Quick and Easy Access to Your Account

VRS Defined Contribution Plans

Retirement Solutions Made Simple.

Commonwealth of Virginia Defined Contribution Plans

Account Access

Account Access and ICMA-RC's Self-Service Phone Line are two great resources that allow you to access and manage your retirement account 24 hours a day, seven days a week. Simply log into the secure Account Access website or call ICMA-RC's Self-Service Phone Line, the automated voice-response system.

ACCOUNT ACCESS

This is the secure web portal you can use to log in and manage your account. It is available by going to **www.varetire.org/dcplans**.

LOGIN ACCOUNT INSTRUCTIONS | Welcome to ICMA-RC's Account Access. Here are a few tips to keep in mind when you register to access and manage your account online.

How to Create a New User ID and Password:

1. **Click "New User — Register Now" in the Account Log-In box in the upper-right corner of this screen.** Follow the prompts to enter your information — this sets up online access to your account.

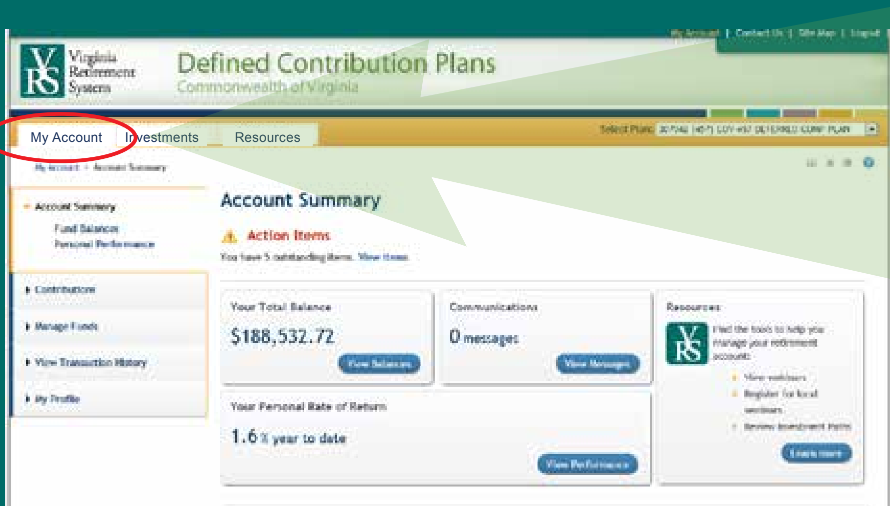
2. **User ID:** Your User ID must be 6-32 characters in length and is not case-sensitive. It must include the following two requirements:
   - At least one number (e.g., 1, 2, 6) OR special character from the following 5 characters: @, _, -, *, or .
   - At least one alphabetical character (example b, c, z or B, C, Z)

3. **Password:** Your password must be 8–24 characters in length and is case-sensitive. It must include three of the following four options:
   - At least one number (e.g., 1, 2, 6)
   - One special character from the following 5 characters: @, _, -, *, or .
   - At least one lowercase alphabetical character (example b, c, z)
   - At least one uppercase alphabetical character (example B, C, Z)

4. **Security Questions:** If asked, you must enter the security answer in the exact format it was originally created. NOTE: If you take the step to have your device "remember" your log-in info, you will not be asked a security question. However, if you're logging in from a public computer (e.g., at the library), you should not check the box asking the computer to "remember" your log-in info.

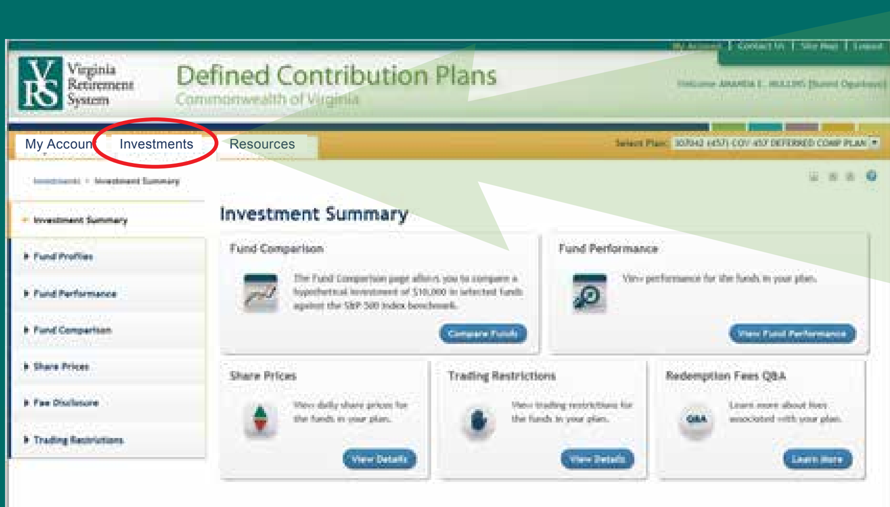
Other important reminders:

- To reset your password, select the link "Forgot User ID or Password?" link in the log-in box. Once you provide some of your personal information to verify your identify, you can create your new password immediately.
- Please review our Site Requirements and Security link at **www.varetire.org/dcplans** for additional information on the use of cookies and the Internet browsers we support to optimize your online experience.
- Make sure that cookies are enabled — you can find this information under the Internet Options setting in your browser.



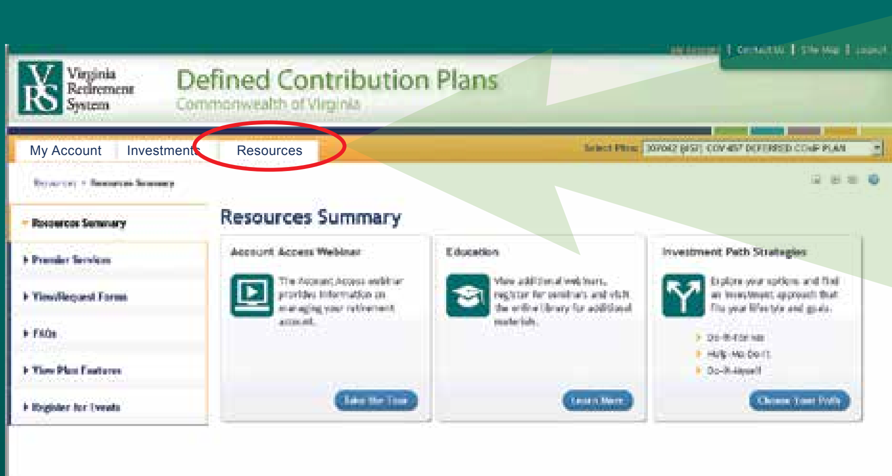
MY ACCOUNT

- Review account activity
- Adjust your contributions
- Manage investment selections
- Review your personal information
- Update your designated beneficiary(s)



INVESTMENTS

- Create fund comparisons for multiple funds
- Access to your Brokerage account
- Review up-to-date share price and performance information



RESOURCES

- Watch the Account Access webinar
- View the Education section
- Explore Investment Path Strategies

ICMA-RC'S SELF-SERVICE PHONE LINE *(Automated Voice-Response System for VRS Participants)*

Call **1-VRS-DC-PLAN1 (1-877-327-5261)** for 24/7 secure access to your account by phone.

- Press 1 for English or * for Spanish.
- To access your account, enter your Account ID or Social Security Number (SSN), followed by your Personal Identification Number (PIN).
- For new users, your PIN is the last four digits of your SSN. Follow the prompts to create a new 6-digit PIN.
- Upon authentication, account-specific details and timely alerts are automatically provided.

PHONE MENU

Press 1: Account Balance or General Question

Press 1: Hear account information

- Press 1: Account balance details *(by fund or source)*
  - Press 1: By fund
  - Press 2: By source
- Press 2: Statements
  - Press 1: Summary of your account
  - Press 2: Copy of last quarterly statement
  - Press 3: Year-to-date statement
- Press 3: Account changes
- Press 8: Access a different plan *(for multiple plans)*

Press 2: Hear contact information

- General fax information
- General correspondence address
- Hours of operation
- Homepage address *(plan-specific)*

Press 3: Make PIN changes

- Follow prompts for PIN changes
- Press * for PIN rules

Press 0: Speak with a representative

Press 2: Register or Request a Meeting With a Local Defined Contribution Plans Retirement Specialist

Defined Contribution Plans Retirement Specialists are available Monday – Friday from 8:30 a.m. to 5:00 p.m. ET.

Press 9: Repeat Menu Options

SHORTCUTS

- To return to the previous menu, press *
- To skip ahead or scroll forward, press # until you hear the option you want
- To switch to a different plan, press 8
- To contact an Investor Services Representative during normal business hours, press 0

Virginia Retirement System

BRC000-210-24052-201502-C2806
Rev 03/2015