

Ohio Police & Fire and Alight Solutions

March 19, 2026

Pension Administration System Implementation Update



alight

Alight is a leading **technology-enabled, services company.**

What we do requires a **personal, human touch**

Our **integrated, high tech & high touch platform** is a strong differentiator

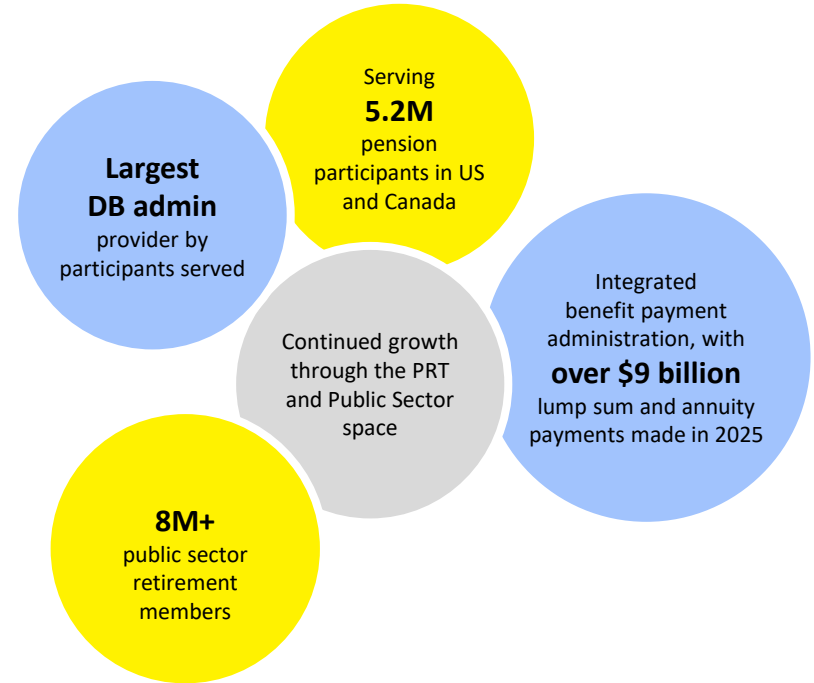
We're focusing on our core — **Benefits and Wellbeing**

We help **37 million** people to be healthy and become financially secure

Pension Administration - What makes Alight different?

Experience matters

- Alight is **100% fully committed to pension administration** (for over 50 years), with a singular focus—*no distractions from investment services*
- Our **commitment to innovation** is demonstrated through tools like the Retirement Hub, Retirement Tracker and online appointment scheduling
- We continue to **invest in cutting-edge capabilities**, including AI, cybersecurity, fraud prevention, digital tools and financial wellbeing solutions
- This unwavering focus ensures we **deliver consistent, high-quality service** tailored to evolving client needs



New Employer Portal: Enhanced Experience for Employers

1. Increased automation for data submission
2. 100+ new real-time data validations
3. System generated payment invoices
4. Guides and support tools



New Employer Portal Overview

Overview

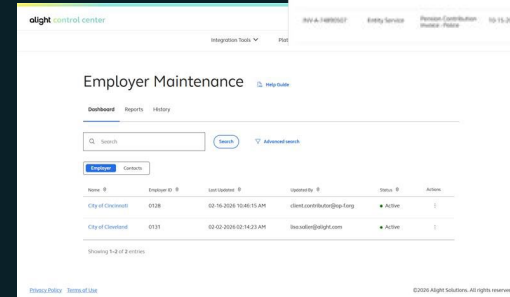
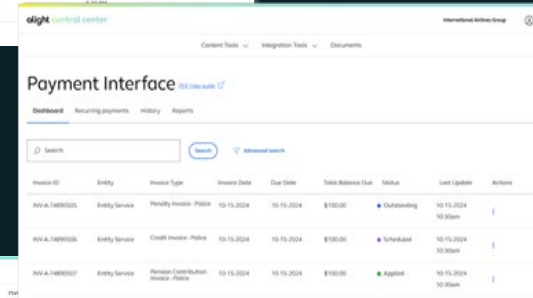
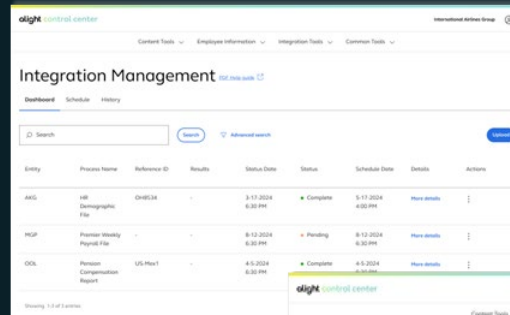
The new Employer Portal will be where employers can upload work history and new member data, submit required documentation through document upload, and make payments to the plan. Task lists and user guides will help prioritize and execute required tasks. Support will be a click or a call away and it includes job aids for each tool, web chat, help tickets, and the OP&F Service Center.

Key Tools

- Employer Maintenance
- Integration Management
- Payment Interface
- Customer Support
- Document Maintenance
- Universal Task List

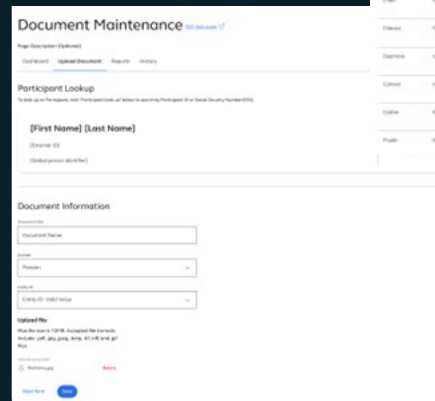
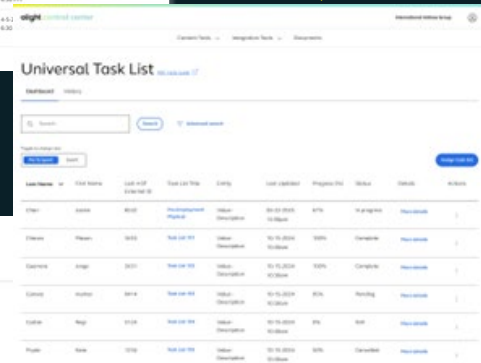
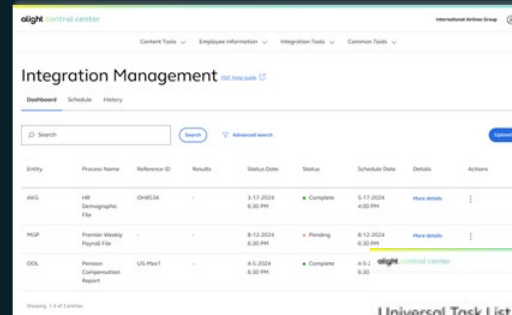
Work History and Payment Flow:

- 1. Integration Management:** Enter your data via file upload or direct entry, then validate and get immediate feedback.
- 2. Payment Interface:** Submitting your data automatically triggers the creation of invoices for member contributions, employer contributions, etc.
- 3. Employer Maintenance:** Maintain your financial accounts, then use them when choosing the date for your payment or set up a recurring payment.



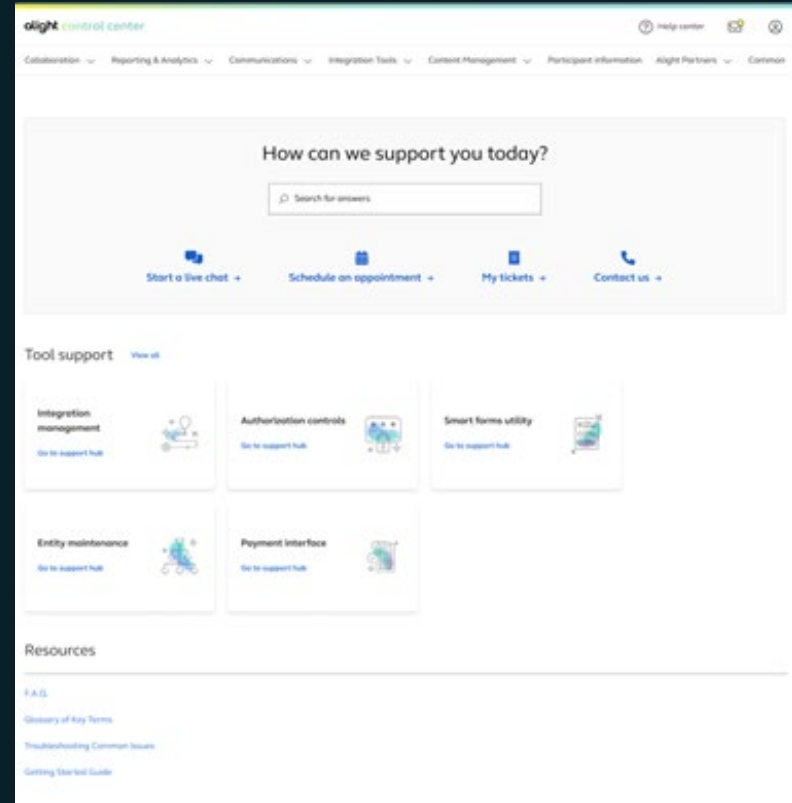
Member Enrollment Flow:

- 1. Integration Management:** Provide data for your new members electronically on the portal rather than on a paper New Member Information Form.
- 2. Universal Task List:** Adding a new member will trigger tasks on the task list to submit required documentation.
- 3. Document Maintenance:** Upload documents using the Document Upload tool. Once confirmed, they will fall off your task list.



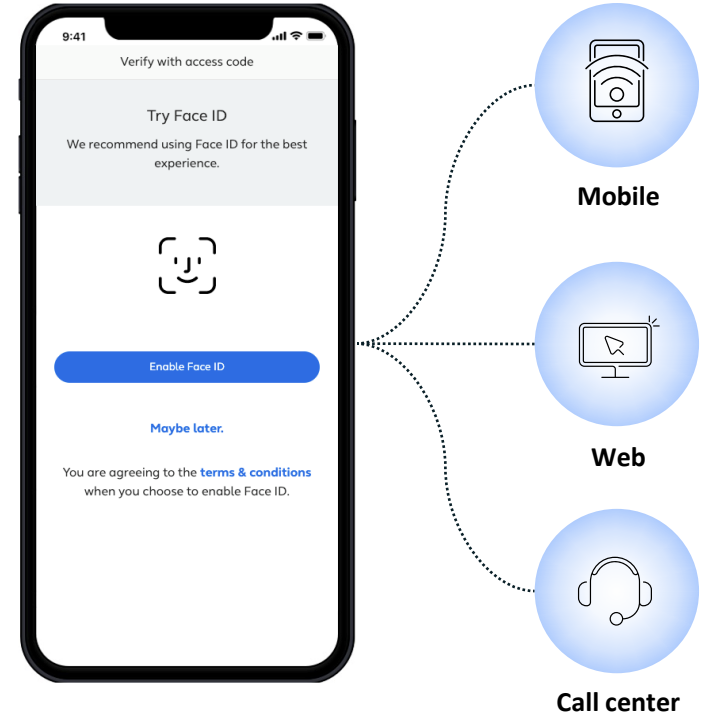
Employer Portal Ways to Get Support

- Job Guides
- Live web chat
- Start a ticket
- Schedule an appointment
- OP&F Customer Service Center



Modern and secure web architecture

1. Employer Portal: Secure unique credentials for each user, with multi-factor authentication utilizing PingID.
2. Primary contact can set up access for their team
3. Member Portal: Financial industry standard security including PINs, One-time passcodes, two-factor authentication
4. Continual monitoring and updates to meet the latest challenges and industry best practices



Employer Portal – What’s Changing?

You will still maintain member data and work history reports; however, after the new system launches in Fall 2026, you will use the new Employer Portal to complete nearly all processes. You will see changes to:

- **Logging in:** You will have your own login credentials. For security, after a period of inactivity, users will automatically be logged off.
- **Member enrollment:** Required documentation and forms will be submitted to the Employer Portal electronically.
- **Work history reports:** A new layout for work history reports, including additional fields for easier validation of information, will be implemented. You will receive real-time feedback when corrections or additions are needed.
- **Invoicing:** Many forms will no longer be required as you can manage remittance and bank accounts using the portal’s tools.
- **Employer communications:** You will have a secure mailbox for ongoing communications.
- **Support:** You can initiate a web chat, schedule an appointment, or submit help tickets.



There’s more to know!

Read Frequently Asked Questions for Employers for more details about these updates, what you can expect, and how to get ready for this transition.

Here to help

In the coming months, we will train and support you in a variety of ways to ensure that you are prepared to use the new system when it launches Fall 2026.

Training

- In-person
- Email invitation arriving late summer
- Attendance strongly encouraged
- Sessions will be recorded

Microsite

- Dedicated to employers' needs
- Online library of support

Support materials

- Job aids
- FAQs and talking points
- Readiness toolkit

Things you can do to prepare

There are several things you can do to prepare for the transition to the new pension system.

1. Share this update (and the new file specifications, if needed) with your **Payroll/HR/IT teams. If working with a payroll service provider, determine what communication should be forwarded to them.**
2. Confirm which submission approach you plan to use (**manual upload, direct portal entry, or SFTP**)
3. Begin identifying any **system or process updates** needed to support the updated file structure and validations
4. If working with a payroll service provider, forward the new file specifications and determine what communication should be forwarded to them.
5. Identify colleagues who may also need access to the Employer Portal and determine appropriate user roles.
6. Plan to attend in-person training sessions and, as you receive them, set aside time to review job aids, FAQs, and other materials provided ahead of the launch.
7. Create a checklist of key tasks and deadlines to stay organized and proactive.

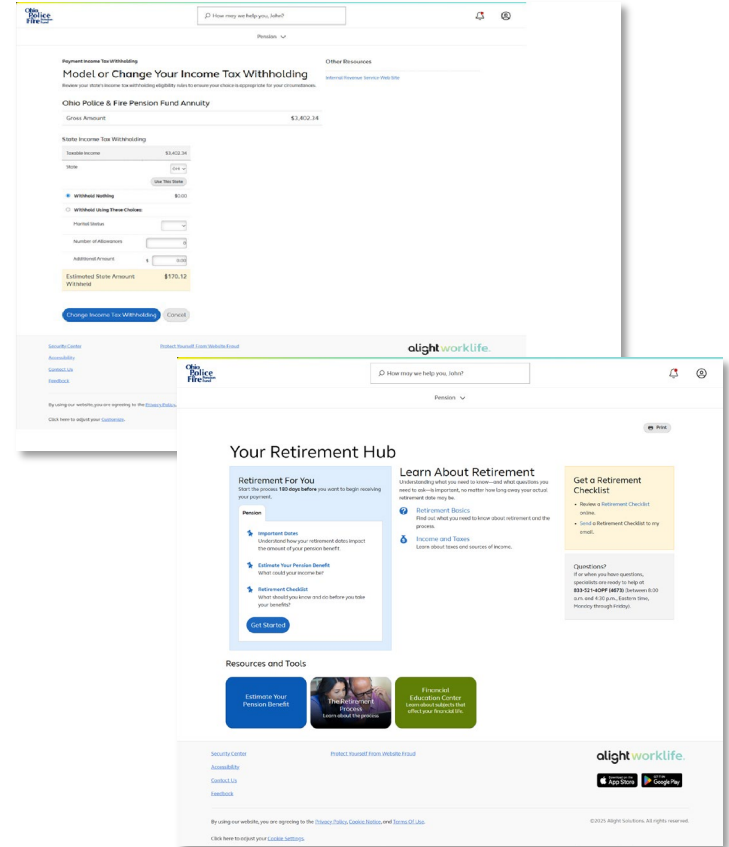
Enhanced experience for Members

1. Increased automation
2. New self-service options
3. More options to get support
4. Modernized architecture with enhanced security features
5. Automation frees up staff to provide more one-on-one attention where it counts the most



Increased automation

1. Online retirement flow and increased calculation automation will speed up the retirement process
2. Retirees can easily update direct deposit and tax withholding online, and model the impact of tax withholding election changes on their monthly benefit
3. Paperless health stipend enrollment and the ability to see the status of low-income stipend applications online



New self-service and support options

1. Apply for DROP online
2. Status tracker for real-time updates on the status of your retirement application
3. Estimate the cost of service credit purchases for leaves of absence, layoff, and service restoration and start the purchase process
4. New options for customer care support: web chat, online help requests, and appointment scheduler

Purchase of Refunded OP&F Service

Start here for information on how to purchase prior OP&F service

[How to Start the Process](#) [Ways to Fund the Service Purchase Credit](#)

[Get a Service Credit Purchase Estimate](#)

Estimate the cost to reinstate Service Credit, earnings and Member Contributions from the former membership period.

[Request a Service Credit Purchase Cost Estimate Kit](#)

Request a "SCP Cost Estimate Kit- Restored OP&F Service" if the information we currently have on file is not accurate.

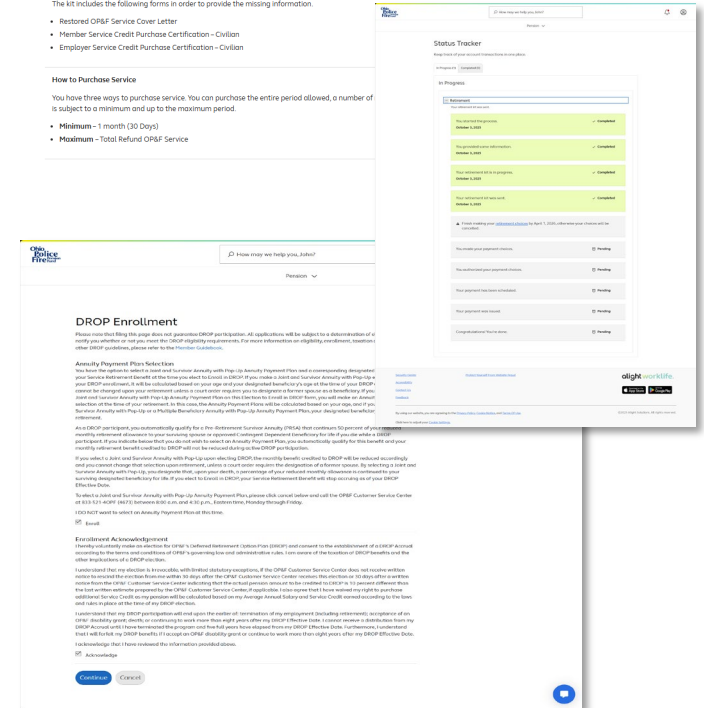
The kit includes the following forms in order to provide the missing information.

- Restored OP&F Service Cover Letter
- Member Service Credit Purchase Certification - Civilian
- Employer Service Credit Purchase Certification - Civilian

How to Purchase Service

You have three ways to purchase service. You can purchase the entire period allowed, a number of days subject to a minimum and up to the maximum period.

- **Minimum** - 1 month (30 Days)
- **Maximum** - Total Refund OP&F Service



Ensuring a successful transition



At transition date and in the months following, we'll be focusing on a few key areas:

1. Ensuring employers are able to access the system to submit their work history data and make payments
2. Assisting members with access the new system and navigate new technology
3. Caring for members and employers who are in-process with life events like retirement when the cutover occurs –
“Events in Transition”

We encourage OP&F employers to champion the new technology enhancements. Thank you in advance for your advocacy and involvement to ensure a successful rollout of the new system!

Wrap-up & questions

