

e-Services

for Third Party Administrators

Paperless Distribution

The Paperless Distribution service allows you to submit requests for most kinds of participant distributions, including termination distributions, loans, in-service withdrawals, corrective distributions, and required minimum distributions. You simply access the site, select the participant and the type of distribution, and then enter all applicable data, including vesting information, payee information, and wiring instructions (if applicable). You have the ability to save your work and come back to it or have one user save it for review by another staff member prior to submission.

In addition, you can use the system to manage all distributions that are in progress. You can easily view the status of any incomplete distribution request, and quickly respond to any inquiries from the sponsor.

Using Paperless Distributions reduces the processing time for distributions and loans, and minimizes supply costs as well as costs for mail and overnight delivery.

To use Paperless Distribution, go to www.firstmerc.com and select **Paperless Distribution** with the **Maintenance** tab.

e-Reports

You can schedule and receive reports electronically through our e-Reports service. E-Reports allows you to select the reports you would like to receive and the format in which you would like to receive them. You can schedule as many reports as you like, as well as how often you would like to receive them, via your secure email. Once the report has been sent to your secure email account, you will receive a notification email via your primary email address. You can access your secure email account in the **Contacts** tab of www.firstmerc.com.

To use this service, go to www.firstmerc.com and select **e-Reports** within the **Maintenance** tab.

e-Maintenance

You have the ability to change and add vital participant information through e-Maintenance. When you update basic participant information using e-Maintenance, the information is updated in our system within one day.

To access e-Maintenance, go to www.firstmerc.com and select **e-Maintenance** within the **Maintenance** tab.



A member of the MassMutual Financial Group

www.firstmerc.com

800.753.3682

MassMutual Financial Group is a marketing name for the Massachusetts Mutual Life Insurance Company (MassMutual) and its affiliated companies and sales representatives.

 Our e-Services are designed to help third party administrators (TPAs) manage the day-to-day operations of their retirement plans online. These services offer an efficient, user-friendly way to handle routine functions for successful plan management.