SHARP Customer Service Center

- SHARP Messages -

SHARP Message #616

DATE:	4/18/05
AUTHOR:	Payroll
SUBJECT:	Participants in State of Kansas Deferred Compensation Plan

MESSAGE TEXT:

The State of Kansas Deferred Compensation Plan is administered by ING Financial Services. ING is dedicated to providing a quality service to the plan participants.

During the past year, one difficulty that ING has experienced has to do with employees who request a higher deferred compensation deduction from their paycheck that includes their longevity bonus, or their final paycheck when terminating or retiring. Since communication about the deduction amount is between ING and the employee, sometimes ING cannot determine the correct pay period for the change. In some instances the employee does not give them the appropriate pay period. And in other cases, changes occur that affect the payment, particularly when there is a retirement.

ING would like to ask for some assistance from agency personnel offices to make sure that deduction changes meet the expectation of the participants.
During the past few months, ING has been sending copies of the joinder cards to the agencies in hopes that agencies would contact ING if the changes didn't have the correct pay period for the longevity bonus or final paycheck. ING will be discontinuing this practice and, instead, will begin sending e-mails to the appropriate agency contact about these
sorts of changes. The e-mail will provide the employee name, part of the
social security number, amount of change, beginning effective date of the pay period, and date of paycheck. The e-mail will ask the agency to verify the information, and will provide the agency with the ING contact if a discrepancy is found. We are hopeful that with more communication between ING and agency personnel, we will be able to avoid the need for adjustments and ultimately provide employees with better service.

The Department of Administration will be providing ING with an agency e-mail contact listing. If you know of a specific staff member that should handle this kind of communication, or if you want to provide ING with a back-up staff member, you may provide that information to Cindy Delfelder at Cindy.Delfelder@us.ing.com.

Questions about this message can be directed to Accounts and Reports staff members Sunni Zentner, e-mail address Sunni.Zentner@da.state.ks.us, phone number (785) 296-7058, or Janice Wolfley, e-mail address Janice.Wolfley@da.state.ks.us, phone number (785) 296-3699.

Return to SHARP Message Page

Page last modified on: