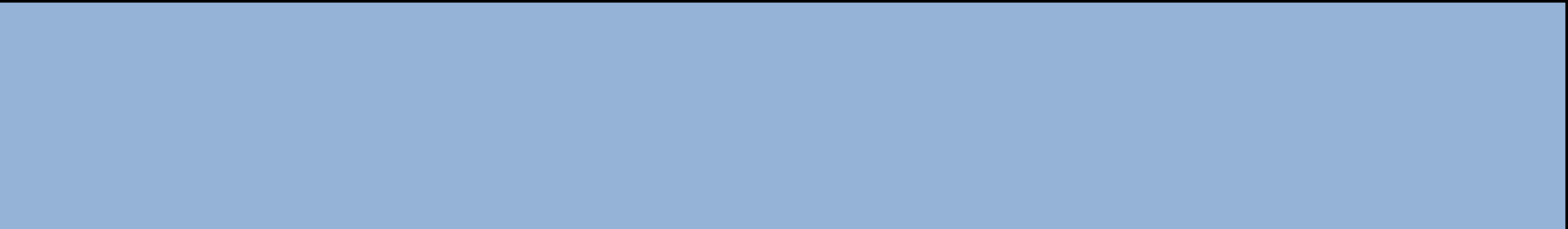


PLAN SPONSOR WEB TRAINING MANUAL



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Welcome

Dear Plan Sponsors and Agents:

On behalf of our pension administrators, coordinators and all of VFIS, it is my sincere pleasure to welcome you to our new Plan Sponsor Web Portal.

For over thirty years, our clients have trusted VFIS to administer their Length of Service Award Programs. Our business is built upon a foundation of service and we continually look to provide new solutions in an ever changing marketplace.

One of these solutions is this new Plan Sponsor Web Portal. This portal will allow for increased communication and information sharing between VFIS, our agents and plan sponsors. We are now able to push out directly to you critical information including annual reports and participant benefit documents. You may also return information directly to VFIS in a safe, secure and convenient format. In addition, we are now able to house your plan specific documents and act as your virtual plan filing cabinet.

VFIS is committed to providing superior customer service for all of our Emergency Service Organization client needs. We hope this web portal is able to enhance our relationship and help provide for the success of your Length of Service Award Program.

Over the next thirty years, we know you will face an ever-changing world. You can trust that VFIS will be there to provide new solutions and help you meet each new challenge.

Thank you for your business,



Getting Started

The VFIS Plan Sponsor Web is designed to work with today's popular internet browsers such as Internet Explorer, Google Chrome and Firefox. To minimize the possibility of encountering difficulty when accessing the website, please ensure your browser has been updated to the most recent version available.

Enter the following URL in your internet address bar to access the Plan Sponsor Web.

<https://vfispsw.glatfelterspecialtybenefits.com/>

This is how your screen should look:



Adding the website as a favorite or bookmark will provide you with quick and easy access for future visits. Simply click on the star-shaped icon located in the top right corner of your screen.



The Welcome page is the first screen you will see, and it should look like this.

On the Welcome page, you will find the following:

- (1) A link to the Resource Center, which has a User Training Manual and links to other valuable information about LOSAP.
- (2) Your Username and Password are entered here to log on to the website.
- (3) In the event you forget your Username or Password, there is a tool designed to assist you in retrieving your information. You can also contact our office at 1-800-233-1957 and ask for Specialty Benefits.

Logging In and Password Management

When logging in for the first time, you will be directed to a Security Setup page. You will be prompted to select one of three Alternative Verification Questions and provide an answer. This information will be used to validate your identity in the event you forget your password.

Security Setup Print

In order to enforce a layered security feature for this web site please answer all of the alternate verification questions listed below. Each time you log in to this site from an unknown computer you will be asked to answer one of these questions as an additional security step. Once you have submitted the question(s) you will be directed into the web site.

Alternate Verification Questions

| | |
|--|----------------------|
| Question 1 * | Answer * |
| <div style="border: 1px solid black; padding: 2px;"><p>What city were you born in?</p><p>What is your mother's maiden name?</p><p>What is your pet's name?</p></div> | <input type="text"/> |

SUBMIT

Once you submit the information on the Security Setup page, you will be directed to the Password Change page. You will change your password from the default assigned by VFIS to something unique. Review the Criteria bullets to ensure your new password meets all the requirements.

Password Change Print

Your password has expired! You must enter a new password before proceeding.

Criteria

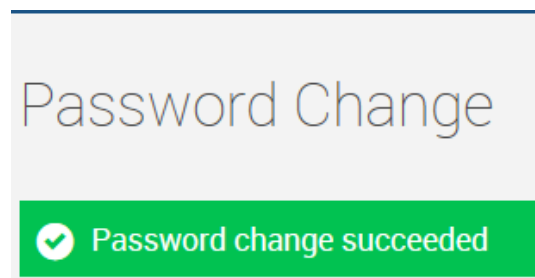
- Changes made to your password will take effect immediately.
- Your password must contain at least one non-numeric character.
- Your password cannot be some portion of your web user id.
- Your password must contain alphabetic and numeric characters (Aa-Zz and 0-1).
- Your password cannot contain three characters in a row that have a one character difference (Ex. ABC123).
- Password must be 8 and 25 characters in length.

Enter old password

Enter new password Re-enter new password

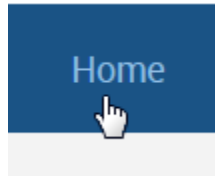
SUBMIT

Once you submit the information on the Password Change page, you will receive confirmation the change was successful (similar to what is seen below).




Please record your answer to the security question, your username and password in a secure place for future reference.

Click on the word “Home” in the upper left corner to be redirected to the Home page.



What Happens if I Forget my Password?

If you forget your Password, click on “Forgot User ID or Password?” on the Welcome page. You will be directed to the Request Credentials page (shown below).


 [Back](#)

Request Credentials

Please enter the required info below. A message will be sent to your e-mail address and allow you to view/reset your password.

Note: This is only available if you have previously entered the alternate verification info.

Role



Login ID *

First name *

Last name *

[CANCEL](#) [NEXT](#)

Enter your Username, First name, Last name and click Next. You will be directed to the page shown below. Enter the answer to the security question and click Next.

Request Credentials


Please enter the required info below. A message will be sent to your e-mail address and allow you to view/reset your password.

Note: This is only available if you have previously entered the alternate verification info.

What city were you born in?

CANCEL **NEXT**

You will receive a message similar to what is seen below.

 An e-mail has been sent to your address on record giving instructions on how you may access your account.


You should receive an email similar to what is shown below.

| From | Subject |
|--|-------------------------------------|
| Plan Sponsor Web - Lost UserId/Password | User Id and Password Request |

Open the email and click on the link.

You have requested to be notified of your Internet User Id and Password for the VFIS Plan Sponsor Web. Below is the information you have requested. Please return to the page and attempt to login again using the information provided. User Id = %PERSON.WebUserId% Password = %Person.WebPassWdTxt%
URL: <http://gig-reliuweb-tst/reliuweb/urlogin.aspx?ID=523041584A4739695665686D76384A354859507730413D3D324D345274495744784D4B486D7630744E705A395238636864487A2B444B6C4A54326A4873784E4F3178426F5635384A6F784A6741>

Password Change



Criteria

- Changes made to your password will take effect immediately.
- Your password must contain at least one non-numeric character.
- Your password cannot be some portion of your web user id.
- Your password must contain alphabetic and numeric characters (Aa-Zz and 0-1).
- Your password cannot contain three characters in a row that have a one character difference (Ex. ABC123).
- Password must be 8 and 25 characters in length.

Enter old password

Enter new password

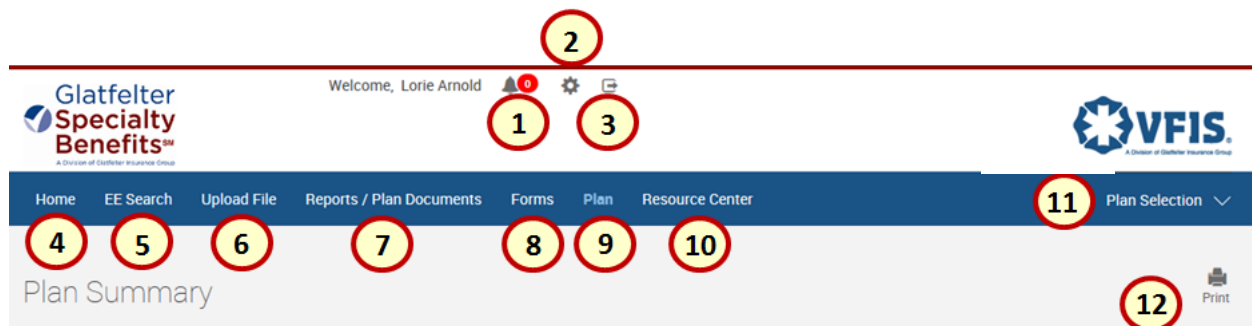
Re-enter new password

SUBMIT

If you experience difficulty while attempting to log in, please contact our office at 1-800-233-1957 and ask for Specialty Benefits.

Home Page / Main Menu

Once you successfully log on to the website, you will be directed to the Home page, which looks similar to the image below.



- (1) **Notifications** - Indicates if you have a message
- (2) **Password Change** – Clicking here takes you to the Password Change page.
- (3) **Log Out** – Clicking here logs you out of the website.
- (4) **Home** – Returns you to the Home page.
- (5) **EE Search**- Allows you to view individual participant information in greater detail.
- (6) **Upload file** – Provides you with the ability to send us plan related documents and forms in a secure manner. When you transmit a file to us using this method, the website automatically sends your dedicated VFIS LOSAP representative an e-mail indicating you have uploaded a file or document for review.
- (7) **Reports / Plan Documents** – This acts as a “virtual” filing cabinet for your plan. All of your important plan documents and recent valuation reports will be archived here.
- (8) **Forms** - Similar to Reports/Plan Documents, here you will have the forms necessary for the day to day operation of your plan - such as new service award paperwork, life insurance applications, etc.
- (9) **Plan** – Displays the Plan Summary page.

- (10) **Resource Center**- This page has a User Training Manual, privacy notices and links to other valuable information about LOSAP. The Resource Center will open in a new tab.
- (11) **Plan Selection v** - Provides the ability to search for a specific participant. Type in the last name or Social Security Number and click the magnifying glass. You will be able to choose the individual from the list of results.
- (12) **Print** – Print icon.

EE (Employee) Search

The EE Search provides you with an in-depth look at individual member's record. To look at a specific record, click on the member's Social Security Number link on the far left side of the page. This will redirect you to the Summary page.

Participant Listing Print

Please enter search criteria and press submit. SUBMIT

SS# EE# SS# range to

First name Last name Balance Less than or equal

Plan Division
Plan status Employment status

Accord Fire District

| SS# | Name (Last, First Middle) | Plan | Employer | Division | Employment Status | Plan Status | Ending Balance |
|-------------|------------------------------|------|----------|------------|----------------------|----------------|-------------------|
| XXX-XX-4438 | | | | Default | Terminated | Inactive | |
| XXX-XX-8240 | | | | Default | Terminated | Inactive | |
| XXX-XX-8790 | | | | Default | Terminated | Inactive | |
| XXX-XX-8610 | | | | Default | Terminated | Inactive | |
| XXX-XX-1051 | | | | Default | Terminated | Inactive | |
| XXX-XX-6986 | | | | Default | Terminated | Inactive | |
| XXX-XX-8168 | | | | Division 3 | Terminated | Inactive | |
| XXX-XX-5668 | | | | Division 3 | Hired | Active | |
| XXX-XX-5474 | | | | Division 2 | Hired | Active | |
| XXX-XX-6941 | | | | Default | Terminated | Inactive | |

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
 << < Page 1 of 12 > >> Go to page GO

The Summary page provides:

- Demographical information such as date of birth and hire (membership) date
- Division ID (if applicable)
- Plan eligibility dates
- The benefit a participant has earned to date*

Summary

Eligibility Dates

Normal retirement: 08/01/2043
 04/01/2010

Personal Info

ROBERT M AVERY

Birth date: 07/25/1983

Hire date: 01/01/1999

Entry date: 04/01/2010

Marital status: None

Status and Service

Employment status: Hired Original

Years of service: 11

Employment status date: 01/01/1999

Years of service for vesting: 11

Employee type:

Years of participation: 11

Employee type date:

Break in service years: 0

Plan status: Active

Years of future service: 29

Plan status date: 04/01/2010

Years of service for eligibility: 0

Benefit Information as of 04/01/2015

Form of annuity: The pension shown is payable for your lifetime, but not less than 120 months.

Earned to date: \$165.00 per month

To return to the Home page, click Close Participant on the menu bar.

***IMPORTANT NOTE:** Some LOSAP's have specific provisions that permit participants to collect a service award and accumulate additional plan benefits at the same time. Due to the unique nature of this plan design, specific plan provisions may require special processes to calculate and record keep benefit information for these plan participants. As a result, the benefit information displayed within the website may not necessarily be a true reflection of the benefit earned to date. If your plan contains this type of provision, please refer to the most recent valuation report to review benefit information for these participants.

Upload File

Here you have the ability to send us plan-related documents and forms in a secure manner. When you transmit a file to us using this method, the website automatically sends your dedicated VFIS LOSAP representative an email indicating a file or document has been uploaded for review. This is the preferred method to exchange annual census information, new service award paperwork, life insurance forms, etc.

Upload File

Print

Select which file type you wish to upload, then press 'Upload'.

Data File

File Name *

No File Chosen

Plan Year End Date
03/31/2016

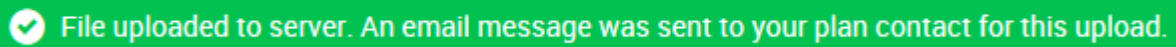

File Description or Special Instructions

Steps to send us a document:

1. Scan/save the document to a secure location on your computer.
2. Logon to our website and click on Upload File.
3. Click in the circle beside Data File and then Choose File button. Your computer should open to your file directory.
4. Locate the document you saved, click on it and then Open.
5. The file name of your document should appear next to Choose File.

6. If there is anything you dedicated VFIS LOSAP representative should know, type it in the box under File Description or Special Instructions.
7. Click Upload.

When your document is sent successfully, you will receive a confirmation notice like this:

  File uploaded to server. An email message was sent to your plan contact for this upload.

Reports/Plan Documents

This area of the website is intended to act as a virtual filing cabinet for important plan documents and annual valuation reports for your plan. Whenever you need to obtain a copy of the current governing documents for your plan, annual valuation reports, actuarial certifications, benefit summaries, annuity certificates, etc. you may logon and download/print a copy.

Forms

Similar to Reports/Plan Documents, this area provides access to forms that are necessary for the day-to-day operation of your plan, such as: enrollment forms, new service award paperwork, life insurance applications*, etc. Simply download or print a copy of what you need.

*If your LOSAP includes a provision providing a minimum death benefit supported by universal life policies, life insurance forms are provided on the website. These have been designed so that you may complete them on line, and then print to add applicable signatures before submitting to us.