

Connecting to your workplace retirement plan

Easy access to your account means you're in control of your retirement planning.

With MassMutual as your plan provider, you can easily access and manage your account the way you want virtually anywhere and at anytime. Keeping track of your workplace retirement plan account helps keep you in control of your future.

Online

Visit www.retiresmart.com, MassMutual's participant interactive retirement plan website.

Access account information on the go with the MassMutual RetireSmart smartphone app. To download, visit your Apple® or Android app store and search for "RetireSmart" or "MassMutual."

By phone

- Call our Participant Information Center¹ at **1-800-743-5274** virtually 24 hours a day, seven days a week. MassMutual Retirement Specialists are available Monday through Friday, 8 a.m. to 8 p.m. ET.
- If you are outside the U.S. dial **1-413-744-4015**. If you are prompted for a country code, please enter 001. If you speak a language other than English or Spanish, MassMutual has a universal language translation service that ensures all callers are able to communicate seamlessly in their native language.

¹ For the tenth consecutive year in 2017, the MassMutual Participant Information Center has been recognized by ContactCenter World as a top performer in delivering outstanding customer service.



Did you know?

- MassMutual’s commitment to protecting personal privacy and keeping your information secure is a top priority. For more information, click on the “*Privacy/Legal notice*” link on the participant website or call **1-800-743-5274**.
- To help you make knowledgeable and confident decisions about your money, there is a wealth of valuable educational articles, tools and workshops in the *Resources* section of your account dashboard.

ACCOUNT ACCESS AT A GLANCE*

Account Functions	Online	By Phone	
	RetireSmart website	Automated telephone services	Customer Service Representative
Set up, reset or change your PIN or password	✓	✓	✓
Check account balances	✓	✓	✓
Balance transfer	✓	✓	✓
Manage your investment elections*	✓	✓	✓
Manage your contribution percentage*	✓	✓	✓
Obtain investment option and market index quotes	✓	✓	✓
Obtain performance information	✓	✓	✓
Loan modeling and processing*	✓	✓	✓
Obtain general information regarding your retirement plan	✓	✓	✓
Check account history	✓		✓
Change your address*	✓		✓
Roll-in other retirement savings assets	✓		✓
View and print statements, trade confirmations, prospectuses and plan forms	✓		
Use retirement planning tools	✓		



* Some features are not available with all plans. Check with your employer for more information.

The information contained herein is not intended or written as specific legal or tax advice and may not be relied on for purposes of avoiding any federal tax penalties. Neither MassMutual nor any of its employees or representatives are authorized to give legal or tax advice. You must rely on the advice of your own independent tax counsel.

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