

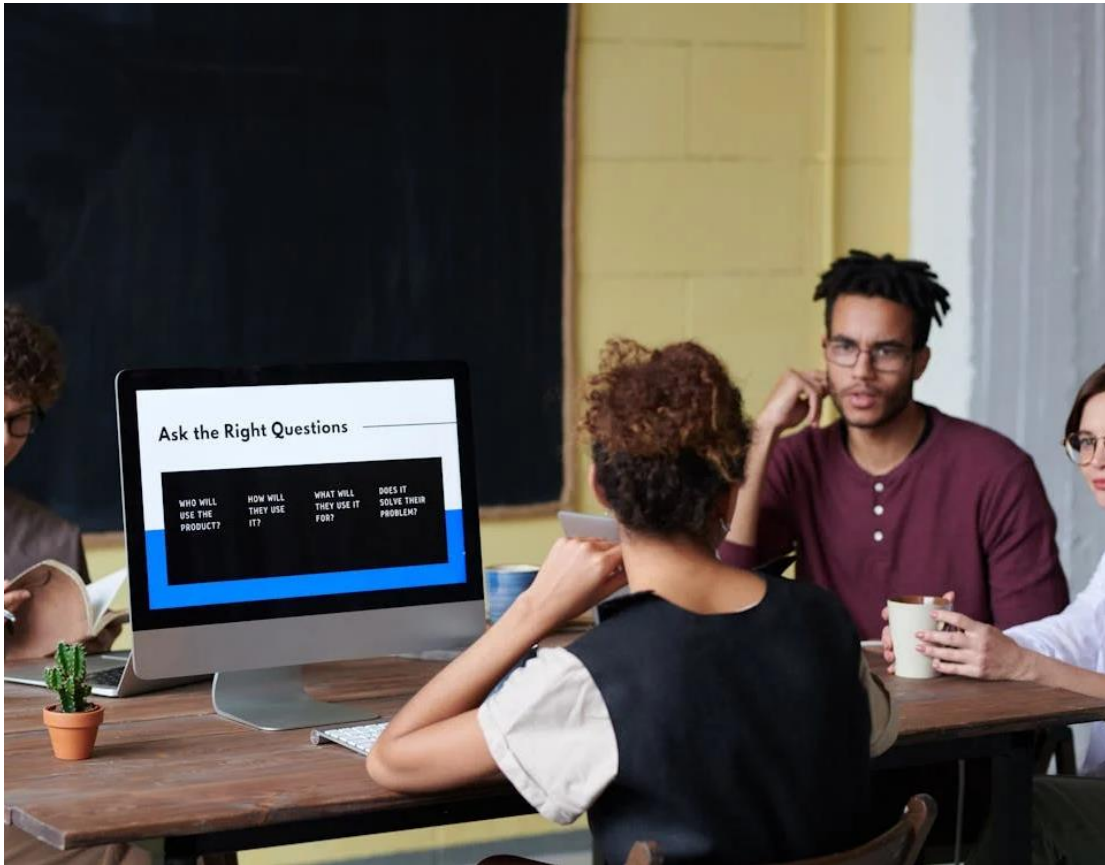
**4 RED FLAGS  
THAT YOUR  
THIRD-PARTY  
ADMINISTRATOR  
IS WRONG FOR  
YOU**





# 1. YOU ARE ASKED TO IDENTIFY HCE & KEY EMPLOYEES

In order to test the plan, the Highly Compensated Employees (HCE's) and Key employees must be correctly identified. You hired your TPA to identify the different categories of employees for testing purposes, so why are you being asked? If you incorrectly identify 1 employee, the compliance test and potentially all annual administration work will need to be re-done ~ no doubt at your cost, because it was YOUR mistake. Is this the service you wanted for your plan?



Did your TPA probe to confirm you are providing compensation based on the plan document (excluding compensation prior to entry), or ask if you have a cafeteria plan (often these amounts are part of the plan document, and don't appear anywhere on the W-2)? Not asking means not servicing!

## 2. YOUR TPA DOESN'T VERIFY COMPENSATION



### **3. YOU CALL AN 800# TO SPEAK TO A PLAN REPRESENTATIVE AND GET A DIFFERENT VOICE EVERY TIME**

You are wasting time if you have to call an 800#, are re-routed a few times and end up with a different point of contact every time you have a question. Worse yet, if you have to spend time repeating who you are, and “YES! You really are a client”, and what your question/issue is that you would like to discuss, is this efficient use of your time? Hopefully your day job doesn't keep you too busy so you have time for lengthy calls to your TPA.



#### **4. YOU HAVE HIGH TURNOVER WITH THE CONTACT YOU DO SPEAK WITH AND THEY LACK EXPERTISE**

Getting a new representative every 6 months can be frustrating. You want someone trained to be the best in their field. You want a client that knows you by name, not by account number and to listen to you and understand the nuances of your company and your plan.



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