

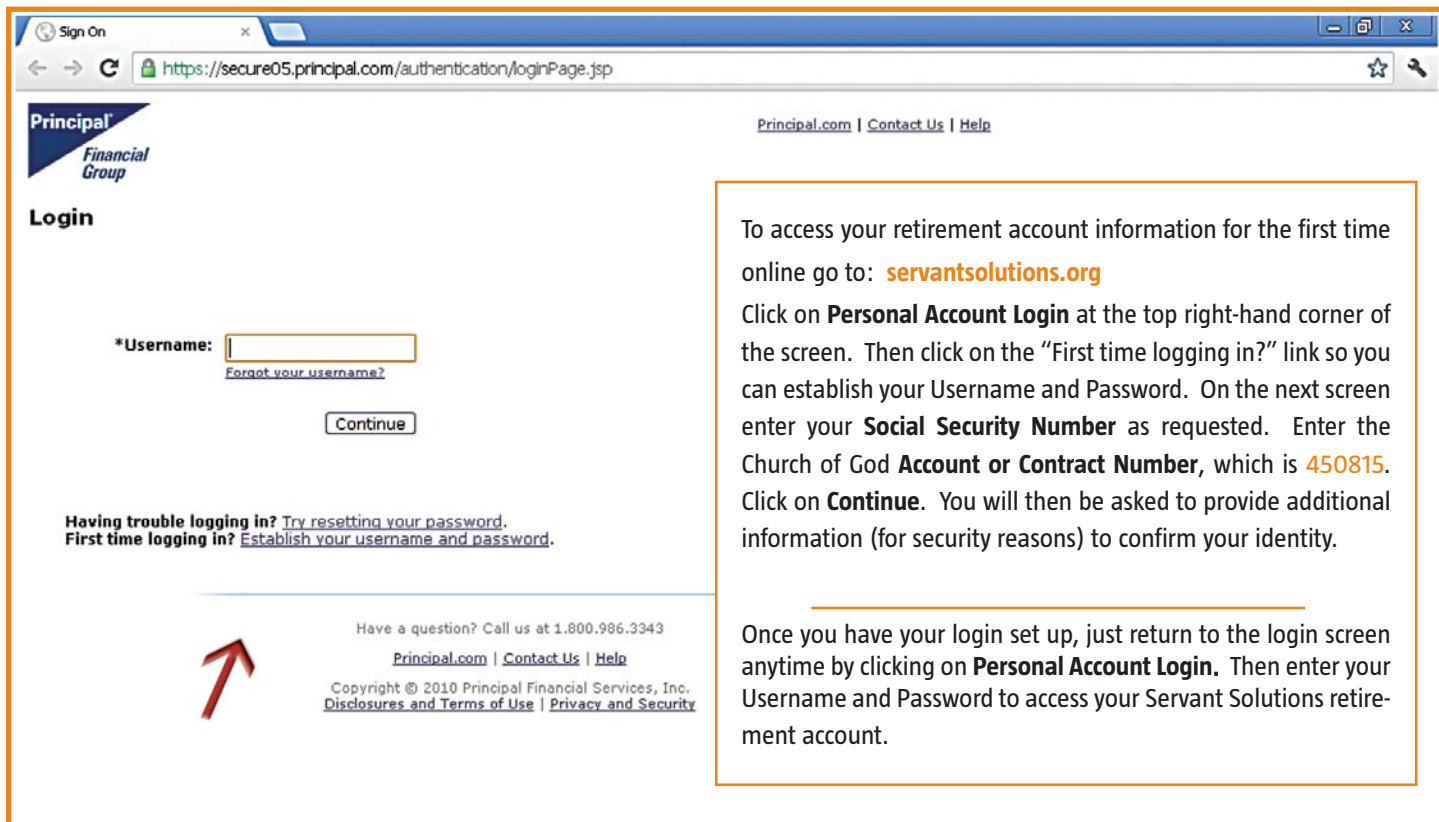
# Online Account Access

## and Voice Response Unit SERVICE FEATURES

You can access your account information, view your statement, make changes to your investment position, and utilize excellent planning tools online. All of this and more is available by logging on to the Servant Solutions website at [servantsolutions.org](http://servantsolutions.org).

In addition to the internet features, members will receive statements on a quarterly basis. Statements will provide personally calculated returns and will include a colorful display of your asset allocation along with other information.

Servant Solutions is working closely with our partners at the Principal Financial Group to provide the highest quality recordkeeping features available. All your service needs will continue to receive the same personal attention from your Servant Solutions staff. Call us anytime you have questions or needs (800-844-8983 or 765-642-3880). Or, e-mail us at [info@servantsolutions.org](mailto:info@servantsolutions.org). We will also be glad to help you navigate the web tools. May the Lord bless you in all your efforts.



To access your retirement account information for the first time online go to: [servantsolutions.org](http://servantsolutions.org)

Click on **Personal Account Login** at the top right-hand corner of the screen. Then click on the "First time logging in?" link so you can establish your Username and Password. On the next screen enter your **Social Security Number** as requested. Enter the Church of God **Account or Contract Number**, which is **450815**. Click on **Continue**. You will then be asked to provide additional information (for security reasons) to confirm your identity.

Once you have your login set up, just return to the login screen anytime by clicking on **Personal Account Login**. Then enter your Username and Password to access your Servant Solutions retirement account.

### 24-HOUR VOICE RESPONSE UNIT

For those persons who do not have internet access, Servant Solutions has a 24-hour voice response telephone line. If you do have internet access you will probably now want to view your account information online.

The phone line, which will be maintained through our recordkeeping relationship with **Principal Financial Group**, is 800-547-7754. You will need to provide your Social Security Number and our Plan Account Number of **450815** to establish your **PIN**. Call Servant Solutions if you need assistance.

### A Word on Passwords

If you are a Servant Solutions online user, you will have established a "username" and a "password". If you use the 24/7 voice response unit (VRU), you have established a "personal identification number (PIN)". It is now your online "password".

The PIN and password for a member are one and the same, so if you have established a "password" you can use this as a PIN. Use the numeric telephone key pad's alphabetical options for any letters in your password, i.e. D=3.

If you have established a PIN via the VRU, you have already chosen an online password, however, you will need to establish a "username" if you decide to access your account online.