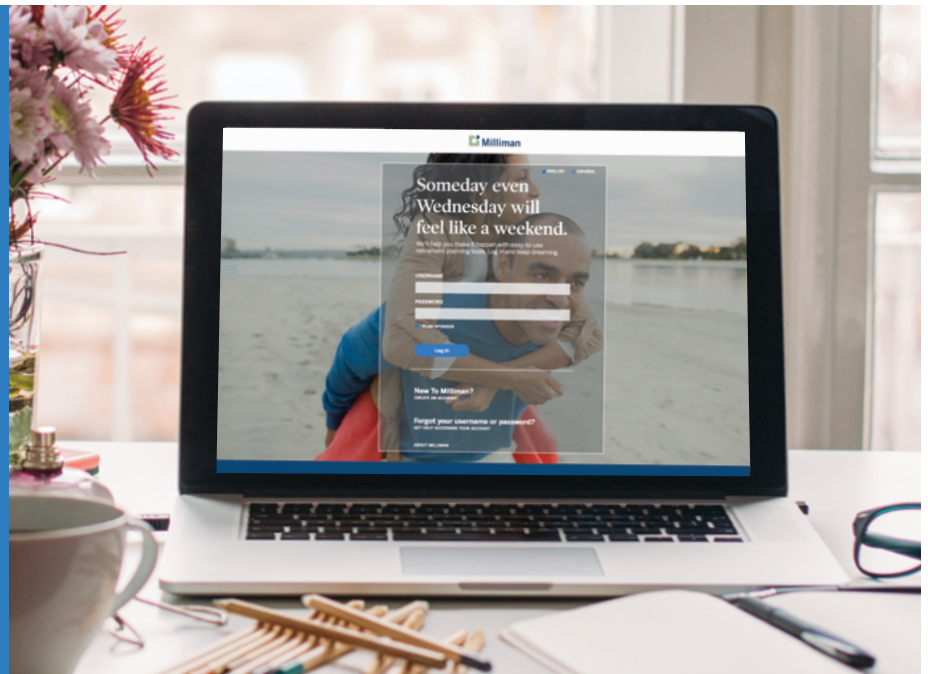


Quick tips to help you access your account

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AT 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.

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IF THIS IS YOUR FIRST TIME TO LOG IN, COMPLETE THE **REGISTRATION PROCESS**

- Click “Create an Account” and follow the prompts to begin the registration process.
- Enter your email address. You will receive a verification code. Then, enter the code to continue.
- Using the criteria provided on the website (and in A3 on page 2), create a username and password.
- Select and answer four security questions. See A5 on page 2 for tips on setting up your answers.
- Provide additional contact information.
- Use your new username and password to log in to your account.

IF YOU HAVE PREVIOUSLY LOGGED IN, 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 process may not be applicable for every login. Ultimately, you will be directed to your account information if your information is accepted.

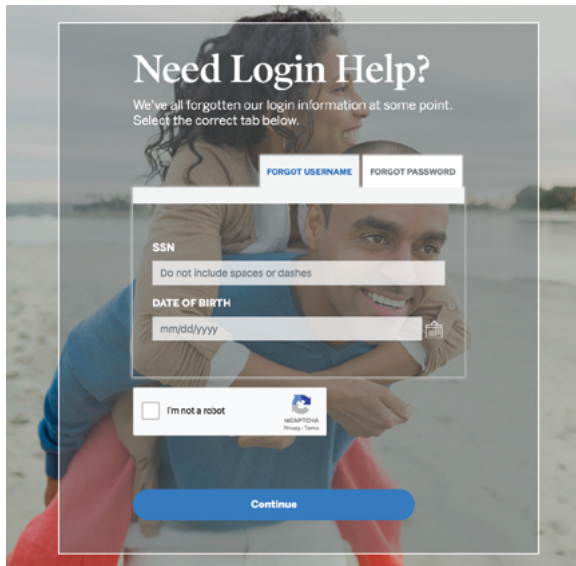
IF YOU FORGET YOUR USERNAME OR PASSWORD, **HELP IS AVAILABLE**

- Click “Get Help Accessing Your Account” for assistance.
- Follow the prompts to receive a username reminder or temporary password. This information will be sent to you via email or text 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 don't remember my username or password. How can I get help?

A1. Click "Get Help Accessing Your Account" from the login page 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 and password, but they aren't working. Why can't I log in?

A2. To enhance website security, Milliman implemented login changes at **MillimanBenefits.com**. If your former username and password do not meet the new criteria, the website will prompt you to update your login information.

Your **MillimanBenefits.com** account security is very 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.

Q3. How do I set up a new username and password?

A3. Your new username and password:

- Should be 8-12 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?

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

Q5. I'm having trouble setting up answers to my security questions. I chose the security question, "What is your favorite food?" and "pizza" was my answer. Why won't the system accept my answer?

A5. We all know that everyone loves pizza. However, when responding to a website security question such as, "What is your favorite food?" avoid obvious answers 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.