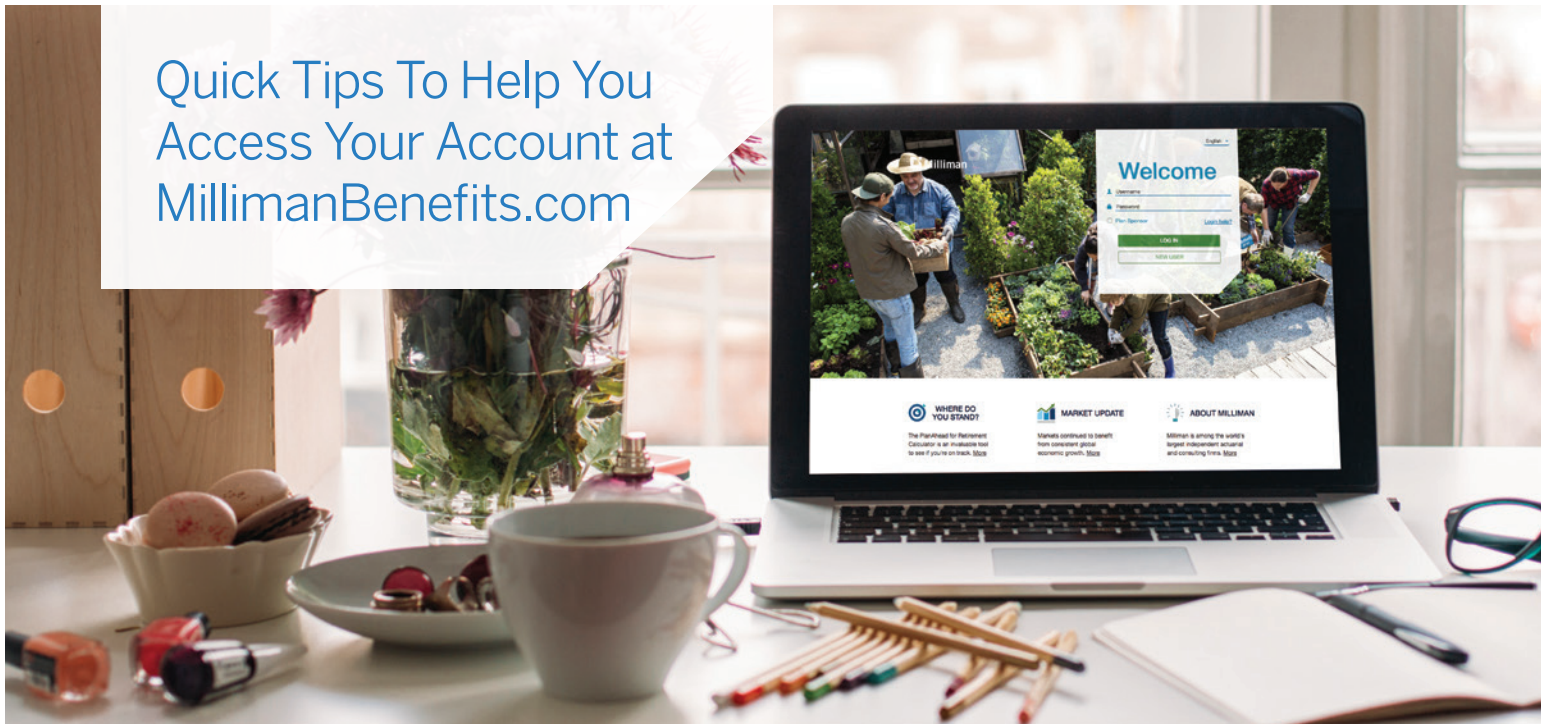


Quick Tips To Help You Access Your Account at [MillimanBenefits.com](https://www.millimanbenefits.com)



The login process at **MillimanBenefits.com** is designed to protect access to your retirement account information. The steps you will take to log on depend upon whether you are a new user or have already visited the website. To get started, go to **MillimanBenefits.com**. You can access the website in either English or Spanish.

IF YOU HAVE NEVER LOGGED ON, COMPLETE THE [REGISTRATION PROCESS](#)

- Click “NEW USER” and follow the prompts to begin the registration process.
- Initially, you will enter your email address in order to receive a verification code. Then, you will enter the code to continue.
- Using the criteria provided on the website (and in A3 on page 2), create a:
 - Username
 - Password
- Select and answer four security questions. See A5 on page 2 for tips on setting up your answers.
- Provide your contact information.
- After completing your registration, the Confirmation Page will appear. From here, click on “Site” to return to the Login Page where you will enter your new Username and Password. Your email address will help you monitor and access your account in the future.

IF YOU HAVE LOGGED ON PREVIOUSLY, COMPLETE THE [LOGIN PROCESS](#)

- Enter your Username and Password.
- Click “LOG IN” and follow the prompts.
- For security purposes, you may be asked to provide your contact information or update your Username, Password and security questions. This part of the Login Process may not be applicable for every login. Ultimately, you will be directed to your account information if your information is accepted.

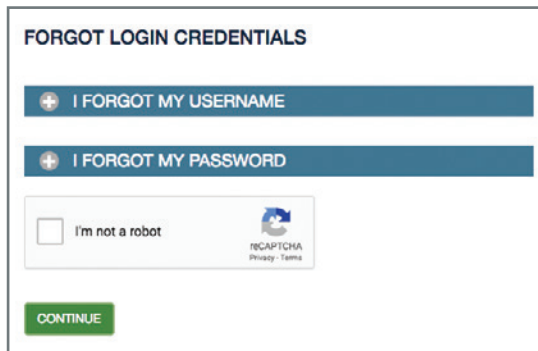
IF YOU FORGET YOUR LOGIN CREDENTIALS (USERNAME OR PASSWORD), [HELP IS AVAILABLE](#)

- Click “Login help?” for assistance.
- Follow the prompts to receive a Username Reminder or Temporary Password. This information will be sent to you via email or cell phone if you have provided an email address or cell phone number. If not, this information will be mailed to you.

Frequently Asked Questions

Q1. I can't log on because I can't remember my Username or Password. How can I get help?

A1. Click "Login help?" from the Login Screen to get help retrieving your Username or Password. The website will send the requested information by email, text or mail, depending upon what contact data is on file for you.



Q2. I know my Username (formerly called a Login ID) and Password, but they are not working. Why am I unable to log in?

A2. To enhance website security, Milliman implemented login changes at **MillimanBenefits.com**. If your former Login ID and Password do not meet the new criteria, the website will prompt you on the steps to update access to your account. If you are trying to log on using the default login credentials prior to the enhancements (Login ID: Social Security number and Password: MMY – month and year of birth), you will be guided through the new registration process to access your account.

Your account security at **MillimanBenefits.com** is important. If you have not already done so, take time to secure your account by logging on and setting up or updating your Username, Password and security questions. The website will walk you through the process. Click on "Login help?" for assistance.



Q3. How do I set up a new Username and Password?

A3. Your new Username and Password:

- Should be 8-40 characters long
- Can contain any of these nine special characters ! @ # \$ * () []
- May contain letters and numbers. The Password MUST include at least one letter and one number.
- Are case-sensitive
- Cannot be the same
- Cannot include your Social Security number or date of birth
- Cannot be your email address

Q4. Why do I have to provide my email address and cell phone number when I register my account?

A4. By providing this information, you give Milliman a way to contact you to verify that you are accessing your account and conducting transactions.

Q5. I am having trouble setting up answers to my security questions. I chose the security question, "What is your favorite food?" and my answer was "pizza". The system is not accepting my answer. Why?

A5. We all know that everyone loves pizza. However, when responding to a website security question such as, "What is your favorite food?" avoid the obvious answer like pizza or hamburger. 1loVePi22A might be a better choice. Whatever your answer, make sure it's one that only you know and someone else might not guess. And make sure it meets the criteria for selecting your four security questions and answers:

- The same question (and answer) may not be used more than one time.
- Answers, which may include upper and/or lower case letters or numbers, are case-sensitive.
- Symbols may not be used in your answers.
- Answers must be 6-40 characters long.