

# FAQ - 403(b) Contributions Webinar – 10-8-18

Pensions and Benefits USA – 888-888-4656 – [pensions@nazarene.org](mailto:pensions@nazarene.org)

**1. Do we sign up for this system in addition to sending checks to Fidelity?**

This system entirely replaces the process of sending contributions via paper checks to Fidelity. **No checks will be accepted by Fidelity after January 1, 2019.**

**2. The login is just pbusa.org, is that correct?**

You gain access to the portal from pbusa.org (  button in the top right-hand corner), but you log in at [retirement.pbusa.org/login](https://retirement.pbusa.org/login).

**3. Where does the administrator's/church treasurer's email go?**

On the **My Profile** page, there is a space for the email of the administrator/church treasurer. This can be an email associated with the church, but it should be accessible to the administrator of the portal.

The email in the **Church/Employer Profile** is the one which will receive notifications, so please be sure this is an address accessible to the administrator(s) as well.

**4. Can our offsite bookkeeper manage contributions?**

Yes. You can have multiple users and log-ins on this portal, so along with any church administrator, you can add a bookkeeper as a User or Administrator if you wish.

**5. Does registration need to be done in one sitting?**

Registration needs to be done all at one time. After entering your church's preliminary information (including Tax ID number and Division Code), you will need to wait for approval from P&B. However, set up of the employee profile with salary deferral and employer response amounts should be done in one sitting in order to move forward and complete the profile.

**Please note:** setting up the employee profile *does not schedule contributions*. Once employee information is added, contributions must be scheduled separately. [These instructions](#) list all of the information you need to begin.

**6. How long does it take for the approval email to arrive after I have registered?**

It should only take 1-2 business days, so if you wait longer than a few days, please give P&B a call (888-888-4656), so we can assist.

**7. Who is eligible to contribute to or receive contributions to their 403(b) account?**

For answers to eligibility questions, contact P&B at phone number above or at [pensions@nazarene.org](mailto:pensions@nazarene.org).

**8. What is the difference between the "effective date" and the "start date"?**

The effective date is when the individual is eligible to contribute as an employee of your church. The start date is when the first scheduled payment will be withdrawn from the church's bank account.

**9. Do employees need to set up a separate account with personal bank information for salary deferrals?**

No. All salary deferrals will be made through payroll as a pre-tax deduction from the employee's salary. The employer does this through the 403(b) portal on the Employee Salary Deferrals page. No personal employee bank information is needed for this system, as the amount will come out of the church's account.

**10. Can we leave the employee salary amount blank on the employee profile if we are paying a flat amount, rather than a percentage? Why do we have to enter salary amounts?**

No, you must enter the salary amount on the employee page. On the salary deferral section, you can specify a dollar amount instead of percentage if you like, but salary amount is required. If the employee salary is \$0, type \$0.

**11. Can I update employee information after setting up their profile?**

Yes.

**12. Does beneficiary information need to be included?**

No. We encourage employees to update beneficiary information on Fidelity's [netbenefits.com](https://netbenefits.com), but they are not listed via the online 403(b) Contributions portal.

**13. What if the lead pastor is the only employee participating, and the church is the entity contributing to the 403(b) account?**

You do not have to include every employee on the portal—only those actively participating in the Nazarene 403(b) Retirement Savings Plan. If the only contributions made to an employee's account are from the employer, simply put a zero (\$0) in the Employee Deferral Amount box, and include the amount the church is contributing on the Employer Response page.

**14. If our pastor transitions from our church, do we have to do anything besides delete them from the employee section?**

When an employee leaves and has money due them from a Scheduled Contribution, the monies have to be allowed to transfer from the church to the Employee's 403b account. Once that is done, the employee's scheduled contribution must be deleted. Only after that is done can the employee be deleted from the Employee List. The system will not allow them to be deleted prior to the *contribution* being deleted.

If there is more than one employee on the scheduled contribution, you must UNCLICK the box next to the employee that has been deleted and save that change. This will also allow you to then delete the employee from the Employer List.

**15. If the church's administrative staff changes, how do we make sure the information on the portal stays secure?**

You are able to update who has administrative access to the portal. We suggest the main administrator of the page use a church-specific email, rather than a personal email, so if they no longer serve your church, the new administrator can log in using the church-specific email.

**16. Can we send one-time contributions?**

Absolutely! Simply indicate a one-time frequency both on the employee salary deferral page and in the scheduled contribution. This is especially helpful for churches with hourly employees on staff, as contribution amounts may change from paycheck to paycheck.

**17. Are monthly payments set up automatically?**

You *can* schedule contributions to be withdrawn automatically, but this does not have to happen monthly. You can schedule contributions to be withdrawn weekly, bi-weekly, semi-monthly, monthly, quarterly, or annually. You may also make one-time contributions.

**18. Is an online Letter of Agreement (LOA) required if we have already have a paper LOA?**

Yes, the online LOA still needs to be completed in order to contribute online, as this is the information used by the system to withdraw the proper amount.

**19. How much time does it take to process contributions?**

Typically, the contribution is processed within two to five business days, but may take up to a week.



**Pensions and Benefits USA**  
————— Church of the Nazarene