

# Managing Your Account

## Co-op 401(k) Plan



### Manage your Co-op 401(k) Plan retirement account in several ways!



#### MillimanBenefits.com

##### New Users

All new users to **MillimanBenefits.com** can simply click on New User to register. During the registration process, the new participant will be required to provide five pieces of data:

- Social Security number (SSN)
- Date of birth
- Last name
- Numerical portion of home address or P.O. Box
- ZIP code

##### Current Users

All current users of MillimanBenefits.com will need to add an email address and phone number to their account if they haven't done so already. Current users will also have to choose 4 new security questions. They may also be asked to update their Username and Password if their current credentials do not meet the new requirements.



#### Benefits Service Center

Users can call **888-708-6988**, Monday - Friday, 7am - 7pm CST.

To speak to a representative, users will be asked to provide their Social Security number (SSN) and PIN number. The default PIN number is their birthdate (MMYY). For security purposes, this temporary PIN expires 30 days after the first deposit is made to an account. They may request a new PIN by calling 888-708-6988.

If participants have an email address and/or phone number listed on their account, new PINs can be delivered via text or email. PINs may also be mailed to the home address on record.

Once verified, a representative can help answer questions about their account, or help make changes to the account.

Unverified callers (those without PINs) can be provided general plan information but nothing specific to a participant's account, including financial transactions. Participants will be asked to confirm at least four pieces of information specific to their account prior to being provided any general information. Once confirmed, the participant can enroll in the plan, or change their deferral limit.

The representative will also guide the participant through the process of establishing a temporary PIN that can be mailed, text or emailed to the participant.