

Supporting you and your company when you need it most



In these unprecedented times, ADP is taking every measure to ensure you and your employees have the support you need, when you need it. We are working to manage the impact of the current crisis conditions on our clients by staying focused on ensuring business continuity, responding to client and participant needs and concerns, building operational readiness for new legislation, and keeping you and your employees informed. ADP has:

- Mobilized our workers with fully remote systems access to ensure business continuity
- Developed communications to help you navigate new legislation
- Implemented systems updates for legislative changes
- Provided technology so your workers can access their retirement accounts anywhere and everywhere, including self-certification processes for plan distributions
- Added timely topics to our financial wellness program to help participants make smart, informed financial decisions
- Leveraged our advanced technology to safeguard your data

ADP is devoted to continued service excellence and will continue to innovate and design for you and your workforce as we look forward to the future of work.

Implementation

From working with your current provider to handling day-to-day conversion details, our Implementation Team, led by a conversion manager, oversees the entire plan transfer process to ensure your transition stays on track. To transition your plan smoothly and simplify your plan administration, our implementation experience will:

- Manage your plan transition with fully remote systems access to ensure business continuity
- Proactively keep you informed, and timely response to concerns by phone or electronically
- Provide virtual training for plan administrators and employee education meetings
- Minimize plan disruption with in-kind transfers with salary deferral and investment election mapping
- Meet service targets and on-board new clients

¹ ADP Retirement Services for FY19 and FY20 through March.

Our clients report they are highly satisfied with their service experience and give us an overall satisfaction score of more than 90%.¹

"I appreciate the continued support that ADP has provided regarding all of the Covid-19 related law updates!"
 – Plan Sponsor Client

"ADP collectively has been the leader in dealing with the C.A.R.E.S. Act from the large providers - with a very good blend of 'big picture' scale on policies and procedures and advisor-group focused activities and communication."
 – Financial Advisor

Quotes are selective samples and do not imply an endorsement of any particular product or service. Results may vary based on a particular situation and other factors.



Always Designing
for People™

Digital tools and support

We also leverage our innovative technology to help you and your workers stay focused on what matters:

- ADP Mobile App simplifies enrollment, account access and transactions
- A financial wellness program that helps participants make smart, informed financial decisions
- ADP SMARTSync®, connects ADP's payroll and retirement plan recordkeeping systems to continuously share critical plan data to eliminate manual data processes (available to joint ADP payroll and Retirement Services clients).

We're here to help

For 70 years, ADP has been reshaping the way people work. We make benefits solutions — including retirement plans — that deliver long-term value. With ADP, you'll get leading-edge technology, a knowledgeable support team, and the flexibility to design an outstanding retirement plan benefit that can help everyone thrive.

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"ADP made the plan transition extremely easy, there was almost no work to be done on our end. Everything moved over smoothly with no surprises."

- Plan Sponsor Client

"The ease of implementation and the knowledgeable staff made this an excellent experience. We can now offer staff many more offerings such as loans and Roth 401k, and the ability to enroll sooner and change contributions at any time because of the seamless integration with ADP payroll which removes all of our cumbersome administrative tasks. LOVE IT!"

- Plan Sponsor Client



Let's Connect

For more information about ADP retirement plan solutions and how they can meet the needs of your workforce, please contact a Retirement Services District Manager today at 800-432-401k or visit www.adp.com/401k.

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