



As a plan sponsor, you deserve tools that make your life easier

The Online Group Investments website can simplify many day-to-day administrative tasks and give you more time to focus on your business. This guide demonstrates how to use the website's many time-saving tools.

Jump to a section:

- 1 | [Roster history](#)
Review previously submitted contributions and return to saved drafts.
- 2 | [Submit a roster for contributions](#)
Start and submit a new payroll contribution.
- 3 | [Upload a roster](#)
Submit a new payroll contribution by uploading a spreadsheet.
- 4 | [Plan details](#)
Review and/or update plan information such as your email address and company address.
- 5 | [Bank information](#)
Update the company bank account that is used to fund your payroll contributions.
- 6 | [Participant maintenance](#)
Update participant investment allocations for new contributions.
- 7 | [Enroll a new participant](#)
Obtain the paperwork needed to establish a new participant account.
- 8 | [Customer service](#)
Manage your password, get website help or contact us.
- 9 | [Frequently asked questions](#)
Find answers to frequently asked questions.

US • Employers & Plan Sponsors – Group Investments Help Print Log Out

CAPITAL GROUP® | AMERICAN FUNDS®

MY PLANS CUSTOMER SERVICE 8

Do we have your current mailing address? To view or change a company address online, select **Plan details** from the **Action** column below.

My Plans

HELP WITH THIS PAGE 9

To make updates to a plan, select an item from the **Action** column below.

Action	Plan Name	Plan ID
Select an action:	529	661861148
Select an action:	JHL GROUP PLAN A	179993416
Roster history	MNXH COMPANY 1 GROUP PLAN 1	668306907
Submit a roster for contributions	SIMPLE ER/SR	957848819
Upload a roster	SIMPLE IRA PLAN	231706242
Plan details		
Bank information		
Participant maintenance		
Enroll a new participant		
Select an action:		

STAY CONNECTED: Contact Us | Follow Us

OUR COMPANY: About Us | Media Relations

Select an action:

- Roster history 1
- Submit a roster for contributions 2
- Upload a roster 3
- Plan details 4
- Bank information 5
- Participant maintenance 6
- Enroll a new participant 7

1 | Roster history

Roster history gives you an at-a-glance view of your contribution history for the past 18 months. Each roster will display a status as defined below:

- **Work-in-progress:** A roster that has been saved but not submitted. You can edit a work-in-progress roster until it is submitted for processing.
- **Released:** A roster that has been submitted for processing.
- **Processed:** A roster that has been submitted and posted to individual accounts.
- **Held:** A roster that has been submitted and is pending until payment is received.

Searching for and working with existing rosters

To search for a specific roster, you can filter by the **Status** or **Date**.

Rosters that are not yet in a processed status are always the top search results. Processed rosters follow and are ordered from the oldest to the most recent submission.

When you locate the correct roster, you have several options:

- **To edit a work-in-progress roster,** click **View roster** next to the roster you wish to edit.
- **To delete a work-in-progress roster,** click **View roster** next to the roster you wish to delete and then click **DELETE**.
- **To copy a previously submitted roster,** click **View roster** next to the roster you wish to copy and then click **COPY**.

Note: The system will only allow you to maintain one work-in-progress roster at a time. If you currently have a work-in-progress roster, you will be unable to create an additional roster until the work-in-progress roster is either deleted or released.

Help Print
MY PLANS CUSTOMER SERVICE

Roster History

CB&T SIMPLE IRA PLAN Plan ID: 987654321

HELP WITH THIS PAGE

SUBMIT A ROSTER UPLOAD A ROSTER Status: All Status date: All

Action	Status	Trade Date	Roster Amount	Payment Type	Confirmation Number
View roster		12/16/20XX	\$2,000	ACH	1111-2222-3333
View roster	Held	12/16/20XX	\$2,000	ACH	2222-3333-4444
View roster	Released	12/16/20XX	\$2,000	ACH	3333-4444-5555
View roster	Processed	12/15/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/15/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/10/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/08/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012
View roster	Processed	12/07/20XX	\$2,000	ACH	1234-5678-9012

HOME OTHER SITES EMPLOYERS & PLAN SPONSORS - GROUP INVESTMENTS LOG OUT

Help Print
MY PLANS CUSTOMER SERVICE

Roster History

CB&T SIMPLE IRA PLAN Plan ID: 987654321

HELP WITH THIS PAGE

! Please submit or delete your previously saved work-in-progress roster before creating a new roster.

Status: All Status date: All

Action	Status	Trade Date	Roster Amount	Payment Type	Confirmation Number
View roster	Work-In-Progress	N/A	\$2,000.00	NA	1111-2222-3333
View roster	Released	12/16/20XX	\$2,000.00	ACH	2222-3333-4444
View roster	Processed	12/16/20XX	\$2,000.00	ACH	3333-4444-5555
View roster	Processed	12/16/20XX	\$2,000.00	ACH	1234-5678-9012
View roster	Processed	12/15/20XX	\$2,000.00	ACH	1234-5678-9012
View roster	Processed	12/15/20XX	\$2,000.00	ACH	1234-5678-9012
View roster	Processed	12/10/20XX	\$2,000.00	ACH	1234-5678-9012
View roster	Processed	12/08/20XX	\$2,000.00	ACH	1234-5678-9012
View roster	Processed	12/07/20XX	\$2,000.00	ACH	1234-5678-9012

! Please submit or delete your previously saved work-in-progress roster before creating a new roster.

Status: All Status date: All

Action	Status	Trade Date	Roster Amount	Payment Type
View roster	Work-In-Progress	N/A	\$2,000.00	NA
View roster	Released	12/16/20XX	\$2,000.00	ACH

2 | Submit a roster for contributions

Submit contributions in a few easy steps:

- Enter a trade date (optional).** You only need to enter a **trade date** if you are processing a contribution for a future pay period (up to 90 days in advance). If no date is entered and the roster is submitted prior to 4 p.m. ET, the investment will be processed at the close of the current business day. Rosters submitted after 4 p.m. ET, or on a weekend or market holiday, will be processed at the close of the next business day.
- Specify the contribution year, if applicable.** From January 1 to April 15, contributions for Traditional and Roth IRAs may be attributed to the prior tax year. Unless indicated otherwise, the system will default to the current year.
- Input contribution amounts.** Ensure that each entry is made under the appropriate column heading. The previous roster's contribution amounts will prefill for you. If the roster is over \$5,000 you will need to validate the amount before clicking **NEXT**. Rosters over \$250,000 will need to be split up and submitted separately to bring the roster below \$250,000.
- Click NEXT.**

Note: If you modify investment allocations or remove a participant during the roster submission process, the changes will only apply to the roster you're currently processing. To make a permanent change, see [Section 6](#).

- Verify and submit.** Ensure the totals and trade date are accurate and then click **SUBMIT**.
- You're all done!** Your bank account will be debited within one to three business days after the date the transaction is processed. A confirmation can be printed from the site or will be emailed to you if you have signed up for roster email notifications (see [Section 4](#) for more information).

Submit a roster for contributions

IRA EE - WITH EIN Plan ID: 038405635 HELP WITH THIS PAGE

Status: Work-In-Progress Plan ID: 038405635

Payment type: Check/Wire Contribution year: Current

Date: 04/15/20XX 05:26:36 PM

Last saved: 04/15/20XX 05:30 PM

Trade date (optional): mm/dd/yyyy

Enter the contribution amount for each participant and click **NEXT**.

Note: Go to [Plan Information](#) on the Plan Details page to add or modify your email address for receiving roster submission notifications. (Click **SAVE** first so you don't lose your changes on this page.)

Name	SSN	Contribution Year	Contribution Amount	Clear All	Participant Total	Action
BAAH, NASUALERT	*****7497	Current year	<input type="text" value="6,000.00"/>		\$6,000.00	Edit allocations Remove
TEST, NASUALERT	*****7497	Current year	<input type="text" value="6,000.00"/>		\$6,000.00	Edit allocations Remove
			Total: \$12,000.00			Total: \$12,000.00

You are attempting to submit a roster exceeding the \$5,000.00 threshold we have put in place to prevent accidental misentry of data. To ensure that amounts are accurate, please re-enter the total amount of the roster contribution.

Total roster contribution: \$

Submit a roster for contributions

HELP WITH THIS PAGE

Step **1** of 2: **Verify and submit**

Plan name: AFS 401K PROFILE 1

Plan ID: 195114413

Status: Work-In-Progress

Date: 04/15/20XX

Trade date: 04/16/20XX

Participants: 2

Payment type: ACH

User ID: GA894281

Roster total: \$12,000.00

Participant	SSN	Contribution Year	Participant Total
DOE, JOHN	*****8533	N/A	\$6,000.00
ROMAN, SIMMONS	*****6789	N/A	\$6,000.00

Note: Transactions received after the close of the New York Stock Exchange (NYSE), Monday through Friday, will be processed the following business day.

I agree that I have an electronic or hard copy authorization from the bank account owner on file (in accordance to NACHA regulations) to fund contributions to his or her American funds employer sponsored plan.

3 | Upload a roster

As an alternative to manually inputting contribution information online, you can also import the information from a spreadsheet. There are two options when uploading a roster to our website: create a custom roster file or download our default roster template.

Option 1: Creating a custom roster file

Create a custom roster file

Your custom roster file should include each participant's full Social Security number (SSN) and a separate column for each contribution type (see sample spreadsheet below). Save your file as a comma delimited (.csv) file before uploading. To do so, choose "Save as" and select "CSV (comma delimited) (*.csv)" as the file type.

Create an upload map and upload your custom roster file

- Select **Upload a Roster** next to the appropriate plan ID from the **My Plans** page.
- On the **Manage Upload Maps** tab, click **Choose File**; select the file you wish to upload and click **Open**.
- To create a new upload map, click **CREATE NEW UPLOAD MAP** and enter a name for the upload map; click **NEXT**.

Note: If you have already created an upload map for your file, you can bypass the upload map creation process by clicking the **Upload a Roster** tab and selecting the appropriate upload map for your roster in the drop-down menu.

- Enter the row number containing the column headings for your roster file. Enter the row number in which your participants' data starts; click **NEXT**.

- Select the appropriate **Column Definition** for each of your imported columns and click **NEXT**.
- Verify the uploaded data and click **CONTINUE**.
- Click **SUBMIT**. Your information has now been uploaded to the **Submit a roster** page. To submit the roster for contributions, follow the steps in [Section 2](#).

Upload a Roster

CB&T SIMPLE IRA PLAN Plan ID: 987654321 HELP WITH THIS PAGE

Upload a Roster

Manage Upload Maps

1. Click **Browse...** to select a roster file from your computer.

IMPORTANT: Due to compatibility issues, roster files in Excel format can no longer be uploaded. Roster files must be in CSV format (comma delimited file). To convert an Excel file to a CSV file, go to the File menu in Excel and select **Save As**. Under **Save as type**, select **CSV (Comma delimited)**.

Choose File No file chosen

To create a new map, click **CREATE NEW UPLOAD MAP**.

To edit an existing map, select an upload map below and click **EDIT EXISTING UPLOAD MAP**.

Upload Map	Action
<input type="radio"/> NEW1	Delete

CREATE NEW UPLOAD MAP
EDIT EXISTING UPLOAD MAP

Guidelines for creating a new upload map:
You must define the SSN and contribution amount columns when creating an upload map. No other columns are required.
You can create up to 5 upload maps.

Sample spreadsheet[†]

	Last Name	First Name	SSN	ER Contribs	SR Contribs					
1	Anderson	Peter	111-11-2441	10	20					
2	Jones	Jane	222-22-8108	5	10					
3	Knight	John	333-33-2442	20	40					
4	Smith	Bob	444-44-2438	5	10					
5	Wilson	Bob	555-55-2440	15	30					
6										

† Participant data presented in this guide is for illustrative purposes only and is not representative of actual investors.

Upload a Roster: Map Columns

CB&T SIMPLE IRA PLAN Plan ID: 987654321 HELP WITH THIS PAGE

Match each item under **Import Column** to the appropriate item in the **Column Definition** dropdown list and then click **NEXT** to upload your information.

Note: The SSN and contribution amount columns are required. However, you may select **Skip this column** for any other items you wish to exclude.

Import Column	Column Value	Column Definition
Last name	Anderson	<div style="border: 1px solid #ccc; padding: 2px;"> Name - last Plan ID Social Security number (SSN) Total contribution amount Contribution type Contribution amount - employee Contribution amount - employer Contribution amount - salary deferral Contribution amount - direct purchase* Name - first Name - last Name - middle Name - first and last Skip this column </div>
First name	Peter	
SSN	1111112441	
Salary deferral	10	
Employer contribution	20	
Direct purchase	No data available	
Employee contribution	5	

*Direct purchase is an investment to an account for which Capital Bank and Trust (CB&T) is not the custodian.

CANCEL
BACK
NEXT

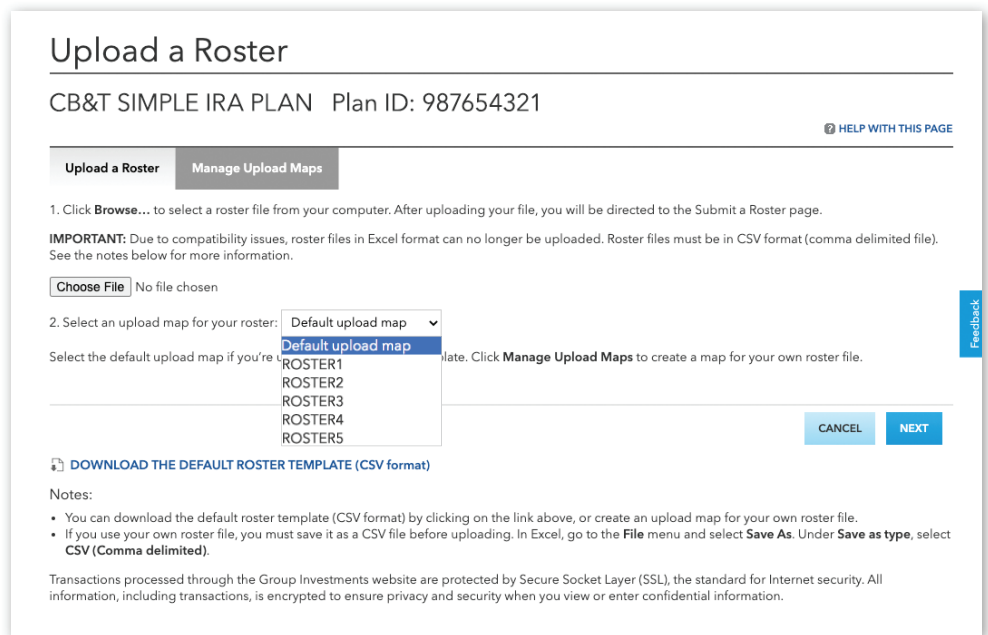
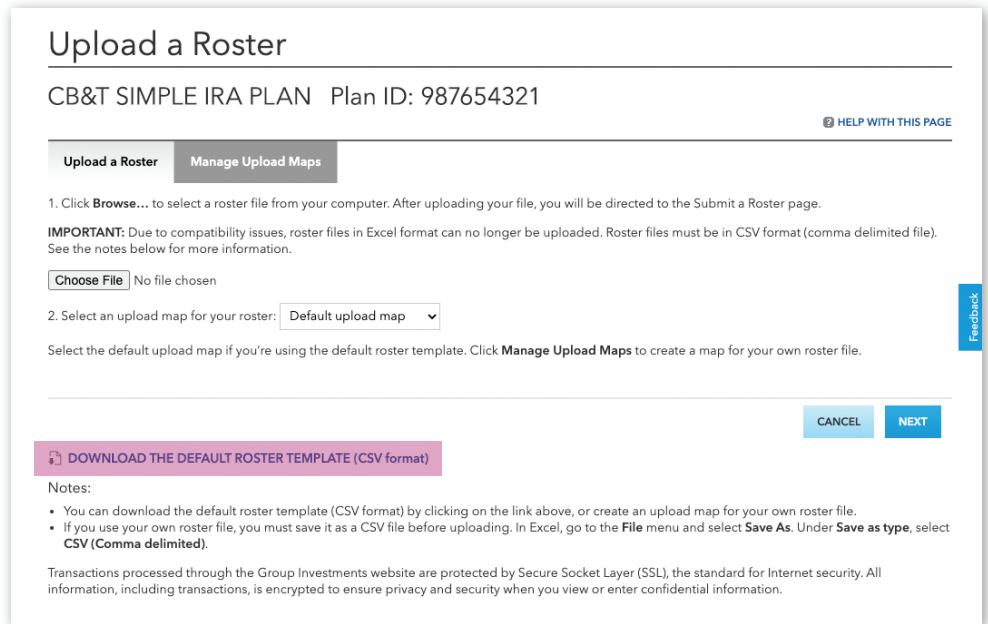
Option 2: using the default roster template

Download and edit the default roster template

Select **Upload a Roster** from the **My Plans** page next to the applicable plan. Right-click on **DOWNLOAD THE DEFAULT ROSTER TEMPLATE (CSV format)** (see the highlighted copy in the screenshot) and choose **Save target as ...** or **Save link as ...** to save the template. Follow the instructions on the top of the spreadsheet. If you have more than one plan ID, you will need to create a separate roster template for each plan ID to use the default upload map.

Upload the default roster template

- Select **SUBMIT A ROSTER** next to the appropriate plan ID from the **My Plans** page.
- Click **Browse ...** or **Choose File** on the **Upload a Roster** tab; select the file you wish to upload and click **Open**.
- Verify that **Default upload map** appears in the drop-down menu in Step 2 of the **Upload a Roster** page.
- Click **NEXT**, verify the uploaded data and click **CONTINUE**.
- Click **SUBMIT**. Your information has now been uploaded to the **Submit a roster** page. To submit the roster for contributions, follow the steps in [Section 2](#).



4 | Plan details

Maintain your plan information online

- **Plan Information.** To add or update the email address used for roster notifications, click **Change email address**.
- **Company Address.** Click **View/change company address** to make any changes.
- **Bank Information.** See [Section 5](#) for more information.
- **Participants.** See [Section 6](#) for more information.

Plan Details

Plan Information	Company Address	Bank Information	Participants
<p>Company name: ABC COMPANY</p> <p>Plan ID: 987654321</p> <p>Plan name: CB&T SIMPLE IRA PLAN ABC COMPANY</p> <p>Email address: JSMITH@ABCCOMPANY.COM</p> <p>Number of participants: 123</p>			
<p>Change email address</p> <p>View/change company address</p>			

5 | Bank information

To add bank information, click **Start**. Provide the following information:

- Type of account (checking or saving)
- Account name
- Routing and account numbers

Bank information is added immediately, so you can begin submitting rosters once this step is complete.

If your company changes bank accounts, the update can be made quickly and easily online. Simply provide the following information:

- Type of account (checking or saving)
- Account name
- Routing and account numbers

Updates to banking information will take effect immediately, and any submitted or saved rosters will use the updated bank information.

Note: If you have multiple plan IDs, you must update each plan ID separately.

Link a Bank Account

CB&T SIMPLE IRA PLAN Plan ID: 987654321

Step 1 of 3: **Add Account**

Select an account type: Checking Savings

Enter your account information and click the checkbox below to review and submit it.

Registered account name

Routing number Account number

Finding the numbers: [View](#)

Change Bank Information

CB&T SIMPLE IRA PLAN Plan ID: 987654321 [HELP WITH THIS PAGE](#)

Step 1 of 3: **Change bank information**

Enter your bank information below, check the authorization box and click **NEXT**.

Select an account type: Checking Savings

Enter the name(s) on the account, the bank routing number and account number:

Name(s) on account

BANKBANK **

BANK

PLAINSCAPITAL BANK
 100 W CANO
 100 W CANO DALLAS TX, 78540

Routing number Account number

123456789 000000007654321

I agree that I have an electronic or hard-copy authorization from the bank account owner on file (in accordance with NACHA regulations) to link the preceding bank account to fund contributions to his or her American Funds employer-sponsored plan.

CANCEL
NEXT

Feedback

6 | Participant maintenance

Changing investment allocations

Click **Edit allocations** to update participant investment allocations. Allocations must be entered in whole percentages.

Note: If you have multiple plan IDs, you must update each plan ID separately.

Allocation changes are effective immediately and will be applied to rosters created *after* the updates are submitted. **Updates will not apply to saved or previously submitted rosters.**

Removing a participant

Click **Remove** next to any participant who should no longer appear on your roster. The participant's account will be unaffected by this change.

Note for 403(b) plans: To remove participants from a 403(b) plan, please call **(800) 421-4225, ext. 39**. 403(b) participants should *not* be removed online.

7 | Enroll a new participant

Although a participant account cannot be established solely through the Online Group Investments website, you can gain easy access to new account applications. Consult with your plan's financial professional for assistance with completing the appropriate application and returning it by fax or mail. The new account will be established within three business days after receipt. Once established, the participant will be added to the participant list.

Plan Details

Plan Information	Company Address	Bank Information	Participants																					
			<table border="1"> <thead> <tr> <th>Name</th> <th>SSN</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>ANDERSON, PETER</td> <td>****2441</td> <td>Edit allocations Remove</td> </tr> <tr> <td>JONES, JANE</td> <td>****8108</td> <td>Edit allocations Remove</td> </tr> <tr> <td>KNIGHT, JOHN</td> <td>****2442</td> <td>Edit allocations Remove</td> </tr> <tr> <td>SMITH, JOHN</td> <td>****2445</td> <td>Edit allocations Remove</td> </tr> <tr> <td>WILSON, BOB</td> <td>****2438</td> <td>Edit allocations Remove</td> </tr> <tr> <td>YAMAGUCHI, JOE</td> <td>****2440</td> <td>Edit allocations Remove</td> </tr> </tbody> </table>	Name	SSN	Action	ANDERSON, PETER	****2441	Edit allocations Remove	JONES, JANE	****8108	Edit allocations Remove	KNIGHT, JOHN	****2442	Edit allocations Remove	SMITH, JOHN	****2445	Edit allocations Remove	WILSON, BOB	****2438	Edit allocations Remove	YAMAGUCHI, JOE	****2440	Edit allocations Remove
Name	SSN	Action																						
ANDERSON, PETER	****2441	Edit allocations Remove																						
JONES, JANE	****8108	Edit allocations Remove																						
KNIGHT, JOHN	****2442	Edit allocations Remove																						
SMITH, JOHN	****2445	Edit allocations Remove																						
WILSON, BOB	****2438	Edit allocations Remove																						
YAMAGUCHI, JOE	****2440	Edit allocations Remove																						

Enroll a new participant

[HELP WITH THIS PAGE](#)

Click any of the links below to download a form or application.

You may also **contact us** to order any of the forms and applications.

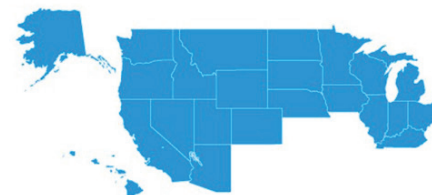
- [New Participant Enrollment for 403\(b\) Basic Individual \(PDF\)](#)
- [SEP IRA Employee Guide \(PDF\)](#)
- [SARSEP Retirement Plan Employee Guide \(PDF\)](#)
- [SIMPLE IRA Employee Guide \(PDF\)](#)
- [SIMPLE IRA Salary Deferral Election \(PDF\)](#)
- [Traditional/Roth IRA Application \(PDF\)](#)
- [Employer-Sponsored CollegeAmerica Account Application \(PDF\)](#)
- [IRA Payroll Deduction Election \(PDF\)](#)
- [Non-Retirement Account Payroll Deduction Election \(PDF\)](#)
- [Payroll Deduction Enrollment for Traditional/Roth IRAs \(PDF\)](#)
- [Payroll Deduction Enrollment for Non-Retirement Accounts \(PDF\)](#)

If Capital Bank & Trust is not the custodian of record for your plan, please **contact us**.

Note: You need Adobe® Reader® to view or print these documents. For best results, use Reader 7.0 or above. Download the latest version for free from [Adobe's website](#).

Indiana Service Center

For residents of: AK, AZ, CA, CO, HI, ID, IA, IL, IN, KY, MI, MN, MT, NE, ND, NV, OH, OR, SD, UT, WA, WI, WY and all locations outside the United States.



American Funds Service Company
P.O. Box 6007
Indianapolis, IN 46206-6007

Overnight mail address:

American Funds/CB&T
12711 N. Meridian St.
Camel, IN 46032-9181

Virginia Service Center

For residents of: AL, AR, CT, DC, DE, FL, GA, KS, LA, MA, MD, ME, MO, MS, NC, NH, NJ, NM, NY, OK, PA, RI, SC, TN, TX, VA, VT and WV.



American Funds Service Company
P.O. Box 2280
Norfolk, VA 23501-2280

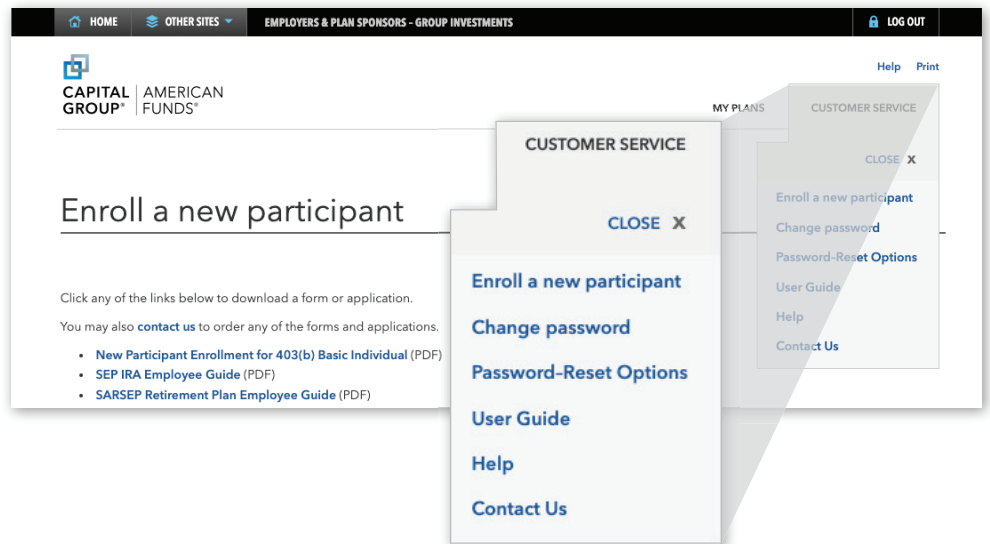
Overnight mail address:

American Funds/CB&T
5300 Robin Hood Rd.
Norfolk, VA 23513-2430

8 | Customer service

The **Customer Service** menu gives you access to several helpful resources:

- **Enroll a new participant.** Download an application to establish a new participant account.
- **Change password.** Change your login password.
- **Password-reset options.** Change your reset password questions or update your email address.
- **User guide.** Download a copy of the Online Group Investments website user guide.
- **Contact us.** Reach us by phone or mail.



9 | Frequently asked questions

Submitting a roster

Q: I reversed the employer contribution and salary deferral contributions for my participants. How do I fix this?

A: You are only able to modify a roster if it is in a work-in-progress status. If your roster has already been submitted, please call us for assistance.

Q: I did not indicate the correct contribution year for my SIMPLE (or SEP) IRA contribution. How do I fix this?

A: Specifying the employer and salary deferral contribution year is an optional feature used for recordkeeping purposes only. You are only able to modify a roster if it is in a work-in-progress status. If your roster has already been submitted, please call us for assistance.

Q: Why won't the system allow me to create a new roster?

A: If electronic payments are set up on your account, you may need to add your bank information before you are able to create a roster. See [Section 5](#).

Next, verify that you do not currently have a work-in-progress roster. If you do, you will need to either delete or submit this roster before you will be able to create a new roster. For information on how to delete or edit your work-in-progress roster, refer to [Section 1](#) of this guide.

Q: I need to make a contribution to a participant that I previously removed. How do I add them to my roster again?

A: If a participant was permanently removed from the plan through the **Plan details** page, you will be unable to add them back to the participant list through the website. Please call us for assistance.

If a participant was removed from the **Submit a Roster** page, click **ADD EXISTING PARTICIPANT** on the **Submit a Roster** page to return the participant to your roster list.

Q: Can I submit a payroll contribution in advance?

A: Yes. The website will allow you to submit a roster up to 90 days in advance by entering a future date in the **Trade Date** field. The roster will not process until the **Trade Date** has arrived.

Continued on the next page >

Uploading a roster

Q: I receive an error message when attempting to upload my roster using the default roster template. What should I do?

A: Verify the following:

- The name, SSN and contribution amounts are entered for each participant on the default roster template.
- The contribution type(s) on your spreadsheet correspond with the contribution type(s) associated with the plan ID.
- "0"s are entered for each contribution type that does not apply.
- The file is closed prior to uploading.
- The file is saved as a comma delimited (.csv) file. To save your file as a comma delimited (.csv) file, choose "Save As" and select "CSV (comma delimited) (*.csv)" as the file type.

If you are still unable to complete the upload, please call us for assistance.

Q: I receive an error message when attempting to upload my custom roster. What should I do?

A: Verify the following:

- The spreadsheet only contains information for participants who have a Capital Group account (see [Section 7](#) for more information on adding a new participant to the plan).
- Plan totals are not included on the spreadsheet.
- Import columns are mapped correctly.
- Contribution amounts are entered for each contribution type/participant.

Note: If no contribution should be made, enter "0".

If you are still unable to complete the upload, please call us for assistance.

Participant information

Q: I am trying to update a participant's allocations but do not see the fund that I need. Why is it not available?

A: The fund may already exist within the participant's account but may not be linked to all contribution types. Please call us for assistance.

Q: If I update a participant's investment allocations, will those changes apply to previously submitted rosters (including future-dated rosters)?

A: No. Changes cannot be made online to rosters that have already been submitted. If the updates should apply to a future-dated roster, please call us for assistance.

Q: If I remove a participant from the plan, will their account be closed?

A: No. Once a participant is removed, the participant's name, investment amounts and fund allocations will no longer display when you create a new roster. Removing a participant in this manner will have no effect on the participant's actual account.

Note for 403(b) plans: Do not remove participants from a 403(b) plan. Please call us for assistance.

Q: I have a participant with multiple 529 accounts for their children, but I'm unable to determine which account number corresponds to the beneficiary. How am I able to tell who the beneficiary is?

A: Please call us for assistance.

Email notifications

Q: Can I have more than one email address listed for roster submission notifications?

A: Yes, please call us for assistance.

Bank account information

Q: Can I set up more than one bank account for my plan?

A: At this time our system can only support one bank account per plan ID. If multiple bank accounts are being used, please call us for assistance.

Still need assistance? Contact us at (800) 421-4225, ext. 39.

All Capital Group trademarks mentioned are owned by The Capital Group Companies, Inc., an affiliated company or fund. All other company and product names mentioned are the property of their respective companies.

Capital Client Group, Inc.

This content, developed by Capital Group, home of American Funds, should not be used as a primary basis for investment decisions and is not intended to serve as impartial investment or fiduciary advice.

Lit. No. RPEGEBR-134-0323C CGD/10264-S93717 © 2023 Capital Group. All rights reserved.