

EAP Webinar – Q&A

What is GuideStone's website and call center information?

GuideStone's web address is www.guidestone.org and you can contact the call center at 1-888-984-8433.

How many people can register for each organization? And how can I add another EAP administrator?

You can register as many EAP admins as you need for your organization. We do recommend at least two people have access. For example, when someone is on vacation, another person can take care of the billing or enrollments.

In EAP, go to the Administration tab, click on Employer Access Security. You can add a new user and set their level of access.

In the webinar on Tuesday, they mentioned that the Defined Contribution amounts (so, employee contributions) were imported into the system. There was no mention of the Defined BENEFIT (employer contributions). Are the Defined Benefit amounts going to be visible to the employees?

Yes, in your MyGuideStone account, there is a module with your Defined Benefit information under the module with your Defined Contribution information. Very similar to Converge's portal, however, GuideStone displays the estimated monthly amounts instead of annual amounts.

Since we have paid for a full year up until October of 2024, why does it say on our bill in the system that we owe a payment?

If you have paid contributions in advance, you can disregard any email reminders that you may receive or what is listed in EAP until it is time for your next contributions. In your case, since you have paid through September 2024, your first payment would not be due until November the month of October's pay period.

Is salary and housing allowance the same?

No, total compensation includes both the cash salary plus the housing allowance. This is the total compensation that you will use as you calculate the 6% required for the Defined Benefit Plan.

Do we need to make two separate payments each month?

Yes, each month you would make a payment for the defined benefit plan and one for the defined contribution plan.

Do we have to switch to paying the contributions to monthly? We have been paying every six months.

Yes, you will need to switch to paying the contributions monthly as this is considered best practice for retirement contributions.

Because we have paid in advance and don't have to make a contribution for a few months, will the monthly amounts continue to add until a payment is made?

No, the monthly amounts will not accumulate on your billing screen.

I have paid in advance for some employees but I have new employees that I need to send in contributions for, how do I do that?

On the Retirement billing screen, you can enter a \$0 amount for those who have been paid in advance. And when you enroll your new employees, they will appear on the billing screen so that you can just pay their portion.

Did the previous defined benefit and defined contributions transfer over? We can only see the defined contribution amount.

Yes, the defined benefit contributions did transfer over. However, if you don't see them, please email converge@guidestone.org and we can look into that for you.

Also make sure you are changing your plan toggle on the Retirement billing screen, as it might be under a different view.

We paid in advance, but I don't see any billing history.

Any payments made directly to Converge before January 1st, will not be displayed in EAP. If you need billing history before January, please email converge@guidestone.org and Barb can look into that for you.

Is the Basic Plan and Supplemental plan called the Defined Benefit Plan and the Voluntary Contribution is the Defined Contribution Plan.

The Basic Plan is the Defined Benefit Plan. The Supplemental and Voluntary contributions are the Defined Contribution Plan.

If we used to pay annually, how can we transfer to monthly?

You are already set up for monthly. If you have paid into 2024, you can wait until the next contribution is due and start remitting monthly from that time on.

Can we set up the salary-reduced contributions or does the employee have to?

There are two options: The employee can access their MyGuideStone account to initiate changes to their voluntary contributions which will then send an email to the EAP administrator to make changes in EAP and payroll. Or on the Resources tab, there is a *Retirement Contribution Agreement* that you can print for them to fill out.

If an employee has asked for a contribution request based on a % rather than a dollar amount and they've received a salary increase, do they need to resubmit the form?

No, they do not need to resubmit, but you would need to re-calculate the amount and update the contribution in EAP.

Can we add a new employee at anytime? Or is there a period of time we add new employees?

You can add new employees as soon as they meet your eligibility requirements.

What is the difference between Defined Benefit and Defined Contribution and how do I know which employees choose what?

The Defined Benefit plan is the initial plan where an employer contribution of 6% must be remitted.

If the employee wants to make their own salary-reduced contributions or the church wants to contribute more than 6% for their employees, they would remit those contributions to the Defined Contribution Plan.

If my employee is locked out of their MyGuideStone account, can I as the EAP Administrator reset their account?

No, if your employee is locked out of their MyGuideStone account, please have them contact our call center at 1-888-984-8433 to assist them.

Where are the enrollment forms located?

You can find the enrollment forms on the Converge Retirement Plan [website](#).

Does setting up a payment frequency using a fixed day apply to both the defined benefit and contribution payments?

Yes, the payment frequency would apply to both plans.

When we convert to a Fixed Date payment, will the system automatically say that it is being paid for the pay period of the prior month?

Yes, the system will automatically insert the prior month's pay period.

My login does not work and I did not receive an email to get my ID. Is it best to call or email to get this fixed?

Please email converge@guidestone.org with your situation and someone will contact you to assist.

Our prior process was to have the employee fill in the Enrollment form and provide copies of everything and that was all sent to Converge. Are we to use the same documents, collect the same data but now I'm responsible for putting it all in the EAP?

That is correct, you would maintain copies in your employees' files and input the data directly into EAP.

Will the forms continue to say Converge Retirement Plan or will they change to say GuideStone?

Good question. The enrollment form and annuity request form will continue to state Converge Retirement Plan. In addition, the participant statement will be co-branded with GuideStone and Converge.

Other forms that are more generic in nature, that could apply to multiple plans, will only have GuideStone on them.