



## Loans

### Frequently Asked Questions

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#### 1. How do I request a loan?

You can request a loan from your DC plan, if allowable. First, you must have an adequate vested account balance. Then, you can request a loan by contacting a Customer Service Representative at 1-844-466-5673 or log into the DC Participant website and request a loan. Either method selected, you will need your password and PIN to process a loan request. (Applicable loan rules apply). A check will be issued promptly and directly to you and payroll deductions will start shortly thereafter to pay back your loan to your DC plan.

#### 2. How quickly will I get my money when I request a loan?

Generally loan checks are mailed from Voya in Jacksonville, FL, within two (2) business days after your request has been processed. You may also elect to have proceeds automatically transferred (ACH) to a bank account of your choice. Please note: you will need to arrange for the direct deposit option at least seven (7) days in advance of requesting your loan.

#### 3. What is a CSR?

A customer Service Representative ("CSR") is available from 7 am to 7 pm CST to assist DC Participants to request loans, distributions, investment elections, etc. by calling 844-GO-OKMRF or (844) 466-5673. This is an automated system, to speak with a CSR, press "0".

**Participants must have their username and password in order to request CSR assistance.**

#### 4. What if I lost my PIN?

You can call a CSR and request a PIN reminder. Additionally, upon initial set-up, you will establish security questions. Successful answers to the security questions will also allow you to access your account with a CSR. You will be locked out of your account after three failed attempts. Again, if this happens you can call a CSR. If you cannot resolve, call the OkMRF offices and speak to Gloria or Lindsay at 1-888-394-6673 ext. 100 or 106, respectively.

#### 5. How will my employer be notified to begin my loan repayments through my payroll?

After the loan has been processed, your employer will be notified that you have taken a new loan. A loan feedback report will be sent to your employer to advise them to begin loan payroll deductions according to the loan terms.

#### 6. Can I pay extra on my new loan?

Yes, only by payroll deduction. However, extra loan payments have to be in the same dollar increments. For example, if your loan deduction is \$58.99 per pay period, you can submit repayments through payroll deduction in increments of \$58.99 (i.e. \$117.98, \$176.97, etc.).

## **7. Can I get a loan after I terminate employment?**

No, loans are only available to active employees in eligible plans.

## **8. How are loans repaid?**

All OkMRF loan repayments must be paid through payroll deductions only. However, you have the ability to pay off your loan, in full, at any time. This can only be done by contacting a CSR (844-466-5673) to receive your correct loan payoff amount. Then a certified check or money order should be mailed directly to Voya Financial (P.O. Box 55772, Boston, MA 02205-5772). Please include your full name, Plan name and loan number to ensure that the appropriate loan is paid off. The loan number can be found on the outstanding loan page on your Participant website. If you submit the loan payoff without the loan number and it's clear to the operations team which loan the payoff applies to we will not reject it. If it is unclear, it will be rejected. You can no longer submit a loan payoff with OkMRF or your employer.

## **9. What happens to my loan if repayments are missed?**

You must make loan repayments in accordance with the original loan terms. If you fail to do so, you will have 90 days to repay the missed loan payments. Then, the quarter after the quarter you missed making the loan repayments, your loan will be considered in default.

## **10. What if I am on authorized leave of absence (other than military leave)?**

If reported properly, loan payments could be suspended up to a maximum of one year. Upon return to employment, your loan repayments will be sped up to meet the original terms and maturity date of the loan.

## **11. What if I am on military leave?**

There are different repayment rules that apply. You must resume loan repayments when your military service ends with the payment frequency and amount at least equal to the pre-military schedule. As a rehired veteran, you must repay the full loan amount (including interest accrued during the military service period) by the end of the maximum term for the original loan plus the military service period.

## **12. What does it mean when a loan defaults?**

Upon termination, you have up to 90 days to pay off your loan in full otherwise your loan will default. If you default on a loan, it is considered to be a "deemed distribution" and you will receive a 1099R form the following January. If the loan is from your pre-tax account, you'll owe income taxes on the money. If you're under age 59½ at the time of default, an additional 10 percent early withdrawal penalty will be assessed on the amount that is being defaulted.

## **13. What happens if I leave employment, request a distribution from the plan and have an outstanding loan?**

Upon distribution request, it is assumed that you have no intention of paying back the loan. Therefore, a deemed distribution as defined above will occur immediately upon distribution request.

**14. Can I borrow again from the plan if I default on a loan?**

If you are an active participant and have defaulted on your loan you will not be eligible to request another loan until the defaulted loan is paid in full with accrued interest. However, if your loan defaults due to termination and a subsequent distribution, then your loan will be considered a deemed offset distribution. Therefore, if you are later rehired, you will be eligible to take another loan.

**15. What if my employer continued a loan deduction after I have paid off my loan?**

They will be notified to stop withholding the loan repayment as soon as feasibly possible. We will refund any loan overpayments received in the payroll process directly to you as soon as administratively feasible.