



North Carolina  
Total Retirement Plans  
401k | 457



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## Important updates about the upcoming migration

### The migration to the enhanced Empower recordkeeping platform will begin after market close on Friday, February 2, 2024

Here is an update on completed activities, a preview of upcoming key milestones and information that will help make your migration go as smoothly as possible.

### Completed activities

- Migration kick-off webinar in June. [Watch the replay.](#)
- A Plan Service Center website security access email was sent to select HR contacts in late December.
- Payroll packet emails containing payroll guides are being distributed from early January through mid-January.

### Upcoming milestones

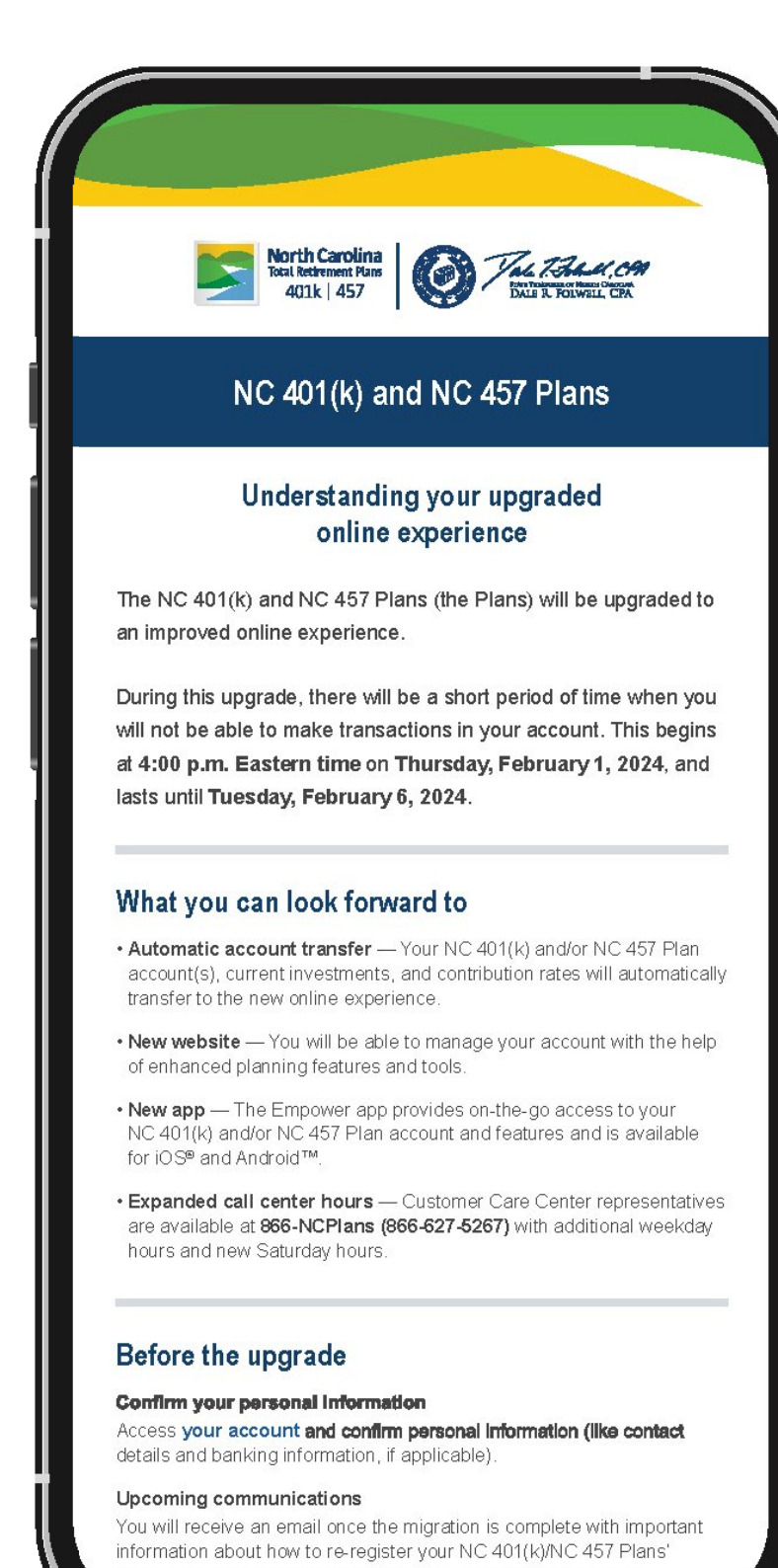
- All incoming payroll files and their respective funding must be received by **Tuesday, January 30 at 1 p.m. Eastern time** in order to be processed prior to the migration.
- Participants won't be able to make transactions in their accounts beginning at **4 p.m. Eastern time on Thursday, February 1, 2024, through Tuesday, February 6, 2024.**
- **Plan forms are changing and the last day to use the current forms is March 8, 2024.** Any outdated forms received after March 8 will not be accepted. The NC 401(k) and NC 457 Plans' new forms will become available on the Plan Service Center, Empower's plan administration website, post-migration.
- Webinars:
  - 1/18/24: Plan Service Center Overview webinar: [Register here.](#)
  - 1/22/24: Payroll Overview webinar: [Register here.](#)
  - 2/12/24: Plan Reports webinar: [Register here.](#)

### Helpful information

- Safelisting Empower email addresses helps ensure that you and your participants receive timely migration-related communications. [See more information.](#)
- Explore the migration call-out box on the NC 401(k)/NC 457 Plans' website for migration resources to help you stay informed and organized. [Access migration updates.](#)

### Preview participant communications

In the coming days, Empower will notify Plan participants about this upcoming migration change and how to prepare their accounts. Individuals without an email address on file will receive a postcard in the mail.



We look forward to helping you and your participants get the most out of your enhanced Empower experience.

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