

Transactional Paperwork Approvals

SUBMITTING REQUESTS

For most transactions you can submit a request to obtain a 'Certificate of Approval' on Omni's website at:

<https://www.omni403b.com/Forms.aspx>

Once the request has been reviewed and approved by Omni's Service Provider Team you will receive the Certificate via email to print out and include with your paperwork to send to your provider for processing.

Additional paperwork is required for the following transaction types:

Death Claims: an original death certificate must be mailed to the address above. We cannot accept faxes or scanned copies.

The Omni Group
Watertower Office Park
1099 Jay Street, Building F
Rochester, NY 14611
ATTN: Service Provider Department

Hardship: Supporting documentation is required, along with the provider's paperwork. A list of qualifying circumstances and acceptable supporting documentation can be found on our website at:

https://www.omni403b.com/forms_TransInstr.aspx. The documents can be either faxed, emailed or uploaded to Omni's website. The contact information is below.

Qualified Domestic Relations Order (QDRO): A copy of the signed QDRO is required for processing. We are unable to accept your service provider's paperwork. Additionally, OMNI will review any proposed/draft orders prior to submitting them to the court.

Supporting documentation can be submitted via:

FAX: 585-756-5557

EMAIL: serviceprovider@omni403b.com

UPLOAD ONLINE: <https://www.omni403b.com/Forms.aspx>

To check status on requests, please contact Omni's Customer Care Department at 877-544-6664. Our representatives are available Monday through Friday from 7:30am to 8pm eastern standard time. If you are checking to ensure a fax or email have been received, please allow twenty-four hours so that we can update our records.