

EASY ACCESS TO YOUR ACCOUNT

Connect with your financial future — anytime! Whether you prefer a laptop, desktop, tablet, or smartphone, you can access your Transamerica account easily. You can review the current status of your account, make changes, and access tools to help you personalize your retirement strategy.



ONLINE ACCESS
transamerica.com/portal/home

GETTING STARTED

First time user?

Step 1: Click the **LOG IN** button in the topright corner.

Step 2: On the next page, click, "**Need to register? Create an account**" and follow the instructions.

ONCE YOU'RE IN

From the left-hand menu, scroll over the five tabs — **Home, Review, Manage, Are You OnTrack[®]**, and **Resource Center** — and select an option from the drop-down lists.

CHECK ACCOUNT BALANCE

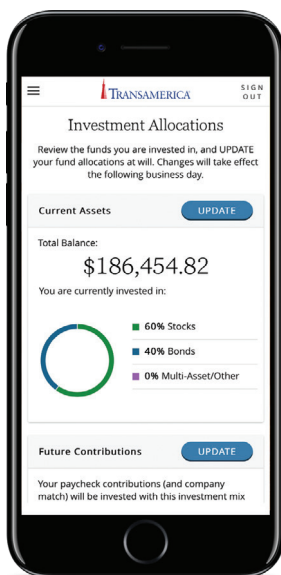
- Balance automatically appears on the overview page.
- For account balance by fund, click "**Balance.**"

REVIEW INVESTMENT PERFORMANCE

- To get performance and fee details for all the funds in your plan, click "**Fund and Fee Information**" under the Review tab.

PLAN YOUR RETIREMENT OUTLOOK[®]

- Our planning tools can help you develop and analyze your strategy across all your retirement accounts — inside and outside your plan.



**Download the My TRSRetire App
from the App Store or Google Play**

- View your account balance and rate of return.
- Know *Your Retirement Outlook[®]*.
- Take action right from your device.

Available on the
App Store

GET IT ON
Google play

*See important disclosures on the following page.



PHONE ACCESS 800-755-5801

CALL US: FREQUENT CALLERS

Step 1: Call 800-755-5801

Step 2: Enter or say your Social Security number.

Step 3: Choose the account you wish to access.

Step 4: Enter or say your PIN.

FIRST-TIME CALLERS

Step 1: Call 800-755-5801

Step 2: Enter your Social Security number.

Step 3: Follow the prompts for creating your Personal Identification Number (PIN).

VOICE PASS

Our voice-recognition system can provide security and convenience without having to remember a password when you call our Customer Care team. Voice Pass will identify you based on a stored voiceprint as unique as your fingerprint. Once set up, all you'll need to do when you call is repeat the phrase: "At Transamerica, my voice is my password" to access your account.

CALL US:

- **Step 1:** Call 800-755-5801
- **Step 2:** Let us know who you are. If you're calling from the phone number we have on file, we'll identify you that way. If you're calling from a different phone number, enter or say your Social Security number.
- **Step 3:** If it's your first time calling, follow the prompts to set up Voice Pass. If you've called us before, we'll ask you to verify your identity using your voice.

Access Your Account Online to Get Started.

Think ahead. Take action now.

 **Visit:** transamerica.com/portal/home

 **Contact:** 800-755-5801

IMPORTANT: The projections or other information generated by the engine, which produces *Your Retirement Outlook*[®], regarding the likelihood of various investment outcomes are hypothetical in nature, do not reflect actual investment results, and are not guarantees of future results. Results derived from the tool may vary with each use and over time. Please visit your plan website for more information regarding the criteria and methodology used, the engine's limitations and key assumptions, and other important information.

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