February 28, 2020

Dear **Collin College** Employees:

We are pleased to introduce a new Web-based tool called Retirement Manager!

Retirement Manager is a convenient, secure, Web-based access point from which you can manage your retirement plan accounts anytime and anywhere, 24 hours a day, seven days a week. Simply go to https://www.myretirementmanager.com/?COLLIN.

You can use the Retirement Manager site to:

- Learn more about your retirement savings plan(s)
- View aggregate balance information across investment providers
- Request a Distribution Eligibility Certificate for the following transactions:
    - Hardship Withdrawal
    - Loan
    - In-Service Exchange
- Read educational articles on a range of financial planning topics
- Calculate what you will need to stay on track for retirement with easy-to-use financial calculators

The following vendors will be excluded from the Distribution Eligibility Certificate process for hardship withdrawal and loan:

American Century Investments
Aspire Financial
Commonwealth
Federated Funds
Fidelity Security Life Insurance Company
First Investors/Foresters Financial
Franklin Templeton Investments
GLP & Associates
GWN
Industrial Alliance Pacific
Jefferson National Life Insurance Company
Legend Group
Lincoln Financial Group
Midland National Life Insurance Company
Modern Woodmen of America
National Life Group
New York Life
North American Co for Life and Health Insurance
Oppenheimer /Invesco
Pentegra Retirement Services
Plan Member Svcs Corp.
RiverSource Investments
Symetra Life Insurance Company
Thrivent
Vanguard
VOYA (ING ReliaStar)
Waddell & Reed

Loans and hardships will no longer be allowed on behalf of the above vendors. If loan and hardship withdrawals are reinstated an additional communication/notification will be sent by our offices.

We are pleased to introduce a new support line for assistance with the Retirement Manager application!

The Retirement Manager support line is available to take calls from all **Collin College** employees regardless of their investment provider selection. The support line is staffed with a dedicated group of Client Service Professionals that are available to provide guidance on the login process, general navigation questions, and how to use the enrollment and disbursement transaction screens. Please note that account specific questions related to a particular provider should still be addressed directly to the provider.

The participant support line is available **Monday through Friday** (excluding holidays) from **7:00 AM to 6:00 PM** Central time.

Retirement Manager Support Line: 1-866-294-7950

We are confident you will benefit from this valuable new enhancement to your retirement planning tools. If you have any questions, please contact me at **972-599-3164.**

Sincerely,

Christina Canales

Christina Canales
HR Manager, Benefits