ONLINE ACCOUNT ACCESS

With online account access, you can
- **access your account information**
- **view your statement**
- **make changes to your investment position**
- **utilize excellent planning tools**

Start by visiting the Servant Solutions website at **servantsolutions.org**. In the top menu bar of the home page, select "personal account login". This takes you to a secure log in page for our recordkeeper, Principal®.

First-time users:

> To access your retirement account information for the first time online go to: **servantsolutions.org**. Click on "**Personal Account Login**" at the top of the screen. Then select **Get Started.**

> Enter your first name, last name, date of birth, mobile phone number, (this is the quickest way to verify your identity), and your ID number (this is either your Social Security number or a specific ID provided by Servant Solutions.)

> Agree to do business electronically and click **Continue**.

> If you don't provide your mobile phone number, you'll need to answer a few personal questions as an alternative way to confirm it's really you.

> Create a **unique username**, set a secure **password** and add your **email address**.

> Select and answer three security questions to use if you need to call us for assistance.

> You now have access to your online account and you'll get a confirmation email within a few minutes.

> The first time you log in, you'll need to choose where we send you **verification codes** (text message, voice call, or authentication app) and how often you want to use them.

Ongoing account access:

> Click **Log In.**

> Enter your **username** and **password** (click **Forgot Username** or **Forgot Password** if you need to reset) and click **Log In**.

> If you're logging in from a new device, resetting your username or password, or you've opted to use verification codes every time you log in, you'll receive a security code via text message, voice call, or authentication app.

> Enter the **security code** and click verify.

> If you forget your username or password, you will need to contact Principal to reestablish your login credentials. Please call **(800) 986-3343**. They will guide you through the process of recovering your login information. Have your latest printed statement handy, and bear in mind, that for this situation, your **employer is Servant Solutions.**

IMPORTANT NOTE:

Don't make the mistake of **NOT** setting up your online account access. By choosing a strong password, authentication questions, and multi-factor authentication, you are taking preventative measures against cyber theft.

Servant Solutions
YOUR RETIREMENT & FINANCIAL PLANNING PARTNER

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