

# As a plan sponsor, you deserve tools that make your life easier

The Online Group Investments website can simplify many day-to-day administrative tasks and give you more time to focus on your business. This guide demonstrates how to use the website’s many time-saving tools.

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Do we have your current mailing address? To view or change a company address online, select **Plan details** from the **Action** column below.

### My Plans

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To make updates to a plan, select an item from the **Action** column below.

Action	Plan Name	Plan ID
Select an action:	529	661861148
Select an action:	JHL GROUP PLAN A	179993416
Roster history	MNXH COMPANY 1 GROUP PLAN 1	668306907
Submit a roster for contributions	SIMPLE ER/SR	957848819
Upload a roster	SIMPLE IRA PLAN	231706242
Plan details		
Bank information		
Participant maintenance		
Enroll a new participant		
Select an action:		

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Select an action:

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Submit a roster for contributions 2

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## 1 | Roster history

Roster history gives you an at-a-glance view of your contribution history for the past 18 months. Each roster will display a status as defined below:

- **Work-in-progress:** A roster that has been saved but not submitted. You can edit a work-in-progress roster until it is submitted for processing.
- **Released:** A roster that has been submitted for processing.
- **Processed:** A roster that has been submitted and posted to individual accounts.
- **Held:** A roster that has been submitted and is pending until payment is received.

### Searching for and working with existing rosters

To search for a specific roster, you can filter by the **Status** or **Date**.

Rosters that are not yet in a processed status are always the top search results. Processed rosters follow and are ordered from the oldest to the most recent submission.

When you locate the correct roster, you have several options:

- **To edit a work-in-progress roster,** click **View roster** next to the roster you wish to edit.
- **To delete a work-in-progress roster,** click **View roster** next to the roster you wish to delete and then click **DELETE**.
- **To copy a previously submitted roster,** click **View roster** next to the roster you wish to copy and then click **COPY**.

**Note:** The system will only allow you to maintain one work-in-progress roster at a time. If you currently have a work-in-progress roster, you will be unable to create an additional roster until the work-in-progress roster is either deleted or released.

**Roster History**  
CB&T SIMPLE IRA PLAN Plan ID: 987654321

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SUBMIT A ROSTER UPLOAD A ROSTER Status All Status date All

Action	Status	Trade Date	Roster Amount	Payment Type	Confirmation Number
<a href="#">View roster</a>		12/16/20XX	\$2,000	ACH	1111-2222-3333
<a href="#">View roster</a>	Held	12/16/20XX	\$2,000	ACH	2222-3333-4444
<a href="#">View roster</a>	Released	12/16/20XX	\$2,000	ACH	3333-4444-5555
<a href="#">View roster</a>	Processed	12/15/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/15/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/10/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/08/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012

**Roster History**  
CB&T SIMPLE IRA PLAN Plan ID: 987654321

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HELP WITH THIS PAGE

Please submit or delete your previously saved work-in-progress roster before creating a new roster.

Status All Status date All

Action	Status	Trade Date	Roster Amount	Payment Type	Confirmation Number
<a href="#">View roster</a>	Work-In-Progress	N/A	\$2,000.00	NA	1111-2222-3333
<a href="#">View roster</a>	Released	12/16/20XX	\$2,000.00	ACH	2222-3333-4444
<a href="#">View roster</a>	Processed	12/16/20XX	\$2,000.00	ACH	3333-4444-5555
<a href="#">View roster</a>	Processed	12/16/20XX	\$2,000.00	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/15/20XX	\$2,000.00	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/15/20XX	\$2,000.00	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/10/20XX	\$2,000.00	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/08/20XX	\$2,000.00	ACH	1234-5678-9012
<a href="#">View roster</a>	Processed	12/07/20XX	\$2,000.00	ACH	1234-5678-9012

**Roster History**  
CB&T SIMPLE IRA PLAN Plan ID: 987654321

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MY PLANS CUSTOMER SERVICE

HELP WITH THIS PAGE

Please submit or delete your previously saved work-in-progress roster before creating a new roster.

Status All Status date All

Action	Status	Trade Date	Roster Amount	Payment Type
<a href="#">View roster</a>	Work-In-Progress	N/A	\$2,000.00	NA
<a href="#">View roster</a>	Released	12/16/20XX	\$2,000.00	ACH

## 2 | Submit a roster for contributions

Submit contributions in a few easy steps:

- **Enter a trade date (optional).** You only need to enter a **trade date** if you are processing a contribution for a future pay period (up to 90 days in advance). If no date is entered and the roster is submitted prior to 4 p.m. ET, the investment will be processed at the close of the current business day. Rosters submitted after 4 p.m. ET, or on a weekend or market holiday, will be processed at the close of the next business day.
- **Specify the contribution year, if applicable.** From January 1 to April 15, contributions for Traditional and Roth IRAs may be attributed to the prior tax year. Unless indicated otherwise, the system will default to the current year.
- **Input contribution amounts.** Ensure that each entry is made under the appropriate column heading. The previous roster's contribution amounts will be prefilled for you. If the roster is over \$5,000 you will need to validate the amount before clicking **NEXT**. Rosters over \$250,000 will need to be split up and submitted separately to bring the roster below \$250,000.
- **Click NEXT.**

**Note:** If you modify investment allocations during the roster submission process, the changes will apply to the roster you're currently processing and future rosters.

If you remove a participant during the roster submission process, the removal will only apply to the roster you're currently processing. To make a permanent change, see [Section 6](#).

- **Verify and submit.** Ensure the totals and trade date are accurate and then click **SUBMIT**.
- **You're all done!** Your bank account will be debited within one to three business days after the date the transaction is processed. A confirmation can be printed from the site or will be emailed to you if you have signed up for roster email notifications (see [Section 4](#) for more information).

### Submit a roster for contributions

IRA EE - WITH EIN Plan ID: 038405635

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Status:	Work-In-Progress	Plan ID:	038405635
Payment type:	Check/Wire	Contribution year:	Current
Date:	04/15/20XX 05:26:36 PM		
Last saved:	04/15/20XX 05:30 PM		
Trade date (optional):	<input type="text"/> mm/dd/yyyy		
<input type="button" value="DELETE"/> <input type="button" value="SAVE"/>		<input type="button" value="BACK"/> <input type="button" value="NEXT"/>	

Enter the contribution amount for each participant and click **NEXT**.

**Note:** Go to [Plan Information](#) on the Plan Details page to add or modify your email address for receiving roster submission notifications. (Click **SAVE** first so you don't lose your changes on this page.)

Name	SSN	Contribution Year	Contribution Amount	Clear All	Participant Total	Action
BAAH, NASUALERT	*****7497	Current year	<input type="text" value="6,000.00"/>		\$6,000.00	<a href="#">Edit allocations</a>   <a href="#">Remove</a>
TEST, NASUALERT	*****7497	Current year	<input type="text" value="6,000.00"/>		\$6,000.00	<a href="#">Edit allocations</a>   <a href="#">Remove</a>

Total: **\$12,000.00**      Total: **\$12,000.00**

You are attempting to submit a roster exceeding the \$5,000.00 threshold we have put in place to prevent accidental misentry of data. To ensure that amounts are accurate, please re-enter the total amount of the roster contribution.

Total roster contribution: \$

### Submit a roster for contributions

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Step **1** of 2: **Verify and submit**

Plan name:	AFS 401K PROFILE 1
Plan ID:	195114413
Status:	Work-In-Progress
Date:	04/15/20XX
Trade date:	04/16/20XX
Participants:	2
Payment type:	ACH
User ID:	GA894281
<b>Roster total: \$12,000.00</b>	

Participant	SSN	Contribution Year	Participant Total
DOE, JOHN	*****8533	N/A	\$6,000.00
ROMAN, SIMMONS	*****6789	N/A	\$6,000.00

**Note:** Transactions received after the close of the New York Stock Exchange (NYSE), Monday through Friday, will be processed the following business day.

☐ I agree that I have an electronic or hard copy authorization from the bank account owner on file (in accordance with NACHA regulations) to fund contributions to his or her American funds employer sponsored plan.

### 3 | Upload a roster

As an alternative to manually inputting contribution information online, you can also import the information from a spreadsheet. There are two options when uploading a roster to our website: create a custom roster file or download our default roster template.

#### Option 1: Creating a custom roster file

##### Create a custom roster file

Your custom roster file should include each participant's full Social Security number (SSN) and a separate column for each contribution type (see sample spreadsheet below). Save your file as a comma delimited (.csv) file before uploading. To do so, choose "Save as" and select "CSV (comma delimited) (\*.csv)" as the file type.

##### Create an upload map and upload your custom roster file

- Select **Upload a Roster** next to the appropriate plan ID from the **My Plans** page.
- On the **Manage Upload Maps** tab, click **Choose File**; select the file you wish to upload and click **Open**.
- To create a new upload map, click **CREATE NEW UPLOAD MAP** and enter a name for the upload map; click **NEXT**.

**Note:** If you have already created an upload map for your file, you can bypass the upload map creation process by clicking the **Upload a Roster** tab and selecting the appropriate upload map for your roster in the drop-down menu.

- Enter the row number containing the column headings for your roster file. Enter the row number in which your participants' data starts; click **NEXT**.

- Select the appropriate **Column Definition** for each of your imported columns and click **NEXT**.
- Verify the uploaded data and click **CONTINUE**.
- Click **SUBMIT**. Your information has now been uploaded to the **Submit a Roster** page. To submit the roster for contributions, follow the steps in [Section 2](#).

## Upload a Roster

CB&T SIMPLE IRA PLAN Plan ID: 987654321

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Upload a Roster

Manage Upload Maps

1. Click **Browse...** to select a roster file from your computer.

**IMPORTANT:** Due to compatibility issues, roster files in Excel format can no longer be uploaded. Roster files must be in CSV format (comma delimited file). To convert an Excel file to a CSV file, go to the File menu in Excel and select **Save As**. Under **Save as type**, select **CSV (Comma delimited)**.

**Choose File** No file chosen

To create a new map, click **CREATE NEW UPLOAD MAP**.

To edit an existing map, select an upload map below and click **EDIT EXISTING UPLOAD MAP**.

Upload Map	Action
<input type="radio"/> NEW1	<a href="#">Delete</a>

[CREATE NEW UPLOAD MAP](#)

[EDIT EXISTING UPLOAD MAP](#)

Guidelines for creating a new upload map:

You must define the SSN and contribution amount columns when creating an upload map. No other columns are required. You can create up to 5 upload maps.

## Sample spreadsheet†

	Last Name	First Name	SSN	ER Contribs	SR Contribs						
2	Anderson	Peter	111-11-2441	10	20						
3	Jones	Jane	222-22-8108	5	10						
4	Knight	John	333-33-2442	20	40						
5	Smith	Bob	444-44-2438	5	10						
6	Wilson	Bob	555-55-2440	15	30						

† Participant data presented in this guide is for illustrative purposes only and is not representative of actual investors.

## Upload a Roster: Map Columns

CB&T SIMPLE IRA PLAN Plan ID: 987654321

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Match each item under **Import Column** to the appropriate item in the **Column Definition** dropdown list and then click **NEXT** to upload your information.

**Note:** The SSN and contribution amount columns are required. However, you may select **Skip this column** for any other items you wish to exclude.

Import Column	Column Value	Column Definition
Last name	Anderson	Name - last
First name	Peter	Plan ID
SSN	1111112441	Social Security number (SSN)
Salary deferral	10	Total contribution amount
Employer contribution	20	Contribution type
Direct purchase	No data available	Contribution amount - employee
Employee contribution	5	Contribution amount - employer
		Contribution amount - salary deferral
		Contribution amount - roth salary deferral
		Contribution amount - direct purchase*
		Name - first
		Name - last
		Name - middle
		Name - first and last

\*Direct purchase is an investment to an account that is not the custodian.

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## Option 2: using the default roster template

### Download and edit the default roster template

Select **Upload a Roster** from the **My Plans** page next to the applicable plan. Right-click on **DOWNLOAD THE DEFAULT ROSTER TEMPLATE (CSV format)** (see the highlighted copy in the screenshot) and choose **Save target as ...** or **Save link as ...** to save the template. Follow the instructions on the top of the spreadsheet. If you have more than one plan ID, you will need to create a separate roster template for each plan ID to use the default upload map.

### Upload the default roster template

- Select **SUBMIT A ROSTER** next to the appropriate plan ID from the **My Plans** page.
- Click **Browse ...** or **Choose File** on the **Upload a Roster** tab; select the file you wish to upload and click **Open**.
- Verify that the **Default upload map** appears in the drop-down menu in Step 2 of the **Upload a Roster** page.
- Click **NEXT**, verify the uploaded data and click **CONTINUE**.
- Click **SUBMIT**. Your information has now been uploaded to the **Submit a Roster** page. To submit the roster for contributions, follow the steps in [Section 2](#).

## Upload a Roster

CB&T SIMPLE IRA PLAN Plan ID: 987654321

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**Upload a Roster** **Manage Upload Maps**

1. Click **Browse...** to select a roster file from your computer. After uploading your file, you will be directed to the Submit a Roster page.

**IMPORTANT:** Due to compatibility issues, roster files in Excel format can no longer be uploaded. Roster files must be in CSV format (comma delimited file). See the notes below for more information.

**Choose File** No file chosen

2. Select an upload map for your roster: **Default upload map**

Select the default upload map if you're using the default roster template. Click **Manage Upload Maps** to create a map for your own roster file.

**CANCEL**

**NEXT**

[DOWNLOAD THE DEFAULT ROSTER TEMPLATE \(CSV format\)](#)

Notes:

- You can download the default roster template (CSV format) by clicking on the link above, or create an upload map for your own roster file.
- If you use your own roster file, you must save it as a CSV file before uploading. In Excel, go to the **File** menu and select **Save As**. Under **Save as type**, select **CSV (Comma delimited)**.

Transactions processed through the Group Investments website are protected by Secure Socket Layer (SSL), the standard for Internet security. All information, including transactions, is encrypted to ensure privacy and security when you view or enter confidential information.

## Upload a Roster

CB&T SIMPLE IRA PLAN Plan ID: 987654321

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**Upload a Roster** **Manage Upload Maps**

1. Click **Browse...** to select a roster file from your computer. After uploading your file, you will be directed to the Submit a Roster page.

**IMPORTANT:** Due to compatibility issues, roster files in Excel format can no longer be uploaded. Roster files must be in CSV format (comma delimited file). See the notes below for more information.

**Choose File** No file chosen

2. Select an upload map for your roster: **Default upload map**

Select the default upload map if you're using the default roster template. Click **Manage Upload Maps** to create a map for your own roster file.

**Default upload map**  
ROSTER1  
ROSTER2  
ROSTER3  
ROSTER4  
ROSTER5

**CANCEL**

**NEXT**

[DOWNLOAD THE DEFAULT ROSTER TEMPLATE \(CSV format\)](#)

Notes:

- You can download the default roster template (CSV format) by clicking on the link above, or create an upload map for your own roster file.
- If you use your own roster file, you must save it as a CSV file before uploading. In Excel, go to the **File** menu and select **Save As**. Under **Save as type**, select **CSV (Comma delimited)**.

Transactions processed through the Group Investments website are protected by Secure Socket Layer (SSL), the standard for Internet security. All information, including transactions, is encrypted to ensure privacy and security when you view or enter confidential information.

## 4 | Plan details

### Maintain your plan information online

- **Plan Information.** To add or update the email address used for roster notifications, click **Change email address**.
- **Company Address.** Click **View/change company address** to make any changes.
- **Bank Information.** See [Section 5](#) for more information.
- **Participants.** See [Section 6](#) for more information.

### Plan Details

Plan Information	Company Address	Bank Information	Participants
Company name:	ABC COMPANY		
Plan ID:	987654321		
Plan name:	CB&T SIMPLE IRA PLAN ABC COMPANY		
Email address:	JSMITH@ABCCOMPANY.COM		
Number of participants:	123		
<a href="#">Change email address</a> <a href="#">View/change company address</a>			

## 5 | Bank information

To add bank information, click **Start**.  
Provide the following information:

- Type of account (checking or saving)
- Account name
- Routing and account numbers

Bank information is added immediately, so you can begin submitting rosters once this step is complete.

If your company changes bank accounts, the update can be made quickly and easily online. Simply provide the following information:

- Type of account (checking or saving)
- Account name
- Routing and account numbers

Updates to banking information will take effect immediately, and any submitted or saved rosters will use the updated bank information.

**Note:** If you need to update existing multiple bank accounts or add an additional bank account, please call us at **(800) 421-4225, ext. 39**, for assistance.

### Link a Bank Account

CB&T SIMPLE IRA PLAN Plan ID: 987654321

#### Step 1 of 3: Add Account

Select an account type: ☐ Checking ☐ Savings

Enter your account information and click the checkbox below to review and submit it.

Registered account name


Routing number

Account number


Finding the numbers:

### Change Bank Information

CB&T SIMPLE IRA PLAN Plan ID: 987654321

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#### Step 1 of 3: Change bank information

Enter your bank information below, check the authorization box and click **NEXT**.

Select an account type: ☒ Checking ☐ Savings

Enter the name(s) on the account, the bank routing number and account number:

Name(s) on account

BANK

PLAINSCAPITAL BANK  
100 W CANO  
100 W CANO DALLAS TX, 78540

Routing number

Account number



☐ I agree that I have an electronic or hard-copy authorization from the bank account owner on file (in accordance with NACHA regulations) to link the preceding bank account to fund contributions to his or her American Funds employer-sponsored plan.

[CANCEL](#)

[NEXT](#)

Feedback



## 6 | Participant maintenance

### Changing investment allocations

Click **Edit allocations** to update participant investment allocations. Allocations must be entered in whole percentages.

**Note:** If you have multiple plan IDs, you must update each plan ID separately.

Allocation changes are effective immediately and will be applied to rosters created *after* the updates are submitted. **Updates will not apply to saved or previously submitted rosters.**

### Removing a participant

Click **Remove** next to any participant who should no longer appear on your roster. The participant's account will be unaffected by this change.

**Note for 403(b) plans:** To remove participants from a 403(b) plan, please call **(800) 421-4225, ext. 39**. 403(b) participants should *not* be removed online.

## 7 | Enroll a new participant

Although a participant account cannot be established solely through the Online Group Investments website, you can gain easy access to new account applications. Consult with your plan's financial professional for assistance with completing the appropriate application and returning it by fax or mail. The new account will be established within three business days after receipt. Once established, the participant will be added to the participant list.

### Plan Details

Plan Information	Company Address	Bank Information	Participants
Name	SSN	Action	
ANDERSON, PETER	*****2441	Edit allocations   Remove	
JONES, JANE	*****8108	Edit allocations   Remove	
KNIGHT, JOHN	*****2442	Edit allocations   Remove	
SMITH, JOHN	*****2445	Edit allocations   Remove	
WILSON, BOB	*****2438	Edit allocations   Remove	
YAMAGUCHI, JOE	*****2440	Edit allocations   Remove	



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### Enroll a new participant

HELP WITH THIS PAGE

Click any of the links below to download a form or application.

You may also [contact us](#) to order any of the forms and applications.

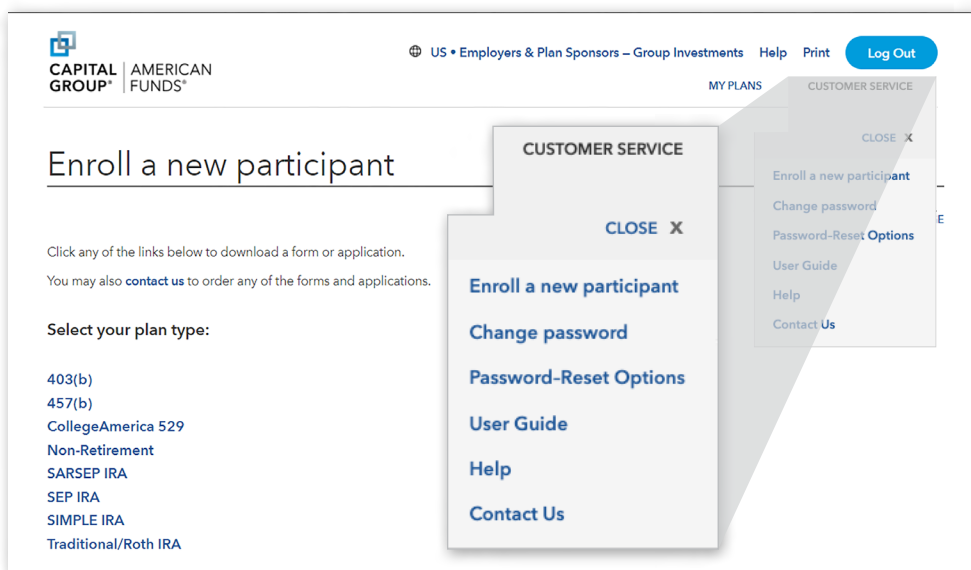
Select your plan type:

[403\(b\)](#)  
[457\(b\)](#)  
[CollegeAmerica 529](#)  
[Non-Retirement](#)  
[SARSEP IRA](#)  
[SEP IRA](#)  
[SIMPLE IRA](#)  
[Traditional/Roth IRA](#)

## 8 | Customer service

The **Customer Service** menu gives you access to several helpful resources:

- **Enroll a new participant.** Download an application to establish a new participant account.
- **Change password.** Change your login password.
- **Password-reset options.** Change your reset password questions or update your email address.
- **User guide.** Download a copy of the Online Group Investments website user guide.
- **Contact us.** Reach us by phone or mail.



## 9 | Frequently asked questions

### Submitting a roster

**Q: For SIMPLE IRA plans that elect to offer Roth, what is the difference between the salary deferral and Roth salary deferral columns?**

**A:** The salary deferrals are withheld on a pre-tax basis, whereas the Roth salary deferrals are after-tax contributions.

**Q: I reversed the employer contribution and salary deferral contributions for my participants.**

**For example:**

- **Employer contributions should be salary deferral contributions.**
- **Roth salary deferral contributions should be salary deferral contributions.**

**How do I fix this?**

**A:** You are only able to modify a roster if it is in a work-in-progress status. If your roster has already been submitted, please call us for assistance.

**Q: I did not indicate the correct contribution year for my SIMPLE (or SEP) IRA contribution. How do I fix this?**

**A:** Specifying the employer and salary deferral contribution year is an optional feature used for recordkeeping purposes only. You are only able to modify a roster if it is in a work-in-progress status. If your roster has already been submitted, please call us for assistance.

**Q: Why won't the system allow me to create a new roster?**

**A:** If electronic payments are set up on your account, you may need to add your bank information before you are able to create a roster. See [Section 5](#).

Next, verify that you do not currently have a work-in-progress roster. If you do, you will need to either delete or submit this roster before you will be able to create a new roster. For information on how to delete or edit your work-in-progress roster, refer to [Section 1](#) of this guide.

**Q: I need to make a contribution to a participant that I previously removed. How do I add them to my roster again?**

**A:** If a participant was permanently removed from the plan through the **Plan details** page, you will be unable to add them back to the participant list through the website. Please call us for assistance.

If a participant was removed from the **Submit a Roster** page, click **ADD EXISTING PARTICIPANT** on the **Submit a Roster** page to return the participant to your roster list.

**Q: Can I submit a payroll contribution in advance?**

**A:** Yes. The website will allow you to submit a roster up to 90 days in advance by entering a future date in the **Trade Date** field. The roster will not be processed until the **Trade Date** has arrived.

Continued on the next page >



## Uploading a roster

**Q: I receive an error message when attempting to upload my roster using the default roster template. What should I do?**

**A:** Verify the following:

- The name, SSN and contribution amounts are entered for each participant on the default roster template.
- The contribution type(s) on your spreadsheet correspond with the contribution type(s) associated with the plan ID.
- "0"s are entered for each contribution type that does not apply.
- The file is closed prior to uploading.
- The file is saved as a comma delimited (.csv) file. To save your file as a comma delimited (.csv) file, choose "Save As" and select "CSV (comma delimited) (\*.csv)" as the file type.

If you are still unable to complete the upload, please call us for assistance.

**Q: I receive an error message when attempting to upload my custom roster. What should I do?**

**A:** Verify the following:

- The spreadsheet only contains information for participants who have a Capital Group account (see [Section 7](#) for more information on adding a new participant to the plan).
- Plan totals are not included on the spreadsheet.
- Import columns are mapped correctly.
- Contribution amounts are entered for each contribution type/participant.

**Note:** If no contribution should be made, enter "0".

If you are still unable to complete the upload, please call us for assistance.

## Participant information

**Q: I am trying to update a participant's allocations but do not see the fund that I need. Why is it not available?**

**A:** The fund may already exist within the participant's account but may not be linked to all contribution types. Please call us for assistance.

**Q: If I update a participant's investment allocations, will those changes apply to previously submitted rosters (including future-dated rosters)?**

**A:** No. Changes cannot be made online to rosters that have already been submitted. If the updates should apply to a future-dated roster, please call us for assistance.

**Q: If I remove a participant from the plan, will their account be closed?**

**A:** No. Once a participant is removed, the participant's name, investment amounts and fund allocations will no longer display when you create a new roster. Removing a participant in this manner will not affect the participant's actual account.

**Note for 403(b) plans:** Do not remove participants from a 403(b) plan. Please call us for assistance.

**Q: I have a participant with multiple 529 accounts for their children, but I'm unable to determine which account number corresponds to the beneficiary. How am I able to tell who the beneficiary is?**

**A:** Please call us for assistance.

## Email notifications

**Q: Can I have more than one email address listed for roster submission notifications?**

**A:** Yes, please call us for assistance.

## Bank account information

**Q: Can I set up more than one bank account for my plan?**

**A:** At this time our system can only support one bank account per plan ID. If multiple bank accounts are being used, please call us for assistance.

**Still need assistance? Contact us at  
(800) 421-4225, ext. 39.**

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