

# Sponsor Approval of Distribution Requests

If you have received notification that an employee is requesting a distribution/withdrawal from their retirement account, the request must be approved by a authorized signer. You can be considered an authorized signer if you have received the email request. The e-mail notification will look similar to the following:



## Distribution Request Review

Hello Lisa,

A distribution request has been submitted and is pending your approval. Please review the details of the request to confirm the participant's eligibility for the requested distribution.

**Distribution Details:**  
**Date of Request:** 06/23/2022  
**Plan Name:** Workflow Test Plan  
**Participant's Name:** Carolann Connolly  
**Request ID:** 628518  
**Distribution Type:** My Rollover Balance Only as a Current Employee

[Review Distribution Request](#)

Please click the above link to view your open distribution requests. Once logged into Sentinel's Portal, click "Retirement" then click the "Distribution Approval" menu at the top of your screen. You can then select from the open distributions.

- To approve this distribution request, please select from the open distributions then click "Approve".
- To deny this distribution request, select from the open distributions then click "Deny". You must also select a denial reason. If applicable, please enter a note to provide further information about the denial.

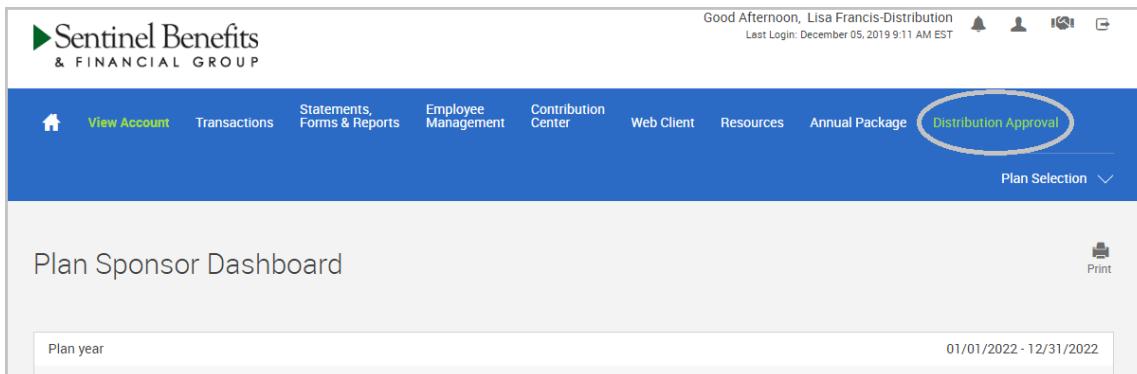
In order to ensure timely processing of this distribution, please complete your review within 48 hours.

If you have any questions, please contact your Sentinel Benefits Plan Consultant.

The only types of distributions that employees can choose from are those that are allowed via the plan document. If an employee has left the organization, Sentinel must have a separation of service date in it's system before this option becomes available.

In order to approve/deny a withdrawal request, please follow these steps:

1. To begin, visit [sentinelgroup.com](http://sentinelgroup.com) and log in to your employer account from the "Employers" menu on our home page. Once you are logged in to the plan, click the "Distribution Approval" button from the menu at the top of the page.



Good Afternoon, Lisa Francis-Distribution  
Last Login: December 05, 2019 9:11 AM EST

View Account Transactions Statements, Forms & Reports Employee Management Contribution Center Web Client Resources Annual Package **Distribution Approval** 

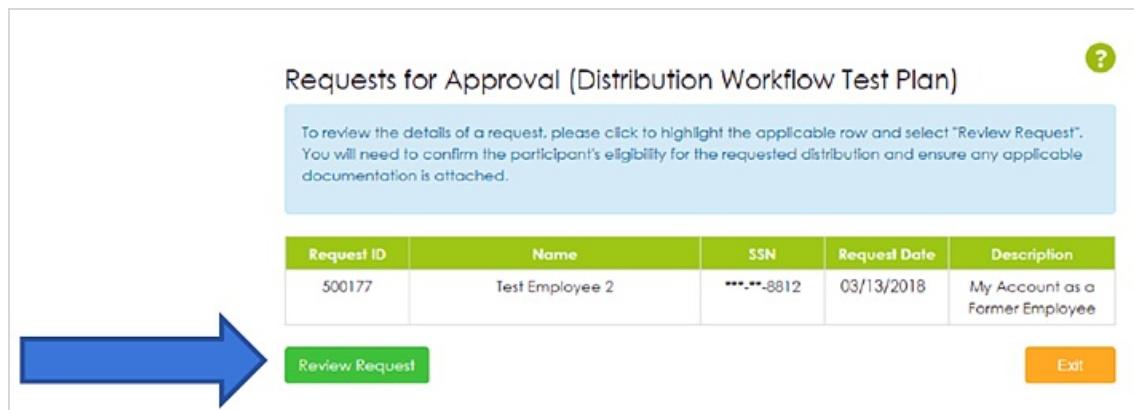
Plan Selection ▾

Print

Plan Sponsor Dashboard

Plan year	01/01/2022 - 12/31/2022
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2. Here you will see a list of outstanding distribution requests. Highlight the employee you want to review and select “Review Request”.



Requests for Approval (Distribution Workflow Test Plan) 

To review the details of a request, please click to highlight the applicable row and select "Review Request". You will need to confirm the participant's eligibility for the requested distribution and ensure any applicable documentation is attached.

Request ID	Name	SSN	Request Date	Description
500177	Test Employee 2	***-**-8812	03/13/2018	My Account as a Former Employee

**Review Request** 

3. All of the information the employee has entered regarding their request should now be presented on your screen. Additionally you will find information regarding recent employee account access activity as well as the results from the personalized Q&A quiz that the employee must complete. If you are uncomfortable with anything you see, it would be best to contact the employee to confirm they did make this distribution request.

## Request Summary



Please review the details of the request to ensure the participant is eligible for the type of distribution being requested. If additional documentation is required, you will be able to view it by highlighting the applicable attachment in the grid at the bottom of the screen and clicking on the "View" button. Please note that you may want to save the documentation for your records.

By approving the request as an authorized signer of the plan, you are agreeing to the following:

- The employee is eligible to take a distribution from the plan.
- If the request is a hardship distribution, you have verified the validity of the supporting documentation.
- If the request requires spousal consent, you have verified that a notarized spousal signature has been attached.
- You have no reason to believe that funds being withdrawn are for the purpose of a prohibited transaction as defined in the IRC Sec. 4975.

By approving the request as the TPA, you are agreeing to the following:

- The employee is eligible to take a distribution from the plan.
- The vesting reflected on the participant's account is accurate.

If you do not agree with the above, you may reject the request and select a pre-defined reject reason. You also have the ability to provide a note regarding the request that will be communicated to the participant.

If you have any questions on whether the request should be approved, you may contact your Sentinel Plan Consultant.

### Request Info

Request ID:	1887
status:	submitted - Pending Approval
Requested Amount Type:	Total Available Amount
Type:	My Account as a Former Employee

### Pre-Tax Account Election

Cash Distribution	100% Check
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### Federal Tax Withholding

Withholding Option:	Withhold Required Minimum
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### State Tax Withholding

Withholding Option:	Withhold Required Minimum
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4. As part of the distribution request process, participants are required to answer a series of identity verification questions. When reviewing the request, you will see the results of the participant's quiz in the form of a "pass" or "fail".

#### Multiple Choice Q&A Authentication Results:

When submitting a distribution request, the participant is presented with multiple choice authentication questions as an added account security measure. These questions are sourced from legal and public records databases and may include items such as real estate transactions and ownership data, professional license information, and historical address information. The requestor does not receive a "pass" or "fail" message when submitting the distribution request.

As an authorized distribution approver, it is your responsibility to consider the result of the multiple choice Q&A authentication as part of your review process. If the results below indicate "Fail", you should take additional steps to authenticate the participant and confirm that the participant initiated this distribution request.

**PASS**

The participant was able to pass the Multiple Choice Q&A authentication process.

#### Multiple Choice Q&A Authentication Results:

When submitting a distribution request, the participant is presented with multiple choice authentication questions as an added account security measure. These questions are sourced from legal and public records databases and may include items such as real estate transactions and ownership data, professional license information, and historical address information. The requestor does not receive a "pass" or "fail" message when submitting the distribution request.

As an authorized distribution approver, it is your responsibility to consider the result of the multiple choice Q&A authentication as part of your review process. If the results below indicate "Fail", you should take additional steps to authenticate the participant and confirm that the participant initiated this distribution request.

**FAIL – Verification Required**

Verify

The participant did not correctly answer the minimum required number of security questions.



5. When submitting a distribution request, the participant's information is authenticated by a third-party database and reviewed for authenticity and known fraud. Based on this review, we have made it easy for you to identify the potential risk associated with each distribution request. When reviewing a participant distribution request, you will now see the request identified as either "**Low Risk of Fraud**" or "**High Risk of Fraud - Verification Required.**" Distribution requests flagged as high risk may be legitimate, but this indicator will alert you to the fact that extra care should be taken in your validation of the request based on a number of potentially concerning factors (which will be identified on the screen).

Low risk of fraud:

#### Identity Verification Results:

When submitting a distribution request, the participant's information is authenticated by a third-party database. Information about the participant and the request is reviewed for authenticity and known fraud sourced from legal and public records databases. The requestor does not receive any information about the results of this review when submitting the distribution request.

Please know risk of fraud is especially high for in-service distributions, large dollar amounts, and for requests from your key employees (where their work information is easily accessible on social media or your website).

**As an authorized distribution approver, it is your responsibility to consider the results of the identity authentication review as part of your review process.**

#### Low Risk of Fraud

Enough of the participant's information was verified as authentic resulting in a low risk of fraud associated with this request. However, you should review the individual results listed below to ensure all information has been verified. If any results below show possible association with fraud or could not be verified you should contact the participant to ensure the request was made by them before approving this transaction.

- Email address verified
- Personal information verified
- Identity verified
- Phone number verified

High risk of fraud:

## Identity Verification Results:

When submitting a distribution request, the participant's information is authenticated by a third-party database. Information about the participant and the request is reviewed for authenticity and known fraud sourced from legal and public records databases. The requestor does not receive any information about the results of this review when submitting the distribution request.

Please know risk of fraud is especially high for in-service distributions, large dollar amounts, and for requests from your key employees (where their work information is easily accessible on social media or your website).

**As an authorized distribution approver, it is your responsibility to consider the results of the identity authentication review as part of your review process.**

High Risk of Fraud – Verification Required	Verify
<p>There is enough information available to indicate this request may be fraudulent. Please contact the participant to verify the request is legitimate before approving this distribution. Below displays the summary of the identity verification review.</p> <ul style="list-style-type: none"><li>• The participant did not correctly answer the minimum required number of security questions</li><li>• Email address verified</li><li>• Personal information verified</li><li>• Identity verified</li><li>• Phone number may be associated with fraud</li></ul>	<input type="checkbox"/>

6. In the event that there have been recent activities within the participant's account that we consider worthy of your review or if there are important details specific to the participant (such as being an officer or key employee), you will be presented with this information in the form of "Factors for Review." Each factor listed should be considered during your review process and additional verification should be completed as you deem necessary. You will need to click the "verify" box next to each factor to confirm that you have considered it as part of your review of the distribution request.

Upon completion of your review, select "Approved" from the Distribution Approval Status drop-down menu, certify your review, and click "Update" to approve the request.

### Factors for Review:

Certain factors or combinations of factors may warrant more detailed review. When these factors are present, we have opted to alert you to them so you can consider them as you review a distribution request. It is your fiduciary responsibility to properly review and validate distribution requests. Given this, if there is doubt or reservation about any of the items noted below, we recommend that you contact the participant directly to confirm the details of this request prior to proceeding.

Please review each of the items below. Check the "verify" box next to each item to confirm that it has been considered in your review of this distribution request.

Items for Review	Verify
Password has changed in the last 60 days	<input type="checkbox"/>
Distribution request reflects large dollar value (\$10,000 or greater) going as cash as a direct deposit.	<input type="checkbox"/>
ABA/Account Number does not match history for last 36 months.	<input type="checkbox"/>

## Distribution Request Status (686119)

### Distribution Approval Status

Select an Approval Status...



**Update**

Select "**Rejected**" if you wish to deny the request. If you feel the employee is not eligible for this request, you may deny the request. If you choose to deny the request, additional options will now present themselves allowing you to select a reason for the rejection as well as an area to enter in some additional comments. All information entered regarding the rejected status will then be shared with the employee. If a distribution request is rejected, the employee must create a new distribution request if they wish to resubmit their request.

Please review each of the items below. Check the "verify" box next to each item to confirm that it has been considered in your review of this distribution request.

Items for Review	Verify
Email has changed in the last 60 days	<input type="checkbox"/>

## Distribution Request Status (1887)

### Distribution Approval Status

**Rejected**

### Rejection Reason

Incomplete or insufficient documentation

### Comments to be provided to the Participant

Notes for participant...

**Update**