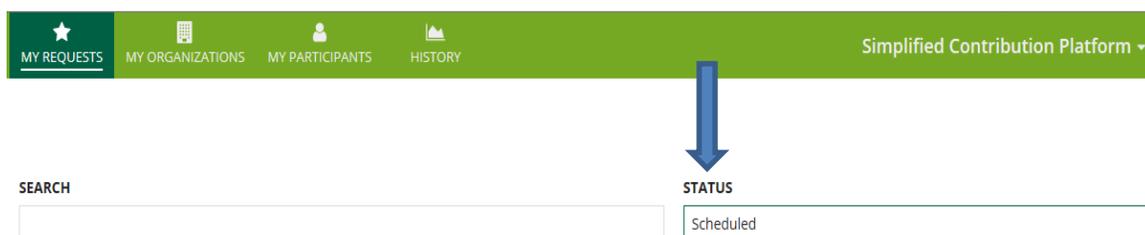


Simplified Contribution Platform - FAQ

- **Question:** I just submitted a Contribution Request but it contains incorrect information. How do I delete the contribution request and start over?

Answer: You can void a contribution request you have submitted within a 60-minute window of time. To void a Contribution Request, go to My Requests and change the STATUS to Scheduled.



Select the Contribution Request you would like to Void and click on VOID CONTRIBUTION REQUEST in the top right corner of the page.



If you need any assistance voiding a Contribution Request, please contact Fidelity Customer Service at (800) 917-4369.

- **Question** Where can I see when the contributions that have been credited to the participant's accounts?

Answer: You can view contribution details by participant on the "History" tab, participants can log into their individual Fidelity NetBenefits accounts to see the contributions that have posted to their accounts.

- **Question:** How do I set up another user on SCP?

Answer: Complete the Fidelity Plan Contact Information Form

<https://fidelityinvestments.tfaforms.net/660021>

- **Question:** Why does SCP makes me re-set my password every time I log in. How do we fix this?

Answer: Call Fidelity Customer Service for this: (800) 917-4369 SCP requires you to change your password every 90 days.

- **Question:** I've submitted a contribution request. Why have the funds not been debited from my bank account?

Answer: Click on the "History" tab, then "Select Organization". Select the correct plan then click on "Contribution History". Scroll down and click on the Contribution Request. If it says ACH/Wire then Fidelity is still waiting for you to wire us the funds for the Contribution Request. If it has your bank account information in the request for auto-debit funding then review this with your bank to see if it's correct. If your bank account is correct but not funded call Fidelity Customer Service for this: (800) 917-4369

- **Question:** I am logged into SCP. How do I make a contribution?

Answer: The first time you make a contribution, click on the "My Organizations" tab. In the first column click on the number under "Organization Identifier", next to the plan you wish to contribute for, then on the top right corner click on the box titled "Create Contribution Request". If this is your "first" contribution request, you will need to designate contributing participants. For additional details, please watch the video located on the Resources link of the home page.

For all contributions after the first contribution, click "My Requests", and then click on the number under "Name". On the next page in the top right corner click on the box titled "Edit Contribution Request." This will activate the page so you can enter contribution amounts. Scroll down and select the funding method, contribution year, then click on "Save And Submit" then click "Submit". Please note that if you select "Save and Close" your contribution will NOT be submitted for processing.

- **Question:** After clicking on the long number under "Name" I do not see "Edit Contribution Request" or SCP says this plan has been deactivated.

Answer: Call Fidelity Customer Service for assistance: (800) 917-4369

- **Question:** How do I enter or change my bank information?

Answer: Click on the “My Organizations” tab. In the first column, click on the number under “Organization Identifier” next to the plan you wish to update and then click “Update Bank Details.” Complete all fields and then hit submit. The Pre-Note process to establish your auto-debit account takes roughly 10 business days. You will not be able to submit a Contribution Request until after this pre-note period. Note: If you have multiple plans you must return to this page to enter bank information for each plan separately.

- **Question:** SCP will not allow me to enter my bank information. I see a little yellow triangle under “Organization Setup Completed”.

Answer: Call Fidelity Customer Service for assistance: (800) 917-4369 or email us at ` SCPHelp@fmr.com.

- **Question:** I do not want to set up my banking information for auto-debit. What are Fidelity’s ACH/wire instructions?

Answer: Please call us the first time you send Fidelity a wire to ensure accurate processing. Here are the detailed wiring instructions:

ACH Instructions

[Help/Service Requests](#)

ACH (Automated Clearing House) Wire is a wire which is sent from a bank or financial institution to a clearing house (similar to a consolidator) and then is credited to Fidelity's bank account that is used to fund plan payments. This is a two-day process. The first day, it goes to the clearing house. The next day, it arrives in Fidelity's account. Please provide the information below to your bank when using ACH as the funding method.

	Deutsche Bank	Wells Fargo Bank
Bank Address	60 Wall St MS NYC06-0501 New York, NY 10005	420 Montgomery Street San Francisco, CA 94104
Bank ABA Number	021001033	121000248
Account Number	00163002	4375693322
Account Name	FPRS Depository Account	FPRS Depository Account
Beneficiary Reference/Addenda	PLAN##### (This is the word PLAN (not the plan name) followed immediately by the 5 digit plan number. PLAN##### should be put into NACHA Record 6 in field 7. Field 7 is called the Identification Number field and represents characters 40-54 within record 6.)	PLAN##### (This is the word PLAN (not the plan name) followed immediately by the 5 digit plan number. PLAN##### should be put into NACHA Record 6 in field 7. Field 7 is called the Identification Number field and represents characters 40-54 within record 6.)

Fidelity supports client funding using two separate banks. In the event one bank is unable to receive funding, clients have the ability to send funding to the alternate bank.

Fed Wire Instructions

[Help/Service Requests](#)

Fed Wire is a wire which is sent directly from a bank or financial institution to Fidelity's bank account that is used to fund plan payments. Failure to follow the wiring instructions below could result in a delay of contribution posting. Make certain that you place the 5 digit plan number in place of the #'s below for "Beneficiary Reference." Please provide the information below to your bank when using Fed Wire as the funding method.

	Deutsche Bank	Wells Fargo Bank
Bank Address	60 Wall St MS NYC06-0501 New York, NY 10005	420 Montgomery Street San Francisco, CA 94104
Bank ABA Number	021001033	121000248
Account Number	00163002	4375693322
Account Name	FPRS Depository Account	FPRS Depository Account
Beneficiary Reference/Addenda	PLAN##### (This is the word PLAN (not the plan name) followed immediately by the 5 digit plan number. This must be in Field 7 of the bank screen.)	PLAN##### (This is the word PLAN (not the plan name) followed immediately by the 5 digit plan number. This must be in Field 7 of the bank screen.)

Fidelity supports client funding using two separate banks. In the event one bank is unable to receive funding, clients have the ability to send funding to the alternate bank.

- **Question:** How do I remove debit blocks (Fidelity's Wire ID#s to remove Debit Blocks)?

Answer: To successfully process auto-debit transactions your bank must remove Debit Blocks for the following Originator IDs: 9000163002 (Deutsche) & 9075693322 (Wells Fargo).

- **Question:** I'm logged into SCP and I selected the "My Organizations" tab, however, I can only see one of my plans. How do I add my other plans?

Answer: Call Fidelity Customer Service for this: (800) 917-4369

- **Question:** Will I receive a contribution confirmation statement?

Answer: Confirmation statements cannot be generated from SCP. You can review your "Submitted" contribution requests via the "History" tab. You can also check with your bank to see if and when the contribution was debited from your bank account.

- **Question:** We decided not to use auto debit and will be sending Fidelity an ACH/wire for future contributions. How do I delete my bank account information?

Answer: Call Fidelity Customer Service for this: (800) 917-4369

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