


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. In the upper right corner of the home page, select “personal account login”. This takes you to a secure log in page for our third party administrator, Principal. If you forgot your username or password, click on the appropriate link for help (Forgot username? or Forgot password?). If you still cannot access your account, contact Principal at 800-986-3343.

Once you have your account set up, you can adjust preferences for your account. For example, by selecting “overview” and then “statements” you’ll see the option that allows you to switch from receiving paper statements via USPS to electronic statements via email if you wish. On this page you will also see an option to receive text messages and email alerts.



Personal login

Say hello to simpler, safer online account access

We enhanced our online registration and login processes — for the better. [Check out what changed — and why.](#)

Username

[Forgot username?](#)

Password

[Forgot password?](#)

[Log in](#)

New User? [Create an account.](#)

To access your retirement account information for the first time online go to: servantsolutions.org. Click on **Personal Account Login** at the top right-hand corner of the screen. Then click on the **New User? “Create an account”** link. On the next screen enter your info (including Social Security number) as requested and click Submit. Answer the questions on the next screen and Submit. Finish the remaining screens (if any) to establish your Username and Password. (The Servant Solutions Account or Contract Number is 450815.)

Once you have your login set up, just return to the login screen anytime by clicking on Personal Account Login from the Servant Solutions website. 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. The phone line, which is maintained by Principal, is 800-547-7754.

You will need to provide your Social Security Number and the Servant Solutions Plan Account Number of 450815 to establish your PIN. Call Servant Solutions if you need assistance.

NOTE: PIN AND PASSWORD ARE THE SAME

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.