

EAP Webinar – Q&A

What is GuideStone's website and call center information?

GuideStone's web address is www.guidestone.org and you can contact the call center at 1- 888 - 984 - 8433.

How many people can register for each organization? And how can I add another EAP administrator?

You can register as many EAP admins as you need for your organization. We do recommend at least two people have access. For example, when someone is on vacation, another person can take care of the billing or enrollments .

In EAP, go to the Administration tab, click on Employer Access Security. You can add a new user and set their level of access.

In the webinar on Tuesday, they mentioned that the Defined Contribution amounts

Do we need to make two separate payments each month?

Yes, each month you would make a payment for the defined benefit plan and one for the defined contribution plan.

Does setting up a payment frequency using a fixed day apply to both the defined benefit and contribution payments?

Yes, the payment frequency would apply to both plans.

When we convert to a Fixed Date payment, will the system automatically say that it is being paid for the pay period of the prior month?

Yes, the system will automatically insert the prior month's pay period.

My login does not work and I did not receive an email to get my ID. Is it best to call or email to get this fixed?

Please email converge@guidestone.org with your situation and someone will contact you to assist.

Our prior process was to have the employee fill in the Enrollment form and provide copies of everything and that was all sent to Converge. Are we to use the same documents, collect the same data but now I'm responsible for putting it all in the EAP?

That is correct, you would maintain copies in your employees' files and input the data directly into EAP.

Will the forms continue to say Converge Retirement Plan or will they change to say GuideStone?

Good question. The enrollment form and annuity request form will continue to state Converge Retirement Plan. In addition, the participant statement will be co - branded with GuideStone and Converge.

Other forms that are more generic in nature, that could apply to multiple plans, will only have GuideStone on them.