

# Frequently Asked Questions about New Options for GET Customers

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## GENERAL QUESTIONS

### Why is it taking so long to get through to Customer Service?

Because Senate Bill 6087 provides potential benefits to over 60,000 GET customers, we are experiencing an extraordinarily high volume of calls and emails. We are working hard to respond in a timely manner to every inquiry in the order received, so we appreciate your patience. Remember that the DreamAhead incentivized rollover option is available through September 12, 2018, and that you do not need to do anything if you want to keep your GET account. If your request is not urgent, you may want to try calling or emailing us in a couple of weeks, once the rush slows down.

### Why did the Legislature pass Senate Bill 6087?

In recent years, several events took place that affected the GET Program, including tuition reductions at our state's universities. In response, the Legislature and the GET Committee [have taken several steps](#) to ensure current GET customers and future GET customers continue to see value in the program for years to come. One result of lower tuition in our state and improvement in financial markets in recent years is that GET's funded status (measured at June 30, 2017) is over 130%. In response, some

Legislators expressed interest in providing additional benefits to GET customers who purchased units before the state tuition reductions went into effect. There was also interest in providing GET customers who are more comfortable with a 529 plan based on investment portfolios with an incentive to move into an alternative savings option – the DreamAhead College Investment Plan. After going through the Legislative process, the result was a bill offering additional benefits to GET customers whether they keep their funds in GET or roll them over into the new DreamAhead plan.

### Why did the state start the DreamAhead College Investment Plan?

In 2015, the Legislature passed the College Affordability Program (Senate Bill 5954) which lowered tuition in our state. In that bill, the Legislature also directed the GET Committee to explore the feasibility of offering a different type of 529 plan, called a 529 college savings plan, as an additional option for Washington residents. The GET Committee determined there was a market for a 529 college savings plan in Washington and that it would be a good complement to GET. Since then, the Washington Student Achievement Council, with the GET Committee's direction, developed the [DreamAhead College Investment Plan](#) as an additional savings option for Washington families.

### Is DreamAhead going to replace GET?

No, DreamAhead is an additional savings option for Washington families that is intended to provide more choices and to complement GET. Families can choose to participate in either GET or DreamAhead, or open accounts with both plans. Making a choice between GET and DreamAhead comes down to your savings goals, your risk tolerance, and many other individual circumstances.

### Which of the new options is the best deal for me?

Every GET account and individual situation and risk tolerance is unique, so we cannot advise you on the best option for you, your student, and your money. We strongly recommend that you consult with a financial, tax, or legal advisor regarding your individual situation. While we cannot provide you advice, we do invite you to consider the following:

**GET and DreamAhead are very different 529 plans.** DreamAhead is an investment-based 529 plan that offers a variety of portfolios ranging from conservative options that invest heavily in bonds to aggressive options that invest heavily in stocks. DreamAhead does not offer a state guarantee and account owners assume all investment risks. GET provides a guaranteed benefit that 100 units will equal one year of resident, undergraduate tuition and state-mandated fees at Washington's highest-priced public university when student uses their benefits in the future. As you can see these are two very different types of plans that appeal to different types of savers.

**Each of these new options may offer additional benefits, but these benefits are different depending on the choice you make.** You will want to consider which of the immediate financial benefits of each option is most appealing to you. Rolling over to DreamAhead offers a higher payout value today in trade for foregoing the GET guarantee. Choosing to stay in GET may allow you to receive additional units in your account that can help pay for more college expenses in the future.

**Consider when you plan to use your funds.** GET customers may also want to consider the age of their students, and when they plan to use their funds to pay for college expenses.

### [GET TO DREAMAHEAD ROLLOVERS](#)

[If I am interested in rolling over to DreamAhead, what else should I know about the process?](#)

- Only individual account owners will be able to use the online rollover process. Trust accounts and accounts owned by organizations or other "non-person" entities will need to complete the rollover process by paper form (as described above).
- As you go through the online rollover process, you will encounter a screen on DreamAhead's site that shows an estimate of the value of your GET account that you are rolling over. This estimate is based on the value of your account at the standard GET payout value of \$103.86. This is because the rollover system will continue to be offered after the 90-day window expires, and will be based on the traditional GET payout model. Rest assured that if you are starting your rollover between June 15 and September 12, 2018, and your units are eligible (purchased before July 1, 2015), your GET units will be rolling over at the \$143 rate.
- We are currently experiencing a high volume of rollover requests and because every customer's account is unique, we must review each request and the status of each account carefully before processing the transaction. It may take up to six weeks for us to process your request. We appreciate your patience as we work to process rollovers quickly and accurately.

[I am interested in the DreamAhead incentive but I am worried. Will I lose all of my money if I move it into the stock market?](#)

DreamAhead does work differently than GET. GET guarantees that the tuition units you buy will cover a certain amount of tuition in the future. DreamAhead is more like a 401k retirement plan, where your investment returns are based on financial market performance. While 529 savings plans like DreamAhead can involve more investment risk than prepaid tuition programs, there are multiple options available with varying degrees of risk. For example, DreamAhead features options that range from mostly stocks, to options that are primarily invested in bonds, and a cash preservation portfolio. We cannot provide you with financial advice and strongly suggest you consult a financial advisor as you navigate your new options.

## What if I want to roll over to DreamAhead to get the incentive, but still pay for tuition in the fall?

Keep in mind that due to the high volume of requests, it may take up to six weeks for us to process your request. This means that we cannot guarantee that your funds will be available in time to pay for your fall tuition if you choose to roll them over to DreamAhead. Keep in mind that you can pay tuition and other expenses out of pocket and request reimbursement for those expenses from a 529 plan account within the same calendar year.

## I read that the Committee can reset the GET to DreamAhead rollover value up to three times...

- **Under what conditions can the Committee reset the Unit Cash Value Price?**  
The Committee was given the authority to reset the unit cash value in order to manage portfolio risk in the event of a significant change in investment markets. Much of the GET fund has been temporarily moved to into a cash position to fund GET to DreamAhead rollovers and to minimize market risk during the 90-day window. The Committee indicated that it would not consider resetting the unit value unless there were very substantial changes in financial markets.
- **Can they increase the value or just decrease the Unit Cash Value Price?**  
Technically, the Committee has the discretion to decrease or increase the value, but would only consider either option if financial markets dramatically changed.
- **How would I be notified if there is an increase or decrease in the Unit Cash Value Price?**  
We would send notification by email, post information to our website, and possibly send a mailed communication to notify customer of any change in the unit cash value price. We would ensure that anyone who wants to submit a new rollover request has the opportunity to know about any change before they make the request.
- **Once the rollover has been initiated (but not completed), can the value be increased or decreased?**  
Assuming your units qualify for the Unit Cash Value Price (units purchased before July 1, 2015 and rebased units), you will receive the Unit Cash Value Price in effect when you submitted your request, even if we were not able to finish processing your request until after a new value took effect.

## What is the purpose of offering an incentive to roll over to DreamAhead?

The Senate Bill 6087 sponsors wanted to offer additional college savings choices for GET customers and to provide a jumpstart to the new DreamAhead College Investment Plan. In trade for giving up the GET guarantee, customers can get a higher payout value today by moving their funds to DreamAhead. Keep in mind that DreamAhead is not replacing GET and that the bill includes benefits for customers who choose to stay in GET.

## GET UNIT ADJUSTMENTS

### If I want to stay in GET, when will I know how many more units I will receive?

We cannot start the process of adjusting GET accounts until after September 12, when the 90-day GET to DreamAhead rollover window closes. Remember that we will be making two adjustments to GET accounts. The first adjustment applies only to accounts with average unit purchase prices is higher than \$117.82. See the information under "Phase 2" above for details on how this calculation will work. The second adjustment applies to all accounts with units purchased before July 1, 2015. We will make this adjustment only if GET's funded status is above 125% when we measure it after making the first set of account adjustments is complete. This may not happen until later in the fall. As soon as we have more information on the two adjustments, we will send out additional updates and post more information to this page.