



Web Portal

User Guide

For Participants

2026 Edition

Participant Website Instruction



Welcome to the Randall + Hurley participant portal. Below are some Frequently Asked Questions to help you get started.

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How Do I Login?

You can log into your retirement plan website by connecting to www.randall-hurley.com. Once logged in, you can view current account information, initiate transfers, designate new investment elections and update personal information.

To log in, you will need to enter the following information:

Username: Social Security Number

Password: Last 4 digits of your Social Security Number

Select Role: **Individual/Participant**

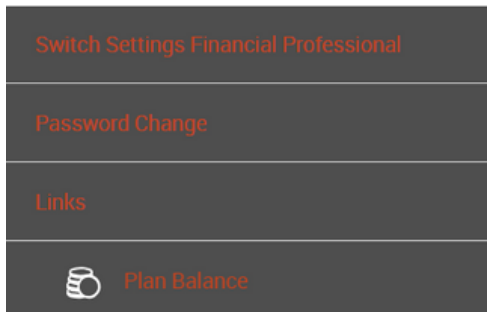
If you have any issues logging in, you can contact our Participant Service Department at **1-888-682-4402**. Our Participant Service Department is available from 8AM-5PM Pacific Standard Time, Monday - Friday, excluding market holidays.

A screenshot of the Randall + Hurley login page. The background is a dark, cloudy sky with a bright light source on the left. On the left side, there is a message: "You may need to [clear your browser history](#) to view this site properly." Below it, a note states: "Note: The password is case sensitive. If you fail to login three consecutive times your account could be disabled." In the center, there is a dark gray login form. At the top of the form, it says "New User" with a plus icon and "English Español". Below this, it says "The Randall + Hurley Mobile App is now available" and "Click to learn more". The form has two input fields: "User ID" and "Password", both with red asterisks indicating they are required. Below the password field is a link: "Forgot User ID or Password?". There is a dropdown menu for "Select Role" with "Individual/Participant" selected and highlighted in blue. Other options in the dropdown are "Employer/Sponsor" and "Financial Professional". At the bottom of the form is a red "LOGIN" button.

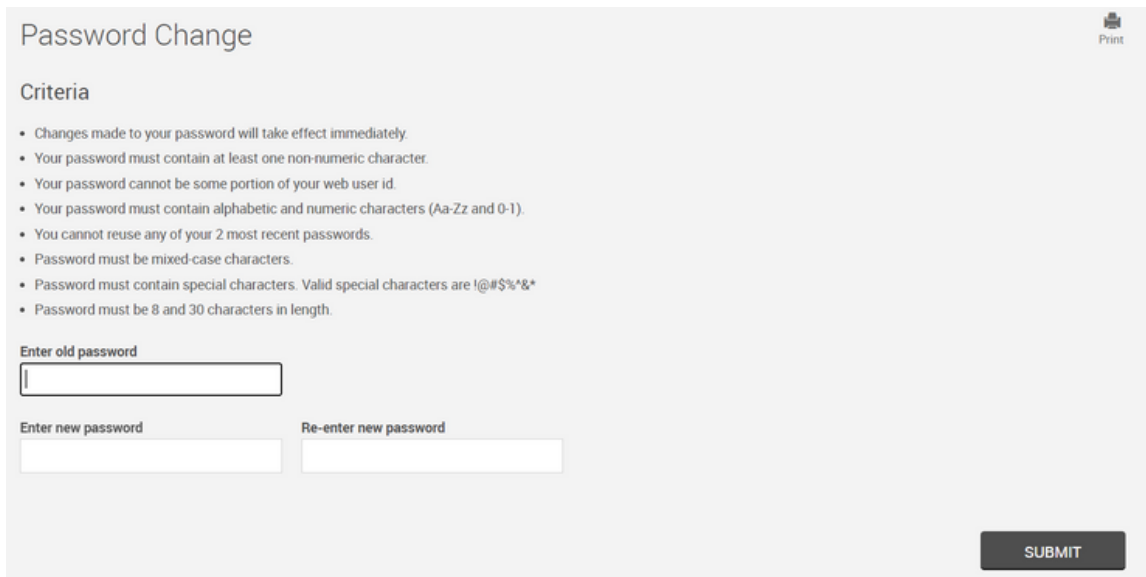
How Do I Change My Password?

Upon logging in for the first time, you will be prompted to change your password. Any time you would like to change your password thereafter you can do so by located the gear button 

From the dropdown menu select <Password Change>.



Follow the prompts to change your password and/or security question.

A screenshot of a 'Password Change' form. At the top right is a 'Print' icon. Below the title is a 'Criteria' section with a bulleted list of password requirements. The list includes: '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).', 'You cannot reuse any of your 2 most recent passwords.', 'Password must be mixed-case characters.', 'Password must contain special characters. Valid special characters are !@#%*&*', and 'Password must be 8 and 30 characters in length.' Below the criteria are three input fields: 'Enter old password', 'Enter new password', and 'Re-enter new password'. A 'SUBMIT' button is at the bottom right.A screenshot of an 'Alternate Verification Questions' form. It has two main sections: 'Security question 1 *' and 'Answer 1 *'. The 'Security question 1' section has a dropdown menu with 'Alternate password/quote' selected. The 'Answer 1' section has a text input field. A 'SUBMIT' button is at the bottom right.

After your personal information has been updated, you will be given a choice to finish the enrollment steps through, iJoin (a goal-based approach to creating your savings strategy that will be linked to your account), or to continue your guided enrollment on the Randall + Hurley website.

While both are directly linked, and any information entered in one will show in the other, we encourage you to use iJoin's goal-based enrollment, as it will allow you to enter outside savings information and set your retirement goals. A step-by-step enrollment guide video can be accessed under the Individuals' tab at randall-hurley.com. This portal guide will continue to show the enrollment steps used in our Online portal.

The screenshot shows the 'New Employee Enrollment' page on the Randall + Hurley portal. The header includes the company logo, a user greeting 'Good Morning, Elvis Aaron Presley', and the last login time 'April 6, 2023 10:47 AM EST'. A navigation bar contains links for 'Dashboard', 'Investments & History', 'Reports & Forms', and 'Plan Selection'. The main content area is titled 'New Employee Enrollment' and features a 'Print' icon. Below this, the 'iJoin Goal-Based Retirement Income' option is presented with a radio button and a description: 'You will be taken to iJoin's personalized enrollment experience for a goal-based approach to creating your saving strategy.' The 'Guided Enrollment' option is selected with a radio button and a description: 'I choose to use the guided enrollment steps to select my contribution rate and investment elections.' At the bottom, there are three buttons: 'BACK', 'RESET', and 'NEXT'.

RANDALL + HURLEY

Good Morning, Elvis Aaron Presley
Last Login: April 6, 2023 10:47 AM EST

Dashboard Investments & History Reports & Forms Plan Selection

New Employee Enrollment

Print

iJoin Goal-Based Retirement Income

☐ You will be taken to iJoin's personalized enrollment experience for a goal-based approach to creating your saving strategy.

Guided Enrollment

☒ I choose to use the guided enrollment steps to select my contribution rate and investment elections.

BACK RESET NEXT

Setting Up Your Contribution Amounts

After entering your personal information, you will be prompted to review or change your contribution amounts. As shown below, you can change the amounts based on percentages or dollar amounts or select not to change them. These are also broken out based on Pre-Tax deferrals or Roth deferrals.

Update email address

Confirm email address

RESET

Current Contribution Amounts

Last Web/VRU Contribution	Total
Pre-Tax Deferral	\$0.00 per pay period
Roth	\$0.00 per pay period

Change Contribution Amounts

Please enter a contribution percentage or dollar amount that your employer will deduct from your compensation each payroll period for deposit to your account.

> Rules and Criteria

Days to complete request: 5

Action	Contribution Type	Percent/Dollar	Current Contribution	New Contribution Rate
No change	Pre-Tax Deferral	Percent	Not contributing	0.00 per pay period
No change	Roth	Percent	Not contributing	0.00 per pay period

Before proceeding, you will be allowed to select whether or not you would like to schedule an Automatic Contribution Acceleration. This would allow you to select a percentage or dollar amount you would like your contributions to increase by each year based on your chosen date.

Days to complete request: 5

Action	Contribution Type	Percent/Dollar	Current Contribution	New Contribution Rate
No change	Pre-Tax Deferral	Percent	Not contributing	0.00 per pay period
No change	Roth	Percent	Not contributing	0.00 per pay period

Automatic Contribution Acceleration

I do not want to use pre-tax acceleration

I do not want to use Roth acceleration

RESET

BACK

NEXT

Investment Selections

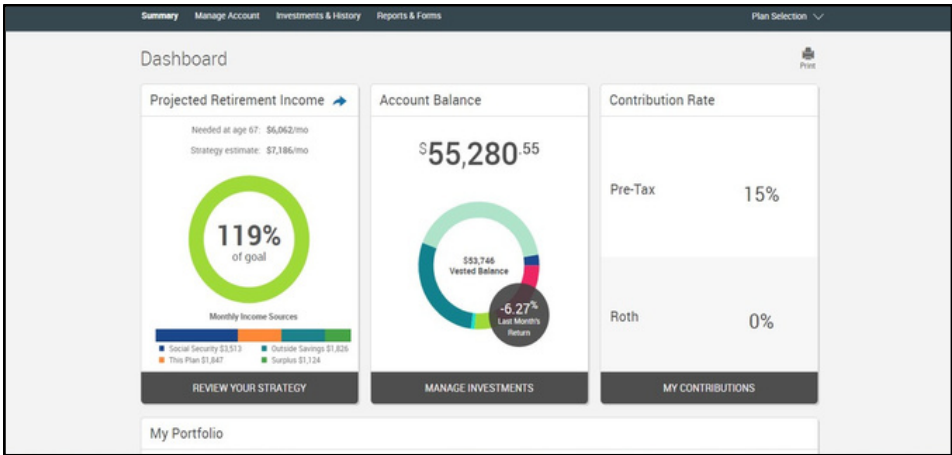
Now that your contribution amounts have been selected, you will be prompted to determine which funds available to your plan that you would like your contributions allocated to. If you have questions as to where you should invest your funds, reach out to your HR consultant, who will provide you with the name of your plan's financial advisor. They can help you determine your fund allocations based on how aggressive or not you want to be in the market. Please note you can change those allocations at any time through our portal.

Sample Model	details	0.00%	0.00 %
Large Blend			
AF Invest Company of America A		15.00%	15.00 %
Gabelli Asset AAA Fund	details	0.00%	0.00 %
UBS-WTFC Large Cap Core		0.00%	0.00 %
Mid-Cap Value			
Fidelity Low-Priced Stock	details	0.00%	0.00 %
Small Growth			
FTC Small Company Growth Fund		0.00%	0.00 %
Small Value			
Heartland Value Fund	details	0.00%	0.00 %
TOTAL		100.00%	100.00%

RESET TABLE

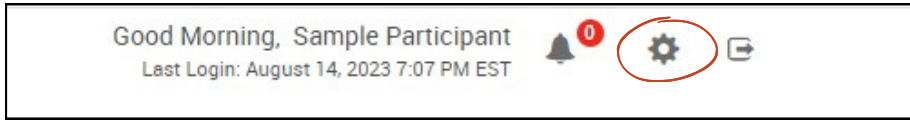
BACKNEXT

Upon selecting your fund allocations, you will be prompted to review your selections, at which point you will have completed your guided enrollment and will be taken to your dashboard screen. This will be the screen you will see upon logging in from now on.

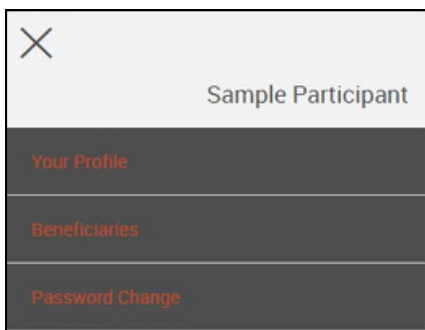


Changing Your Personal Information

To change your personal information at any time, select the gear icon at the top right-hand corner of your dashboard page after logging in.



A drop-down menu will appear to the right. Select **Your Profile**.



You can edit your contact information, email options, security questions, and employment status.

A screenshot of the "Edit Your Profile" form. The form has a dark header bar with navigation links: "Dashboard", "Manage Account", "Investments & History", "Reports & Forms", and "Plan Selection" with a dropdown arrow. The main content area is titled "Edit Your Profile" and includes a note: "* indicates a required field". Below the title are four sections, each with a right-pointing arrow: "Contact Information", "Email Notification", "Security Question", and "Status". At the bottom right of the form are two buttons: "RESET" and "SUBMIT". A "Print" icon is located in the top right corner of the form area.

Updating Your Beneficiaries

To update your beneficiaries at any time, select the gear icon at the top right-hand corner of your dashboard page after logging in.

Good Morning, Sample Participant
Last Login: August 14, 2023 7:07 PM EST



A dropdown menu will appear to the right. Select **Beneficiaries**.

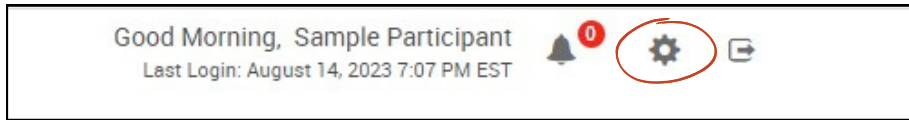
A dropdown menu for 'Sample Participant' is shown. It has a close button (X) in the top left. The menu contains three options: 'Your Profile', 'Beneficiaries', and 'Password Change', all in red text.

From here you are able to review or change your beneficiaries.

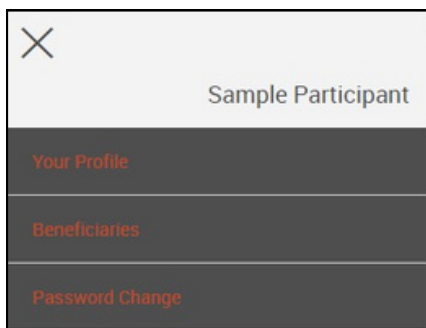
The image shows the 'Beneficiaries' management page. At the top is a navigation bar with links: 'Dashboard', 'Manage Account', 'Investments & History', 'Reports & Forms', and 'Plan Selection'. The main heading is 'Beneficiaries' with a 'Print' icon. Below is 'Beneficiary Designation 1' with a note: 'Items marked with asterisk (*) must be completed before you can proceed to the next step.' The form includes fields for 'Beneficiary type' (dropdown, currently 'Primary'), 'Beneficiary percent' (text field with an asterisk), 'Name' (text field with an asterisk), 'Relationship' (dropdown), 'Birth date' (calendar icon), 'Social security number (optional)' (text field), 'Street address 1', 'Street address 2', 'City', 'State' (dropdown), 'Zip code', and 'Country'. At the bottom are 'ADD', 'DELETE', and 'SAVE' buttons.

Changing Your Password

To change your password at any time, select the gear icon at the top right-hand corner of your dashboard page after logging in.



A dropdown menu will appear to the right. Select **Password Change**.



From here, you can review or change your password using the criteria listed on the screen.

A screenshot of the "Password Change" form. The form has a title "Password Change" and a section "Criteria" with a list of rules. Below the criteria are four input fields: "Enter new user ID", "Enter old password", "Enter new password", and "Re-enter new password". At the bottom, there is a "Confirmation e-mail address" field with the value "sanderson@randall-hurley.com" and a link "edit your personal information".

Criteria

- Leaving the user id field empty will reuse your current user id.
- Changes made to your password will take effect immediately.
- These changes will not affect your Voice Response access (if available).
- Your user id must contain at least one non-numeric character.
- Your user id cannot be the same as your social security number.
- Your user id cannot be some portion of your password.
- Your user id cannot contain three characters in a row (forward or backwards) that have a one character difference (Ex. ABC CBA 123 321).
- Your password must contain at least one non-numeric character.
- Your password cannot be the same as your social security number.
- Your password cannot be some portion of your web user id.
- Your password must contain alphabetic and numeric characters (Aa-Zz and 0-1).
- Password must be mixed-case characters.
- Password must contain special characters. Valid special characters are !@#\$%^&*.
- UserID must be between 8 and 30 characters in length.
- Password must be between 8 and 30 characters in length.

Enter new user ID

Enter old password

Enter new password

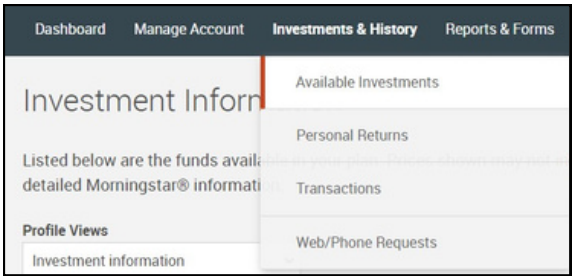
Re-enter new password

Confirmation e-mail address: sanderson@randall-hurley.com

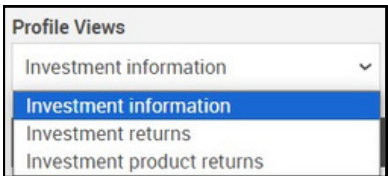
[edit your personal information](#)

Researching Your Plans Available Funds

You can check the funds available to your plan by selecting the Available Investments under the **Investments & History** tab.



This tab will show a list of available funds in your plan. Use the Profile Views drop-down to select which set of information you would like to view.

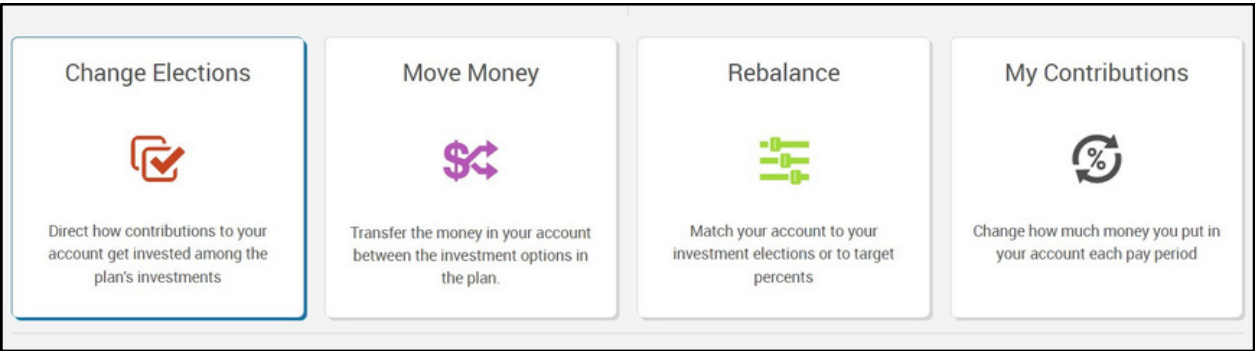
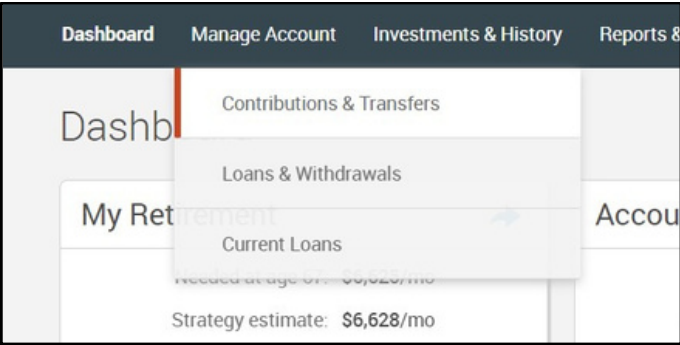


Click on each investment for detailed information about each fund's performance from Morningstar.

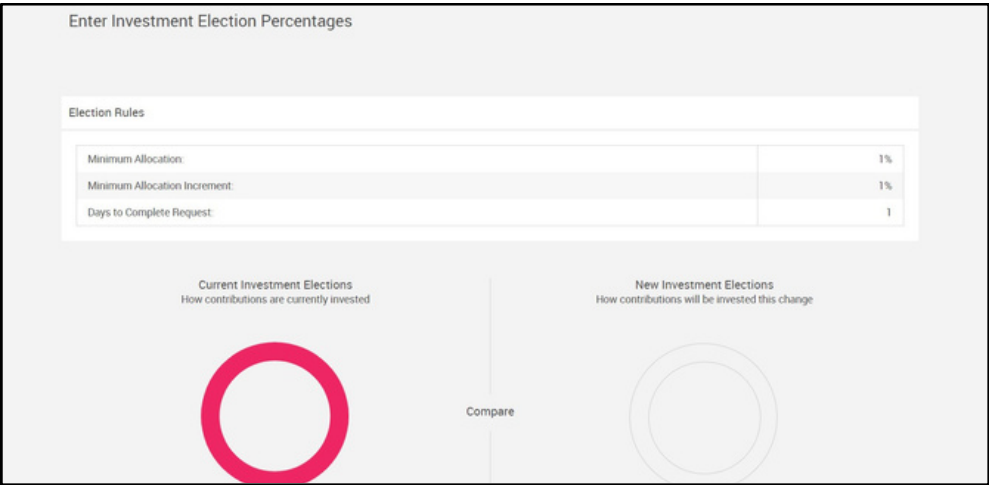
Investment	Fund ID	Asset Class	Current Price	Expense Ratio	Fund Info
AF American Balanced details	ABALX	Moderate Allocation	\$30.87	0.57	View
AF Bond Fund of America A	ABNDX	Intermediate Core Bond	\$11.26	0.59	View
AF Income Fund of America details	AMECX	Moderately Aggressive Allocation	\$22.92	0.56	View
AF Invest Company of America A	AIVSX	Large Blend	\$48.42	0.58	View
AF New Perspective Fund (Pooled) details	ANWPX	Global Large-Stock Growth	\$55.87	0.72	View
Deutsche International	SCINX	Foreign Large Value	\$46.95	0.91	View
FA Diversified International A details	FDVAX	Foreign Large Growth	\$24.86	1.16	View
Fidelity Low-Priced Stock details	FLPSX	Mid-Cap Value	\$49.44	0.82	View
Gabelli Asset AAA Fund details	GABAX	Large Blend	\$51.63	1.35	View
Heartland Value Fund details	HRTVX	Small Value	\$45.48	1.09	View
FTC Small Company Growth Fund	90001	Small Growth	\$305.85	0.04	
UBS-WTFSC Large Cap Core	90005	Large Blend	\$162.44	0.04	

Changing Investment Elections

You can change your investment elections by selecting **Contributions & Transfers**, located under the Manage Account tab on the home page.



These investment elections will determine how new money added to the plan will be allocated. Any changes made will affect all new sources of money.



Changes can be made by entering the New Election Percentages in the right-hand column. Elections must be made in increments of 1%, and the total for all elections must equal 100%.

After you have entered your new elections, click **NEXT**. You will be taken to the confirmation page to review your new elections.

Sample Model			0%	0 %
Large Blend				
UBS-WTFSC Large Cap Core		90005	0%	0 %
AF Invest Company of America ...		AIVSX	0%	0 %
Gabelli Asset AAA Fund	details	GABAX	0%	0 %
Mid-Cap Value				
Fidelity Low-Priced Stock	details	FLPSX	0%	50 %
Moderate Allocation				
AF American Balanced	details	ABALX	0%	50 %
Moderately Aggressive Allocation				
AF Income Fund of America	details	AMECX	100%	50 %
Small Growth				

After new selections are made, the chart at the top of the page will reflect the new breakdown of investment selections.



The next section will ask if you want to rebalance your transferable balances in your plan to conform to the percentages you entered for your investment elections. You must select **Yes** or **No** before you can proceed to the confirmation page.

Note: If you are not taken to this screen, you may be restricted from conforming your balance if prior transfer requests are pending for final processing.

Change Elections

Print

Overall Progress: 20% Complete

Transferable Balances

Would you like to rebalance your transferable balances in your plan to conform with the percentages you entered for your investment elections?

☒ No

☐ Yes

CANCEL

BACK

NEXT

After your investments are selected, you can view the prospectus on each investment selected. Once reviewed, click **Mark as Read** and select **NEXT**.

Change Elections

Print

Overall Progress: 60% Complete

Read Prospectus

Have you read the prospectus for each fund?

Funds		☒ Mark all as Read
AF American Balanced	view prospectus	☒ Mark as Read
AF Income Fund of America	view prospectus	☒ Mark as Read

CANCEL

BACK

NEXT

Your final screen will be a chance to review your new investment selections before clicking **SUBMIT**. Upon submitting, you will see the overall progress bar turn to 100% Complete.

 Change Elections

 Print

Overall Progress: 80% Complete

Review

Election Percentages

Investment	Fund ID	Current Allocation %	New Election %
Foreign Large Growth			
FA Diversified International A details	FDVAX	0%	
Foreign Large Value			
Deutsche International	SCINX	0%	
Global Large-Stock Growth			
AF New Perspective Fund (Poole... details	ANWPX	0%	
Intermediate Core Bond			
AF Bond Fund of America A	ABNDX	0%	
Mid-Cap Value			
Fidelity Low-Priced Stock details	FLPSX	0%	
Moderate Allocation			
AF American Balanced details	ABALX	0%	50%
Moderately Aggressive Allocation			
AF Income Fund of America details	AMECX	100%	50%
Small Growth			
FTC Small Company Growth Fund	90001	0%	
Small Value			
Heartland Value Fund	HRTVX	0%	
TOTAL		100%	100%

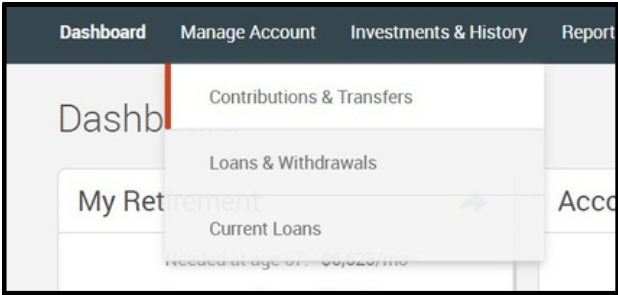
CANCEL

BACK

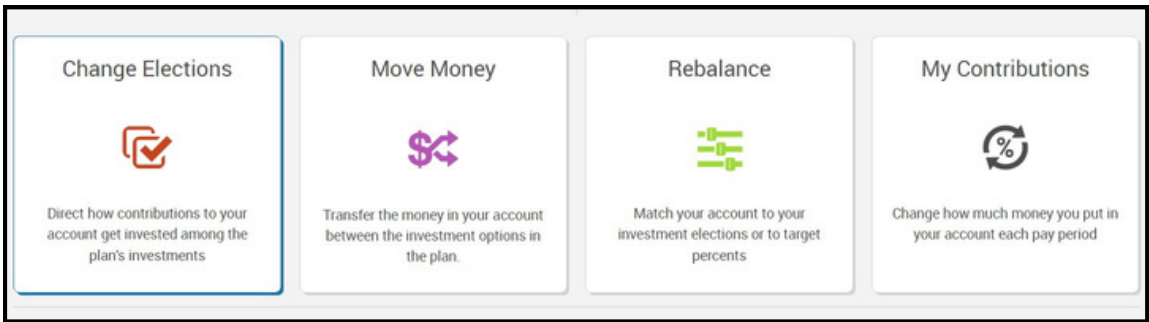
SUBMIT

Transferring Funds Online

You can transfer funds by selecting **Contributions & Transfers**, located under the Manage Account tab on the home page.



Under the menu of options, click the **Change Elections** box, shown below. This section allows you to transfer the existing money in your account to different investments.



NOTE: If you see the word “details” listed by a particular investment, the fund may have redemption fees or restrictions. Click on “details,” and the detailed investment information will be displayed.

You must first choose the transfer type you wish to use from the “Select Transfer Type” dropdown box. You can set specific dollar amounts or percentages to move between selected investments.

Overall Progress: 0% Complete

Enter Investment Transfer Amounts

Select transfer type

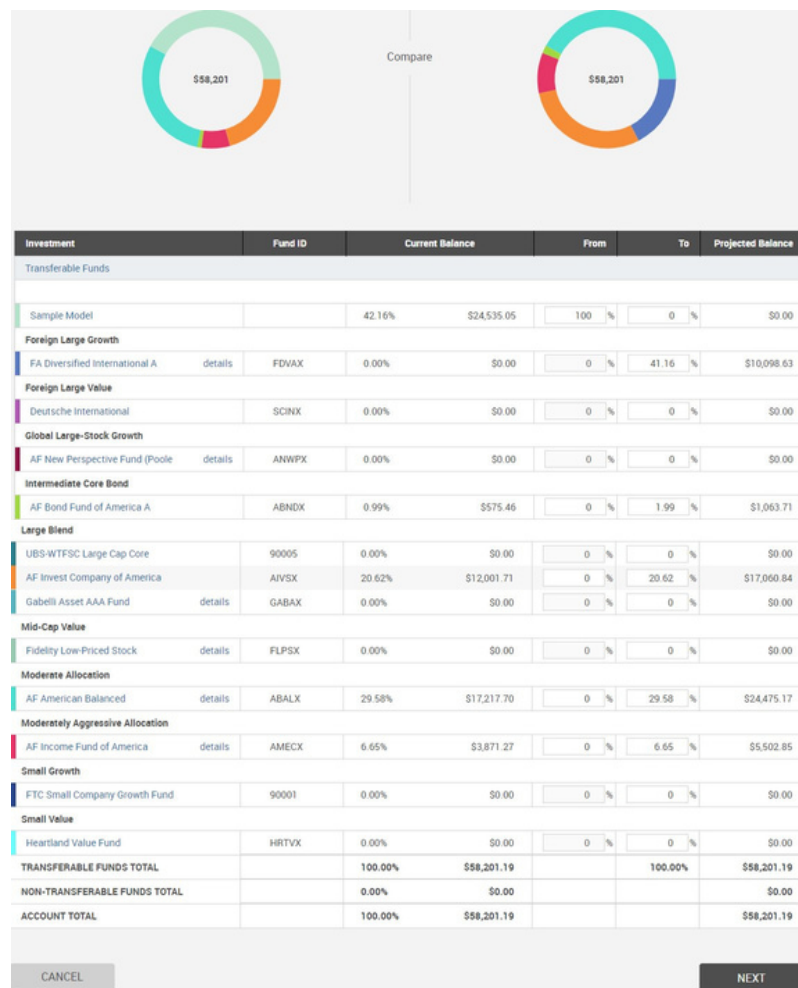
Percentage to Percentage

Transfer Rules

Minimum transfer amount	\$1.00
Minimum transfer percentage	1%
Days to complete request	1

This transaction may result in redemption fees being charged against the transaction. If you are unsure of the fund rules for redemption fees please check the mutual fund redemption fee policy in the funds prospectus.

Enter the percentages or dollar amounts in the “From” Column and percentages in the “To” Column, indicating which funds you want to move between investments. The “To” column must total 100% before you can proceed to the next step.



The next screen will inform you of any market timing rules that may apply. Once reviewed, click next to proceed to the next screen.

Transfer Funds - 

Overall Progress: 25% Complete

Review Market Timing Rules

Market timing rules will likely apply for the following funds included in this rebalance transaction. While the actual result of the market timing rules cannot be determined until the transaction is posted to your account and the investment trades are ordered, you should review the market timing rules for more information. If any portion of this transaction violates market timing rules, the entire transaction will not be processed. If you would like to continue, choose **Next**. Otherwise, choose **Cancel**.

Funds that may have potential market timing violations:
FA Diversified International A

CANCEL

BACK

NEXT

Before submitting your fund transfers, you will be given a chance to review your selections.

Review						
Investment	Fund ID		Current Balance	From	To	Shares Subject to Redemption F
Transferable Funds						
Sample Model						
		42.16%	\$24,535.05	100%	0%	
Foreign Large Growth						
FA Diversified International A	details	FDVAX	0.00%	\$0.00	0%	41.16%
Foreign Large Value						
Deutsche International		SCINX	0.00%	\$0.00	0%	0%
Global Large-Stock Growth						
AF New Perspective Fund (Pooled)	details	ANWPX	0.00%	\$0.00	0%	0%
Intermediate Core Bond						
AF Bond Fund of America A		ABNDX	0.99%	\$575.46	0%	1.99%
Large Blend						
UBS-WTFSC Large Cap Core		90005	0.00%	\$0.00	0%	0%
AF Invest Company of America A		AIVSX	20.62%	\$12,001.71	0%	20.62%
Gabelli Asset AAA Fund	details	GABAX	0.00%	\$0.00	0%	0%
Mid-Cap Value						
Fidelity Low-Priced Stock	details	FLPSX	0.00%	\$0.00	0%	0%
Moderate Allocation						
AF American Balanced	details	ABALX	29.58%	\$17,217.70	0%	29.58%
Moderately Aggressive Allocation						
AF Income Fund of America	details	AMECX	6.65%	\$3,871.27	0%	6.65%
Small Growth						
FTC Small Company Growth Fund		90001	0.00%	\$0.00	0%	0%
Small Value						
Heartland Value Fund		HRTVX	0.00%	\$0.00	0%	0%
TRANSFERABLE FUNDS TOTAL			100.00%	\$58,201.19	100.00%	
NON-TRANSFERABLE FUNDS TOTAL			0.00%	\$0.00		
ACCOUNT TOTAL			100.00%	\$58,201.19		

You should receive a confirmation number after the request has been completed. You will also receive an email confirmation if you have listed an email address.

It may take up to 2 business days for your request to be fully processed. Occasionally, your request cannot be processed due to market timing violations or other fund restrictions. If this happens, you should receive a notification from your plan sponsor.

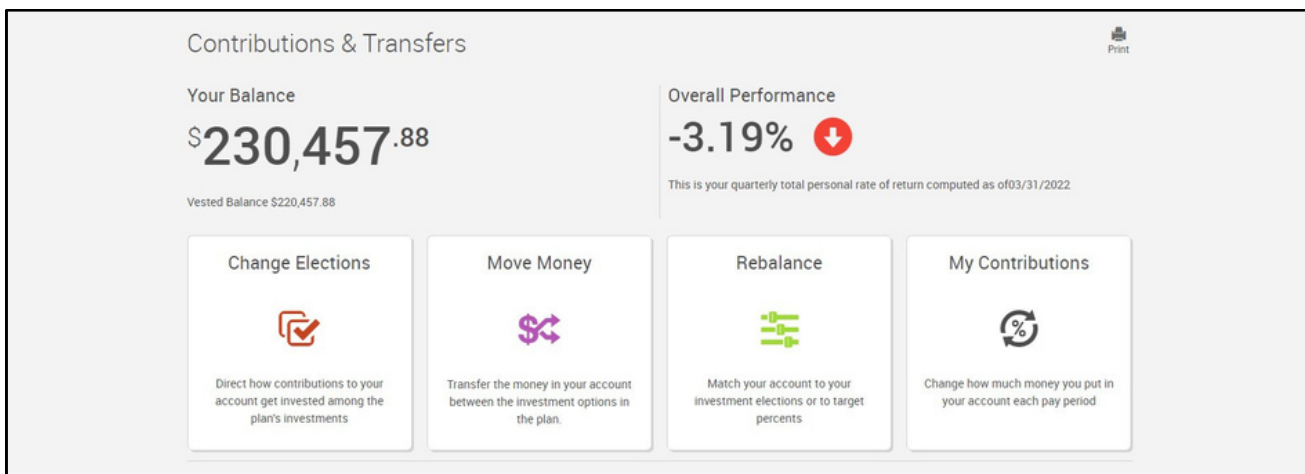
It is recommended that you review your account after making any changes and notify the Employee Fiduciary immediately if any changes do not appear correct. Any errors must be brought to the attention of the Employee Fiduciary within 30 business days from the original request.

Remember, when you elect to transfer funds, you are not updating your investment elections. You are only moving existing balances between funds.

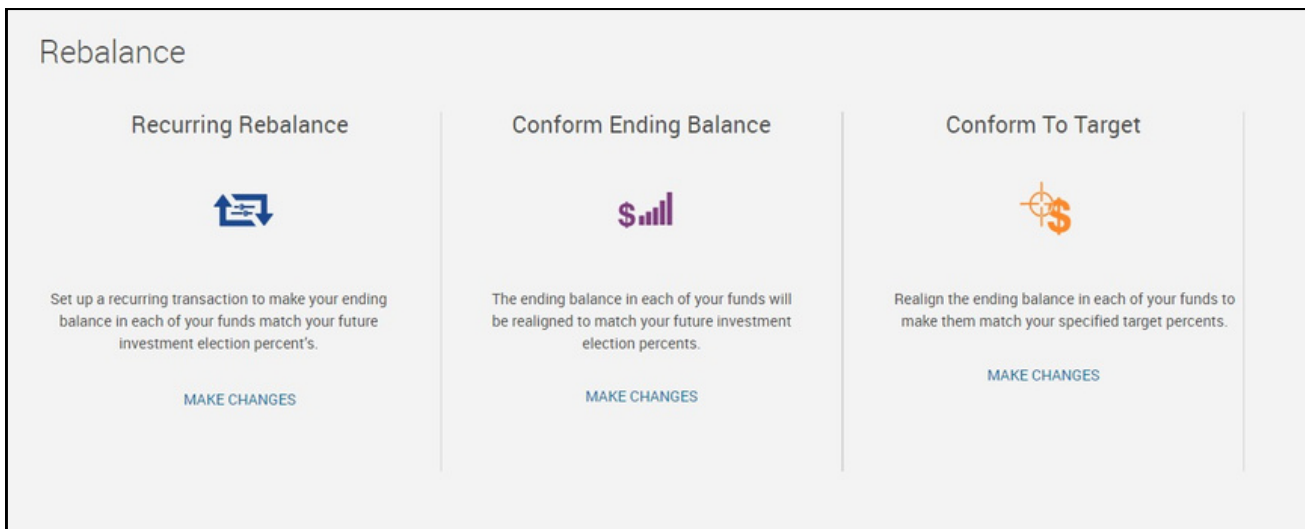
Setting Up a Rebalance

Changing your investment elections applies only to future contributions deposited in your account. It does not initiate transfers among funds you've already invested. If you wish to transfer your plan accounts to align with your investment elections, you must rebalance your portfolio.

From the menu bar on the home screen, select **Manage Account > Contributions & Transfers**. On the Contributions & Transfers screen, select **Rebalance** as seen below:



There are three types of rebalancing options; you must first choose the rebalance you would like to initiate.



Recurring Rebalance

This option allows you to rebalance your investments in your chosen recurring schedule.

Rebalance  Recurring Rebalance



Overall Progress: 0% Complete

How often would you like to rebalance?

Set date of first rebalance

10/26/2006 

Select a day to rebalance your portfolio

1

Enter threshold percent for rebalance

0 %

By entering a threshold percent, you are requesting that the rebalance only occur if the difference between your allocation percent for any account and your current balance in that account exceeds the entered percent. Should ALL accounts fall below the threshold when the difference is calculated, no transfer will occur.

CANCEL

NEXT

Conform Ending Balance

This option allows you to rebalance your investments, one-time, to your existing investment elections.

Rebalance -  Conform Ending Balance

Overall Progress: 0% Complete

Transfer Rules

Days to complete request

2

Perform a Market Timing Rule Test

Current Balance Mix

Currently this is how the money in your account is divided between funds



Compare

New Balance Mix

You have chosen to rebalance, this is how the money in your account will be divided between funds.



Conform To Target

This option allows you to rebalance your investments based on specific allocation percentages. You specify these allocation percentages in the “New Target” column. The “New Target” column must total 100% before you can proceed to the next step. You have the option to update your investment elections with the target percentages by selecting Yes to “Update my election percentages to match my transfer target percentages.” You must select **Yes** or **No** before you will be able to move to the next step.

Rebalance - Conform To Target

Overall Progress: 20% Complete

Update Election Percentages

Update my election percentages to match my transfer target percentages:

☐ Yes

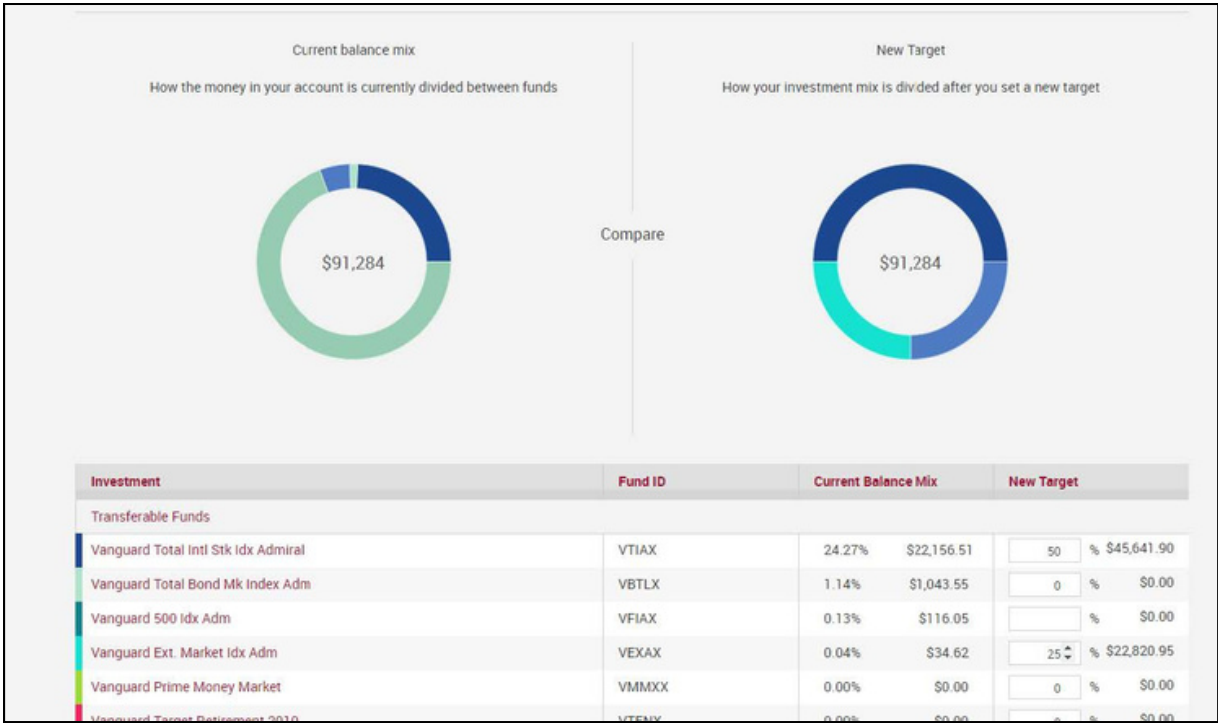
☐ No

This will cancel all changes, do you really want to cancel?

CANCEL

OK

After entering instructions for any rebalance type, you should select **NEXT** to continue. You will be brought to a confirmation page. Review your changes here and select **SUBMIT** or the request will not be finalized.



You should receive a confirmation number after the request has been fully completed. If you have an email address on file and have elected to receive notifications, you will also receive an email confirmation.

Rebalance -  Conform To Target

Overall Progress: **100% Complete**

Confirmation

 Confirmation Number 180341

Conform to Target

Investment	Fund ID	Current Balance Mix	New Target
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It may take up to 2 business days for your request to be fully processed. Occasionally, your request will not be able to be processed due to market timing violations or other fund restrictions. If this happens, you should receive a notification from your plan sponsor.

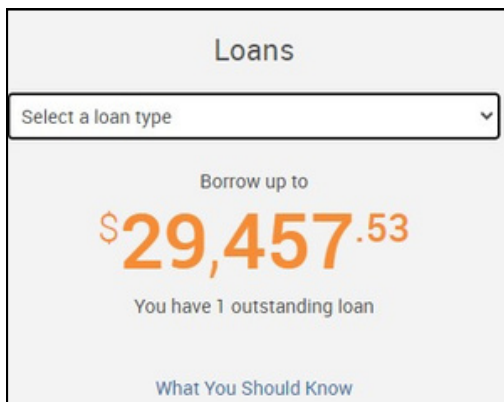
You should review your account after making any changes and notify Randall + Hurley's Participant Services team at (877) 895-5146 or help@randall-hurley.com immediately if any changes do not appear correct.

Applying For A Loan Online

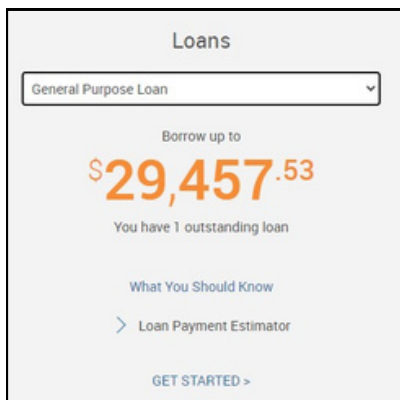
You can start the loan process by selecting the **Loan & Withdrawals** tab located in the drop-down options for the Manage Account tab.



Under the loan options, use the dropdown menu to select the type of loan you wish to apply for.



Once you have selected your loan type, you can either use our loan payment estimator or select **GET STARTED** to proceed.



Once you have selected your loan type, you can either use our loan payment estimator or select **Get Started** to proceed.

Loan Limits	General Purpose Loan	Residential Loan
Vested Account Balance	\$61,983.41	\$61,983.41
Minimum Loan	\$0.00	\$0.00
Maximum Loan	\$29,457.53	\$29,457.53
Minimum Duration	0 Months / 0 Payments	0 Months / 0 Payments
Maximum Duration	60 Months / 60 Payments	360 Months / 360 Payments
Days to Complete Request	5	5

Loan Fees	Fee Amount
Origination Fee	\$125.00
Per Payment Processing Fee	\$0.00
Annual Maintenance fee	\$50.00

You will first be given a chance to review the available amount you can take from a loan, as well as the maximum duration of the loan and all fees involved. Once complete, press **NEXT** to proceed.

The next screen allows you to calculate the exact amount you want to take and the duration you would like to set. You will see the monthly payment amount and be given the option to view the amount. Once complete, select **NEXT**.

Overall Progress: 17% Complete

Please Note: If you are applying for a residential loan, it must be to purchase a home you'll live in—not for a second residence, vacation home or for expenses related to your existing home. You must also upload your purchase agreement or mortgage agreement.

[Return to transaction selection](#)

Loan Amount

Select the type of loan you would like to receive. Use the loan calculator to specify the amount of your loan and to determine your ideal payment amount.

Loan Limits	General Purpose Loan
Vested Account Balance	\$61,983.41
Minimum Loan	\$0.00
Maximum Loan	\$29,457.53
Minimum Duration	0 Months / 0 Payments
Maximum Duration	60 Months / 60 Payments
Days to Complete Request	5

Loan Fees	Fee Amount
Origination Fee	\$125.00
Per Payment Processing Fee	\$0.00
Annual Maintenance fee	\$50.00

Loan Type

General Purpose Loan

Rate

9.5%

Loan Amount

5000

of payments

60

Your Monthly payment

\$105.01

CALCULATE

[Review Amortization Schedule](#)

CANCEL

BACK

NEXT >>

The next screen will ask you to verify your personal contact information. Once complete, select **NEXT**.

Overall Progress: 33% Complete

[Return to transaction selection](#)

Verify Personal Information

Please verify the following personal information. Incorrect address information may delay or prevent the delivery of your payment and important tax statements. If any information is incorrect, it is important to make changes before proceeding with your distribution request.

General Information

First name	Middle name	Last name	
Sample		Participant	
Marital status	Birth date	Date of hire	
Single	1/1/1980	1/1/2000	
Street address 1	Street address 2		
123	#123		
City	State	Zip code (5 digit only)	Country
Alamo	TX	12345	
Foreign state			
Home phone			
+1 5098708007			
Office phone		Ext	
+1		Extension	

After verifying your personal contact information, you will be given the chance to select how you would like to facilitate the payment of your loan.

Loan Request

 Print

Overall Progress: 50% Complete

[Return to transaction selection](#)

Payment Information

Please provide the necessary information to facilitate the payment of your loan.

Payment Method

Payable to Sample Participant

Street address 1	Street address 2		
123	#123		
City	State	Zip code (5 digit only)	Foreign state
Alamo	TX	12345	
Country			

CANCEL

BACK

NEXT >>

If you agree with all the information in the statements listed on the screen, check each box and click **NEXT** to be taken to the review page.

Loan Request

Print

Overall Progress: 67% Complete

[Return to transaction selection](#)

Transaction Certification

By checking the boxes below and continuing, you are agreeing to all of the statements on this page.

☒

You are submitting a personal loan distribution for \$ 5,000.00 at an interest rate of 9.5 % that will be paid back in 60 payments over a period of 60 months.

☒

You will not receive any paperwork until the loan distribution check is mailed to you. If you choose to request the loan you are consenting to repay the loan in the specified time frame. Do you wish to make the loan request?

CANCEL

BACK

NEXT >>

After clicking **NEXT** through the review information, your request will be submitted to your plan sponsor for review.

Loan Request

Print

Overall Progress: 100% Complete

[Return to transaction selection](#)

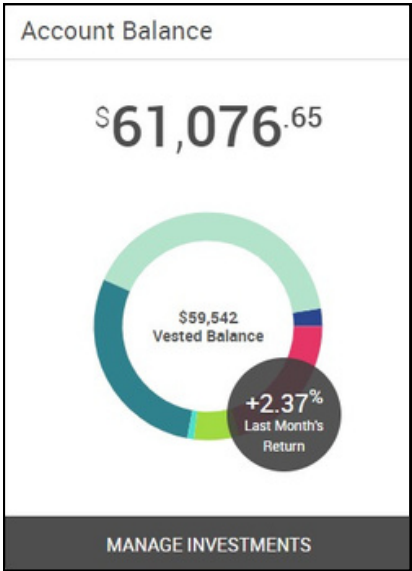
Confirmation

Confirmation Number: 180348

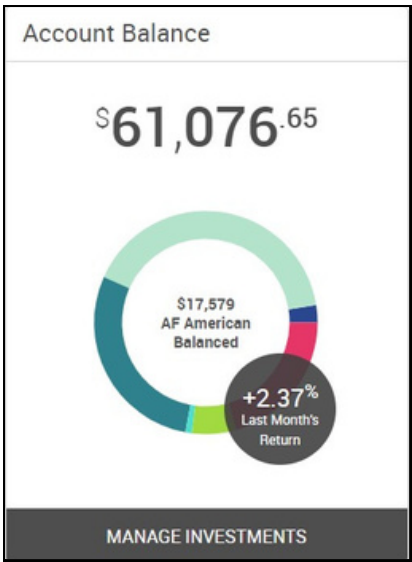
Your request has been processed. You may use this number to reference this transaction in the future.
Requests, while processed into the database, may not take effect immediately. Some requests may still need to be approved before they will take effect.

Viewing Your Available Balance

Viewing your account balance can be done on the main dashboard screen upon logging in to your account.

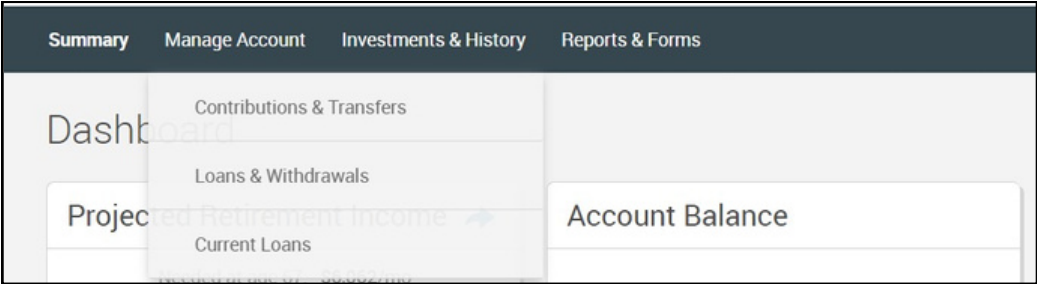


Hovering your mouse over each selection will show you the balance of that particular fund, as shown below.

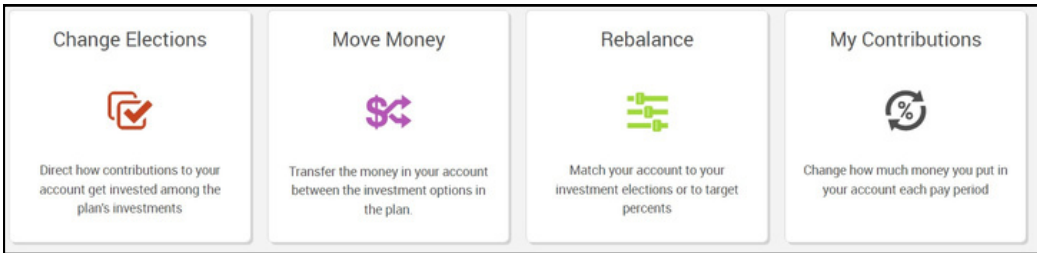


Changing Your Contribution Rate Online

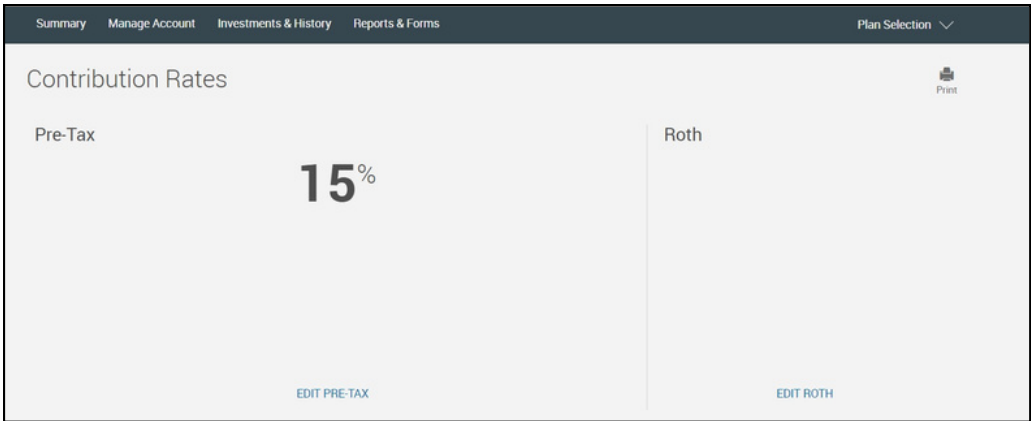
Changing your contribution rate can be done by selecting **Contributions & Transfers** from the Manage Account tab.



From the options available select **My Contributions**.



Choose which deferral contribution you would like to edit.



Edit the dollar amount or percentage rate. If applicable, select any auto-increase options you would like. This can be done for both Pre-Tax and Roth options.

Set Contribution Rate	Auto Increase Contribution Rate
☐ \$ Dollar Amounts ☒ % Percentages Pre-Tax 15 % Minimum: 0% Maximum: 100% Minimum Increment: 1% 401(k) Contribution Maximum in 2022: \$20,500 Maximum deferral percentage permitted in this plan in 2022: 25% Number of days to complete request: 5 *You must be age 50 or older by December 31st of this year in order to make "catch-up" contributions.	Off ☒ On Increase my Pre-Tax contribution rate by 0 % Select frequency of Pre-Tax auto increase v Set maximum contribution rate for Pre-Tax 0 %

Confirm your choices and click **SUBMIT**.

Overall Progress: **67% Complete**

Pre-Tax	Roth
15% Deferral 0% Contribution Rate Increase Frequency: Contribution Rate: 0%	0% Contribution Rate Increase Frequency: Contribution Rate: 0%

A confirmation email will be sent to: sanderson@randall-hurley.com [edit email address](#)

CANCEL

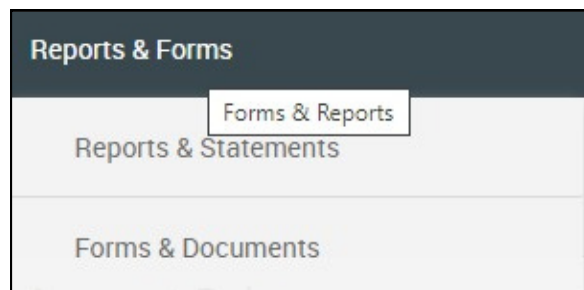
BACK

SUBMIT

Your HR/Payroll Department will receive either an email notification or a scheduled contribution change report for contribution changes made online.

Reviewing and Printing Your Quarterly Statement

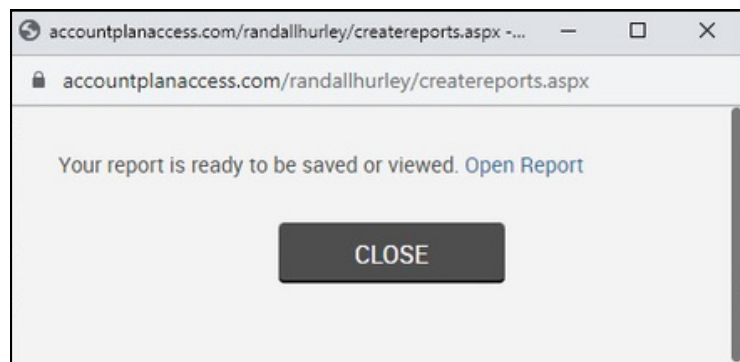
Quarterly statements can be retrieved by selecting **Reports & Statements** from the Reports & Forms tab, as shown below.



Statements can be seen by selecting Account Statements from the available drop-down.

Name	Size	File Type	From Date	To Date	☐ Delete
> None > Account Statements > Activity Reports > Annual Compliance Reports > E-Statements > Plan Level Reports					

After selecting which quarter you would like to see, a report will be generated for viewing or printing.

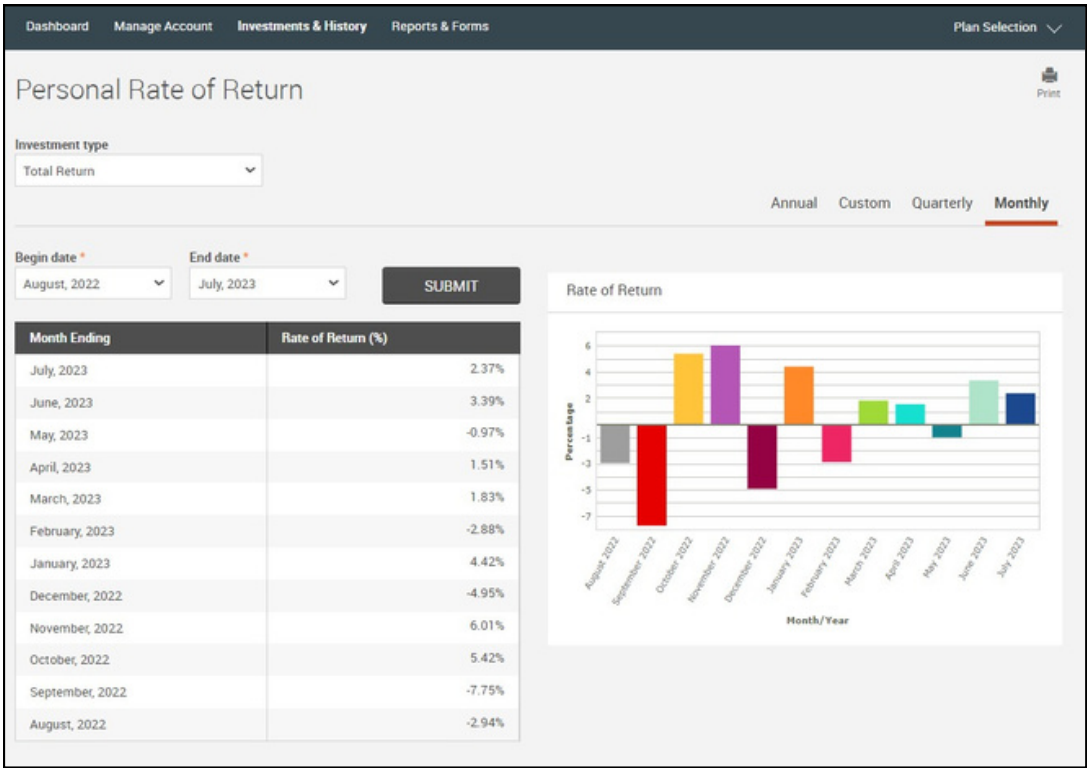


Checking Your Personal Returns

You can check your returns by selecting **Personal Returns** under the Investments & History tab.

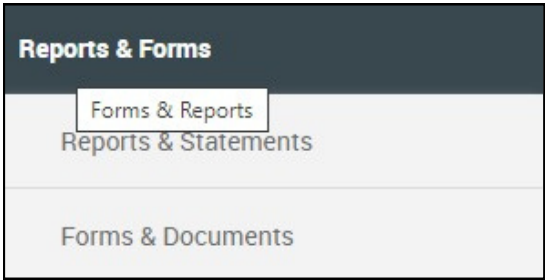


Under Personal Rate of Return, you can select the investment type and the period for which you would like to see the rate of return.



Viewing Forms Available to My Account

All forms available to your plan can be viewed by selecting **Forms & Documents** from the Reports & Forms tab.



Form selections can be viewed in the Select Form dropdown. Upon making your choice, you can generate the form by selecting the **GET RESULTS** tab.

A screenshot of the "Select Form" interface. It features three dropdown menus: "Select a category" (set to "Plan Administration Forms"), "Select form" (open, showing a list of forms with "None" selected), and "Select export file type" (set to "Adobe Acrobat (PDF)"). To the right are "GET RESULTS" and "REFRESH" buttons. Below these is a table with columns "Name", "From Date", "To Date", and "Delete". The "Name" column lists "Admin Fee" and "Disclosures" with expandable arrows. The "Delete" column contains a checkbox and the word "Delete".

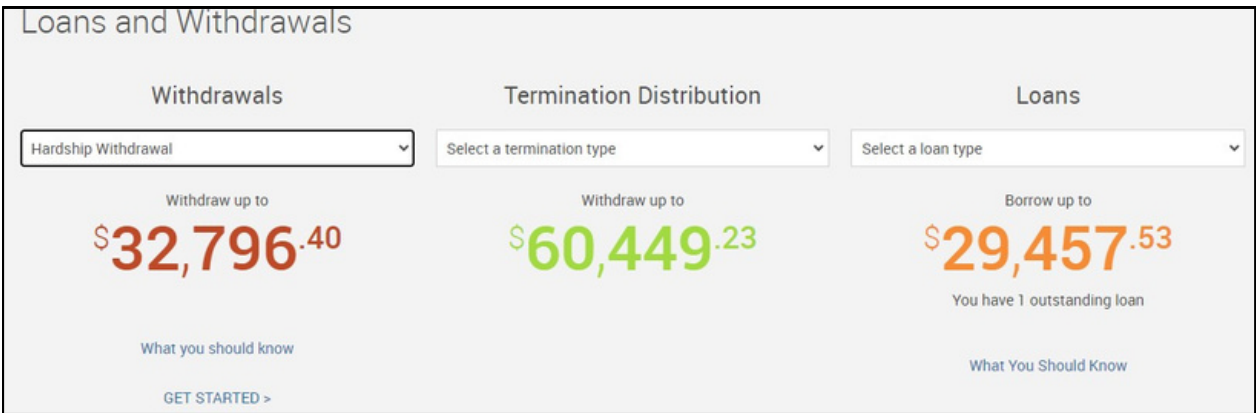
Name	From Date	To Date	Delete
> Admin Fee			
> Disclosures			

Taking a Hardship Distribution

To start the process of a Hardship Distribution, select **Loans & Withdrawals** from the drop-down options in the Manage Account tab.



After selecting the type of hardship from the dropdown options and reading the information in the What You Should Know section, proceed by selecting **Get Started** as shown below.



The next page, as shown in the image below, will take you through all the relevant information regarding your hardship distribution, including your available withdrawal balance and associated fees. This also includes important tax information, to review.

Withdrawal Request - Hardship from deferrals

Print

Overall Progress: 0% Complete

Instructions

The following pages will take you through the steps to request a distribution from the plan. Use the buttons at the bottom of the page to navigate to the next step. After you have completed all of the steps, you will be shown a summary of your request to review before submitting the request for approval.

What you should know about this type of distribution...

The plan allows you to take a withdrawal from your elective deferral account for an immediate and heavy financial need. During the request process, you will be asked to provide supporting documentation to substantiate the need. A plan administrator will review your request and approve the requested withdrawal amount.

As a result of taking a withdrawal from any account, you should be aware that the withdrawal may result in a taxable event, and the withdrawal amount will be includable in the income you report on your tax return for the tax year in which you take the withdrawal. Please consult with a tax advisor if you have any questions about the amount of tax you will owe.

Maximum Available Amount:	\$32,796.40
Transaction Fee:	\$50.00

Tax Information

Please take the time to read the plan tax notice. It contains important information about the taxability of retirement plan distributions, including methods to defer federal income tax on your savings by making a rollover election.

[View the Special Tax notice](#)

CANCEL

NEXT

Once you have read through all the information proceed by selecting **NEXT**.

You will be asked to start the Hardship Withdrawal process by verifying or changing your personal contact information. Once complete, select **NEXT**.

Overall Progress: 20% Complete

Instructions

Please verify the following personal information. Incorrect address information may delay or prevent the delivery of your payment and important tax statements. If any information is incorrect, it is important to make changes before proceeding with your distribution request.

General Information

First name

Sample

Last name

Participant

Marital Status *

Single

Birth date

01/01/1980

Date of hire

01/01/2000

Street Address 1

123

Street Address 2

#123

City

Alamo

State

TX

Zip code

12345

Country

Home phone

+1

(509) 870-8007

Office phone

+1

Phone Number

Ext

Extension

Other phone

+1

Phone Number

> Email Confirmation Information

CANCEL

BACK

NEXT

You will now be allowed to select the amount of the distribution you would like to take. Once you have indicated the amount of your distribution, select the **CALCULATE** button.

The screenshot shows a web form titled "Withdrawal Request - Hardship from deferrals" with a "Print" icon in the top right. A progress bar indicates "Overall Progress: 40% Complete". The form includes an "Instructions" section with the text "Enter the desired options below for receiving withdrawal payments from the plan." Below this is a "Withdrawal Amount" section titled "Hardship Withdrawal". It specifies a "Minimum: \$0.00" and a "Maximum: \$32,796.40". An "Amount:" label is followed by a text input field containing "\$ 5000.00". At the bottom right is a dark grey "CALCULATE" button. At the bottom left is a grey "CANCEL" button, and at the bottom right, below the "CALCULATE" button, is a grey "BACK" button.

You may be given the option of selecting from which accounts you would like your distribution withdrawn from, as shown below.

The screenshot shows two sections of a form. The first section is titled "Payments from Traditional Accounts" and contains the text "I elect to receive payment(s) from my traditional accounts in the following form:" followed by a radio button selection. The selected option is "A lump sum cash distribution of my vested balance, less any income tax withholding." The second section is titled "Payments from Roth Accounts" and contains the text "I elect to receive payment(s) from my Roth accounts in the following form:" followed by a radio button selection. The selected option is "A lump sum cash distribution of my vested balance, less any income tax withholding." At the bottom left is a grey "CANCEL" button. At the bottom right are two buttons: a grey "BACK" button and a dark grey "NEXT" button.

On the next screen, you will be prompted to select how you would like to facilitate your payment. Once all payment information has been verified, select **NEXT** to continue. At the conclusion of your application, you will receive a confirmation email, and your request will be sent to your HR for final approval.

We're Here to Help



+ PHONE

877.895.5146

+ EMAIL

help@randall-hurley.com

+ OFFICE LOCATIONS

1328 N Whitman Lane, Liberty Lake, WA 99019

828 Great Northern Blvd, Helena, MT 59601

+ HOURS

Monday – Friday*

8:00 AM – 5:00 PM

**excluding market holidays*