

# Direct Line



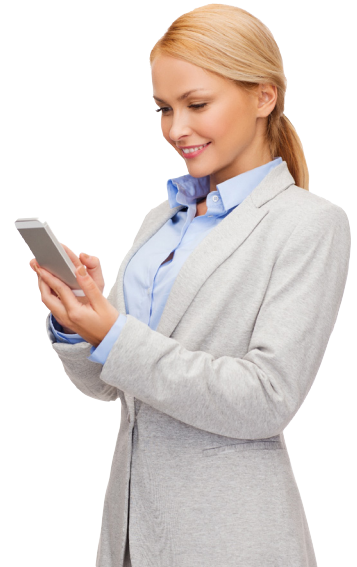
Touchstone Investments®  
DISTINCTIVELY ACTIVE

## Retirement Information at Your Fingertips

With Direct Line, you are in control of reviewing your retirement account any time you choose. You can obtain key information about your retirement account 24 hours a day, 7 days a week. Once you have entered the system, you should listen carefully to the main menu options, many of which are highlighted below. You will be asked to make a selection, and the system will automatically transfer you to that option and voice the requested information.

## Accessing Your Account

- ▶ Call 1-800-828-4224 on your touch-tone phone. You will be greeted and guided through each system function.
- ▶ To access your account, enter your Social Security Number followed by your PIN.
- ▶ Follow the system prompts to select menu options by speaking the menu names or pressing the appropriate keys on your phone.



## Account Information

- ▶ Review your total account balance.
- ▶ Listen to your balance by investment fund.
- ▶ Listen to your balance by contribution type.
- ▶ Review your current election percentages regarding the investment of future contributions in your account.

## Withdrawal Information

- ▶ Hear types and amounts of withdrawals available from your account.

## Fund Prices

- ▶ Obtain the price of each investment fund in your plan as of the previous business day's market close.

## PIN Change

- ▶ Change the numeric Personal Identification Number, or PIN, used to access your account.

## Loans

- ▶ Review your existing loan balance.
- ▶ Request the amount available for a loan.
- ▶ Estimate a new loan and the repayment amount per pay period.

## Helpful Hints

To choose a menu option, follow the system prompts to either speak the appropriate menu name or touch the corresponding key on your touch-tone phone. If you do not choose a menu option, the system will repeat the menu choices.

To avoid delays in accessing your desired account information, speak menu names clearly using the phrasing voiced by the system prompt.

To transact in your account, log on to the Direct Access website at [www.usicg.com](http://www.usicg.com) 24 hours a day, 7 days a week.

# 1-800-828-4224