

2020: Our Focus is Supporting You

This year, we have been enhancing support for employers that offer the NC 401(k) and NC 457 Plans and/or the NC 403(b) Program. Because you play such a vital role in the administration of the plans you offer your employees, it's important that you have easy-to-use tools to help you do your job.

Be on the lookout for the following technology enhancements we are launching next week that will help us deliver on these important efforts.

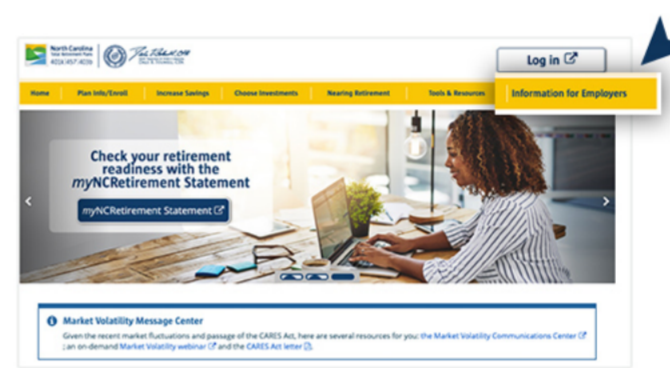
To that end, our efforts have been focused on:

- Helping you improve reporting accuracy and compliance
- Enhancing technology to help make plan administration faster and easier
- Improving accessibility of information

1. Employer Information Webpage Updates

Whether you've worked with these plans for years, or you're new to the plans, this upgraded "[Employer Information](#)" on [NCPlans.prudential.com](#), has resources designed with you in mind:

- Audit FAQ
- Plan documents
- The Get Started Guide
- The Employer Handbook
- The Payroll Guide
- And much more



With these enhancements, you'll have, for the first time, a centralized hub of tools and resources at your fingertips. Think of this *new* Employer Information webpage as your one-stop shop for all your plan administration needs.

2. Sponsor Center Website Upgrades

New Navigation and Service Center Portal

We've enhanced the [Sponsor Center Website](#) with streamlined navigation from the landing page, giving you faster-than-ever access to key website features. You'll also have the ability to initiate and obtain the status of inquiries online—through our new Service Center Portal. New functionality will also allow you to initiate plan invoice payments, eliminating your need to complete a form.

Enhanced Payroll and Loan capabilities

Our Payroll and Loan updates will:

- Give you greater control in submitting payroll and loan files
- Leverage the power of real-time open access to update and edit your payroll information to ensure that it is always received in a timely and accurate fashion
- Enable us to obtain quality participant data that will drive better retirement/financial wellness outcomes, improving your employees' overall knowledge and experience

These updates will also:

- Reduce manual intervention and rely more on automated processing
- Give you the ability to provide participant email addresses and phone numbers, potentially allowing for more efficient communications and updates

Valuable resources to help you learn more

See below for webinars on the Sponsor Center Website upgrades:

- [Sponsor Center Inquiry & Tracking](#)
- [Manage Payroll and Loans](#)

PRUDENTIAL RETIREMENT®

Prudential Retirement provides the communications and recordkeeping services for the NC 401(k) and NC 457 Plans and the NC 403(b) Program. With the exception of the NC Stable Value Fund and the NC Fixed Income Fund, the investments offered to you within the NC 401(k) and NC 457 Plans are not offered by or affiliated with Prudential Financial or any of its companies or businesses. Prudential Retirement is a Prudential Financial business.

Retirement products and services are provided by Prudential Retirement Insurance and Annuity Company (PRIAC), Hartford, CT or its affiliates. PRIAC is a Prudential Financial company.

North Carolina Total Retirement Plans and the North Carolina Total Retirement Plans logo are service marks of the North Carolina Department of State Treasurer.

© 2020 Prudential Financial, Inc. and its related entities. Prudential, the Prudential logo, and the Rock symbol are service marks of Prudential Financial, Inc. and its related entities, registered in many jurisdictions worldwide.