

All correspondence from the public is checked to the Deferred Vested Benefits film to make certain that the previous information sent to the participant is correct.

Mail out the same as with the Exceptions. Include with the letter any personal information the participant sent in with their request.

If the SSA-L99-C1 has not been provided, but the letter has the SSN, check the PDLCVSSN film for the participants' SSN. This will provide the DCN for the Deferred Vested Benefits film.

Review the letter and SSA-L99-C1 for errors and correct if necessary. Print two copies of each, one set for the participant, and one set for DES ERISA files.

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On the DES Shared drive, transcribe the information from the Deferred Vested Benefits film on a blank SSA-L99-C1, the same as with Exceptions.

On the DES Shared drive, select the appropriate Model letter (ML) that addresses the participants' concerns and the SSA-L99-C1

Review for errors and correct if necessary. Print a copy and mail to participant, the same as with Exceptions.

If the participant did not send the SSA-L99-C1 or include their SSN on the correspondence, return their letter with a form SSA-4482, Social Security Request for Information-ERISA. Check box 4 on the bottom of the SSA-4482, requesting that their letter be returned with the SSN.