

Participant Website Instructions

Welcome to your new Retirement Plan Website, www.planlogin.com! Below are some Frequently Asked Questions to help get you started.

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How do I log in?

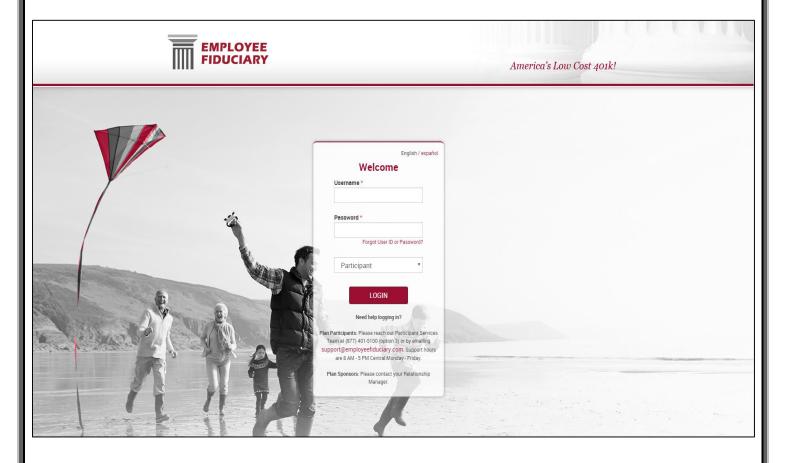
You can log into your retirement plan website by connecting to www.planlogin.com. Once logged in, you can view current account information, initiate transfers, designate new investment elections and update personal information.

To log in, you will need to enter the following information:

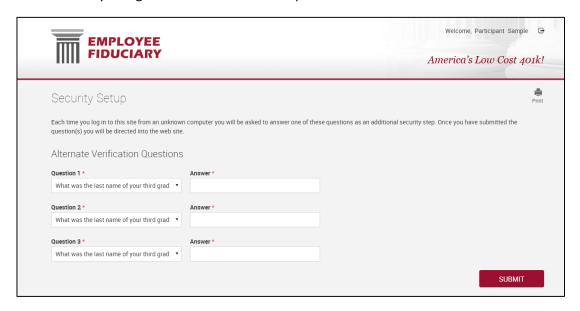
Username: Social Security Number (no dashes) **Password:** Last 4 digits of Social Security Number

Select Role: Participant

If you have any issues logging in, you can contact our Participant Service Center at 1-877-401-5100 option 3. The Participant Service Center is available from 8AM-5PM Central Time, Monday - Friday, excluding market holidays.



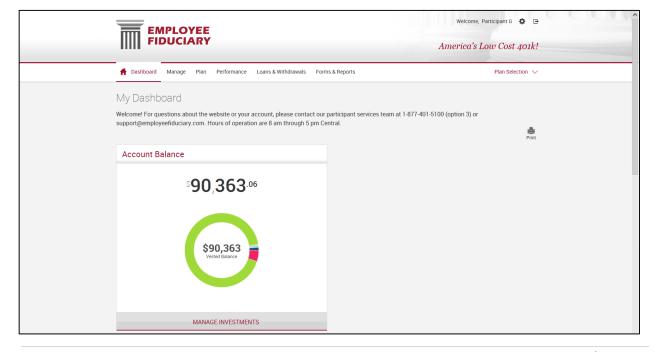
Upon logging in for the first time, you will be asked to establish answers to 3 security questions. You can choose any 3 questions from a list of 15. These security questions will be used for password resets and for verification when you log in from an unknown computer.



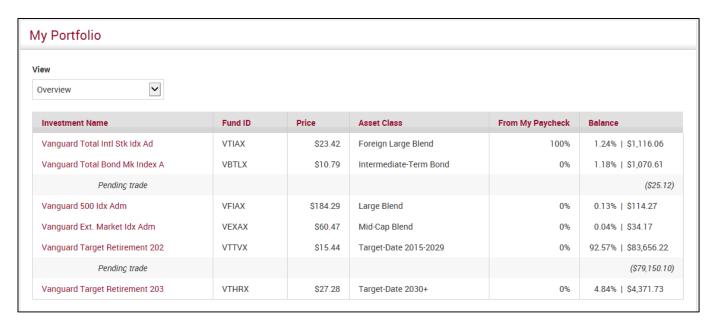
After entering answers for 3 security questions, click <Submit> to continue to the next page. If you have already completed your enrollment process, you will be taken to the Dashboard which is the account summary page of the website.

Note: If this is your first time logging in, you will be taken to the Enrollment Steps page of the website. For further information on the enrollment process see: <u>How do I enroll?</u>

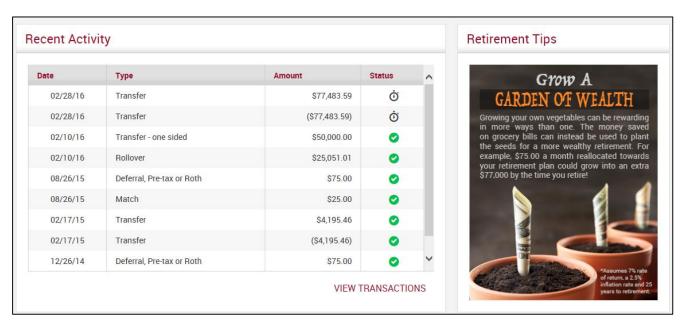
The Dashboard is the first screen you will be taken to each time you enter your account. Your account balance is displayed on your Dashboard.



Beneath the account balance is "My Portfolio". This section allows you to view your balance by Investment, Asset Class and Source by using the drop down menu under "View". Your balance may include the estimated value of pending trades. Pending trade balances will be displayed beneath the total balance



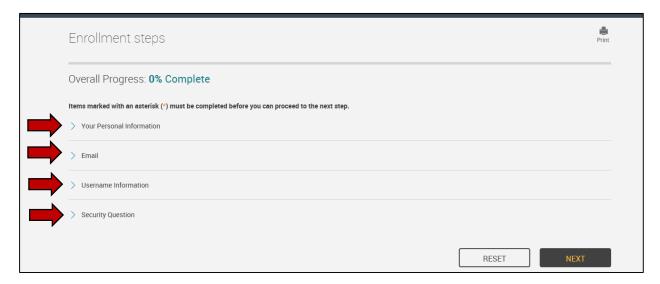
Your recent activity is summarized and displayed beneath your portfolio. This section will also give you the status of your most recent transactions.



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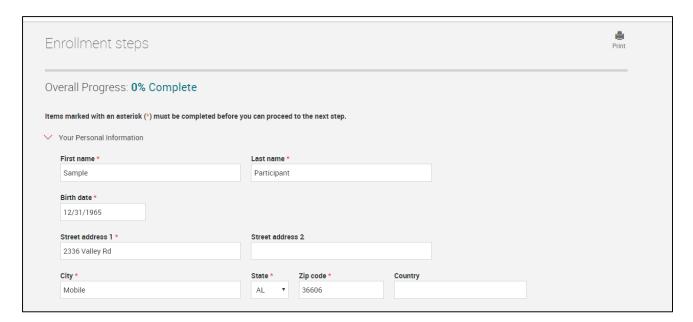
How do I enroll?

Upon logging into the website for the first time you will be taken to the Enrollment Steps screen. There are several sections that appear collapsed. You will need to expand each section in order to see the contents of that section.



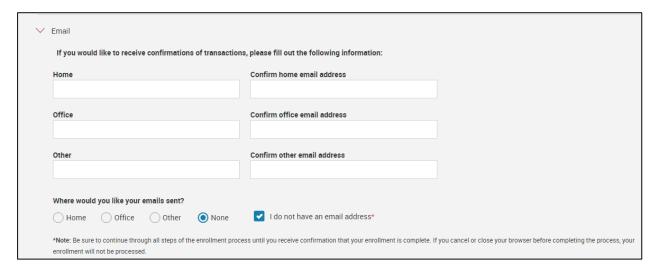
Your Personal Information

This section will be pre-populated with the personal information we have on file. Please make sure that all required fields (fields marked with an asterisk) are completed.



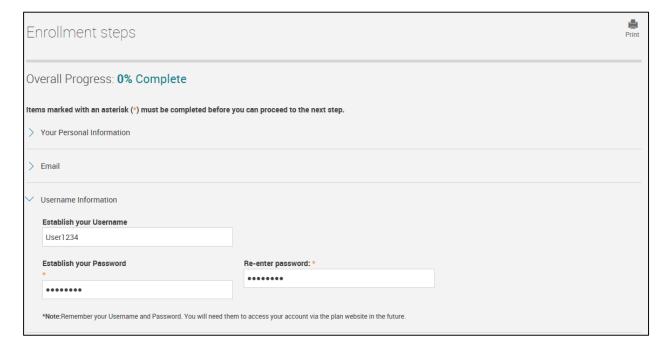
Email

You can enter your email address for home, office, and/or other in this section. You will also need to confirm the email address. After you enter an email address, you will choose where you would like your emails sent. You can also select the box that says "I do not have an email address". Please note that you must either choose to receive email notifications for an email type (home, office or other) you have entered or choose "I do not have an email address" in order to proceed.



Username Information

You will need to enter a new username, a new password, and confirm the password.



Security Questions

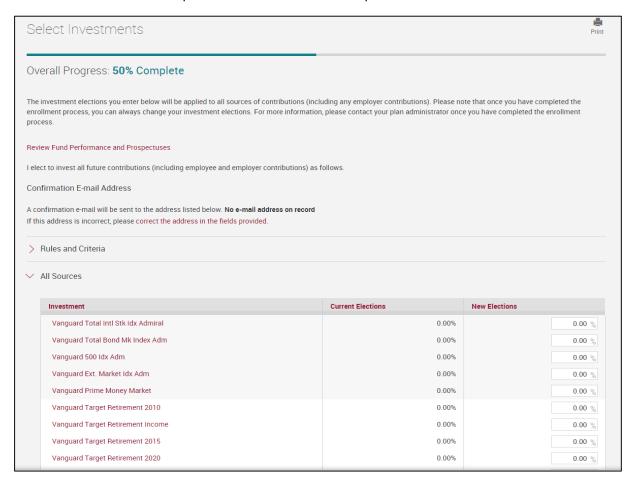
This section will show the answers to the security questions you set up upon login.



Once all sections have been reviewed you can select <Next> to go to the next step.

Select Investments

This screen allows you to make investment elections based on the investment options your company has selected. You will need to expand each section to see the options in each section.



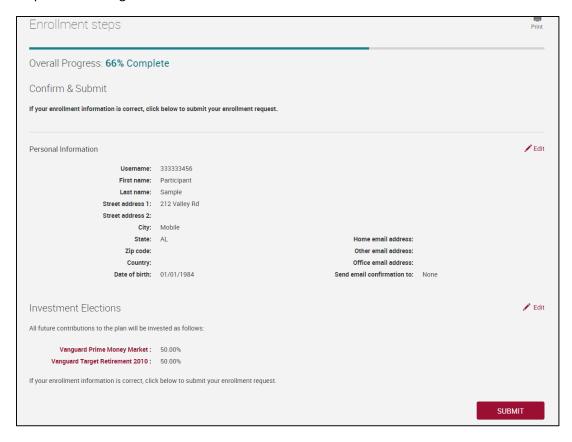
Elections must be made in increments of 1% and must add up to 100%. If you do not choose investments, your contributions will be invested in the plan's default fund. The default fund for your plan will be listed at the bottom of the screen.



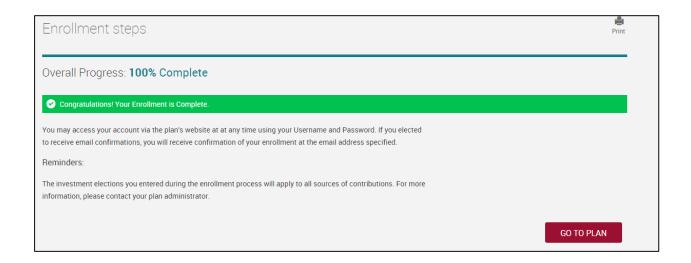
Once you have completed this screen, select <Next> to be taken to the confirmation screen.

Confirm and Submit

The confirmation screen will show all of the information you have entered. You will need to review this information for accuracy. If you wish to change any of this information, you can do so by selecting the <Edit> option on the right.



Once you have confirmed everything is correct, select <Submit> at the bottom of the screen.

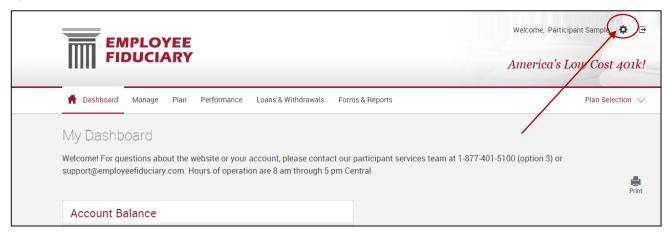


Congratulations on a successful enrollment! Click <Go to plan> to be taken to the plan website.

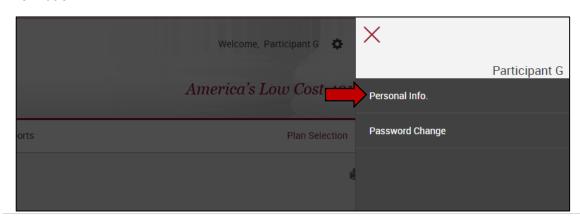
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How do I change my personal information?

You can change your personal information by clicking on the gear icon located at the top right corner of your screen.

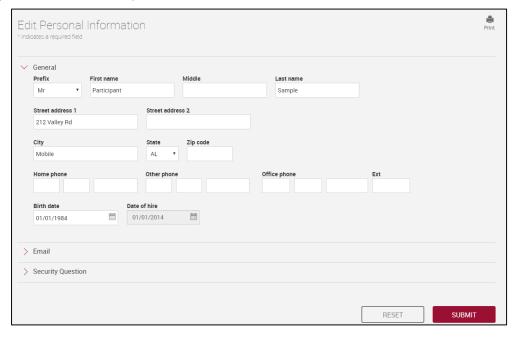


Upon clicking on the gear icon, the below screen will populate. Select Personal Info. to edit your personal information.



This section gives you the ability to edit your personal information. When you first enter this screen, each section will appear collapsed. You will need to expand each section in order to see the contents of that section.

Please be aware that if you update your address, it may be overridden with data received from your employer if it has not been updated with them as well.



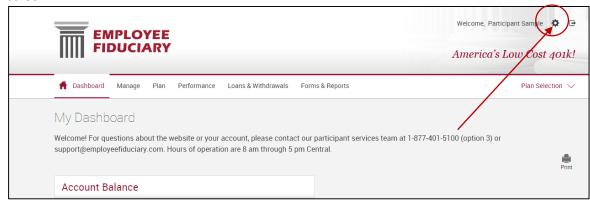
It is recommended that you include your email address and keep it up-to-date. If a current email address is listed, you will receive confirmations via email regarding changes you make to your account as well as notifications when your quarterly statement is available for viewing.

After updating your personal information click <Submit> to complete the request.

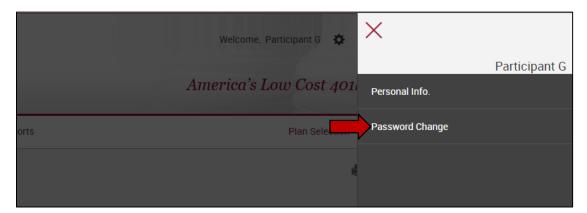
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How do I change my password?

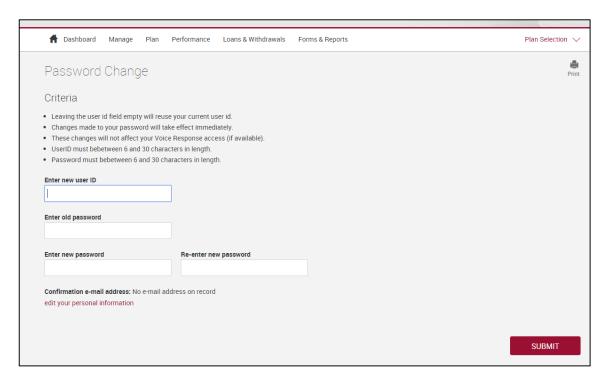
You can change your password by clicking on the gear icon located at the top right corner of your screen.



Upon clicking on the gear icon, the below screen will populate. Select password change to update your current password.



You should always protect your user ID/password. The perfect password is one that is easy to remember, but complicated enough that someone else isn't likely to guess it.

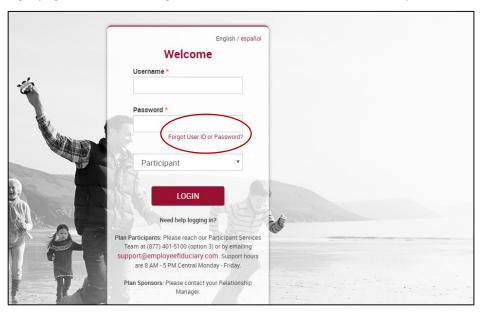


After entering your new password click <Submit> to complete the request.

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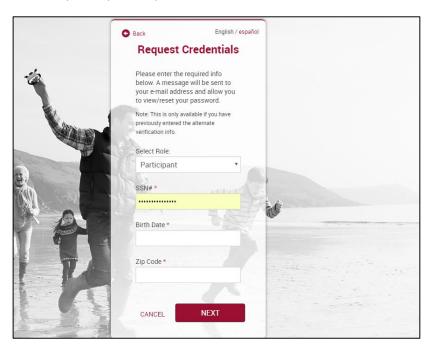
How do I reset my Password?

From the login page, click on the *Forgot User ID or Password* link to start the password reset process.



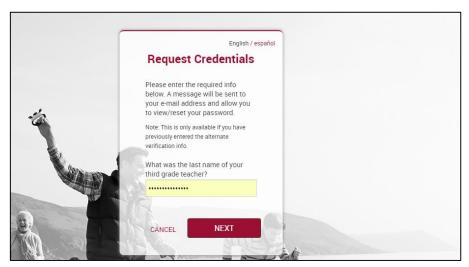
This will take you to the Request Credentials page of the process.

Please note: if you have not set up your security questions or have not entered your email address, you will need to contact our Participant Services department for assistance. They can be reached at 877-401-5100 option 3 Monday-Friday 8am-5pm CT.

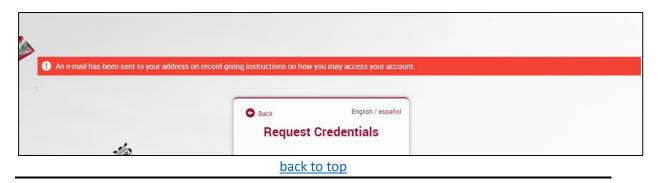


Once you have entered the information, click < Next> to be taken to the security verification page.

Enter the answer to your security question and click <Next> to complete the process.

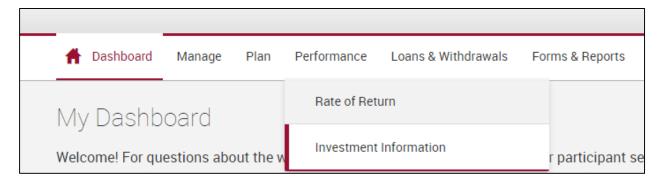


An email will be sent to your address on file with further instructions.

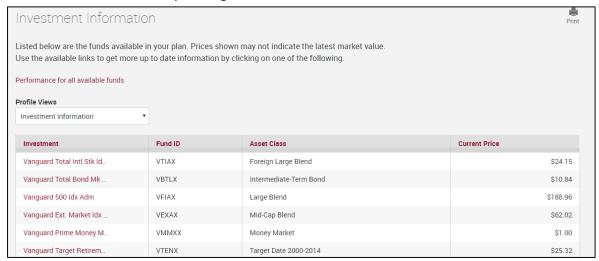


How do I research the funds included in my plan?

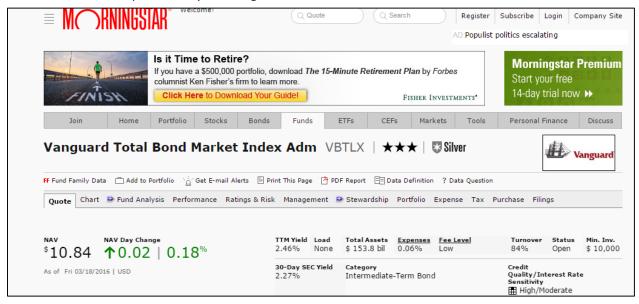
You can research the funds included in you plan by clicking on Investment Information located under the Performance tab on the home page.



Fund information is obtained by clicking the name of the fund itself.



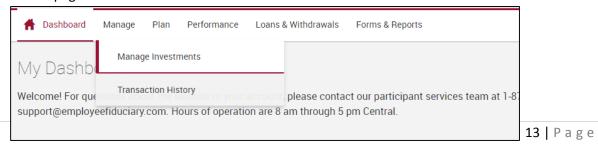
Fund information is provided by Morningstar.



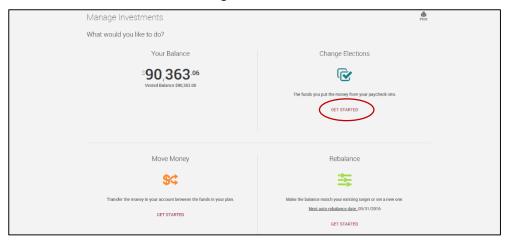
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How do I change my investment elections?

You can change your investment elections by clicking Manage Investments located under the Manage tab on the home page.



Click on "Get Started" underneath Change Elections to be taken to the next screen.



These investment elections will determine how new money added to the plan will be allocated. Any changes made will affect all new sources of money.

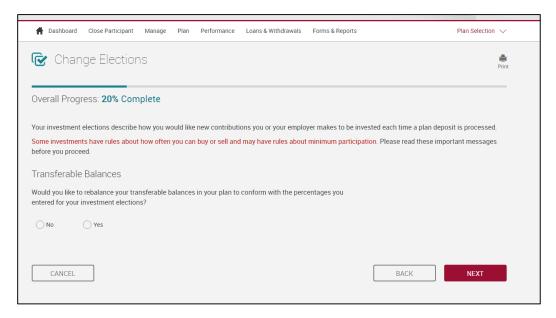


Changes can be made by entering in the new election percentages in the right hand column. Elections must be made in increments of 1% and the total for all elections must equal 100%.

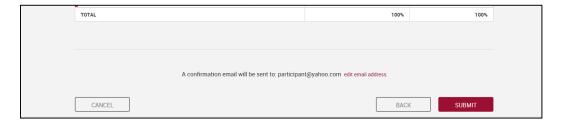
After you have entered your new elections, click <Next>. You will be taken to the confirmation page to review your new elections.



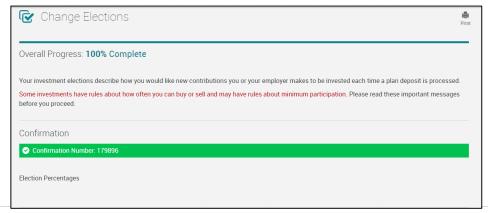
This section will ask you if you want to rebalance your transferable balances in your plan to conform to the percentages you entered for your investment elections. You must select yes or no before you are able to proceed to the confirmation page. **Note**: If you are not taken to this screen, you may be restricted from conforming your balance if prior transfer requests are pending for final processing.



If all of the information is correct and you wish to finalize the request, click <Submit> to finalize the request.



You should receive a confirmation number after the request has been fully submitted. If you have listed an email address, you will also receive an email confirmation. It may take up to 2 business days for your request to be fully processed. Occasionally, your request will not be able to be processed due to market timing violations or other fund restrictions. If this happens, you should receive a notification from your plan sponsor.

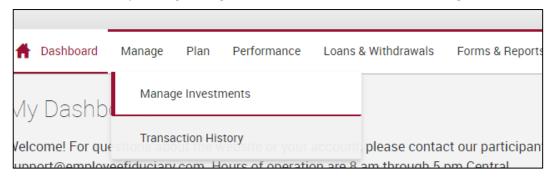


You should review your account after making any changes and notify Employee Fiduciary immediately if any changes do not appear correct. Any errors must be brought to the attention of Employee Fiduciary within 30 business days from the original request.

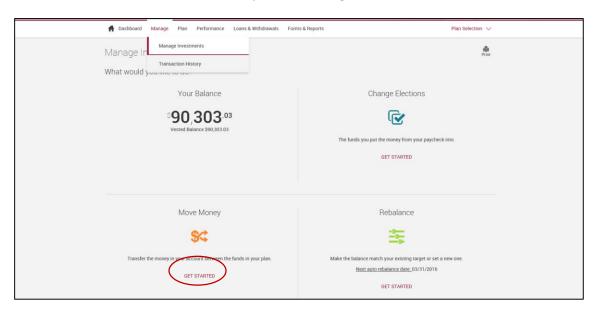
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How do I transfer funds?

You can transfer funds by clicking Manage Investments located under the Manage tab on the home page.



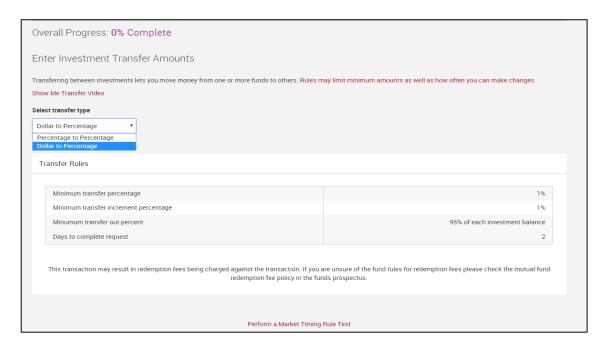
Press "Get Started" under the Move Money section to begin.



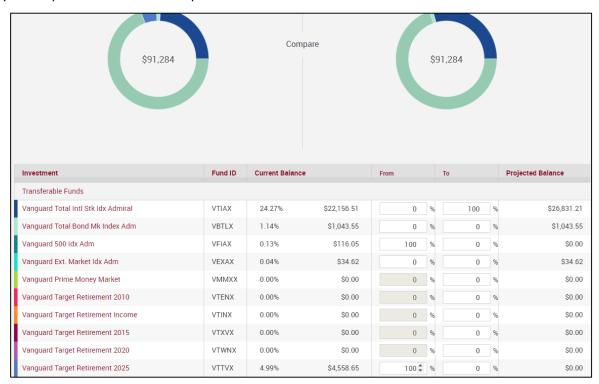
This section allows you to transfer the existing money in your account to different investments.

NOTE: If you see the word "details" listed by a particular investment, the fund may have redemption fees or restrictions. Click on "details" and the detailed information about the investment will display.

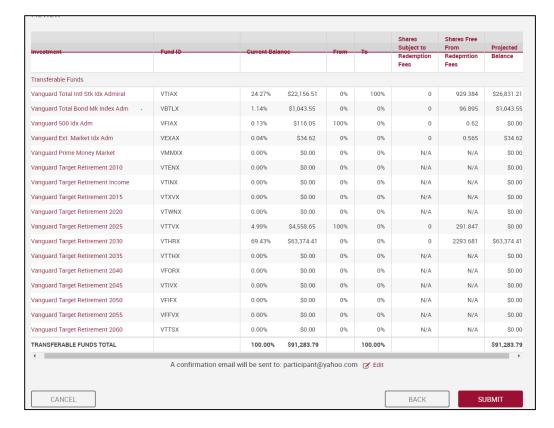
You must first choose the transfer type you wish to use from the "transfer type" dropdown box. You can set specific dollar amounts or percentages to move between selected investments.



Enter the percentages or dollar amounts in the "From" Column and percentages in the "To" Column indicating which funds you want to move between investments. The "To" column must total 100% before you can proceed to the next step.

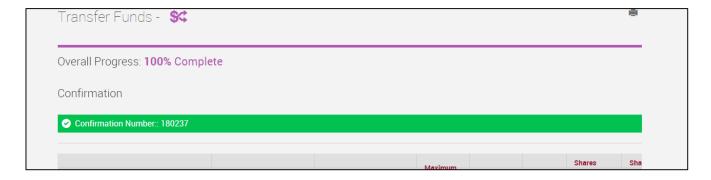


After entering your transfer amounts select <Submit> to be taken to the confirmation page.



You should receive a confirmation number after the request has been fully completed. If you have listed an email address, you will also receive an email confirmation.

It may take up to 2 business days for your request to be fully processed. Occasionally, your request will not be able to be processed due to market timing violations or other fund restrictions. If this happens, you should receive a notification from your plan sponsor.



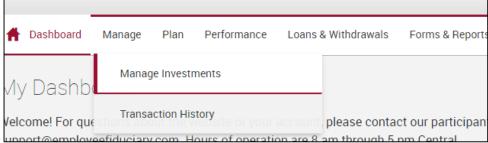
It is recommended that you review your account after making any changes and notify Employee Fiduciary immediately if any changes do not appear correct. Any errors must be brought to the attention of Employee Fiduciary within 30 business days from the original request.

Remember, when you elect to transfer funds, you are not updating your investment elections. You are only moving existing balances between funds. To update investment elections see: <u>How do I update my investment elections?</u>

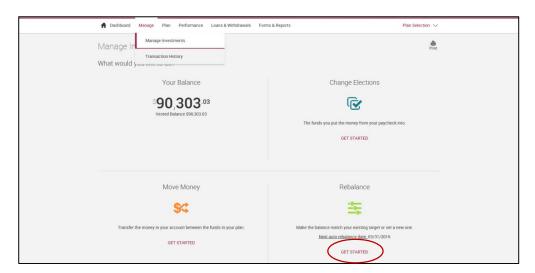
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How do I rebalance my account?

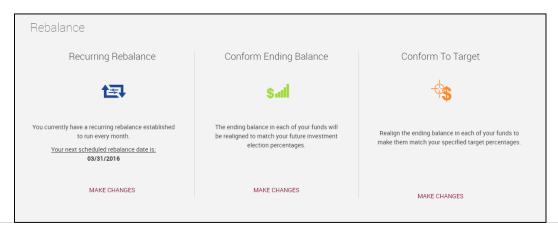
You can rebalance account clicking on Manage Investments located under the Manage tab on the home page.



Press "Get Started" under the rebalance section to begin.

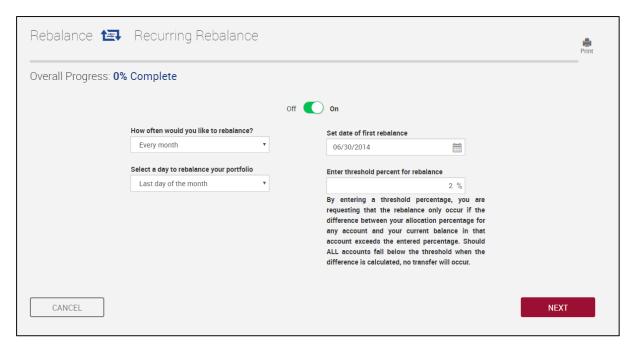


You must first choose the type of rebalance you wish to initiate .

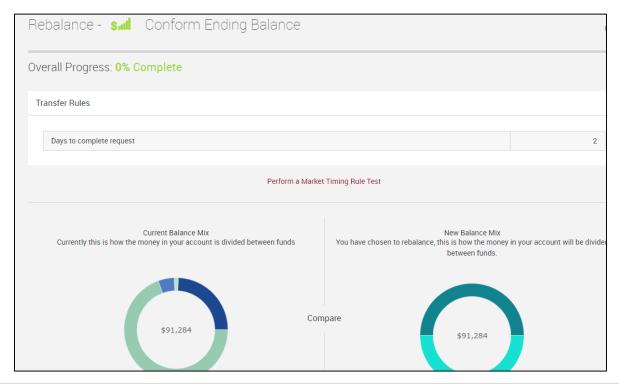


There are three types of rebalance options:

1. **Recurring Rebalance** – This option will allow you to rebalance your investments on a recurring schedule.



2. **Conform Ending Balances** - This option will allow you to rebalance your investments based on your current allocation percentages. If you do not have allocation percentages at this time, you cannot rebalance your investments.



3. **Conform to Target** - This option will allow you to rebalance your investments based on specific allocation percentages. You can specify these allocation percentages in the "New Target %" column. The "New Target%" column must total 100% before you can proceed to the next step.

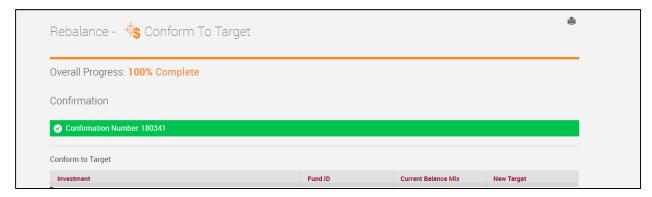
This type of rebalance gives you the option to update your investment elections with the target percentages by selecting yes to "Update my election percentages to match my transfer target percentages". You must select yes or no before you will be able to move to the next step.



After entering rebalance instructions for any rebalance type, you should select <Next> to go to the next step. You will be brought to a confirmation page. Review your changes here and select <Submit> or the request will not be finalized.



You should receive a confirmation number after the request has been fully completed. If you have listed an email address, you will also receive an email confirmation.



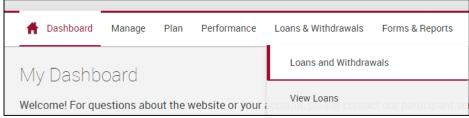
It may take up to 2 business days for your request to be fully processed. Occasionally, your request will not be able to be processed due to market timing violations or other fund restrictions. If this happens, you should receive a notification from your plan sponsor.

You should review your account after making any changes and notify Employee Fiduciary immediately if any changes do not appear correct. Any errors must be brought to the attention of Employee Fiduciary within 30 business days from the original request.

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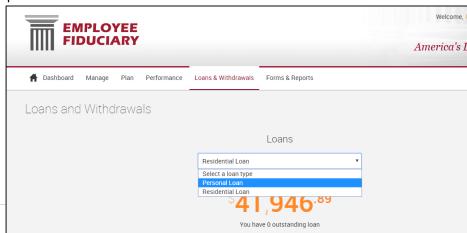
How do I apply for a loan?

You can start the loan application process by selecting the Loans & Withdrawals tab located on the home page.

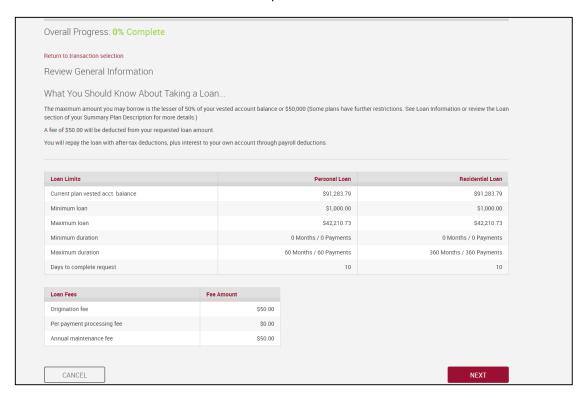


NOTE: Not all plans allow for loans. If the website does not have a "Loan & Withdrawals "tab on the home screen, the plan does not allow for loans. Please contact our Participant Services departments for any questions regarding loans.

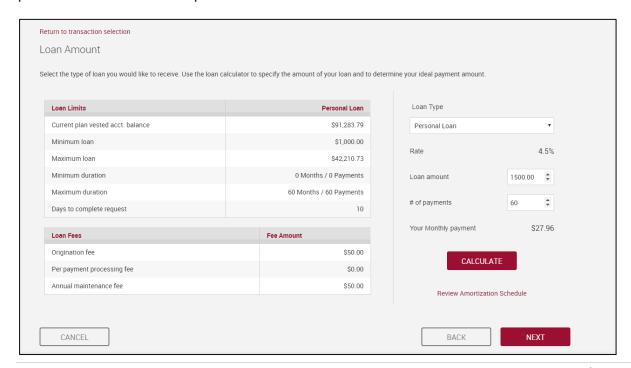
You will need to use the drop down box to select the type of loan. Select "Get Started" to be taken to the next step.



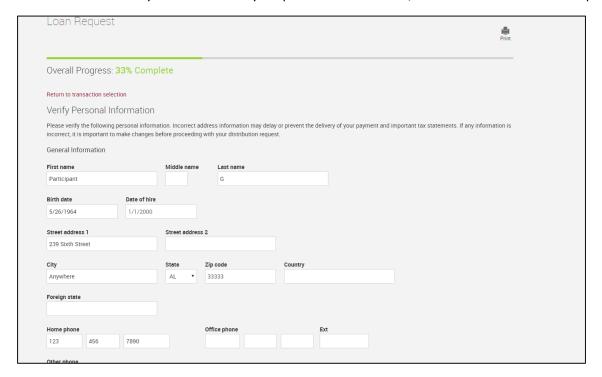
The next page contains information regarding amount availability as well as repayment terms. Personal use loans are restricted to a maximum of 60 months and residential loans are restricted to a maximum of 360 months. Select <next> to continue to the process.



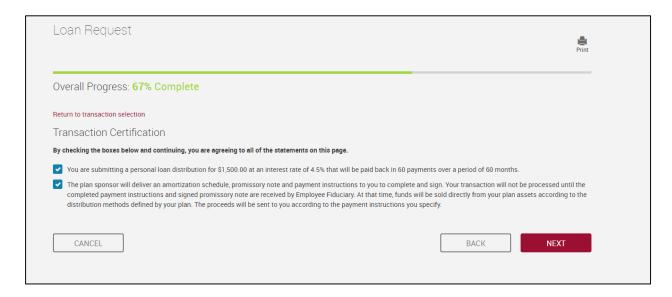
The loan calculator will allow you to model and submit requests for new loans. Simply enter the loan amount, number of payments, and press "calculate" to generate your monthly payment. Once complete press <Next> to continue the process.



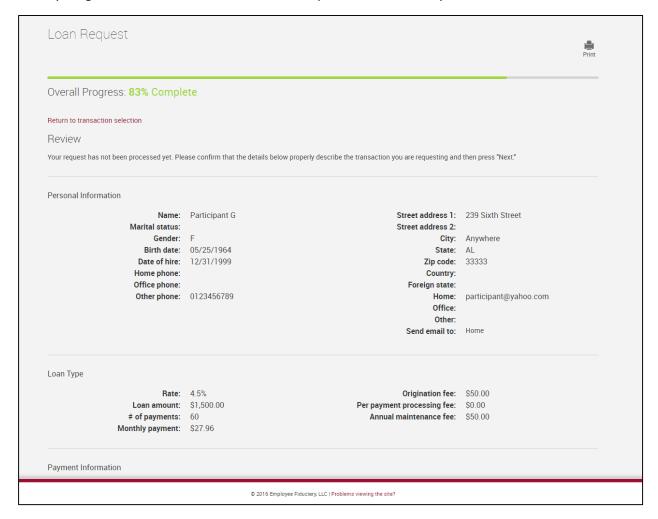
You must review your personal information on this screen and make any changes if any information is not correct. Incorrect address information may delay or prevent the delivery of your payment and important tax statements. Once you have verified your personal information, click <Next> to continue the process.



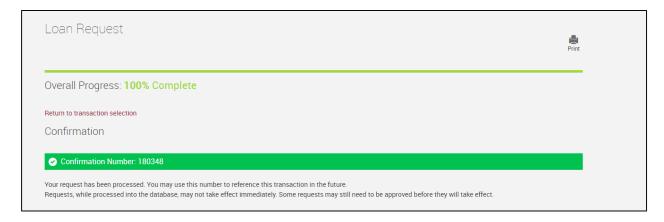
If you agree with all the information contained within the statements listed on this screen, check each box and click <Next> to be taken to the review page.



If everything is correct, click <Next> to finalize the process and receive your confirmation number.



Your request has now been submitted to your plan sponsor for approval.



Once your plan sponsor receives your loan request, the following steps will need to be taken to complete the loan process:

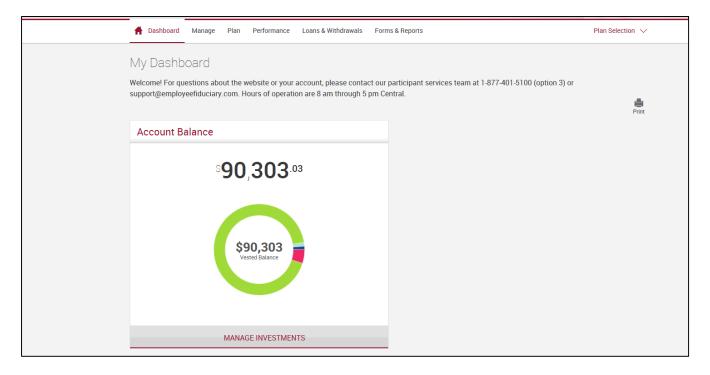
- 1. Receive a copy of the amortization schedule and promissory note from your plan sponsor
- 2. Sign the promissory note and fill out the payment instructions on page two of the promissory note. Your plan sponsor will also need to sign off on the promissory note as plan sponsor.
- 3. Scan the signed promissory note and email a copy to <u>distributions@employeefiduciary.com</u>. If you are unable to email a scanned copy, please fax a signed copy to EFC at 251-436-0801.

The loan disbursement will not be processed until we receive a signed promissory note, including the payment instruction on page two.

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How do I view my account balance?

You can view your account balance by clicking on the Dashboard. This screen is also the first screen you will be taken to each time you enter the website.



Right underneath the account balance is "My Portfolio". This section allows you to view your balance by Investment, Asset Class and Source by using the drop down menu under "view". Your balance may include the estimated value of pending trades. Pending trade balances will be displayed beneath the total balance.

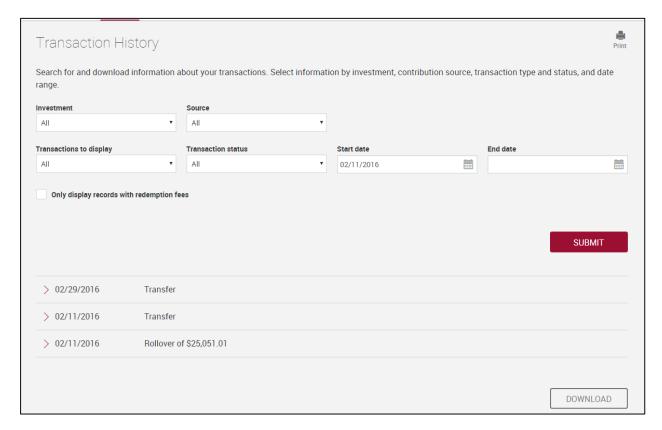


Your recent activity will be summarized and displayed underneath your portfolio.

ate	Туре	Amount	Status
02/28/16	Transfer	\$77,483.59	Ġ
02/28/16	Transfer	(\$77,483.59)	Ō
02/10/16	Transfer - one sided	\$50,000.00	•
02/10/16	Rollover	\$25,051.01	•
08/26/15	Deferral, Pre-tax or Roth	\$75.00	•
08/26/15	Match	\$25.00	•
02/17/15	Transfer	\$4,195.46	•
02/17/15	Transfer	(\$4,195.46)	•
12/26/14	Deferral, Pre-tax or Roth	\$75.00	Ø

To search for and download detailed information about your transaction, press view transactions located in the bottom right corner of the recent activity section.

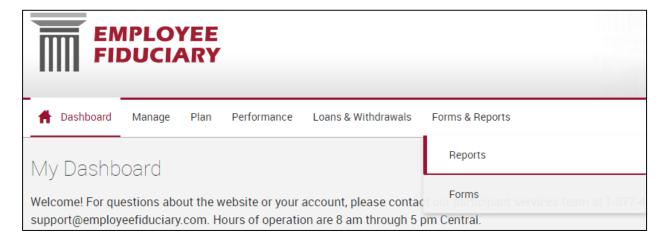
In this section you will be able to download detailed information about a transaction.



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How do I view my quarterly participant statement?

You can view your quarterly participant statement by clicking Reports located under the Forms & Reports tab on the home page.

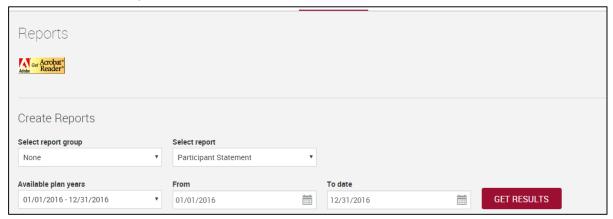


Your quarterly participant statements will be placed here in PDF format within 15 business days after the end of each calendar quarter.

This section will appear collapsed. You will need to click on the report group in order for it to expand.



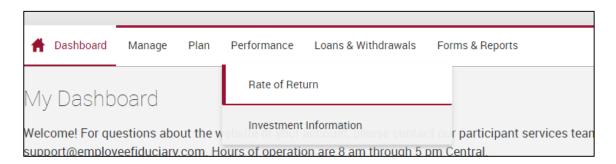
You can also create a statement at any time by selecting "Participant Statement" under "Select report" and specifying the "from" and "to" dates. Other reports related to your account may also be made available under the reports section.



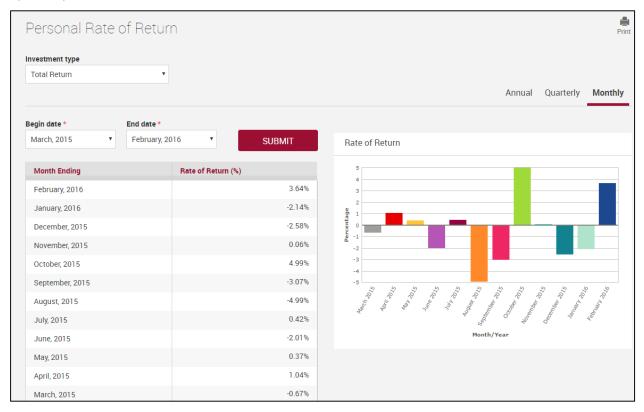
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How do I view the rate of return on my account?

You can view your rate of return by clicking Rate of Return located under the Performance tab on the home page.



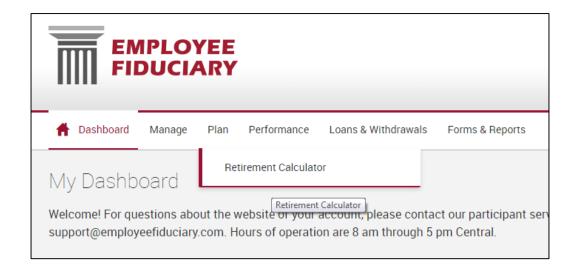
This page shows your personal rate of return in total or by individual investment on a monthly, quarterly, and annual basis.



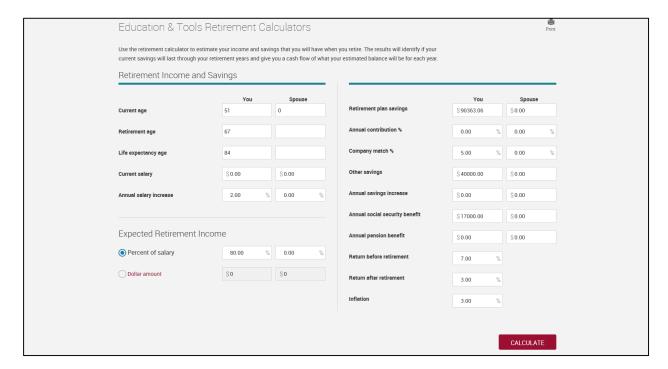
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How can I estimate my retirement needs?

You can view and estimate your retirement needs by clicking Retirement Calculator located under the Plan tab on the home page.



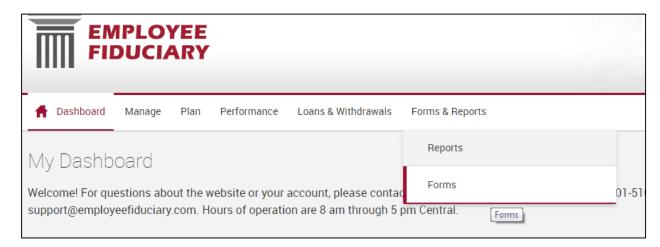
This page allows you to input expected financial circumstances to identify if your current savings rate will be sufficient for retirement.



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How can I view the forms related to my plan?

You can view the forms related to your plan by clicking on Forms under the Forms & Report tab located on the home page.



This page allows you print forms that you need to request distributions and other various transactions.

The forms will appear collapsed. You will need to expand each section in order to see each form.



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