



Your CliftonLarsonAllen LLP 401(k) Retirement Plan is transitioning to Empower Retirement

Frequently asked questions for family members

What do I need to know?

CLA is committed to providing you with access to quality tools and resources that will help you pursue your retirement goals and financial wellbeing. As part of that commitment, we routinely monitor and evaluate service providers to ensure we are partnered with a provider we believe best aligns with our objectives and service standards. After a thorough evaluation, we're pleased to announce that the CliftonLarsonAllen LLP 401(k) Retirement Plan will be moving from Milliman to Empower Retirement effective **July 1, 2021**.

Who is Empower?

Named the nation's second-largest retirement plan record keeper in the U.S.,¹ Empower Retirement is helping more than 12 million people save for retirement.² Empower defines success as helping participants like CLA family members work toward replacing — for life — the income they earned while working. Empower offers a suite of retirement services, innovative financial tools and multiple ways to access your account. Click [here](#) to learn more about Empower.

Do I need to do anything to transfer my account to Empower?

No. No action is required on your part to transfer your account from Milliman to Empower. Your CliftonLarsonAllen LLP 401(k) Retirement Plan account will automatically transfer and cannot be continued with Milliman. You can make investment changes

When will this transition start and end? Is there a time when I will not be able to transact in or access my account?

Transition Timeline	
June 23, 2021	Deadline to submit paperwork This is the last day to submit paperwork to Milliman, if desired, before blackout.
June 25, 2021 Before 3 p.m. CT	Last day to make changes with Milliman Last day to change your deferral percentage or investment selections on the Milliman site. Once your plan is live with Empower the week of July 11, 2021, you will regain full access to your account.
June 25, 2021 After 3 p.m. CT	Transition period begins You will have limited access to your account. This "blackout period" will give us time to transfer your plan's administrative records to Empower Retirement. During this blackout period, your investments will continue to gain and/or lose value depending on market conditions and risk exposure. Payroll deductions and any matching contributions will continue during the blackout period and will be reflected in your account when the blackout is complete.
Week of July 11, 2021	Transition period ends Once the blackout period has ended, you will have full access to your account online and by phone. You will also regain the ability to make changes to your investment holdings, designate and/or update your beneficiary, and more.

with Milliman until June 25, 2021, by going online at myclaretirement.com or by calling 866-767-1212.

Will I need to make new deferral elections?

No. Current deferral elections will carry over to Empower when the plan goes live. Going forward, you can make deferral changes quickly and easily with Empower.

Will my beneficiary information carry over to Empower?

Yes. If you have already elected a beneficiary, that information will be provided to Empower. As with deferral elections, after transition you will be able to designate and change beneficiaries with Empower.

Are the investment choices changing?

Where available, CLA has elected lower-cost options within the same fund to reduce or minimize expenses. A mutual fund may offer multiple share classes, each with different types of fees and total expenses. The T. Rowe Price Small-Cap Value and Invesco Small Cap Growth R5 funds will be transferred to the new fund in a less expensive share class.

What is a blackout period?

As a result of this transition, you will be temporarily unable to transfer or change investments in your account or obtain a loan, withdrawal or distribution. During this “blackout period,” your investments will continue to gain and/or lose value depending on market conditions and risk exposure. At this time, the Milliman website will also be unavailable for transactions.

What happens to payroll deductions of my contributions during the blackout period?

Payroll deductions will continue as usual during and after the blackout period, and they will be reflected in your account shortly after the blackout period ends.

What new online tools will be available?

The Empower online experience lets you:

- Easily see how saving more may affect your retirement outcome and make changes with a single click.
- Quickly view the percentage of income you’re projected to replace in retirement.
- Receive an estimate of what your healthcare costs may be in retirement, because healthcare budgeting plays a major part in retirement planning.
- See how your savings compare with those of other Empower participants in your age group and salary range.
- Access online education articles and calculators, in the My Financial Path section, to help you sharpen your focus on your financial well-being.

How will I access my CliftonLarsonAllen LLP 401(k) Retirement Plan account through Empower?

Once the plan is live, active family members can use single sign on (no need to remember a separate username and password) at myCLA.claconnect.com. No longer with CLA? Visit CLA401k.com. All family members can also reach Empower at **833-CLA-401K (833-252-4015)**. Retirement representatives are

available weekdays from 7 a.m. to 9 p.m. Central time (excluding most financial market holidays) and Saturdays from 8 a.m. to 4:30 p.m. Central time.

Is there an app (smart phone application) available?

Yes. Search “Empower Retirement” to find and download the free app for mobile devices or Apple Watch® available in the App Store® from Apple® for iOS® or on Google Play™ for Android™.

How can I learn more?

We encourage you to read the transition brochure available on the Transition Details tab at **CLA401k.com** for all the dates and details of the transition. In addition, watch your mailbox the week of July 11, 2021, for a postcard letting you know that the CliftonLarsonAllen LLP 401(k) Retirement Plan is live with Empower.

¹ Pensions & Investments 2020 Defined Contribution Survey Rankings based on number of participants as of April 2020.

² As of January 4, 2021.

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