Participant Rollover Request Approval

When a participant submits an online request to roll money into your retirement plan, designated plan approvers can review the request in the Sentinel Portal.

How will I know a rollover request needs my review?

The request appears in your Tasks list. You will also receive an email notification if you are set up to approve money-in or money-out transactions.

- The initial notification is sent when the request is received.
- A reminder email is sent based on your task reminder preferences if the request is still awaiting approval.
- If the request remains unapproved for 90 days, Sentinel cancels it and sends a cancellation notification. The participant must submit a new request to proceed.

How do I review a rollover request?

Open the rollover request from your Tasks list and review the request details and supporting documentation. The request may include:

- Request ID
- Rollover type, including pretax, Roth, or both when permitted by the plan
- Pretax amount
- Account type the participant is rolling money from
- PDF copy of the participant's request
- Additional supporting documentation, if required by the plan

How do I approve the request?

Review the request, then select the approval option and enter your name as the reviewer. The participant will be notified and instructed to initiate the rollover into the Plan. Once the deposit is received, Sentinel will allocate it to the participant's account based on the request details and accompanying check image.

How do I reject the request?

Select the rejection option and enter a reason. The participant will receive your rejection comments, and the request will move to rejected status. The participant must submit a new request if they want to proceed with a rollover.

I expected to see a rollover task but don't see one. What should I do?

Only designated approvers can act on rollover requests. If you believe you should be able to review a request but do not see it in Tasks, contact your Sentinel representative to confirm your approver setup and Portal access.

Participant Process

For more information on how the participant process works, please visit: http://help.sentinelgroup.com/help/rolling-money-into-my-plan-at-sentinel

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