

Introduction

5 mins read

Before you begin...

Section	Duration
Course Introduction	31 min
Required Minimum Distributions Introduction	6 mins watch
Copy of Required Minimum Distributions-Introduction	6 mins watch
Using Classroom Connect	1 min read
Prior Knowledge Poll	1 min read
Meet the Teaching Team	1 min read
Getting to Know You	15 mins of work
Reflections	1 min read
Parking Lot Comments and Questions	20

As you embark on this learning journey, we want to draw your attention to an essential aspect: **section duration**. Understanding how long each section will take is crucial for managing your time effectively and maintaining a steady pace throughout the course.

Here's how you can make the most of this information:

- Check Section Durations:** Before diving into a new section, take a moment to review its estimated duration. You'll find this information clearly labeled in the navigation.
- Watch Your Time:** Allocate sufficient time for reading, assignments, and any interactive components within the section duration.
- Seek Assistance:** If you encounter challenges or have questions, don't hesitate to reach out to your teaching team. They're here to support you and provide guidance whenever needed.

Welcome!

Welcome to the CB&T TRAC TOA!

Building on your foundational knowledge of the TRAC system and your proficiency in handling TOA OSI requests, this course is designed to elevate your TRAC plan skills to new heights. You will delve into the practical aspects of processing a TOA request for a TRAC plan, ensuring that every step is executed with precision.

From navigating the SHARE system to establish TOA OSIs and resolving it in ACE to managing the TOA 30-Day reminder—each module is crafted to enhance your expertise of TRAC Desktop.

We'd Like to Hear from You!

We're curious as to where everyone is starting from.

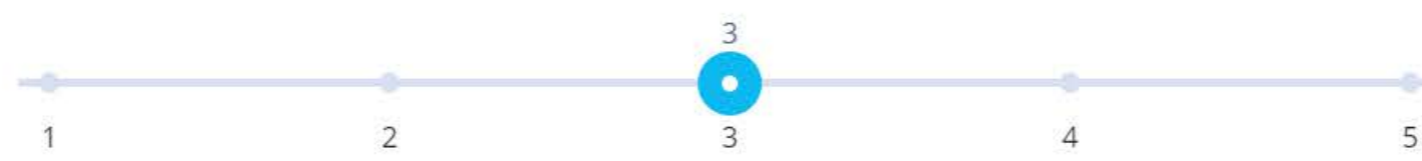


Take

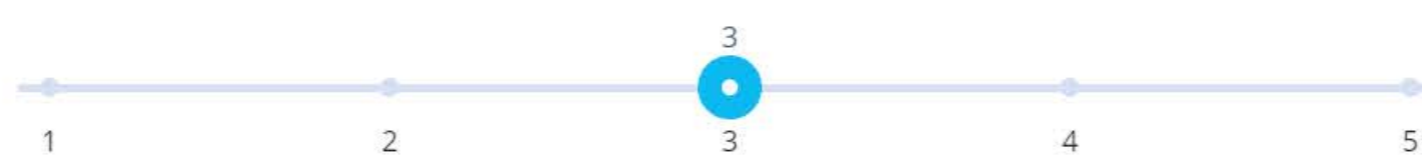
Prior Knowledge Survey

10 points

1 How much prior knowledge do you have in the OSI TOAs? (1=blank slate - 5=could teach others) *



2 How much prior knowledge do you have in TRAC? (1=blank slate - 5=could teach others) *



Submit

Learning in Classroom Connect



If this is the first time you have used Classroom Connect for learning, you will want to access the **Frequently Asked Questions (FAQ)** under Help in the menu above to familiarize yourself with how to navigate the online classroom.

Learning Journey

Here's what your learning journey will look like:

- Module 1 - Getting Started**
 - Get ready to learn!
 - Get comfortable with the learning platform
 - What this course is all about
 - Expectations for prior knowledge
- Module 2 - Process an Imaged Request**
 - Processing a TOA OSI in SHARE by:
 - Establishing and processing in SHARE
 - Updating TRAC
 - Routing for future date processing in ACE
- Module 3 - 30-Day Reminder Tickler file**
 - Processing the 30-Day Reminder Tickler file by:
 - Accessing the Transactions in the participant's account in TRAC
 - Sending Letter 817 to the resigning trustee
 - Updating the participant's account in TRAC

Completing This Course

You will complete a variety of activities that range from engaging with content, completing private reflections, communicating with a small group, applying the concepts at work, and exploring the community's collective work.

To receive credit for completing this course you must complete all required "To-Do" items **AND** certify completion in Workday. Once you are finished, there will be a certification link at the end of the course.



IMPORTANT

Certification is completed in Workday. When you certify, it awards you credit in your learning history.

Click the NEXT arrow below to continue.

Introduction

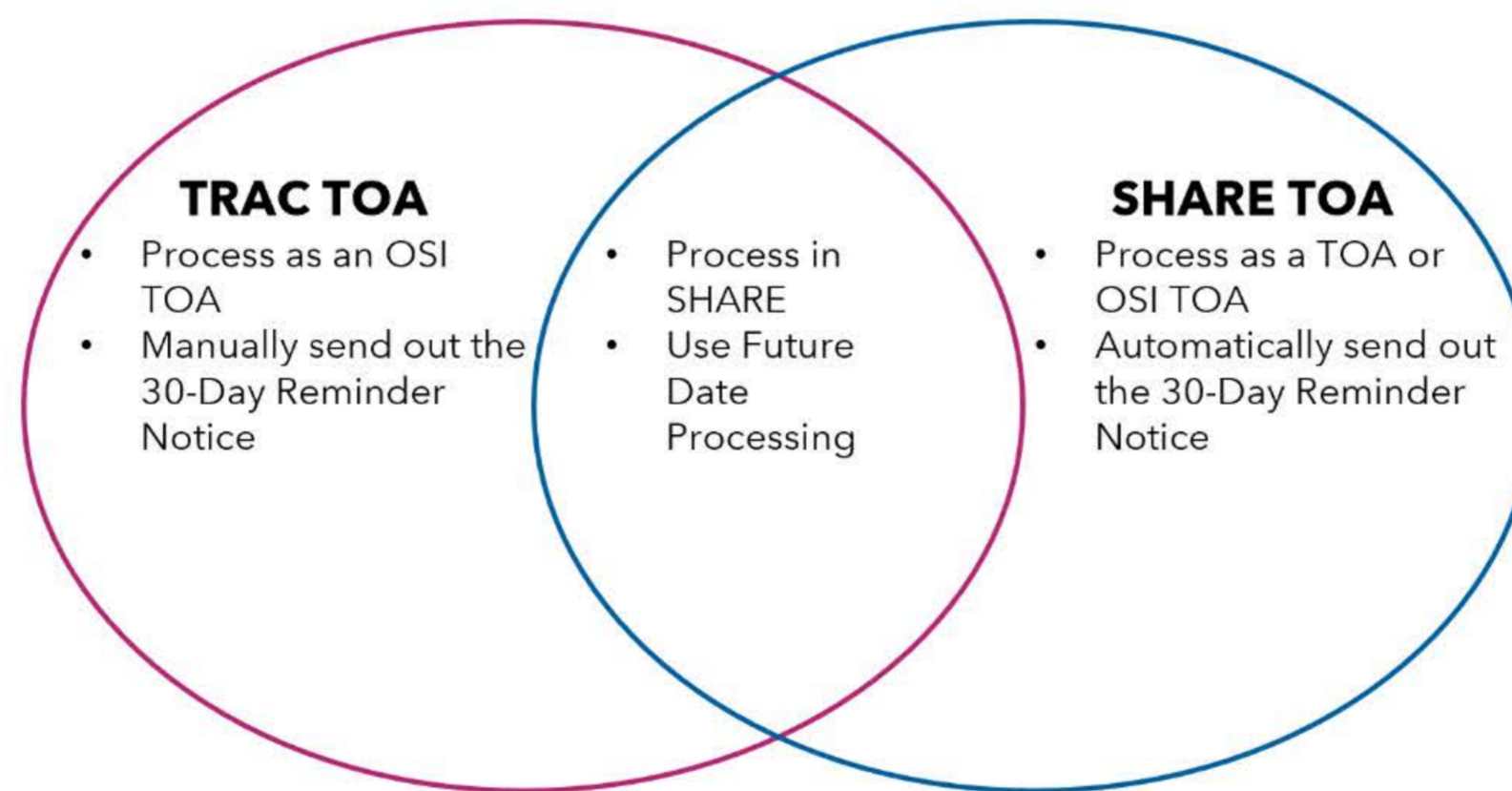
5 mins read

Understanding the **Transfer of Assets (TOA)** process within TRAC Desktop is crucial for efficiently managing SIMPLE IRA retirement plans. This topic will guide you through the essential steps of processing an imaged TOA request. Each task is a building block towards mastering the TOA process, setting the foundation for effective asset management. In this section, you'll learn how to process a TOA OSI in SHARE by:

- Establishing and processing in SHARE
- Updating TRAC
- Routing for future date processing in ACE

TOA: SHARE VS TRAC

In your CB&T TOA Request course, you learned that you can process two different ways, including an OSI (only special instruction) TOA. How does that process compare to TRAC TOAs? Review the image below to learn about the similarities and differences. This information comes from the job aids, **Processing an Imaged TOA Request in SHARE With Only Special Instructions** and TRAC CB&T - Processing a TRAC Transfer of Assets (TOA).



TRAC does not have an automatic 30-day reminder, like SHARE. For the TRAC process, we must add the new request, AND we will also process the reminder, if needed, at 30 days.

You'll also perform one task in TRAC, adding an account note.

Click the NEXT arrow below to continue.



Establishing a TOA

15 mins read

Resources



Let's start by reviewing the required resources:

- Topic
 - TRAC CB&T
 - See Establishment and Corrections tab (Processing a TRAC TOA)
- Job Aids
 - TRAC CB&T - Processing a TRAC Transfer of Assets (TOA)
 - Imaged TOAs - Standard Modifications
 - TOA - Add Special Instructions

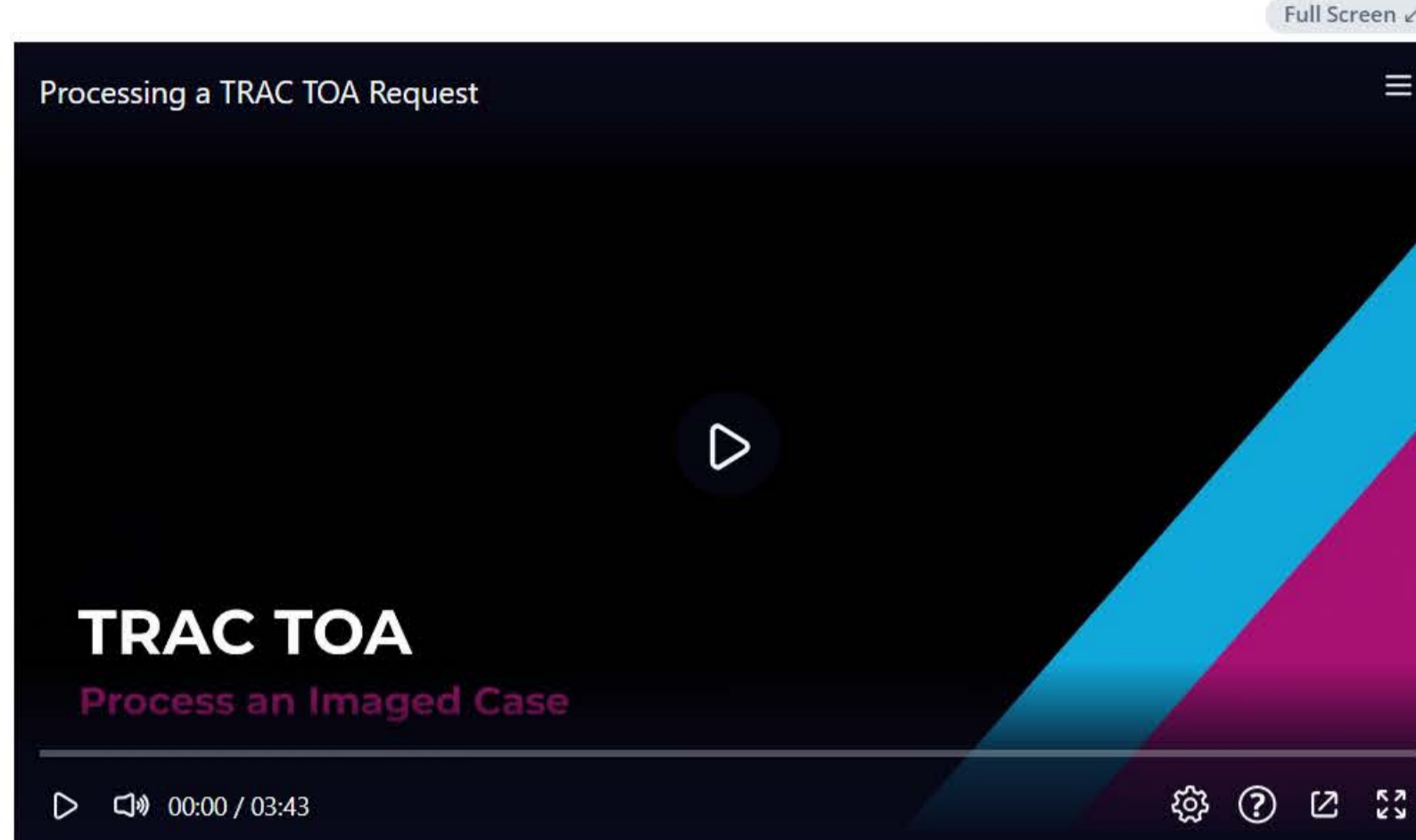
Establishing a TOA

Let's see the process in action.



Processing a TRAC TOA Imaged Request

10 points



These concepts aren't new. However, if you don't process OSI TOAs frequently, it may help to have a little review expand the accordion below to review the concepts that you learned in your CB&T TOA Request, SIMPLE TOA, and TRAC Maintenance courses.

Reviewing TOA Submissions

General Form Tips

- Review all received documents - if the form is missing information the documents may help you
- Look for specific instructions like if the trustee would like the paperwork faxed instead of mailed
- If you get an old form we no longer accept, contact the financial professional and inform them of our requirements
- If you get duplicate TOA forms for the same investor or trustee that will be mailed:
 - You will need to add Special Instructions to only fax:
 - Provide the TOA ID number with the page and box numbers on the imaging spray of the TOAs that must be mailed in the instructions

Section 1 Tips

- Don't change the account number on the form unless it's incorrect
- If the account number is missing, refer to the **Imaged TOAs-Standard Modifications** job aid
- If the form e-mail address and phone number is different than the Customer Profile, update the Customer Profile
- If the investor's address on the TOA form is different than the account, set up the TOA but don't update the account with the address - make an outbound call to confirm

Section 2 Tips

- If the contact information for the current financial institution is blank, check the **TOA Requirements by Firm Index** job aid. If the contact information is on file, no call is needed. If not, a call is required
- Check to see if the form is to be faxed (also check the **TOA Requirements by Firm Index**)

Section 3 Tips

- If the sending account information is missing, check for statements and additional documentation that provides the information. If nothing is found, a call is required

Section 4 Tips

- If the liquidation/transfer in kind instructions is blank, see the **TOA Processing Guide > Process the Request tab > Enter the resigning trustee account or policy number**

Section 5 Tips

- If the receiving account type is unchecked, but the investor has only one account with us, confirm if it is available for a TOA or rollover - if so, no outbound call is needed

Section 6 Tips

- If a signature is missing from a form:
 - Make a call and get the entire form re-sent with the signature
 - We will not accept the signature page by itself
 - Add an account note documenting the call
 - For the original unsigned form, send it as File No Act
 - Refer to the NIGO Procedure - CB&T job aid
- Resigning trustees may require a signature guarantee. If this blank, even if the **TOA Requirements by Firm Index** job aid states one is needed, there may be an exception made so we will send it to them to confirm

Plan Amendment and Restatement

In rare instances, you may receive a plan amendment or restatement request within the TOA request. If this occurs, you should always forward the request to a TRAC amend and restate associate.

SIMPLE Transfer Two-Year Rule

SIMPLE IRAs have a 2-year participation period that starts from the first contribution made into the plan.

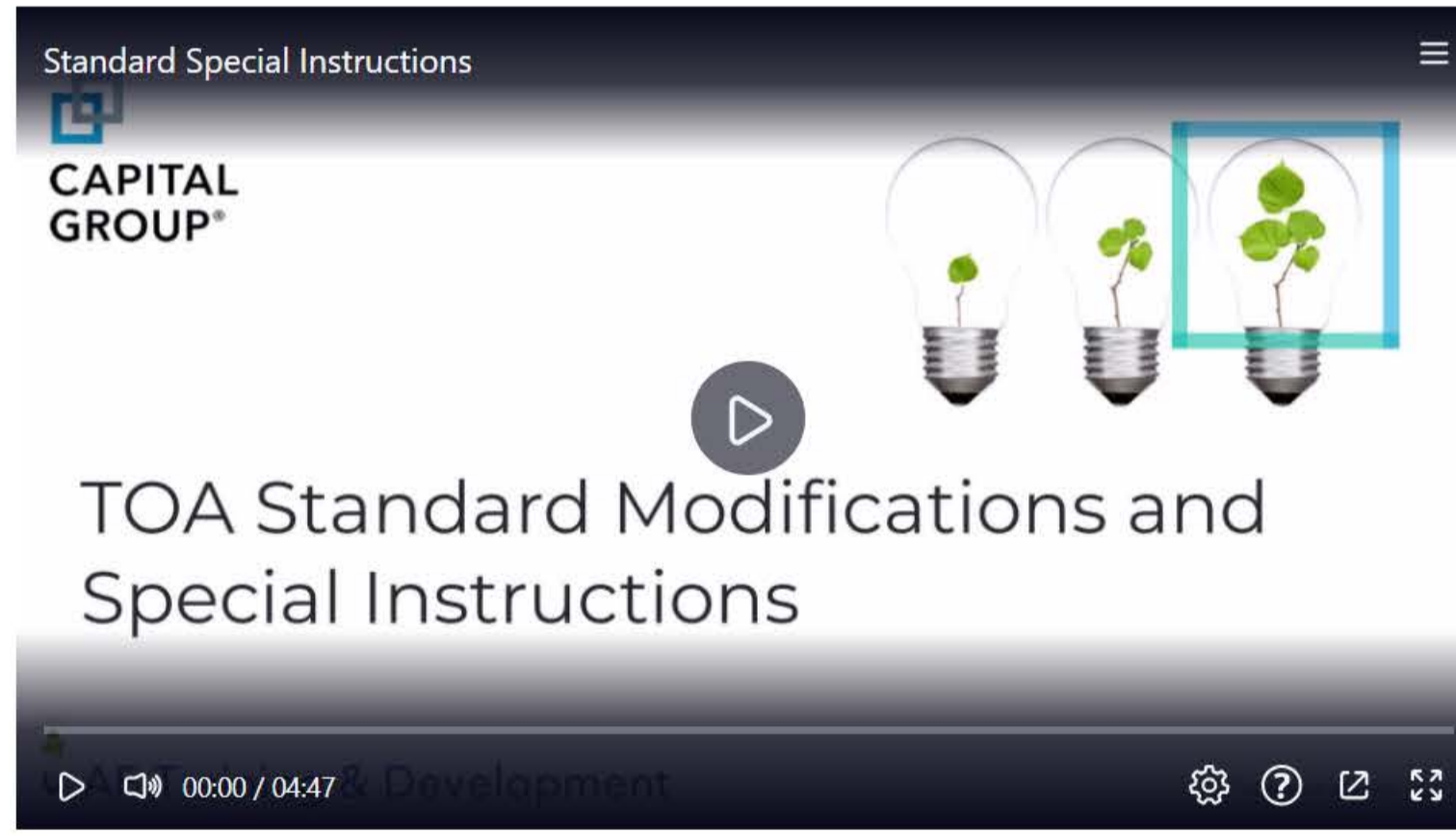
For non-SIMPLE IRA transfers, they must meet that 2-year participant period for the transfer or rollover to occur. We do receive these requests, which would be considered NIGO. In this situation, we would need to make a call to explain why we can't process the request and the 2-year participation period. They can resubmit the request after they meet the 2-year participation period.

Multiple Start Dates

Our system does not allow accounts to have multiple start dates. When you combine a SIMPLE IRA into another SIMPLE IRA plan, our system can't maintain multiple start dates on an account. Each SIMPLE plan has its own start date.

When this occurs, we use the newest plan's start date to report distributions, or the participant can opt to maintain separate plans until the participant meets the 2-year participation period.

Standard Modifications and Special Instructions



Common Errors

As you start working on TOAs, these are the common errors you should be aware of:

- Including dashes and/or spaces in account numbers - these must be removed
- Not faxing TOAs when it's indicated either on the TOA form or in the **TOA Requirements by Firm Index**
- Not changing the Attention line in SHARE to match what's on the TOA form
- Typos
- Not checking the margins for important notes
- Not making outbound calls to get essential information



As mentioned on the previous page, you must add the note to BSS with a TRAC address label. It's critical to help ensure the TOA is sent to the correct site.



Practice

Other Instructions

Up to 5 points

1 In the demonstration, all parties' location is in San Antonio, TX. Which label would you use for this request?

- HRO
- IND

Unlimited attempts

Save Check

Click the NEXT arrow below to continue.



Practice Establishing a TOA

45 mins of work

In this section, we'll practice establishing a TOA request.

Go through each of the scenarios below and:

1. Use the **ACE Training 2** and **Genesys Training** login ID and **Test Account Group numbers** provided for the practices
2. Using the Discussion below, assign yourself to a group of account numbers
3. Access your resources as needed
4. Check if the TOA forms are in good order
5. Process each form to the best of your ability
6. Check the answer key and compare how you processed the TOA
7. Reach out to the facilitator or SME as needed

Discuss

Practice Discussion

☆ 10 points Participate

AD AF T&D Discussion

Add your name next to the group you are assigning to yourself (Example: "Group 1 - John Doe").

When you are finished processing, indicate "Ready for Review" in this discussion. (Example: "Group 1 - John Doe - Ready for Review").

- 1. Group 1 (Plan ID: 212600999)**
 1. Riley Radial: 2001699208
 2. Walter Washer: 2001699198
 3. Sandy Sandpaper: 2001699190
- 2. Group 2 (Plan ID: 313600991)**
 1. Riley Radial: 2001700823
 2. Walter Washer: 2001700824
 3. Sandy Sandpaper: 2001700822
- 3. Group 3 (Plan ID: 313600999)**
 1. Riley Radial: 2001700798
 2. Walter Washer: 2001700799
 3. Sandy Sandpaper: 2001700800
- 4. Group 4 (Plan ID: 313600998)**
 1. Riley Radial: 2001700808
 2. Walter Washer: 2001700809
 3. Sandy Sandpaper: 2001700810
- 7. Group 7 (Plan ID: 313600990)**
 1. Riley Radial: 2001700826
 2. Walter Washer: 2001700825
 3. Sandy Sandpaper: 2001700827
- 8. Group 8 (Plan ID: 313600994)**
 1. Riley Radial: 2001700813
 2. Walter Washer: 2001700814
 3. Sandy Sandpaper: 2001700815
- 9. Group 9 (Plan ID: 313600993)**
 1. Riley Radial: 2001700816
 2. Walter Washer: 2001700817
 3. Sandy Sandpaper: 2001700818
- 10. Group 10 (Plan ID: 313600992)**
 1. Riley Radial: 2001700819
 2. Walter Washer: 2001700820
 3. Sandy Sandpaper: 2001700821
- 11. Group 11 (Plan ID: 313600989)**
 1. Riley Radial: 2001700830
 2. Walter Washer: 2001700829
 3. Sandy Sandpaper: 2001700828
- 12. Group 12 (Plan ID: 313600988)**
 1. Riley Radial: 2001700831
 2. Walter Washer: 2001700832
 3. Sandy Sandpaper: 2001700833

Apr 29, 2024 5:09 PM

Be the first to participate!

Riley Radial

Submit

Establish a TRAC TOA Practice Scenario Riley Radial

☆ 25 points

For this activity, you'll record your screen using Snagit. If you need to familiarize yourself with recording, here is a [tutorial](#).

Answer the following questions:

- Describe the request.
- State the evidence led you to make your conclusions.
- Show how you would handle it.

Rachael Vergara-Jarrard's Submission

Record yourself performing the process and upload the final video here.

Upload a Video File
mp4, mov, avi, mpeg, or .mpg up to 750MB

OR

Record a Video

Privacy Setting

Shared with the Course
This submission will be discoverable in the submission gallery and viewable by anyone enrolled in this course.

Submit

Evaluate 2 Submissions

Feedback for Establish a TRAC TOA Practice Scenario Riley Radial

For Assignment: [Establish a TRAC TOA Practice Scenario Riley Radial](#)
☆ 5 points each, up to 10 points

You just completed the first part. Now it's time for the second part – the peer review. How do you know if you are providing the right answers? Don't worry! Look at the assignment answer key below to help. When you provide feedback, be sure they answered the following questions:

- Describe the request.
- State the evidence led you to make your conclusions.
- Show how you would handle it.

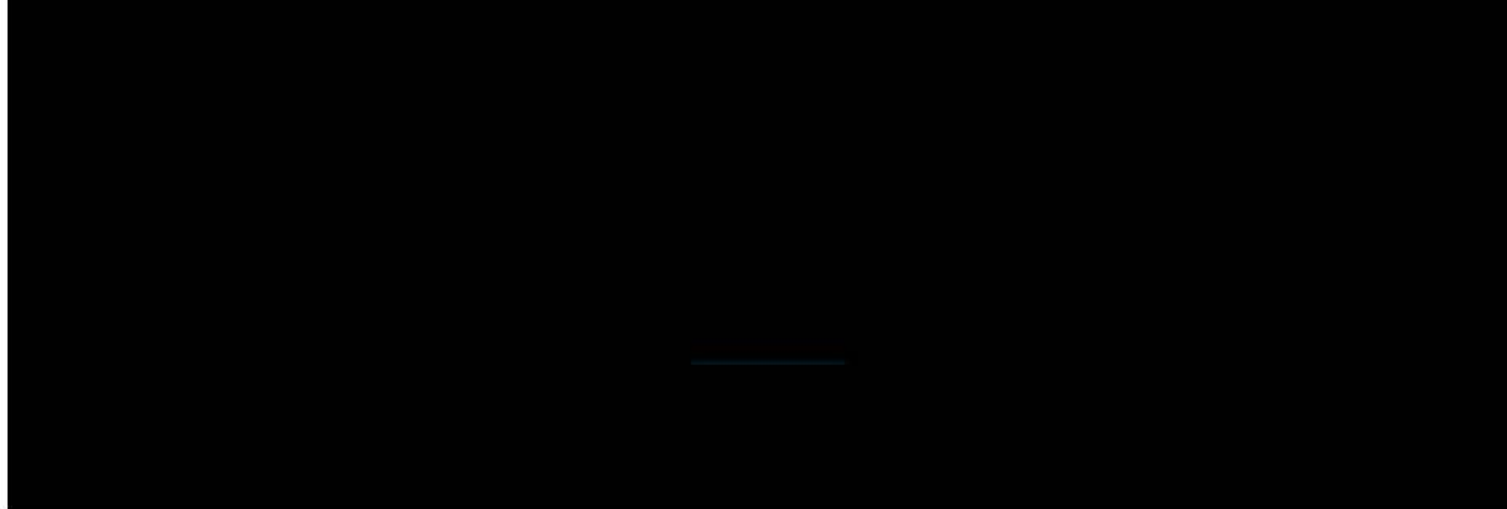
If there aren't any submissions to review, continue with the course and return at a later time.

This activity gives you the chance to give feedback on the work of other learners in the course. Remember that detailed and honest feedback is most helpful to you and to your peers. Please note: all your comments are public and will be viewable by all viewers.

No submissions yet for this assignment. Come back soon and check again!

Want to know if you submitted the correct answer? Watch the video in the answer key below.

Answer Key



Walter Washer

Submit

Establish a TRAC TOA Practice Scenario Walter Washer

☆ 25 points

Answer the following questions:

- Describe the request.
- State the evidence led you to make your conclusions.
- Show how you would handle it.

Rachael Vergara-Jarrard's Submission

Record yourself performing the process and upload your final video here.

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OR

Record a Video

Privacy Setting

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Submit

Submit

Establish a TRAC TOA Practice Scenario Sandy Sandpaper

☆ 25 points

Perform the process. Be sure to submit the screenshots described below.

Rachael Vergara-Jarrard's Submission

Perform the process and submit TRAC memo.

Upload an Image
jpg, png or gif up to 50MB

SHARE Notes

Upload an Image
jpg, png or gif up to 50MB

Privacy Setting

Shared with the Course
This submission will be discoverable in the submission gallery and viewable by anyone enrolled in this course.

Submit

Click the NEXT arrow below to continue.



Introduction

🕒 5 mins read

In the CB&T TRAC TOA course, we recognize the critical role played by the 30-Day Reminder Tickler file process. As part of our commitment to accuracy and efficiency, this process ensures timely follow-up and completion of Transfer of Assets (TOA) transactions in the various system.

When an associate performs future date processing, it triggers an email notification to CB&T Work management, signaling the initiation of the 30-Day Reminder process. During this period, we meticulously review TOA records, verify information, and address any outstanding items. The goal is to maintain seamless operations and uphold the highest standards of service.

In this section, you'll learn how to process the 30-Day Reminder Tickler file by:

- Accessing the Transactions in the participant's account in TRAC
- Sending Letter 817 to the resigning trustee
- Updating the participant's account in TRAC

Let's explore how this essential step contributes to the overall success of our TOA procedures.

Click the NEXT arrow below to continue.



30-Day Reminder & Completion

15 mins of work

Resources

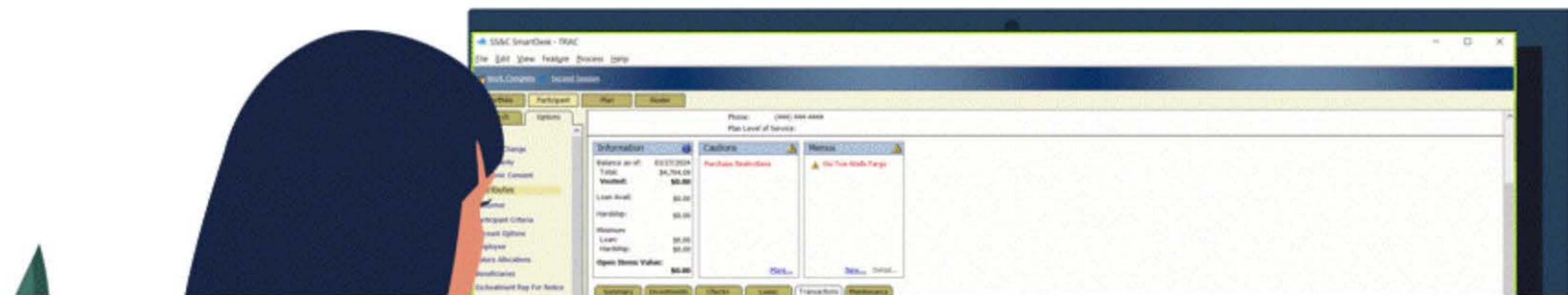


Let's start by reviewing the required resources:

- Topic
 - TRAC CB&T
 - See Establishment and Corrections tab (Processing a TRAC TOA)
- Job Aids
 - TRAC CB&T - Processing a TRAC Transfer of Assets (TOA)

30-Day Reminder

So you initiated a TRAC TOA 30 days ago. What happens next? A trained TRAC CB&T associate will receive the request, and then they'll process the 30-Day Reminder.



First, the associate must

Here's how it'll look.

Description	Payroll Date	Trade Date	Status	Amount	Batch #	Batch Date	Managed Account
T1 To T1 Transfer	04/10/2024	04/17/2024	Confirmed	\$5.32	402090	04/17/2024	
Annual Fee		03/22/2024	Confirmed	\$25.00		03/22/2024	
T1 To T1 Transfer	03/15/2024	03/15/2024	Confirmed	\$5,746.68	31562	03/15/2024	
Total of Transactions Listed:				\$5,777.00			

You'll verify if we received the TOA and how many TOAs requested. Then you'll pivot to SHARE to send Letter 817.



You'll enter the highlighted fields with the resigning custodian's information.

You'll update the participant's TRAC account with a note stating:

- the date sent
- your initials
- that you send Letter 817 to the resigning custodian

New Memo

Specify the memo detail

Summary: TOA - 30-Day Reminder Notice

Type: **Warning** Security type: [dropdown]

Indefinite

Until [calendar icon]

Display plan memo for all participants in the plan

Display participant memo at plan level

Comments

Requestor name: [text box]

Contact type: [dropdown]

Phone: [text box] [text box] Foreign

Extension: [text box]

Sent 4/26/2024
RCHV
Sent Letter 817 to Raymond James

OK Cancel



The TOA process is complete when we either:

- Receive the assets
- Send the 30-day reminder notice to the resigning trustee and financial professional



Practice

Letter 817

Up to 5 points

1 What information would you need to input in this letter?



Re: Second Request

Dear Trustee:

On, Capital Bank and Trust Company sent our acceptance with authorization from the above-referenced investor to roll over or transfer assets held at your institution. To date, we have not received these assets.

Enclosed is a copy of the original request. For rollovers or transfers, please send a check payable to Capital Bank and Trust Company. For a rollover/transfer of shares in kind, send authorization as soon as possible. If the investor's request has been completed, please disregard this notice.

If you have any questions or cannot complete the request immediately, please call us at (800) 421-4225, Monday through Friday between 8 a.m. and 7 p.m. Eastern time.

Cordially,

Capital Bank and Trust Company

- Participant's Address
- Resigning Trustee Address
- Financial Professional Address
- TOA Number
- Case ID Number
- 30-Day Reminder Notice Date
- Date TOA Requested
- Plan Name
- Plan Type
- Participant Name
- Resigning Trustee Name

Unlimited attempts

Save Check



Submit

30-Day Reminder Notice

25 points

Using the first practice, Riley Radial, how would you complete the reminder notice process. Record yourself and submit the video below.

Rachael Vergara-Jarrard's Submission

30-Day Reminder Notice for Riley Radial

Upload a Video File
.mp4, .mov, .avi, .mpeg, or .mpg up to 750MB

OR

Record a Video

Privacy Setting



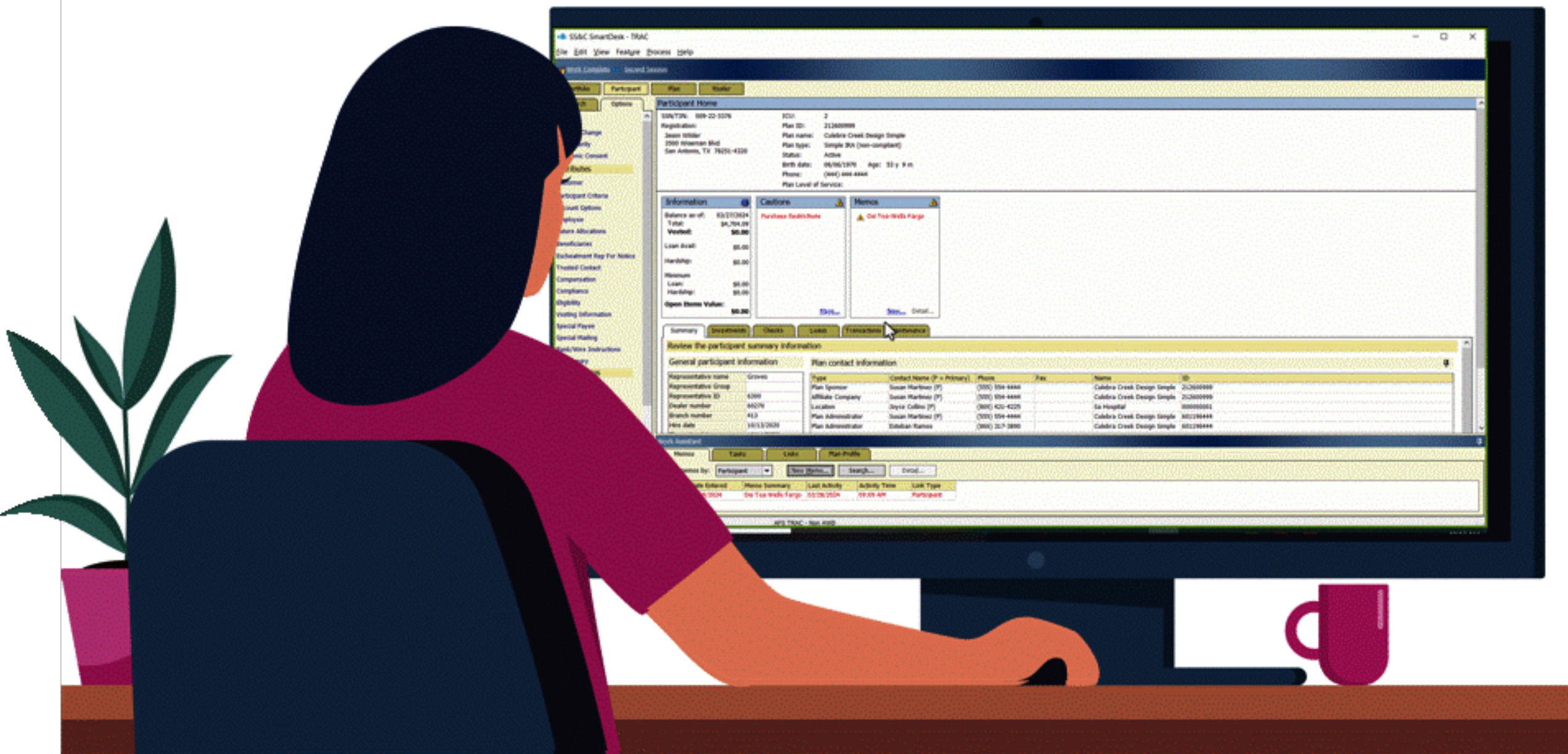
Shared with the Course

This submission will be discoverable in the submission gallery and viewable by anyone enrolled in this course.

Submit

Click the NEXT arrow below to continue





First, the associate must check the participant's TRAC account to determine the fulfillment of the TOA request.

Wrap Up

5 mins of work

Completing the Program

Congratulations!

With this, you have reached the end of this course. It's time to wrap things up and celebrate!

In this course you have learned to:

- Process a TOA OSI in SHARE
- Process the 30-Day Reminder Tickler file

Before you close out of the course, remember that you must all the necessary to-do's and complete the course certification below. You can check your status by looking at the progress bar near the top of the home page of the course.

Also, be sure to **download any tools or resources** that you would like to use in the future.

Join the Discussion



Discuss

TRAC TOA Wrap Up

10 points Participate



One last thought before you leave...

- What are your biggest take-aways from this course?
- Why are they important? What impact can they have?
- What will you do differently as a result of what you've learned in this course? By when?



Feb 29, 2024 11:01 AM

Be the first to participate!

Click the NEXT arrow below to continue.

