

U.S. OMNI & TSACG Compliance Services provides a variety of services to public education employers that relate to the compliance and administration of the 403(b) and 457(b) retirement plan. Please use the guide below to determine which department to send your inquiries and correspondence

### Plan Support Services - Administration Office

73 Eglin Parkway NE, Suite 202 | Fort Walton Beach, FL 32548

#### Plan Support Services

[plansupport@tsacg.com](mailto:plansupport@tsacg.com)

888.777.5827 Option 0 | Fax: 800.889.9736

- Compliance questions/issues
- Plan documents/adoption agreements
- Plan consulting
- IRS audit support
- Investment provider relationship management
- Investment provider agreements
- Service implementation
- Client relations

#### Remittance

[epars@tsacg.com](mailto:epars@tsacg.com)

888.796.3786 Option 6 | Fax: 866.483.3143

- Establishment and oversight of remittance process
- Coordination between the plan sponsor and the vendors
- Remittance error correction assistance
- Support for questions about 403(b)/457(b) refund process
- Technical support to the plan sponsor and vendors

### Participant Services - Participant Services Office

73 Eglin Parkway NE, Suite 202 | Fort Walton Beach, FL 32548

#### Recordkeeping

[recordkeeping@tsacg.com](mailto:recordkeeping@tsacg.com)

888.796.3786 Option 4

Fax: 866.741.0645 or 866.814.0622

- Approving or declining all 403(b)/457(b) distributions
- Ensuring requested distributions are permissible under
- IRS requirements and employer's plan documents
- Ensuring the participant qualifies for the distribution
- Answering questions related to participant distribution requests

#### Salary Reduction Agreement

[sraprocessing@tsacg.com](mailto:sraprocessing@tsacg.com)

888.796.3786 Option 5

Fax: 866.908.7582

- Reviewing and approving all salary reduction agreements
- Confirming the participant's account is active and ready to receive contributions
- Sending SRA deduction information to the employer

### Administration Services - Business Services

P.O. Box 2799 | Fort Walton Beach, FL 32549

#### Publications/Education/Marketing

[publications@tsacg.com](mailto:publications@tsacg.com)

866.777.5827 x3302 | Fax: 866.553.1075

- Meaningful Notice materials
- Website
- Forms Management
- Request for proposal preparation

#### Business Services

[admin@tsacg.com](mailto:admin@tsacg.com) | [finance@tsacg.com](mailto:finance@tsacg.com)

866.777.5827 x3200 | Fax: 866.653.0367

- Contracting; initial and renewals
- Billing and related inquiries
- Oversight of remittance funds balances