

# Easy access to your account

Once you are enrolled, manage your account in two simple ways

## Online or by phone

**Either on the web or over the phone you can:**

- Obtain current account balances
- Check current investment prices and performance
- Access personalized performance
- Change your investment options
- Transfer (exchange) balances between investment options
- Request a loan, withdrawal or distribution (if applicable)
- Model a new loan or obtain outstanding loan information (if applicable)
- Obtain rollover information and forms
- Change your personal identification number (PIN)

## Learn more about investing for retirement

Whether you're new to the plan, a seasoned investor or getting ready to retire, our website can help you. You'll find a wide array of educational resources to help you make more informed decisions about your financial future. Visit [www.massmutual.com/serve](http://www.massmutual.com/serve) to learn about topics such as the benefits of tax-deferred investing, the importance of diversification and planning for your income in retirement.

## More online

- Enable/reset your account password
- View and download your quarterly statement

## Online

TO LOG IN TO

[www.massmutual.com/serve](http://www.massmutual.com/serve)

**If you are logging in for the first time:**

1. Enter your Social Security number (SSN), with no dashes or spaces.
2. Enter the temporary personal identification number (PIN) which was sent to you in a "Welcome" letter after you enrolled. If you can't locate your PIN, please call for a new one.
3. Create a user name and password that you will use to log in from now on.
4. Select and answer challenge questions to help us know it's really you if you ever forget your username or password. Check the box to remember the device you are using.

**If you have already created an account:**

1. Enter your user name and click next.
2. Enter your password.
3. If we do not recognize your device, you will be asked to answer the challenge questions you previously selected

## More by phone

### Speech recognition system

Simply state the reason for your call when asked. This 24-hour service is available in English only.

### Automated touch-tone response system

Say “list” after you hear the welcome greeting, and follow the prompts.

### Language Line

A customer service representative can connect you to our Language Line Service where help is available in over 140 languages.

## By phone

### CALL 1-800-528-9009

1. Enter your Social Security number (SSN).
2. Enter the temporary personal identification number (PIN) which was sent to you in a “Welcome” letter after you enrolled. If you can’t locate your PIN, say “I don’t know it.”
3. Request a new PIN.

