# Anglican Church of North America Pension Plan
## Service Points of Contact – Frequently Asked Questions (FAQ)

The Anglican Church of North America Pension Plan uses a financial record keeper (Voya Financial) and a third-party administrator (ADMIN Partners). The purpose of this FAQ is to help participating churches/ministries and participants direct inquiries and service issues to the appropriate firm.

*Plan participants should contact Voya to:*

- ✓ Obtain your current account balance
- ✓ Review your current investment performance
- ✓ Change your investment options
- ✓ Transfer/Exchange your accounts among your investment options
- ✓ View your current financial statement
- ✓ Request a loan, rollover, or distribution from your account

You can access your online account by entering VoyaRetirementPlans.com.or telephone a Voya representative toll free at 1-800-854-6001.

*Plan participants should contact ADMIN Partners to:*

- ✓ Address questions about plan rules and requirements, or to request forms for beneficiary or address changes

*New Participating Churches/Ministries should contact ADMIN Partners to:*

- ✓ Enroll your church or organization in the Plan and establish plan access to the Voya contribution and payment portal

*Current Participating Churches/Ministries should contact ADMIN Partners to:*

- ✓ Address questions about plan rules and requirements
- ✓ Handle issues related to your contribution submissions

To speak with an ADMIN Partners representative, please call (877) 484-4400 Option 1. Transaction paperwork can be submitted via email to: service@youradminpartners.com, via facsimile at (856) 755-3515

*Participating Churches and Participants* can also find a variety of information concerning the Pension Plan at: http://anglicanchurch.net/?/main/benefits#retirement. The resources include:

- ✓ Summary Plan Description
- ✓ Participant Advisory Services
- ✓ Voya Website Access Instructions
- ✓ Voya Financial Literacy Knowledge Center