






QUARTERLY RECAP of Winter 2019

Here is the MVP Quarterly Recap of Winter 2019! This quarter has some very practical help and teasers for the future!

- Responsive Participant Web
- Security Enhancements
- Payroll Solutions (more than just integration)
- Hardship Distribution Opportunities
- Employee Spotlight

Remember to check out some great information online!

- www.mvp401k.com – go to Education and you will find the following
 - ✓ Bi-monthly newsletter – in-depth and helpful retirement plan information
 - ✓ Blogs
 - ✓ Articles
 - ✓ Whitepapers
- LinkedIn 
- Twitter 
- Facebook 
- System-generated emails – these are critical to helping you navigate your fiduciary responsibilities under ERISA.

Responsive Participant Web

The new participant web experience will be here by the end of April! The best way to familiarize yourself with it is to watch this summary [video](#) and this brief [tutorial](#) of our new Online Enrollment Wizard. We can't wait!

Security Enhancements

We have shared so much with you over the last year and a half about security. Security has always been a major priority. You may be wondering “what has changed to lead to so much communication about it?” There are two main reasons for this:

1. The number of breaches of secure information throughout the world has exploded during this time. It is important to note that MVP has *never* had a data breach of any kind.
2. Because of #1, the “bad actors” have a lot of personal information on innocent people. They look for ways to get their money. Where does that money (\$ Trillions) exist? Retirement plans.

In a recent email we discussed some additional security enhancement specifics. We continue to take steps to secure your data, the data of your employees, and safeguard all plan assets. MVP receives emails, faxes, and yes, even phone calls from these “bad actors” pretending to be one of your employees. We constantly train our staff to be diligent and intelligent when it comes to scrutinizing these attempts. Technology is great, but it is only as great as those who use it. We have great employees at MVP who are constantly working to serve your and your employees’ best interests. You, too, and your employees are great at understanding why we ask the questions we do and why we will be extra careful before divulging information. We will make even more enhancements as are needed. We will adapt our technology and methods to prevent theft. We will never change our service-oriented approach toward you and your employees.

Payroll Solutions

We often hear from our clients and from service providers in our industry, “Do you offer payroll integration?” This is a valid question, but I don’t believe it goes deep enough. Integration has different meanings. Does it mean system integration? Personal integration? Corporate integration? We prefer “payroll solutions” over “payroll integration”. What’s the difference? With integration you get, primarily, a system-oriented technology that could limit your service provider selection and processing options. With solutions you get:

- MVP’s dedication to understanding your pain points, needs, and wants.
- Consultation with your payroll provider in developing the solution that works for you.
- Consultation on the best payroll processes and systems for you, if you handle payroll in-house.
- Introductions to great payroll providers or individuals who specialize in payroll processing.
- Integration – yeah, we’ve got that, too! Ask us about the best payroll providers available to you!

Contact your Relationship Manager at MVP to get us started in developing a solution for you!

Hardship Distribution Opportunities

Due to tax legislation signed into law in late 2017, plans that offer the ability for hardship withdrawals for participants have many more options available. For example, Safe Harbor money may be accessed, participants are no longer suspended from contributing, and earnings on employee deferrals may be withdrawn. These changes are meant to make access to retirement money for these IRS defined hardships easier for participants. MVP will provide more information about these changes once the IRS approves plan document language. If you do have questions about these, just call your Relationship Manager.

Employee Spotlight

Speaking of Distributions, our Employee Spotlight this quarter belongs to Faith McGinnis. She leads our Distribution Team. She has been with MVP for 10 years! Faith started with MVP in a front desk role, processed contributions for us, but found her home in our Distribution Team. She not only processes distributions and loans, but also answers questions from participants, beneficiaries, Human Resources personnel, advisors, and many others. She is on the frontline in serving participants when they need it most and verifying that those who call or submit forms are who they say they are. Patience and understanding are needed when we speak with people, but we also need to be accurate, efficient, and diligent. This combination is hard to find, but we have it in Faith! Check out our [Staff](#) page learn more about Faith and her fellow MVPers!