

Online Hardship Withdrawal

SPONSOR APPROVAL GUIDE

The online hardship withdrawal request feature allows for a simplified sponsor approval process. You will receive an email notification that a distribution has been submitted for approval. At that time, no action is necessary. After the request is reviewed you will receive a second email that includes the participant provided supporting documentation for the hardship withdrawal. Follow the below steps to log in and review the distribution along with the supporting documentation.



- On your account homepage, under **Manage** in the menu bar select **Transaction Request Approval**.
- On the Transaction Request Approval screen, pending requests are displayed first. Use the options on the right to navigate this screen.
- Click **Submit** to finalize your approval.

You're finished! The participant will receive a confirmation that the distribution is approved. The Service Provider will take it from here.

| Current status | Participant name | Request date | Transaction type | Transaction summary | Payment details | Approve/Cancel request |
|----------------|--------------------|--------------|--------------------|---------------------|-----------------|------------------------|
| Pending | Sample Participant | 06/01/2022 | Loan Distribution | view | View | Select One |
| Pending | Sample Participant | 11/03/2022 | Withdrawal Default | view | View | Select One |

- **Search:** If needed, you may use this section to search for a specific distribution.
- **Current Status:** You may search pending, approved, completed distributions or specific request dates.
- **Transaction Type:** Displays the type of distribution requested
- **Transaction Summary:** Click "View" to review distribution details.
- **Approve/Reject Request:** Select "Approve" or "Reject" from the dropdown.



If you are unsure if a distribution meets hardship criteria, review the Financial Hardship Withdrawal Guidelines and FAQs. The IRS also makes available FAQs at <https://www.irs.gov/retirement-plans/retirement-plans-faqs-regarding-hardship-distributions>.