

STABLE ACCOUNT



COMING SOON:

NEW FEATURES AND UPDATES FOR STABLE ACCOUNTHOLDERS

STABLE Account is pleased to welcome its newest partner.

Beginning **July 6, 2021**, Sunday Administration, LLC, a wholly owned subsidiary of the Bank of New York Mellon, will join STABLE Account as its new program manager.

In order for Sunday to begin serving STABLE accountholders, a transition must occur, which will impact your ability to access your account.

Please see below for important dates and FAQs related to the upcoming transition to Sunday.

FREQUENTLY ASKED QUESTIONS

Program Management Transition

1

When will the transition take place?

The transition will occur between Friday, June 25th at 4pm EST and Tuesday, July 6th at 9am EST.

During the transition period, account access will be unavailable.

Freeze on account access

Beginning **Friday, June 25th at 4pm EST**, you will not be able to access your account online or make any transactions (make a deposit/contribution, withdrawal, or investment change) until the transition is complete.

On **Tuesday, July 6th at 9am EST** account access will be restored.

Last opportunity to access account before conversion

The last opportunity before the conversion to make a deposit/contribution, withdrawal, or investment change (execute a trade) is prior to 4pm EST on Friday, June 25th. All transactions must be completed by that time, and the user should log-off prior to 4pm EST.

On **Tuesday, July 6th at 9am EST** transactions will be able to commence once the transition is complete.

2

When will I have access to my STABLE Account again?

All accountholders will be able to access their account on the new Sunday platform on **Tuesday, July 6th at 9am EST** once the transition is complete.

3 *What will happen if I visit the current accountholder portal during the freeze period between June 25th and July 5th?*

Visitors to the current accountholder portal will be redirected to a landing page stating that accountholder services are unavailable. Accountholder services will resume on the morning of July 6th, and accountholders will be required to update their log-in credentials at that time.

4 *What do I need to do?*

1. Plan ahead!

- Make sure to withdraw the funds you need before 4:00pm EST on Friday, June 25th. Funds from your STABLE Account can be transferred to your personal bank account or STABLE Visa Card, if you have one.

2. Review your account profile information today to make sure your contact information is accurate and up to date.

- The administrator email address saved to your account will become your username on the new system after the transition is complete.

3. Review any automatically scheduled ACH contributions to your STABLE Account that occur annually or quarterly.

- The new system will only allow automatically scheduled **monthly** contributions.
 - » Annual and quarterly scheduled contributions will be canceled if not changed to a monthly contribution by **Friday, June 25th at 4pm EST**.
 - » After the transition, you can set up or modify any recurring monthly contributions.

4. Review any third-party check features (like rent payments) scheduled during the freeze on account access.

- If you use a third-party check feature, you will need to schedule the payment to occur prior to **4pm EST on June 25th**.

5 *How do I gain access to my account after the transition is completed?*

Once the transition is complete on **Tuesday, July 6th**, the Sunday account management system will send all accountholders an email notification with instructions on how to “retrieve” the account in the new system and create a new password.

To do this, you will be required to provide two of the following three pieces of information:

1. Current Account Number

- If you use your current account number, please make sure to add a “ST” directly in front of your 12-digit account number.

2. Date of Birth

- If you are managing the account for someone else, please use your Date of Birth – not the accountholder’s.

3. Social Security Number

- If you are managing the account for someone else, please use your SSN – not the accountholder's.

You must have this current account information available when retrieving your new account. Once the account has been retrieved, please use the email address saved to your account as your username.

Your STABLE Account historical data, including quarterly statements and tax forms, will be available to you on the new Sumday platform beginning July 6th.

6

Will I be able to keep my STABLE VISA card?

Yes. If you have a STABLE Visa card, you will be able to keep it. You will not need a new card. In fact, funds loaded on to your STABLE VISA card prior to **4pm EST on Friday, June 25th**, will be available for your use during the transition period.

Direct Deposit

7

I currently take advantage of the direct deposit feature for managing my STABLE account. What do I need to do to continue using this service?

If all or a portion of your paycheck is directly deposited into a STABLE Account, you must contact your employer immediately to place a stop on current direct deposit arrangements. This should be done prior to June 11th.

After July 6th-- and after you have "retrieved" your account -- you will need to fill out and sign a "Payroll Deduction Form." This document will be sent to you via US Mail. Additionally, current direct depositors will receive an email after July 6th that includes a link to access the form online.

Please be sure to retain the original and make a copy of the Payroll Deduction Form once you have completed it – you will need both to re-enroll.

The completed original Payroll Deduction Form must be mailed to Sumday at the following address:

STABLE Account Program
PO Box 9671
Providence RI 02940-9671

As an alternative to mailing the form to Sumday, you may upload the completed Payroll Deduction Form by using Sumday's upload feature. Once you have retrieved your account, please select the "Contact Us" option, follow the steps, and you will be able to upload your completed form.

The completed copy of your Payroll Deduction Form must be provided to your employer's payroll specialist in order to re-enroll in your employer's direct deposit program, or you can use the instructions on the form to re-enroll in direct deposit through your employer's self-managed payroll site.

Current direct depositors will receive additional information about this process, including a printed Payroll Deduction Form, via US mail sometime in July.

Managing Multiple STABLE Accounts – Entity Authorized Legal Representatives

8 ***I am an Entity Authorized Legal Representative (ALR) and/or I manage multiple accounts. What actions must I take prior to July 6th?***

Prior to July 6th, confirm you have access to two of the following three pieces of information in order to “retrieve” the accounts post transition:

1. Current Account Number
 - a. Please make sure to add a “ST” directly in front of the current account number.
2. Authorized Legal Representative's **Date of birth or date used in place of a Date of Birth**
3. Authorized Legal Representative's **Social Security number or Tax ID Number (TIN)**

Beginning on Tuesday, July 6th, the Sundry account management system will send an email notification to entities that manage multiple accounts. The email notification will contain instructions on how to “retrieve” the account in the new system and how to create a new password. You will need the above information in order to proceed.

Please be certain to have the current account information available when retrieving your new account. Many entities used the date their business started as the Date of Birth or a TIN in place of the Social Security number.

Once the account has been retrieved, the email address saved to your account will become your username.

General Questions

9 ***Will the investment options for STABLE Account change?***

No. All current investment options will remain available after July 6th.

10 ***How often will I be billed?***

After the transition is complete, fees will be charged to your account on a quarterly basis.

11 *Will the PO Box address change for check contributions and all other mail?*

Yes. Contributions by check and other mail should be sent to the following address:

STABLE Account Program
PO Box 9671
Providence, RI 02940-9671

12 *Will the 1-800 customer service number change?*

No. The customer service number will remain 1-800-439-1653.

13 *How do I know that my account will be secure during this transition?*

Your privacy and financial security are of the utmost importance to us. We assure you that your investments and account information will remain safe and secure during the transition process.

14 *How much will I be charged after the transition is complete?*

Your standard recurring fees will be reduced. Beginning July 6th, your maintenance fee will be \$9.75 per quarter (\$3.25 per month). Previously, accountholders were charged \$3.50 per month.

For Ohio residents, the maintenance fee will be \$6.75 per quarter (\$2.25 per month). Previously, Ohio residents were charged \$2.50 per month.

The Asset Under Management (AUM) fees remain the same for all accountholders.

15 *Are there any other new miscellaneous fees?*

Yes. There is a \$20.00 ACH fail/return check fee and a \$15.00 fee if a check issued for payment needs to be reissued. These fees are only charged if such an event occurs.

16 *Is there a charge to receive paper statements?*

Yes. The \$10.00 fee to receive paper quarterly statements remains unchanged.

There is no charge for electronic quarterly statements.

If you have additional questions about the upcoming program management transition, please contact STABLE Account at info@mystableaccount.com.