Update from your Third Party Administrator

MidAmerica 403(b)ulletin

FRIDAY, FEBRUARY 20, 2009 – VOL. XII

TRANSACTION PROCESSING

MidAmerica continues to experience very high transaction volume as we transition into the new 403(b) regulatory environment. We have devoted significant additional resources, both in reviewing transactions and in our customer service department to deal with the workload. We do expect that the volume will stabilize and reduce somewhat significantly over the next couple of months as the pent-up beginning of the year activity subsides.

Please note that many transactions are coming to us incomplete, and as a result, this delays our ability to fully process a transaction. As well, both loan and hardship transactions require a much higher level of scrutiny than most participants and vendors have historically been accustomed to. We know this can be frustrating, but our first order is to ensure that the transactions, and your 403(b) program, remain in compliance with the new regulations. We urge your patience as everyone adapts to new, more time consuming requirements.

ISA/PPSA VENDOR ISSUES

We continue to experience significant difficulties with the mutual fund vendor community denying transactions and contributions because of their unique, changing, and sometimes onerous, requirements for their specific ISA/PPSAs. These are primarily Fidelity, American Funds, Vanguard, and T. Rowe Price. Contrary to what some are saying, it is not an absolute requirement that the agreements be in place at this time unless a contract exchange is involved. With that said, we are working very closely with these organizations to try to get their issues resolved as quickly as possible, and may, in some cases, need to reach back out to you.

BILLINGS

MidAmerica recently sent quarterly billings to those clients who implemented prior to January 1. The participant counts for the billings were based on the latest data that we had on file and might not necessarily reflect the number of participants who were participating as of quarter end (December 31). Please verify the counts and if they need to be modified, either mark the invoice and pay accordingly, or contact Michelle O'Brien in our Accounts Receivable department and she can issue a revised invoice. Michelle's phone number is (800) 430-7999 ext. 157.

MidAmerica
Administrative & Retirement Solutions, Inc.
211 E Main Street, Suite 100, Lakeland, FL 33801
Phone: (866) 873-4240 Fax: (863)688-4466
www.midamerica.biz