



Loans

Frequently Asked Questions

1. How do I request a loan?

You can request a loan from your Defined Contribution (DC) plan, if allowable, with an adequate vested account balance. To request a loan, please contact a Customer Service Associate (CSA) at 1-844-466-5673, you will need your PIN and Social Security Number (SSN) or log into the [DC Participant website \(PWeb\)](#), you will need your username and password. (Applicable loan rules apply). A check or ACH will be issued promptly and sent directly to you.

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

Loan checks are mailed from Voya located in Hartford Connecticut within three (3) business days after your loan request is processed. You may also elect to have proceeds automatically deposited (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 CSA?

A Customer Service Associate (CSA) is available from 7 a.m. to 7 p.m. 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 CSA, press "0". **Participants must have their SSN and PIN to request CSA assistance.**

4. What if I lost my PIN?

You can call a CSA and request a PIN reminder or request a PIN Reminder by going online. To request online select Register Now from the [PWeb login](#), in the dropdown select Social Security Number + PIN, and Request a new PIN. 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 CSA. You will be locked out of your account after three failed attempts. Again, if this happens you can call a CSA. If you cannot resolve, call the OkMRF offices and speak to Gloria or Lindsay at 1-888-394-6673 ext. 100 or 105, 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. If you do not see your loan payment deducted from your paycheck, notify your employer immediately to ensure loan repayments start timely.

6. Can I pay extra on my new loan?

Yes, only by payroll deduction. However, extra loan payments must be in the exact same dollar increments as determined upon loan initiation. 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.). Please let your payroll department know if you want to adjust your loan payments.

7. How do I find out how much I owe on my loans?

Your loan payoff amount can be found when [logging into PWeb](#) by scrolling over the [Loans & Withdrawals](#) tab and clicking on [Loan Payment](#). Or call the Plan's toll-free call center at 1-844-466-5673 and speak with a CSA to get the full payoff amount which may include accrued interest. Your loan payoff amount is as of the last payroll posted to your OkMRF account. Any subsequent loan payments received by payroll deduction after your loan has been paid off, will be refunded to you by Voya as a non-taxable event.

8. How are loans repaid?

All OkMRF loan repayments must be paid through your employer's payroll deductions only. However, participants also can pay off their loan, in full, at any time. Partial loan payoffs are not permitted. To pay off a loan, [log into the PWeb](#), go to the [Loan Payment](#) section as described above and set up your banking information and authorize the complete payoff on-line. The amount you authorize to be deducted from your bank account is that amount quoted on the [Loan Payment](#) screen. Or, participant can mail a certified check or money order payable to Voya Financial, Attention Oklahoma Municipal Retirement Fund at P.O. Box 990071, Hartford, CT 06199-0071. 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 website by scrolling over the [Loans & Withdrawals](#) tab and clicking on [Summary](#). The loan number is then displayed in the [My Loans](#) section at the bottom of the [Summary](#) screen.

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, unless you are on authorized leave as reported by your Employer, refer to **Q12** and **Q13** below.

10. 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 a *deemed distribution* and considered a taxable event for your personal income taxes. You will receive an IRS 1099R form which will be mailed by the end of the following January for your tax purposes. You will be subject to ordinary income taxes on the outstanding balance, and if you are under age 55 in the year of separation, you will be subject to an additional early withdrawal penalty.

11. Can I get a loan after I terminate employment?

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

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

If reported properly by your Employer, 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. Failure to restart the scheduled loan repayments after 12 consecutive months of authorized leave will constitute a loan default.

13. What if I am on military leave?

There are different repayment rules that apply. You must resume loan repayments when your military service ends and you return to work with the payment frequency and amount at least equal to the original schedule. The rehired veteran 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.

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?

Your employer will be notified to stop withholding the loan repayment as soon as feasibly possible. Any subsequent loan payments received by payroll deduction after your loan has been paid off will be refunded to you by Voya as a non-taxable event as soon as administratively possible.

16. What determines the interest rate on my loan?

The interest rate for loans is the prime rate plus 1%, as quoted in the Wall Street Journal on the first business day of each month. Once you initiate the loan, the rate of interest is fixed during the term of the loan.

17. How is the maximum loan available amount determined?

See your Summary of Plan Provisions for maximum loan amounts, but generally you may borrow up to 50% of your vested account balance and a maximum loan of \$50,000, less the highest total outstanding loan balance you had in the last twelve months including any defaulted loans with accrued interest on the defaulted loans.