



## A Bigger Team, More Resources

**Great news! Creative Plan Designs (CPD) will be joining forces with Benefit Plans Administrative Services (BPAS) on February 1, 2024.** This move will allow us to continue to provide clients with a high level of service and consulting expertise, and add the deep resources, technology, and range of solutions offered by BPAS.

BPAS, a subsidiary of Community Bank System, Inc., is a national provider of retirement plans, benefit plans, fund administration, and institutional trust services. Since 1973, BPAS has partnered with advisors and trust companies to service the full range of defined contribution, defined benefit, health and welfare, and IRA programs. With approximately 450 employees and 620,000 participants in its care, BPAS shares the CPD client service focus — evidenced by its national recognition in this year’s National Association of Plan Advisors (NAPA) Advisors’ Choice Awards.

Please be assured that **the administration and servicing of your account will continue to be handled by your current CPD team** — the same professionals and dedication to excellence you’re already comfortable with. The actual transition will require very little action on your part, just the standard annual steps you’re already doing. However, we realize this news represents a change. We are excited about this development and want to be fully transparent about the change and maintain your trust and confidence. We encourage you to take a moment to review the brief FAQ below and watch this [short video](#) to learn more about what you can expect with the transition to BPAS.

### Frequently Asked Questions About the CPD-BPAS Partnership

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| <b>1. What do we need to do?</b>                     | Simply stated, exactly what you’ve always done. You don’t need a new Service Agreement as BPAS will be assuming all current CPD agreements, including the same fee schedule. You’ll continue to work with your current plan consultant and the process for gathering information will be the same as it has always been. BPAS will simply perform the steps previously performed by CPD with no delays, no disruptions in service. It will be a very quick and easy transition for you and your employees.   |
| <b>2. Will the recordkeeping of our plan change?</b> | No. This is a transfer of TPA (third-party administrator) services only to BPAS. The recordkeeping, custodial and trading platform for your plan will stay the same. Please note: BPAS offers a wide range of plan options and services. Once the transition is complete, you’ll be hearing more about additional BPAS capabilities available to your plan.  |
| <b>3. Who is BPAS?</b>                               | BPAS is a national provider of retirement plans, benefit plans, fund administration, and institutional trust services – offering everything from TPA services, bundled daily valuation services, actuarial and pension services, and administration of other plan types. From its headquarters in Syracuse and Utica, BPAS supports 4,500 retirement plans, \$110 billion in trust assets, \$1.3 trillion in fund administration, and more than 620,000 plan participants. BPAS has 450 employees across 14 offices, with remote teams spanning the country. In this process, BPAS will not only work with you and your plan, but also collaborate with the advisor and recordkeeper who service your account. |

## Frequently Asked Questions About the CPD-BPAS Partnership (cont.)

<b>4. Why did CPD choose BPAS?</b>	There are many things we found attractive about BPAS. First, it is a major, national player, headquartered in New York. They are accountable to their clients and have received national recognition for high levels of service. Second, BPAS has a strong commitment to technology, an operational structure that simplifies life for clients, and flexible solutions that span the full range account types. Additionally, BPAS is a great cultural fit, both in terms of the philosophy of their people and a focus on client service and consulting.
<b>5. Will there be any changes to the fee arrangement?</b>	While there are a few differences in the approach to fee schedules and billing between BPAS and CPD, BPAS will continue to bill in the same way as CPD for the upcoming plan year. All plan fees will be the same. BPAS may look at potential changes to the timing of the bills in the future.
<b>6. Are the services and deliverables the same?</b>	The BPAS program will offer the same core services that you're used to receiving from CPD for compliance, Form 5500, audit support and general plan servicing. BPAS also offers a wide range of services for new comparability plans, cash balance plans, and other unique plan types along with options for clients with multiple types of plans, including Health Savings Accounts (HSAs) and much more. The main focus for the first four months of 2024 is to handle the normal calendar-year work and deadlines for your plan. After that, you'll be hearing more about additional BPAS capabilities available to your plan.
<b>7. What will happen next?</b>	Watch for an email from your current consultant on the year-end data needed to complete your annual administration. Our goal is to keep the process the same and create as little disruption as possible during the transition. BPAS will also be following up with you and arranging video calls to help manage the process and answer any questions you may have. We are excited about the opportunities this acquisition brings to CPD, our employees, and to you, our clients.

In everything we do at CPD, our goal is to provide the highest level of service to clients. We're confident you're going to love the changes coming your way.

We'll make sure the transition to BPAS will be smooth and easy. In the meantime, please reach out to Ron Stair at (516) 742-6123 or email [rstair@cpdltd.com](mailto:rstair@cpdltd.com) with any questions.

