

Employer Access Program

Commonly asked questions

What is the Employer Access Program?

The Employer Access Program (EAP) is a free online service designed to help employers maintain and access information about their employees' retirement and insurance accounts. From enrolling new employees and accessing retirement plan documents, to completing retirement billing, EAP helps employers with the everyday administration of their GuideStone plans.

Employer Access is user-friendly and secure. There are resources to lead your administrator through the program including a step-by-step user guide.

How will using EAP benefit me?

Employer Access puts you in the driver's seat. Some features available include the ability to access and update participant information, the ability to determine your own payment schedules according to your billing needs, access to your retirement plan documents, and the ability to access a library of reports that will allow you to quickly compile information about your plan.

How does the security feature work?

Using the enclosed forms, you will authorize one person as the Security Administrator. GuideStone will give the Security Administrator access to EAP via the Internet. The Security Administrator will establish a unique Personal Identification Number. The Security Administrator can then grant viewing and/or updating authority to additional users at his/her discretion.

If I enroll or terminate an employee in our retirement plans via Employer Access, do I still need to send the paper enrollment or termination form to GuideStone?

No. GuideStone does not need copies of these items. We suggest you keep copies of these items at your office for verification and audit purposes.



Do well. Do right.™

How does the Automated Clearinghouse feature work?

The Automated Clearinghouse (ACH) allows you to control the timing and remittance of retirement contributions. When you submit contributions, we will draft your designated bank account. This allows you to control when the payment is made.

Should I use the ACH feature?

Yes, Employer Access was designed for speed, accuracy and efficiency. ACH ensures prompt payment and posting of retirement contributions.

How do I sign up?

An authorized officer must complete the enclosed forms:

- *Letter of Agreement* — agrees to the terms of EAP.
- *Designation of Employer Access Security Administrator* — identifies the Security Administrator.
- *ACH Authorization* — gives GuideStone the information and permission needed to initiate ACH payments.

Who should I call if I have questions about Employer Access?

Our Customer Service Center will be glad to assist you with questions regarding Employer Access. You can reach a specialist at **1-888-98-GUIDE** (1-888-984-8433).