

24/7 Retirement Account Access

web: <https://myaccount.ascensus.com/rplink>

phone: 866-809-8146



managing your retirement account

easy, convenient web and phone access

To help you meet your retirement goals, Ascensus makes it easy for you to manage your retirement account—whether you prefer the web or our automated phone system.

The website includes a customizable dashboard view of information used most: real-time market updates, account summary and contribution elections. Our Learning Center provides educational content to help you make investment decisions and simplify managing your retirement account. You can also perform many of the same account management functions through our Interactive Voice Response (IVR) System. To help you get the most value from your retirement plan, Ascensus is dedicated to delivering the tools and services you need.

web access

Access your secure account at <https://myaccount.ascensus.com/rplink>. After you login, you can customize your homepage as a dashboard to include the features you use most.

First-time users:

Click *Register Here* on the login page and follow the prompts to sign up for account access.

The screenshot shows the Ascensus retirement account dashboard. The top navigation bar includes links for 'Your Account', 'Your Plan Investments', 'Statements and Reports', 'Learning Center', and 'Customize My View'. The main content area is divided into several sections:

- Your Account Summary:** Displays Total Balance, Vested Balance, Outstanding Loan, Available Forfeiture, and Withdrawals.
- Account Balance:** A table showing funds, units, price, balance, and percentage of total. Funds include AIM Capital Development A, AIM China Fund Class A, and AIM Basic Balanced Fund.
- Market Information:** A table showing market data for various indices like S&P 500, RUS 2K, and Crude Oil.
- Contribution Elections:** A table showing election percentages for different funds.
- Questions:** A section for user questions and answers.
- Growth Over Time:** A bar chart showing account growth from 01/01/2008 to 01/01/2009.
- Personal Rate of Return:** A section showing the rate of return from 01/01/2008 to 01/01/2009.

Callout boxes with red lines pointing to specific features on the dashboard include:

- Perform online transactions (points to the top navigation bar)
- Research your plan's investments (points to the 'Your Plan Investments' link)
- Review statements or prior account activity (points to the 'Statements and Reports' link)
- Check the market (points to the 'Market Information' section)
- Explore a wealth of educational content (points to the 'Learning Center' link)
- Customize your homepage (points to the 'Customize My View' link)
- Monitor how your account performed over time (points to the 'Growth Over Time' chart)

phone access

Call the IVR system at 866-809-8146 from a touch-tone phone to stay connected to your retirement account or complete transactions. To access your account in English or Spanish:

- Enter your 4-6 character Personal Identification Number (PIN)

First-time callers:
Follow the prompts to establish your PIN. You will be asked to provide your social security number and date of birth.

- Select the menu option you want

menu options:

- 1 General information/set or reset PIN
- 2 Account balance
- 3 Contributions
- 4 Balance exchange
- 5 Plan loans
- 6 Distributions
- 8 Return to main menu
- 9 End your call
- 0 Speak to a Participant Services Representative

pick your method: web or IVR¹

Function	Web	IVR
Check account balance	✓	✓
Change deferral rate	✓	✓
Change contribution elections	✓	✓
Request a distribution	✓	✓
Get fund pricing and performance history	✓	✓
Get account activity history	✓	✓
Transfer money between investments ²	✓	✓
Model and/or request a loan	✓	✓ (Request loan paperwork only)
View and print your statement	✓	✓ (Request hardcopy statement only)
Obtain a fund fact sheet and prospectus	✓	
Calculate your personal rate of return	✓	
Set up automatic account rebalancing	✓	
Explore educational content	✓	
Check market information	✓	
Track account performance over time	✓	

¹Available features may vary.

²Transfer requests received by 4:00 p.m. Eastern Time will be processed at that day's price. Transfers requested after 4:00 p.m. Eastern Time will be processed the next day the stock markets are open.