



Transamerica. Master Retirement.SM



POWER CHOICE FREEDOM

Access Your Account By Phone -- Anytime, Anywhere

You may also access your retirement account information over the phone 24-hours a day via **TransDirect®** – Transamerica Retirement Service’s¹ exclusive participant hotline. By calling 1-800-401-8726, the 24-hour TransDirect number, you can:

- Change your PIN
- Get your current account balance
- Check/change your current investment mix
- Order statements on demand
- Speak to a Service Representative. An English/Spanish speaking Service Representative is available toll-free 8am to 8 pm Monday through Friday, Eastern Time.

Call 800-401-8726

Press 1 For Account Balance Information

Press 1 for Balances by Investment Fund

Press 2 for Balances by Account Type

Press 3 for Balances by Combination of Investment Type and Account Type

Press 2 For Investment Direction Information and Transfers

Press 1 for General Information Concerning Investment Directions

Press 2 for General Information Concerning Future Contributions

Press 3 for General Information Concerning Existing Investments

Press 4 to Change Investment Direction of Future Contributions

Press 5 to Transfer Investments

Press 6 to Set Up or Cancel Periodic Asset Rebalancing

Press 7 to Set Up or Cancel Periodic Asset Transfer

Press 3 Participant Contributions and Deferral Rates

Press 1 for General Information Concerning Participant Contributions

Press 2 for Your Current Rate of Contribution (Only available if your plan offers online enrollment)

Press 3 to Change Your Current Payroll Deductions for Pre-Tax Contributions (Only available if your plan offers online enrollment)

Press 4 For Loan Information

Press 1 for General Information on Loans

Press 2 for Information Concerning Outstanding Loans

Press 3 to Model and/or Request a Loan

Press 4 for a Loan Application

Press 5 For Withdrawal Information (In-Service or Hardship Information Only)

Press 1 for Amount Available

Press 6 For Investment Performance Information

Press 7 To Change PIN

Your PIN should be 4 Digits and will be the same for all plans if participant is in multiple plans

Press 8 To Request A Statement

Press 1 to Request a Statement for Period Covering Closing Date of Last Quarterly Statement to Current Date

Press 2 to Request a Replacement of Last Quarterly Statement

Press 9 For More Options

Press 1 for Information on Pending Transactions

Press 2 for Withdrawal Forms

Press 3 for Other Forms

Press 4 to Participate in a TransDirect Survey

Web Site Access

You can also access your retirement account information anytime, anywhere at www.TA-Retirement.com.

By logging on to the Web site at www.TA-retirement.com using your User ID and password, you can access the following information:

- Review your Personal Account Information
- View Your Account Balance Information
- Check Fund Performance Information
- Review Investment Direction and Deferral Rates

You can initiate the following transactions:

- Reset Password
- Change Investment Elections
- Transfer and/or Rebalance Assets
- Request Statement
- Request Forms

Additional Information:

- Changes to the investment of future contributions are effective immediately.
- Transfer requests received prior to 4:00 PM Eastern Time will be processed at the close of business that day. Otherwise they will be processed the next business day.
- Redirecting your future allocations will **not** automatically change your current account balance.
- Transfers must be requested in whole percentages.
- All allocation changes and transfers processed on TransDirect are confirmed by mail.

¹Transamerica Retirement Services, a marketing unit of Transamerica Financial Life Insurance Company (“TFLIC”), Purchase, New York, and Transamerica Life Insurance Company (“TLIC”), Cedar Rapids, Iowa, and other TFLIC and TLIC affiliates, specializes in the promotion of retirement plan products and services. TLIC is not authorized in New York and does not do business in New York.