



BENEFITS



## CNOSave Plus 401(k) – Frequently Asked Questions

### Distributions

#### What options do I have if I leave CNO?

If you have \$1,000 or more vested in the CNOSave Plus Plan, you may leave your money in the plan. (Your account will be automatically distributed if your balance drops below \$1,000 at any point in the future.) If your vested balance is below \$1,000 when you leave CNO, you must either (1) roll your money over to another qualified plan or IRA or (2) take a lump-sum distribution. If you wish to withdraw your account balance, contact Prudential through its Interactive Voice Response service (1.877.778.2100) or its Online Retirement Center to get the forms you'll need.

#### How long will it take to process my distribution?

Once your termination information is recorded at Prudential, you may take a distribution at any time. ADP transmits CNO's employment information to Prudential on a weekly basis. Based on the timing of your termination and the occurrence of payroll blackout periods, however, it may take up to a few weeks for Prudential's system to update your employment status. If you wish to withdraw your account balance, contact Prudential through its Interactive Voice Response service (1.877.778.2100) or its Online Retirement Center to get the forms you'll need.

#### When I leave the company, will CNOSave Plus contributions be taken out of my final check?

CNOSave Plus deferrals will not be taken from severance pay, but deferrals will be taken from regular compensation, including base salary, overtime, commission and vacation pay. Remember that you can stop your contributions at any time (subject to administrative procedures and payroll deadlines) by contacting Prudential.

### Enrolling in the Plan

#### When am I eligible to participate in the CNOSave Plus Plan?

On the first day of the month following your completion of one full calendar month of service. For example, if you are hired on May 5th, you become eligible to participate in the Plan on July 1. You will receive an enrollment kit at your home address approximately one or two weeks before your eligibility date.



## **How do I enroll in the CNOSave Plus Plan?**

There are two ways to enroll:

1. Call Prudential's Interactive Voice Response service at 1.877.778.2100 and follow the prompts:
  - Enter your account number (your Social Security number) and follow the prompts
2. Visit Prudential's Online Retirement Center
  - Select the link titled "Register Now" in the section "First Time Logging In" and follow the prompts.

## **When will my CNOSave Plus deductions begin?**

With the next practicable payroll (usually within two paychecks) after you complete your enrollment.

## **How do I roll over my balance from a prior employer's 401(k) plan into CNOSave Plus?**

Complete and return the Rollover Acceptance form following the instructions on the form. There's also a hard copy of the form in your CNOSave Plus Plan Guide.

## **Your Account**

### **How soon after payday will my contributions and the company match hit my CNOSave Plus account at Prudential?**

From three to six business days, depending on: (1) whether you are a non-exempt or exempt associate, since the two groups have different payroll dates; and on (2) how your pay date lines up with the days of the week. CNO transmits all payroll deduction and match information to Prudential on Friday of each week, and it generally takes Prudential a few business days after the data is received to apply it to individual accounts. This means that:

- If you are a non-exempt associate, you are typically paid on Friday and your data is sent to Prudential the same day. Your contributions and match will generally appear in your Prudential account by the following Wednesday (three business days after pay date).
- If you are an exempt associate, you are paid on two specific dates each month. If your pay date occurs on a Monday, your data will be transmitted to Prudential on the following Friday, and your contributions and match will generally appear in your Prudential account by the following Wednesday (seven business days after pay date). Of course, if your pay date occurs later in the week, the lag time will be shorter, and could be as little as three business days.

### **How do I change the percent of pay I'm contributing?**

You may change the percent of pay you're contributing at any time; changes will take effect with the next practicable payroll. You can make these changes by calling Prudential's Interactive Voice Response service at 1.877.778.2100 or by logging onto Prudential's Online Retirement Center. When requesting a change, be sure to wait for a transaction number to confirm your request and record the tracking number for your reference.



### **How do I change my investment elections?**

You may change your investment elections at any time. You can make these changes by calling Prudential's Interactive Voice Response service at 1.877.778.2100 or by logging onto Prudential's Online Retirement Center. When requesting a change, be sure to wait for a transaction number to confirm your request and record the tracking number for your reference.

### **How do I move investments between funds?**

You can make these changes by calling Prudential's Interactive Voice Response service at 1.877.778.2100 or by logging onto Prudential's Online Retirement Center. When requesting a change, be sure to wait for a transaction number to confirm your request and record the tracking number for your reference.

### **How do I check my account balances?**

Call Prudential's Interactive Voice Response service at 1-877-778-2100 and follow the prompts:

- Enter your account number
- Enter your PIN

Visit Prudential's Online Retirement Center

- Enter your account number
- Enter your PIN

### **How do I change the address or phone number on my CNOSave Plus account?**

You can make the change online through HR Connect or by contact the HR Service Center at 888-477-2123. ADP transmits updated payroll information to Prudential on a weekly basis.

### **How do I update my beneficiary information?**

Complete the CNOSave Plus 401(k) Beneficiary Designation Form. There's also a hard copy of the form in your CNOSave Plus Plan Guide. Return the completed form to Prudential and keep a copy for your records.

## **Goalmaker**

### **Can the investment funds that are part of GoalMaker change?**

Any fund that is part of CNOSave Plus (including the funds that are part of GoalMaker) may be removed from the Plan by the Plan's administrator - CNO Services, LLC. For example, the administrator may decide to remove a fund that does not meet the Plan's investment criteria. If a fund is removed, the administrator would replace it with another fund in a similar asset class. Participants would be notified before any such change occurs.

### **If I sign up for GoalMaker, does that mean any non-GoalMaker investments in my Plan account will be sold?**

Yes. If you select GoalMaker, 100% of your account assets must be in investment options that are part of GoalMaker, so any investments in your account that are not part of GoalMaker will be liquidated and the proceeds will be allocated according to the GoalMaker portfolio you select.

If you like the GoalMaker approach to asset allocation, but wish to hold on to one or more of your Plan investments that are not part of GoalMaker, there is a way to do both. Just use your



GoalMaker model portfolio (shown in your Plan Guide) to select your own Plan investments. If you follow this approach, you won't have access to GoalMaker's automatic rebalancing feature; however, you can still elect automatic rebalancing separately in the "Investment Allocations" section of your Prudential account. This approach will allow you to keep your investments in funds that are not part of GoalMaker.

### **Are there any fees or restrictions associated with getting into or getting out of GoalMaker?**

No. GoalMaker is available to all of our participants at no additional cost. You may enter or leave GoalMaker at any time.

## **Matching Contributions**

### **How do company matching contributions work?**

CNO makes a matching contribution of 50% of participant pretax contributions to the Plan, up to 6% of pay - in cash. This means that, for every dollar you contribute to the Plan on a pretax basis (up to 6% of your pay), CNO will contribute 50 cents in cash to your account.

CNO makes its matching contributions at the end of each pay period.

You have full discretion at all times over how the company matching contributions are invested in your account - the same discretion you have over your own contributions.

- CNO matching contributions going into your account will be invested according to your investment elections for employer contributions that are on file with the Plan record keeper (Prudential Financial Services) when the match is allocated to your account. You can use Prudential's web site or its Voice Response service (1.877.778.2100) to make changes to your employer contribution investment elections at any time.
- Matching contributions already in your account can be moved to a different investment account at any time.

### **How are CNO's matching contributions vested in the CNOSave Plus Plan?**

Company matching contributions vest (that is, they become yours to keep) based on your length of service with the company. All matching contributions in your account will vest 20% when you reach one year of service with the company, and a further 20% when you complete each subsequent year of service, up to five years. In other words, when you complete five years of service, you will be 100% vested in all company matching contributions. Vesting is based on your years of service, not on how long you have been participating in the plan. This means that if you have at least five years of service today, any CNO matching contributions made in your account would vest immediately, no matter how long you have been enrolled in the plan.

## **Catch-Up Contributions**

**I understand that the tax law now permits employees who are 50 or older to make additional pre-tax contributions to their 401(k) plans. Are we able to do this in the CNOSave Plus Plan?**

If you are already 50 years of age, or will reach age 50 during the current year, you are entitled to make additional "catch-up" contributions to your CNOSave Plus account. Here are the specifics:



- Participants who will reach age 50 by December 31 of the current year may elect to make catch-up contributions beginning Jan. 1 of the current year.
- Catch-up contributions are not eligible for a company match, but they do benefit from pre-tax savings and tax-deferred growth on the money you defer.
- You can make a catch-up contribution election via the Web (if you are already a Plan participant) or by speaking to a Prudential representative (dial 1.877.778.2100, then punch \*0).
- Your catch-up contribution election will be processed and payroll deductions will begin as soon as administratively possible after you make your election.
- Your catch-up contributions will be allocated to the same investment options you've chosen for your regular contributions.
- The annual limits for pre-tax contributions are as follows:

Calendar Year	Maximum Pre-Tax Contribution	Maximum Catch-Up Contribution	Total Pre-Tax Dollar Limit For Participants Age 50 and Older
2010	\$16,500	\$5,500	\$22,000

If you have any questions about catch-up contributions, please direct them to Prudential Retirement Services at 1.877.778.2100. Participant Service Representatives are available from 8:00 a.m. to 8:00 p.m. Eastern time, Monday-Friday.

## Fees

### What fees apply to CNOSave Plus transactions?

The only fees currently deducted from individual participant accounts are for: (1) loans and (2) balances maintained in the Vanguard Institutional Index Fund. Other fees may be charged by a specific investment fund, but these fees are paid out of fund assets, so their effect is included in the fund's share price. For further details regarding fees, please log in to your Prudential account online and click on "View Prices and Performance" to view individual fund fact sheets, or call Prudential's Interactive Voice Response service (1.877.778.2100) to obtain a fund prospectus.

### Why is a fee charged to individual participant accounts for the Vanguard Institutional Index Fund?

For all other Plan funds, Prudential is compensated by receiving a portion of the fees that would otherwise go 100% to the mutual funds that are part of the Plan. These fund companies agree to share their fees with Prudential - at no additional cost to participants or to the Plan - in order to gain "shelf space" for their products with Prudential clients. The Vanguard fund family has no such fee-sharing agreement with Prudential, so Prudential collects a .0625% quarterly fee for balances in this fund. This is the only CNOSave Plus investment fund where an additional fee is assessed directly to a participant account. Other fund fees, if any, are charged against fund assets and are therefore reflected in fund returns. For further details regarding fees, please log in to your Prudential account online to view individual fund fact sheets, or call Prudential's Interactive Voice Response service (1.877.778.2100) to obtain a fund prospectus.

[Click here for the Prudential Retirement web site](#)

## **Loans and Withdrawals**

### **How can I initiate a loan or a withdrawal from my account?**

Call Prudential (1.877.778.2100) to speak to an account representative for assistance with these transactions or request a loan through the Online Retirement Center .

### **How do I pay off my CNOSave Plus loan?**

Call Prudential (1.877.778.2100) to speak to an account representative, get your loan payoff amount, and receive instructions for making your loan payment.

### **How soon after paying off a Plan loan can I take out a new loan, if I need to?**

Immediately after Prudential processes the payoff of the loan, which usually occurs within a few days of receiving your check.

### **If I leave the company and have a CNOSave Plus loan, how long do I have to repay my loan?**

You must repay your loan within 60 days following your date of termination.

## **Funds and Performance**

### **How do I request a prospectus for one of the CNOSave Plus investment funds?**

Call Prudential's Interactive Voice Response service at 1.877.778.2100 and follow the prompts to speak with an Account Representative. Representatives are available Monday-Friday from 8am to 8pm (Eastern Time).

