

Contacts

MRT Administrative Manual



Everence

Everence
P.O. Box 483
Goshen, IN 46527
mrt@everence.com

Phone: 800-348-7468 ext. 2471 **Fax:** 574-537-6636

Hours: 8 a.m. to 5 p.m. Monday - Friday (Eastern)

Empower Retirement

Empower Retirement - Voice Response Unit (VRU)

Security level: Social Security Number and Personal Identification Number (PIN). Initial call-in requires additional information to set up a PIN.

Phone: 800-298-4801

Availability: 24 hours a day, 7 days a week (subject to periodic maintenance).

Information available:

- Account balance in total, by fund, by money type, fund performance
- Distributions
- Transfers
- Future investments
- Recent account activity
- Change PIN
- Speak to a Retirement Services Representative

Empower Retirement Services Representatives

An employee may opt out of the Retirement Services Line Voice Response Unit (VRU) and speak with a Retirement Services Representative. English- and Spanish-speaking representatives are available.

Phone: 800-298-4801

Hours: 8 a.m. to 10 p.m. Monday through Friday and 9 a.m. - 5:30 p.m. Saturday (Eastern)

Information available is the same as from the VRU, plus:

- Request distribution paperwork
- General Plan provision questions
- Initiate research on account transactions

Empower Retirement – Plan Service Center

Website for Employers

Security level: Must register for access. Contact mrt@everence.com and provide contact name, user specific email address, and phone number.

Employer website: empower-retirement.com/psc/plan-resources

Website for Participants

The participant website can be accessed through www.myeverence.com/mrt, or the participant can go directly to www.empower-retirement.com/participant. Each site has its own registration process.

Availability: 24 hours a day, 7 days a week (subject to periodic maintenance)

Information available:

- Account balance - balance in total, by fund, by source
- Investment elections - current investment elections and ability to change elections
- Request distributions
- Current price information by fund