, and send out participant termination packets
- Administer distribution and rollover requests for terminated employees
- Administer hardship withdrawals in compliance with the hardship rules, included in provisions of the Pension Protection Act (PPA) of 2006
- Review and validate compliance testing
- Send out required year-end notices to participants (that is, Safe Harbor, summary annual report (SAR) and so forth)
- Send out enrollment packets, including summary plan description (SPD), 404(c) compliance information, Qualified Default Investment Alternative (QDIA) and annual participant fee disclosure 404(a)(5)
- Comply with DOL Regulation Section 2550.404(a)(5) provisions for participant communications, including but not limited to:
 - Notice to participants of intention to comply with 404(c)
 - Description of investment alternatives
 - General description of the investment objectives and risk-and-return characteristics of each alternative
 - Explanation of transaction fees and expenses that affect the participant’s account balance
 - Details about the plan fiduciaries
 - Description of annual operating expenses of each designative alternative
 - Copies of prospectuses, financial statements and reports provided to the plan

Your 401(k) responsibilities AFTER joining



Initial choices

- Sign initial paperwork agreement
- Select customized plan design options to meet your business needs

Ongoing duties

- Deposit contributions and submit payroll files for upload on a timely basis
- Periodically monitor the program to make sure individual provisions are being administered carefully and in line with the appointment
- Complete your annual ownership and census verification for testing purposes

Why join? Three questions to consider:

- 1** How much responsibility on the “before” list do you really want?
- 2** How much of the liability on the “before” list do you want to keep?
- 3** How much of the “before” list does it make sense to outsource, so you can focus more on your business and less on your 401(k)?

Support for you

Deciding to join a MEAP is all about outsourcing most of the work, responsibilities and liabilities of sponsoring and maintaining a 401(k) plan. The MEAP is designed to free up your time and preserve important flexibility, so you can focus on running your business—and it all starts with the right plan design.



Flexible plan design options

The right plan design is an essential part of meeting retirement goals for your business and your employees. This program allows you to customize a plan to help you do just that.

Eligibility:

Standard eligibility is age 21 and one year of service, but you can work with the program's Third Party Administrator (TPA) to select an option that works best for your business.

Vesting:

Vesting refers to the portion of your employer match or profit-sharing account participants are entitled to keep upon termination. You can choose from several options for your plan.

Plan design:

Since the right design is so important, the program's TPA will work with you to determine the plan design that will help you reach your business and retirement plan goals. Some examples of potential 401(k) plan designs you can select include:

401(k) plan	<ul style="list-style-type: none">• Contributory only
401(k) with match	<ul style="list-style-type: none">• Safe harbor match• Traditional set or discretionary
401(k) with profit sharing	<ul style="list-style-type: none">• Traditional set or discretionary• Safe harbor profit sharing• Integrated allocation method• Age-weighted allocation• New comparability

In addition to 401(k) plans, the MEAP can also accommodate other types of plans, such as defined benefits, cash balance and money purchase pension plans.

Dedicated account manager

When you join the program, you will get a single point of contact. Even though your plan's information is always available on Lincoln's robust websites, many times, you just want to speak to someone who is knowledgeable about your plan. Your dedicated account manager will be there for you to provide direct service support and answer questions.

Technology to satisfy your plan's critical needs

At Lincoln, we're committed to providing the technology you need to keep your plan running smoothly—meaning transactions must be error-free, with quick turnaround. Technology services and support include:

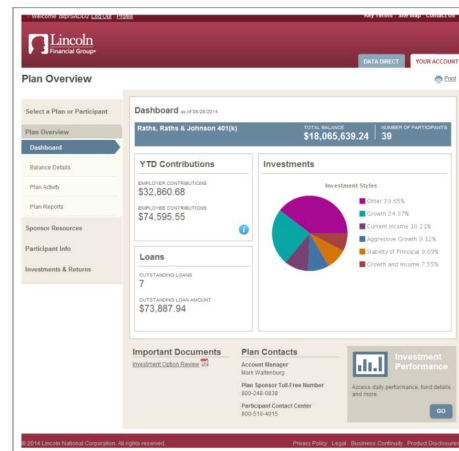
Recordkeeping platform

A fully integrated recordkeeping platform delivers quick, accurate and reliable information. The platform will not only support your current recordkeeping and transactional requirements but is constantly enhanced to support your needs well into the future.

Personalized plan website that makes everything easy

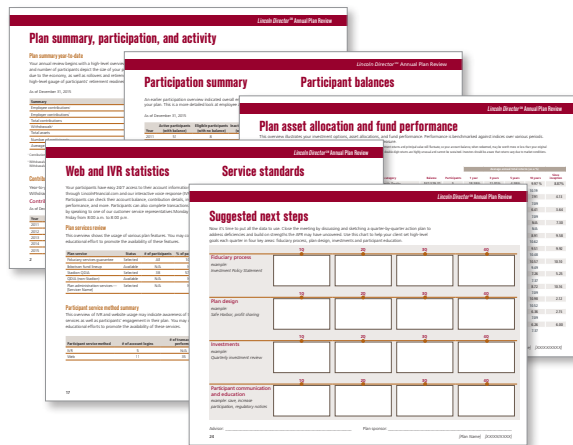
Even though joining the program allows you to outsource most of the work, responsibility and liability associated with your plan, there will be times when you'll want certain details and reports. For example, you can:

- Review plan- and employee-specific information
- View automated reports to stay informed
- Access custom and ad hoc reporting
- Schedule reports to keep your plan on track
- Boost employees' retirement readiness scores



Annual plan review

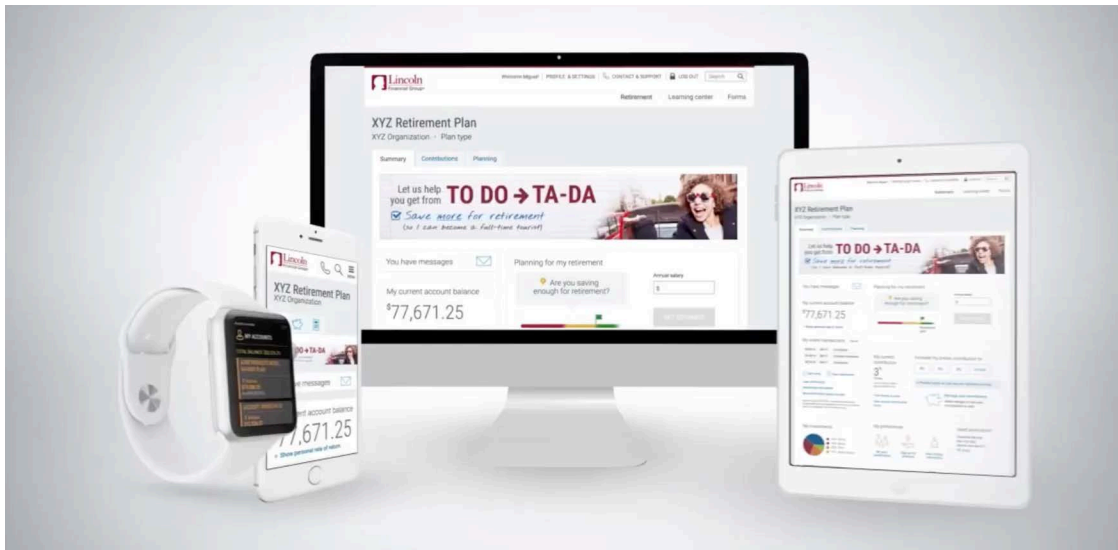
An annual plan review can help you analyze your investment options and historical plan data—and it's easily accessible through our website. This content will provide important and objective information to keep you up to date on your plan's performance, and it will also help fiduciaries evaluate and make decisions about the plan's operations and investment options.



The annual plan review includes:

- A year-to-date summary of plan activity
- Participation summary and balances
- Plan asset allocation and fund performance
- Web and voice response system usage and service standards

Support for your employees



Web services

Easy access to information

We understand your employees need an all-in-one retirement planning and financial management tool that can help them start planning for tomorrow's retirement today. All employees have simple access to their retirement plan information from their desktop, smartphone, smart watch or tablet, and they can use interactive tools and features:

- Account information
- Account transactions
- Plan statements
- Retirement income calculator
- Retirement planning resources
- Social Security analysis
- Contribution calculator
- Webinars and online videos

Participant service center

Trained customer service representatives are available by phone to assist participants and answer their questions. These staff members receive continual training to keep their retirement plan knowledge current. Representatives are available 8 a.m. to 8 p.m. Eastern, Monday through Friday. Multilingual customer service representatives are available through the AT&T Language Line.



Interactive voice response (IVR) system

A toll-free IVR system gives participants access to account information 24 hours a day, seven days a week.

Quarterly participant communications

We know your employees need to understand their 401(k) plans.

Statements

- 1** **Timely messages** help employees see more and save smarter
- 2** **Total account value** is highlighted and in large type so they can't miss it
- 3** **Personal rate of return**, providing quarterly and year-to-date returns, as well as the perspective of one-, three-, five- and 10-year investment returns
- 4** **Contact information**, inviting employees to call a customer service representative or find updated account values online

Lincoln Financial Group 1300 E. Cherokee Street, PO Box 2248, Fort Wayne, IN 46801-2248
Lincoln Director® and Lincoln American Legacy Retirement®
 Statement Sample

Your Retirement Account
 10012011 - 12312011
 Product Name

Account Information
 Name: John Customer
 Account Number: 10011-12345678901

1 Welcome!

2 **Account Summary**
Total Account Value as of 12/31/2011: \$28,645.96

Beginning Balance (as of 10/31/2011)	Current Period
\$26,471.98	\$1,422.41
Contributions	\$800.12
Investment Earnings	\$0.00
Withdrawals	-\$110.49
Fees and Expenses	\$28,645.96
Ending Balance (as of 12/31/2011)	

3 **Your Personal Rate of Return (as of 12/31/2011)**

	3-Month	YTD	1-Year	3-Year	10-Year
	3.29%	-6.13%	-6.13%	13.99%	N/A

4 **Contact Information for your Product Name**
 Representative: John Smith

Lincoln Financial Group | Summer 2011

Milestones

SAVE SMART
 Are you saving smart for retirement?

SAVE MORE
 Feeling overwhelmed by debt? Budget it away.

GET AHEAD
 Make your retirement plan work for you.

RETIRE WELL
 How close are you to retirement?

LIVE BETTER
 You go the extra mile for your kids.

Lincoln Financial Group | Fall 2011

Milestones

SAVE MORE
 A little more can make a big difference.

GET AHEAD
 Want to find extra money for retirement?

RETIRE WELL
 Considering asset consolidation?

LIVE BETTER
 Simple tips for paying off credit card debt.

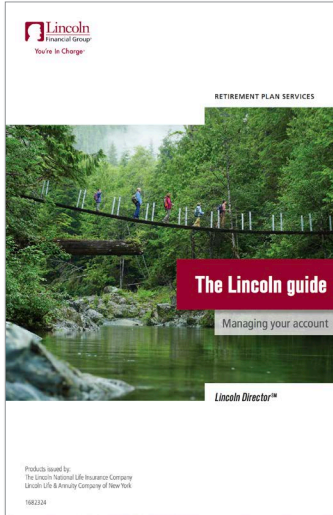
Newsletters

We provide an informative newsletter that offers insight on timely investing topics like the risks of market timing and how to cope with market volatility. The newsletter can help your employees become more informed and involved retirement investors.

Enrollment education

Simple, clear communications tailored to your employee's needs and life stages

We tailor our participant education and communication program with your employees in mind by customizing a retirement readiness program to meet their unique needs.



Ongoing education

The *Lincoln InStep*® Participant Retirement Program provides a clear structure that covers the entire journey up to and through retirement and encourages participants to take action at key points.

Get started

Designed to generate plan awareness, enroll and engage plan participants, and provide the information they need to confidently begin saving for retirement.

1

Save more

Helps participants understand the small steps they can take to make the most of their retirement plan assets and achieve their retirement goals.

2

Invest wisely

Educates participants on ways to integrate retirement planning into an overall financial strategy and optimize their savings for short- and long-term goals.

3

Retire well

Encourages participants entering retirement to make informed decisions and build effective retirement income strategies.

4

Manage life events

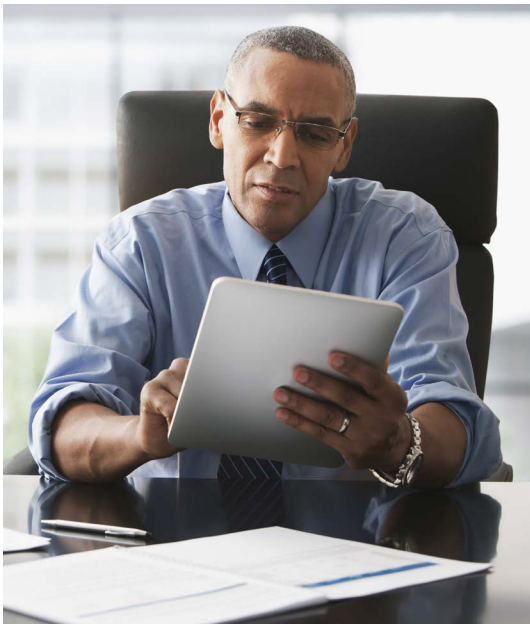
Provides participants with ideas and insight for handling financial planning needs through life events, such as job changes, getting married, having a child, buying a home or losing a loved one.

Your custom proposal

Next steps

We know you want to keep everything as simple as possible—that's why we make it easy to move your plan into the MEAP.

- 1** Sign the paperwork
- 2** Sign the termination letter to your current provider
- 3** Discuss any plan design improvements you want to make



What comes next? A smooth transition.

Lincoln Financial helps ease your transition by:

- Providing you a dedicated implementation manager
- Managing the transition process with your TPA and your plan's prior recordkeeper
- Monitoring our performance using a survey of our plan sponsors' experience with the implementation process

The latest 401(k) client survey results

are in: Plan sponsors continue to give high marks to our implementation partners and appreciate their dedication, communication and professionalism.

Trusted leaders

Your Multiple Employer Aggregation Program (MEAP) is powered by the Lincoln Financial Group platform, bringing your company a retirement plan that offers:

- **The ability to focus** on your core business, with heavily reduced administrative burdens
- **Peace of mind**, with reduced liability
- **Competitive or reduced administrative costs**, with improved productivity
- **An easy approach** to offering your employees a quality benefit that can help them prepare for retirement

As you review the benefits of joining a MEAP, you may find the most powerful benefit is intangible—it's the confidence you feel when you know that plan administration is being handled for you by leading retirement plan providers.



Let us help you get back to business!

This proposal is intended to be a summary of the services provided and does not supersede the plan document, plan disclosures or contractual agreements.

A group variable annuity is a long-term investment product designed particularly for retirement purposes. Group annuities contain both investment and insurance components and have fees and expenses, including administrative and advisory fees. Optional features may be available for an additional charge. The annuity's value fluctuates with the market value of the underlying investment options, and all assets accumulate tax-deferred. Withdrawals may carry tax consequences, including possible tax penalties.

*Lincoln Director*SM, a group variable annuity contract, is issued on variations of contract form 19476 and state variations and amendment forms AR-450A and AR-451A by The Lincoln National Life Insurance Company, Fort Wayne, IN, and distributed by Lincoln Financial Distributors, Inc., Radnor, PA, a broker-dealer. **The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so. Contractual obligations are subject to the claims-paying ability of The Lincoln National Life Insurance Company.**

Contracts sold in New York are issued on variations of contract form 19476NY and amendment forms AR-450A and AR-451A by Lincoln Life & Annuity Company of New York, Syracuse, NY. **Contractual obligations are subject to the claims-paying ability of Lincoln Life & Annuity Company of New York.**

Products and features are subject to state availability. There is no additional tax-deferral benefit for an annuity contract purchased in an IRA or other tax-qualified plan.

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