Employers’ quick reference guide

Welcome to **KPERS 457 Plan,** serviced by Empower Retirement.

Most of the administrative responsibility for this plan is outsourced to KPERS, but there are valuable steps you can take to help your employees achieve the retirement they imagine.

This quick reference guide is here to help. It answers frequently asked questions and walks you through some basic tasks.

What you need	Where to find it	How to do it
How do I get access to the Plan Service Center (PSC)?	Call us.	For access to the PSC, call **800-695-4952**. Once you’ve logged in, view our **video tutorials** and other resources.
How do I troubleshoot issues with the PSC?	Call us.	To report issues, call **800-695-4952**.
How do I submit employee payroll contributions online?	Under the *Payroll* tab in the PSC	From the *Payroll* tab, click *Payroll overview* and follow the instructions. Still need help? Call **800-695-4952**.
How do I get information about employee contribution changes, starts and stops?	In the *deferral feedback file*	We regularly send you an updated *deferral feedback file* with this information. Your designated payroll contact will receive an email each time a new file is sent. Still need help? Call **800-695-4952**.

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How do I provide employee termination dates?	Under the *Participants* tab in the PSC	Search for the terminated employee's name and click on it. Choose the *Employee detail* tab and scroll to *Employment information*. Click *Edit* and enter the termination date. You can also simply include termination info in your payroll contribution file, and it will update automatically.
How do I change bank info for our payroll contributions?	Under the *Administration* tab in the PSC	Within the *Administration* tab, click *View banking information*. Click *Update* in the rightmost column. Still need help? Call **800-695-4952**.
How can I help employees enroll in the plan?	Under the *Participants* tab in the PSC	Under the *Participants* menu, click on *Employee forms.* Find the plan enrollment code flyer, which includes the group number and plan enrollment code, and provide it to your employees. Employees can follow the instructions included there to enroll anytime at **kpers457.org**.
How do employees make changes to their accounts, like increasing contributions or changing beneficiaries?	On the participant website or by calling Customer service.	Employees can make these and other changes within the **kpers457.org** website at any time. They can also make changes over the phone by calling **800-232-0024**.

Guidance at your fingertips

Your assigned retirement plan counselor can provide group informational meetings and one-on-one counseling sessions in person or virtually.

During individual meetings, the counselor will help each employee review their personal financial situation (including all outside assets) so they can establish retirement income goals and consider next steps. Counselors can also help employees understand how they might use their assets to generate income in retirement.

What you need	Where to find it	How to do it
How do I schedule meetings or individual appointments?	Call or email	Email your Retirement Plan Counselor OR Call our office to be connected: **1-833-232-0024**
How can employees arrange individual appointments?	Call or email	Employees can schedule themselves online, or call our office for help getting scheduled: Self-book appointment or 1-833-232-0024

Still have questions?

If you or an employee can't find needed information, please access one of the following **KPERS 457 Plan** resources.

Employer resources	Employee resources
Plan Service Center	Web **kpers457.org**
Plan Technical Support **800-695-4952** Monday-Friday 7:30 a.m. - 7 p.m. CT	Customer Care Center **800-232-0024** Monday-Friday, 7 a.m. - 9 p.m. CT Saturday, 8 a.m. - 4:30 p.m. CT
View Plan Service Center video tutorials	