

## Participant Info

Website: [www.southcarolinadcp.com](http://www.southcarolinadcp.com)

Key Talk - 877-457-6263 - enter "0", then "3" to speak to a live person.

- If an employee wants to enroll, they can complete the enrollment forms at the website and fax *only* the enrollment form to the Columbia office: 803-754-7661.
- Beneficiary forms are faxed to Customer Service: 866-745-5766
- If an employee wants to enroll, and would like to discuss the various plans/investments, etc. with me, my contact info is:

By phone direct: 843-302-1619

By phone message: Key Talk - 877-457-6263 x 21049

By email: [marilyn.galambush@gwrs.com](mailto:marilyn.galambush@gwrs.com)

- All participant Customer Service calls are handled at Key Talk. If a representative is unable to resolve issue during the call, the participant can ask for a ticket # and call-back.
- A temporary, 24 hr PIN may be obtained upon request at Key Talk
- Distribution forms can only be obtained by phone request. Form will be mailed to the participant. The form is complicated. The participant can call back and a representative will walk them through the form.
- Loans are obtained via phone or website, no forms required. Mortgage loans require a form, which can be obtained by calling Key Talk. Participants will be mailed loan payment coupons for those who do not have payments payroll deducted.
- Beneficiary information can be checked and updated online at the participant website or by submitting a form.

Participants now have access to a Charles Schwab discount brokerage account, also known as PCRA. Note: this account does not permit purchase of individual stocks. Participants can invest in other mutual funds, ETFs, bonds, CDs, etc. Participants must call Key Talk to obtain additional information.

Note: The participant must have a minimum of \$2,500 in the program, and the minimum required to transfer to and open the Schwab account is \$1,000.

## Payroll/HR Info

Great West has Plan Services specialists dedicated to the South Carolina Deferred Compensation Program for employers (not participants...see above.) They are available 9 a.m. – 8 p.m. If you have questions concerning payroll processing, the employer website, general plan information, and even participant information, these specialists are available to help.

Plan Services - 800-695-5766 - Opt. 1 for website, Opt. 2 for all other inquiries

Should you have an issue which cannot be resolved in one phone call, you may ask for a ticket # and a call back in order to track resolution progress.

Great West identifies each plan by number:

401(k) - #98955-01 - Traditional and Roth  
457 - #98955-02

Great West will have enrollment kits similar to what you've had in the past, but they aren't ready yet. If you need program information now, you may order temporary enrollment/program information by emailing our Columbia office with the number of kits required and shipping address.

Please contact: [beth.hydrick@gwrs.com](mailto:beth.hydrick@gwrs.com)

Enrollment forms can be downloaded from the website. Note: Forms are updated frequently, and GW will reject outdated forms. It is recommended that forms should not be printed too far ahead.

Termination dates - Please report termination information by entering the data at the employer website, calling Plan Services or by fax on your letterhead. The fax number for Plan Services is: 866-745-5766.

For the time being payroll codes remain the same. Great West refers to them as "division codes."

If you currently submit data/checks manually and would like to move to electronic submission, please call Plan Services. A representative there can walk you through the process and explain the requirements.