

# FREQUENTLY ASKED QUESTIONS

## **GENERAL**

Why is my temporary password not working?

Temporary passwords are case sensitive. If you “copy and paste” the password from the pdf of the statement, be sure that you did not accidentally copy a space in front of the password.

What does “Pending Completion” mean?

We have account changes that have not been completed. We have been on hold for many requested Account Changes and therefore, they are not reflected on the statement.

## **IRA Accounts**

Where are my policy IDs?

You exchanged your fractional policy positions for units in the IRA Partnership.

Why do I have a NIRAN note when I elected Option 1, Continuing Holder Election?

Per the Plan of Reorganization, electing Option 1 for an old IRA Note is an election to receive a New IRA Note (NIRAN). Please visit [www.lpi-pht.com](http://www.lpi-pht.com) for more information on this option.

How is my interest accrued?

The accrued interest is reported as of the date on your statement and is accrued at a rate of 3% annually.

Will any information be reported to my IRA custodian?

Your custodian will receive a report detailing the information pertaining to your IRA Account.

How do I complete an RMD?

You will need to contact your IRA custodian. Your custodian will send the RMD information to Magna Servicing when it makes the distribution.

## **Cash Accounts**

When I calculate my projected payout, it is much higher than you reported, why?

The projected payout calculation is: Face Amount multiplied by Percent Owned (%).

Why is my percent owned lower than my original percentage when I invested in the policy?

Per the Plan of Reorganization, 5% has been contributed to the Position Holder Trust in exchange for PHT units.

Why is there a negative balance in my escrow?

Premium payments to the insurance carrier were paid and it is possible that you were not billed or you were under billed for the annual amount due.

How do I reconcile the negative escrow balance?

It will be reflected on the next annual invoice to be billed for that specific policy.

## **Email and News Letter**

I am not receiving my News Letters or any Emails. Where are they?

Check your Junk or Spam folder. Each Email hosting service (e.g. Gmail, Yahoo, etc.) use different filtering techniques in the attempt to keep you from being bothered by spam. So, if you think that you are not getting the communications that you should, look in that Junk or Spam folder. If you want to stop this from happening, add [NoReply@magnaservicing.com](mailto:NoReply@magnaservicing.com) to the saved senders list of your Email account.