

Instructions: This document should be completed when a Participant would like to redeem the full balance of the Account plus the dividend accrued. Submit this form through Connect, or fax or mail this form to the fax number or address at the bottom of the page.

PARTICIPANT INFORMATION: (All fields in this section must contain Participant information ONLY.)

Participant Name: _____ TIN : _____
(Name that appears on Pool records) (Taxpayer Identification Number)

EPIC Account Number: _____

Does this Account have a Trustee? **No** **Yes** (If yes, please have an authorized Contact from the Trustee sign below.)

TRANSACTION REQUEST:

FULL REDEMPTION WITH DIVIDEND (DO NOT CLOSE THE ACCOUNT¹)

EPIC Client Services Group will not close the Account listed above. The Account will remain open for future activity. EPIC Client Services Group will send the total remaining balance plus any accrued dividend in accordance with the banking instructions listed below.

EXISTING BANKING INSTRUCTIONS: (Please select the type of transaction and complete the detailed instructions below.) (* = Optional fields)

The ACH or wire instructions referenced below **must already exist with the Pool**. To set up new instructions, complete and submit either the Wire Setup or ACH Setup form.

Transaction Type: WIRE ACH Transfer to another EPIC Account: _____
(Please list the EPIC Account #)

ABA Routing Transit Number: _____ Bank Account Number: _____

*Additional Details: _____

Final Closeout Amount: _____
(Pool Use Only)

SIGNATURE: (Please have a Contact authorized per Pool records sign below.)

This section must be signed by either:

- a Contact who is currently authorized per Pool records to initiate transactions, OR
- an individual who is appointed to an authorized position. Please include documentation (board minutes, resolution, fiduciary agreement, officer's certificate, Schedule C, etc.) evidencing appointment of this person to the authorized position.

_____	_____	_____
Authorized Signature	Date	Phone #
_____	_____	_____
Print or Type Name of Authorized Signatory	Title/Position	Email Address

Any document containing sensitive information received by email will not be accepted. Please send by uploading through Connect, fax, or mail.

SEND VIA CONNECT: Log in to Account Access <i>Existing Connect</i> Click <input checked="" type="checkbox"/> Secure Contact <i>Users Only</i> Select file to upload - Send message	FAX TO: EPIC Client Services Group 1-888-535-0120	MAIL TO: EPIC Client Services Group P.O. Box 11813 Harrisburg, PA 17108
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POOL USE ONLY	
V2026.01	INITIALS
Processed	
Confirmed	

¹ When an Account is closed, the Account is placed into an inactive status. Accounts may also be placed into an Inactive status if there is no balance or transactions for 366 consecutive days. Inactive Accounts may be reactivated within 365 days of being placed into an Inactive status. Participants should verify Account information such as addresses, statement recipients, and authorized Contacts on file when reactivating any Accounts. If the Account is in Inactive status for 366 consecutive days, it may not be reactivated for any reason.