



## Participant Information

### Frequently Asked Questions

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#### 1. When are the annual DB participant statements available?

They are normally available at the end of March for the previous calendar year end. They will be mailed to the employer for distribution.

#### 2. Can I get a reprint of my DB participant statement?

Yes, contact [okmrfpayroll@okmrf.org](mailto:okmrfpayroll@okmrf.org) or call Jeanette at 1-888-394-6673 ext. 105.

#### 3. How does the employer remove a plan Participant?

There are several ways to remove a participant from the plan, easiest is for DC complete the Participant Information Change Form or for DB complete the Application for Contribution Refund or Application for Retirement Pension. Another method is to email [okmrfpayroll@okmrf.org](mailto:okmrfpayroll@okmrf.org). Lastly you can update by reporting on the payroll contribution report summary sent into OkMRF offices.

#### 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. What should I do if I am getting a divorced?

It is a best practice to contact the OkMRF offices immediately at [okmrfdistributions@okmrf.org](mailto:okmrfdistributions@okmrf.org) and report the situation. A divorce decree is not enough documentation to attach to your retirement. There are certain legal requirements that must be met for an ex-spouse to qualify for benefits. They must file a Qualified Domestic Relations Order (QDRO). A QDRO establishes the ex-spouse's legal right to receive a percentage of the OkMRF Plan benefits. OkMRF will send model language and plan requirements to assist the parties in drafting a QRDO to accomplish the intent of the settlement while meeting all legal and plan requirements. For more information, contact OkMRF at 1-888-394-6673 ext. 104 or ext. 102.