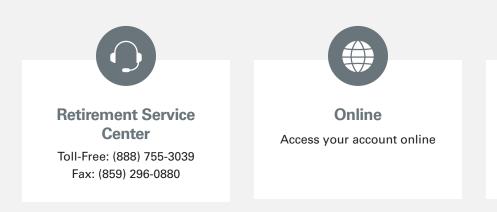# Retirement Service Guide

OUR REPRESENTATIVES ARE HERE TO HELP!

Our Retirement Service Representatives are available to assist you with any questions or concerns about your retirement account.

Retirement Service Center

Toll-Free: (888) 755-3039
Fax: (859) 296-0880

Online

Access your account online

Text Features

Using the mobile phone number on your account, simply text: **(859) 800-3347**

See more details about each option on the next page.

Retirement Service Center

Representatives are available Monday through Friday from 8am–8pm Eastern Time (ET) for questions regarding your individual account.

Online

To access the web:

- Click on "Account Access"
- Select "Plan Participant"
- Enter your username and password
- Setup authentication code to access your account
- Submit security code to access your account

Note: For first time users, your user ID is your Social Security Number and your password is the last four digits of your Social Security Number. After logging in you will be prompted to change both your user ID and password to an alphanumeric combination of at least eight (8) characters and to answer four alternate verification questions.

Refer to the online help menu or contact our Retirement Service Center for assistance.

Text Features

Using the mobile phone number on your account, simply text: **(859) 800-3347** with one of the following commands:

- Text **BAL** to check your retirement account balance
- Text **LOAN** to access information about outstanding loans
- Text **ABOUT** for our customer service number and mailing address
- Text **COM** to receive a communication with your account texting options

Questions?

The Retirement Service team is pleased to assist you with questions regarding texting services or your account related information. They can be reached at (888) 755-3039.