# *Administrative Procedures for Plan Participants*

**All participant transaction requests and Salary Reduction Agreements (SRA) must be submitted to MidAmerica for validation prior to being processed by your payroll department or your Investment Provider.** This includes all distributions, rollovers, transfers/exchanges, loans, hardships, or Salary Reduction Agreements.

**Contact your Investment Provider** for all transaction forms such as distribution requests, loan requests, hardship distributions, transfers and exchanges. After completing the transaction request form, submit the paperwork to MidAmerica for compliance review and authorization.

**Go to www.MidAmerica.biz** to access plan information and obtain forms such as Salary Reduction Agreements and Plan Highlights.

- Click on Participants
- 403(b) TPA Services from the right menu
- Click Here To Go To Your Plan
- Start typing in your Employer Name until the link appears for your Plan
- Click on your Plan link to go to your Employer's customized web page

If you only need to download forms, they are available on this page. Or you can click on your Plan's customized Spokeskids link for additional information such as:

- A complete list of the Investment Providers approved on your plan
- Videos and FAQs with general information about 403(b) and 457 Plans
- Retirement Calculator
- Forms for your plan

**Customer Service:** 866-873-4240
MidAmerica's Customer Service Representatives for English and Spanish speaking participants are available:

| | |
|---|---|
| Monday – Thursday | 8:30 a.m. – 8:00 p.m. EST |
| Friday | 8:30 a.m. – 6:00 p.m. EST |

**TPA Fax:** 863-688-4466

**Transactions secure upload website link:**
https://www.midamerica.biz/forms/file-upload-pages/403b-transactions/?ssl

**SRA secure upload website link:**
https://www.midamerica.biz/forms/file-upload-pages/403b-sra/?ssl