

## New Employee FAQs - About the IARC International Retirement Plan

The following FAQs will assist you, as a new employee, in your onboarding into the IARC International Retirement Plan. These questions pertain to account setup, available investments, education, and retirement planning tools.

### About the Platform Provider / Governance Structure

**Who is the IARC Retirement Plan provider?**

Zurich provides the International Pension Plan (IPP) platform for the investments offered by various fund managers, such as Blackrock, Fidelity, and Vanguard. Zurich is a major financial institution offering life assurance, investment and protection solutions throughout the world, with licensed offices in the United Arab Emirates, Hong Kong, Bahrain and the Isle of Man.

Zurich is part of the Zurich Insurance Group, which was founded in 1872. Zurich has been helping businesses provide international retirement benefits to their employees for over 30 years, in particular delivering solutions for employers with internationally mobile employees. Zurich has over 790 corporate savings plans, with more than 97,000 plan members in 192 countries and holds over USD 5 billion in funds under administration in group savings assets. You can learn more about the history of Zurich in the following link:  
<https://www.zurich.com/en/about-us/a-global-insurer/history-and-heritage>.

Zurich is committed to its long-term ambition to be one of the most responsible and impactful businesses in the world. Full details of their position on sustainability can be found at  
<https://www.zurich.com/sustainability>.

**Do the OECD and the U.S. Government recognize the IARC International Retirement Plan as a Broad Participation Retirement Fund for the purposes of the Common Reporting Standard (CRS) and Foreign Account Tax Compliance Act (FATCA)?**

Yes. The IARC International Retirement Plan meets the criteria, established by the Organization for Economic Co-operation and Development (OECD), for a Broad Participation Retirement Fund, and the IARC Retirement Plan is registered with the Guernsey Tax Authority under Section 154-A. The primary criteria for this recognition are: 1) the age requirement for a Participant to receive a penalty-free withdrawal and 2) the requirement that a Participant and his or her respective withdrawal amount is reported to a governmental tax authority that participates in the Automated Exchange of Information (AEOI).

The purpose of CRS and FATCA is to fight global terrorism and tax evasion. You can learn more about CRS by clicking on the following link to the OECD’s website:  
<https://www.oecd.org/tax/automatic-exchange/common-reporting-standard/>

**What role does AIARC play in overseeing and managing the retirement plan?**

Although Zurich provides the investment platform to Participants, the AIARC Board, who are primarily senior-level employees from Centers, oversees the Plan, and AIARC is the administrator of the Plan.

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Setting up Your Zurich International Online (ZIO) Account	
<b>What is ZIO?</b>	<p>ZIO stands for Zurich International Online, which is Zurich’s secure internet-based retirement system. You will use this system to manage your IARC Retirement Plan account.</p> <p>A few of the features of ZIO include the education hub; user-account information that can be viewed in 8 languages and several currencies; personal rate of return calculation at log-in; and user-defined account statements at any time for any period, etc.</p>
<b>When will I begin to set up my ZIO retirement account?</b>	<p><b>After your first retirement plan contribution</b> is made by your employer, Zurich will send you the account activation email to your work email address. The email will be from: <a href="mailto:corporate.pensions@zurich.com">corporate.pensions@zurich.com</a>, and the subject line of this email will be: “Confidential: Zurich International online (ZIO)”. This email will provide a temporary account username, website address and instructions on how to activate your Zurich (ZIO) account. To activate your account, you will need to enter personal information about yourself.</p>
<b>What if I do not receive an email from Zurich?</b>	<p>If you do not receive the account activation email from Zurich, please check your spam or junk inbox. If the email is not in your spam or junk inbox, please contact your Center’s <a href="#">AIARC Coordinator</a> by email or by phone at +01-703-548-4540.</p>
<b>Are there instructions that I can read or videos to watch to help me set up my ZIO account?</b>	<p>Yes, you can learn how to set up and access your account by viewing the following two videos <a href="#">Logging into ZIO</a> and <a href="#">Getting Started in ZIO</a> in the ZIO Member Plan Video website at <a href="https://www.zurichinternational.com/video-library/ziodemovideo">https://www.zurichinternational.com/video-library/ziodemovideo</a>.</p>
<b>How can I access my ZIO retirement plan account?</b>	<p>You can view and manage your retirement plan account information on the <b>Zurich International online (ZIO) website</b> at <a href="https://online.zurichinternationalsolutions.com/">https://online.zurichinternationalsolutions.com/</a> and on the <b>ZIO Members App</b>. The ZIO Members App is available for download from the <a href="#">Appstore</a> and <a href="#">Google Play</a>.</p>
<b>Is there a difference between the online functionality and the ZIO Members App?</b>	<p>The ZIO Members App has the same functionality as the online experience. You can view fund values, contributions, and withdrawals, and update your beneficiaries. Additionally, the ZIO Members App provides access to <b>Nudge</b>, a personal financial wellbeing tool, that has information about budgeting, saving, investing, cybersecurity, etc.</p>
<b>Why is it important to nominate beneficiaries for my retirement plan account?</b>	<p>It is very important that you nominate beneficiaries to your retirement account because, in the event of your death, this ensures that your money goes to those individuals who you want to receive it.</p> <p>When naming or updating a beneficiary, please make sure that the beneficiary’s phone number, address, and email are current so AIARC and Zurich can contact the beneficiary about the payment of your retirement account.</p> <p>To learn how to name a beneficiary, you can watch the ZIO instructional video, <a href="#">Getting Started in ZIO</a>, which starts from</p>

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	<p>two minutes and thirty-four seconds into the video. Once you have successfully named your beneficiaries, the “Update your Beneficiaries” button will turn to green on your ZIO homepage screen.</p>
<p><b>Where can I find information about the rules of the IARC Retirement Plan?</b></p>	<p>You will be able to find information in the <a href="#">IARC Retirement Plan Participant Guide</a> about eligibility, vesting, voluntary contributions, the default Target Retirement Fund investment, beneficiaries, withdrawal eligibility and Anti-Money Laundering (AML) requirements. This guide is available in your Zurich account and on the AIARC.org website.</p>
<p><b>Contributions and Investments</b></p>	
<p><b>Why does my first contribution go to a default fund? What is a Target Retirement Fund (TRF)?</b></p>	<p>A new Plan Participant often does not have the time or the knowledge to make investment selections at the onset of his or her employment. As such, it is a common (and recommended) industry practice to invest the first contribution into a target retirement fund (TRF), which is based on the Participant’s age, is invested in a diversified range of investment funds, and is automatically rebalanced to less risky investments as the Participant nears age 65. To learn about TRFs, please refer to the <a href="#">TRF website</a> and <a href="#">TRF Brochure</a>.</p>
<p><b>Can I change my investment from the default fund to another fund on the Zurich Platform after my first contribution?</b></p>	<p>Yes. Once your first retirement contribution has been made by your employer, you can change your investment selections and/or allocations at any time by logging into your ZIO retirement account. To learn how to switch your funds in your ZIO account, please refer to the <a href="#">ZIO Guide to Switching Investments</a> or view the instructional video “Changing Your Funds” on the ZIO Plan Member Video website at <a href="https://www.zurichinternational.com/video-library/ziodemovideo">https://www.zurichinternational.com/video-library/ziodemovideo</a>.</p>
<p><b>Are ESG Funds available to invest in?</b></p>	<p>Yes, the following Environmental, Social, and Governance (ESG) funds are available if you chose:</p> <ul style="list-style-type: none"> <li>• CT (Lux) Responsible Global Equity</li> <li>• Schroder ISF Global Climate Change Equity Fund</li> <li>• PIMCO Global Bond ESG Fund</li> <li>• Vanguard ESG Developed World All Cap Equity Index Fund</li> </ul>
<p><b>Where can I find information about the available investments, historical returns, and fees?</b></p>	<p>You can find the available investment funds and their respective fund factsheets that contain information about historical returns and fees at the <a href="#">Fund Center</a> on the ZIO platform. To learn how to search for funds, download fund factsheets, check fund prices, etc., refer to the website links for the <a href="#">Fund Center FAQs</a> and <a href="#">Fund Center User Guide</a>.</p> <p>You can also find information about the investment funds in the <a href="#">IARC Offshore Retirement Plan Investment Guide</a>, along with the <a href="#">Target Retirement Fund (TRF) Brochure</a>.</p>

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<p><b>Where can I learn about investing, find retirement planning tools, and get current market information?</b></p>	<p>You can learn about the basics of investing as well as get information on the current market environment in the Zurich Retirement Education Hub at <a href="https://www.zurichinternational.com/membersupport">https://www.zurichinternational.com/membersupport</a>.</p> <p>Additionally, you can find <b>retirement planning tools</b> in the Education hub, such as the <a href="#">savings calculator</a> that will assist you in determining how much money you will need to save for retirement, and the <a href="#">risk profiler-how to choose fund</a> that will ask you a series of questions to help you asses your comfort level with risk when selecting your investments.</p> <p>You can also access topics on the <b>Nudge App</b> through the ZIO Members App to learn about budgeting, saving, investing, cybersecurity, etc. For information on accessing the Nudge App, refer to the videos on how to – <a href="#">log in and set up your Nudge profile</a>, <a href="#">set up financial information</a>, and <a href="#">personalize feed and notifications based on financial interest</a>.</p>
<p><b>How can I review the performance of my investment funds?</b></p>	<p>You can review investment performance by accessing the <a href="#">Fund Center</a> on the ZIO platform. From the tab bar, click on the type of performance that you would like to review – cumulative &lt; 1 year, cumulative &gt; 1 year, discrete, or annualized.</p> <p>You can also use the rate-of-return calculator to calculate return for each investment held or for your overall account. This calculation can be generated in a summary or a detailed report for the time period selected and delivered directly to your ZIO inbox.</p> <p>To learn about the rate-of-return calculator, view the instructional video <a href="#">Retirement planning made easy</a> or refer to the <a href="#">Rate-of-Return-Calculator Guide</a>.</p>
<p><b>Withdrawals</b></p>	
<p><b>Can I remain in the Plan once I separate from the Center?</b></p>	<p>Yes, you can remain in the Plan. The only difference is that you will not be able to make contributions.</p>
<p><b>Why is age 55 the requirement for a penalty-free withdrawal? If I am under age 55, can I avoid the penalty by transferring directly to a new employer’s retirement account?</b></p>	<p>To be recognized as a Broad Participation Retirement Fund for CRS and FATCA purposes, the 33.33% penalty is assessed on withdrawals for Participants under age 55, unless the withdrawal is directly transferred to another retirement plan with similar age and penalty restrictions.</p>
<p><b>Why does Zurich have to perform Anti-Money Laundering procedures on withdrawals? What documents will I need to submit?</b></p>	<p>To comply with Anti-Money Laundering (AML) requirements imposed by governments around the world on financial institutions, you will be required to submit (1) a certified passport for <b>proof of identity</b> and (2) a certified lease agreement or a certified property tax bill with your name and address for <b>proof of residence</b>. Please note that a P.O. Box is not a physical address and will not be accepted.</p>