



NECA-IBEW MEMPHIS RETIREMENT PLAN

Managed for the Trustees by TIC INTERNATIONAL CORPORATION
6525 Centurion Drive • Lansing, Michigan 48917-9275
TOLL FREE 877-474-BENE (2363) • FAX 517-321-7508
www.ibew474benefits.org



TO: ALL PARTICIPANTS OF THE NECA-IBEW MEMPHIS RETIREMENT PLAN
RE: SECURE DOCUMENT UPLOAD THROUGH THE PLAN'S CUSTOMIZED WEBSITE

Dear Participants:

The Trustees of the NECA-IBEW Memphis Retirement Plan are pleased to announce that you may now submit documents through the Plan's secure website.

As you know, you can access your fringe benefit fund information via the internet by visiting the customized website at www.ibew474benefits.org, where you can view and print communications, forms and obtain other useful information. You may continue to obtain paper copies of all plan documents from the Fund Office.

In cooperation with TIC International Corporation, the Plan Administrative Manager, you may also view your personal account information via a secured Benefit Inquiry Site (BIS). The BIS will allow you to verify that the Plan has accurate personal information about you and your family. In addition, you can check the Plan's records for up-to-date information regarding your employer contributions made in your behalf.

Once you are in the customized website, select Current Benefit Status under the Retirement Fund Information menu. This will direct you to the TIC International Corporation Benefit Inquiry Site. You will need to sign in using your own ID and Password. We have included an explanation of how to create your BIS account on the reverse side of this document, if you have not already done so.

Should you have any questions related to website access, please contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149) in the Fund Office. However, for questions related to your benefits, please contact the Fund Office at 877-474-2363 and ask to speak with a claims examiner in the Retirement department.

SECURE DOCUMENT UPLOADS PROCEDURE:

- Begin at the Fund's customized website, www.ibew474benefits.org, click on the Retirement Fund Information menu, then click on Current Benefit Status.
- Once you arrive at the Benefit Inquiry Site login screen, enter your ID and Password. (See the reverse side of this document for instructions on how to create an account if you do not yet have one.)
- When you arrive at the Employee Menu, click on Secure Document Uploads to launch that screen.
- Open the pick list for Department and choose the appropriate destination (i.e. Retirement).
- Feel free to type Subject and Message information you wish to convey to the claims examiner reviewing your documents.
- **We recommend scanning your documents in PDF (Adobe Acrobat) format, using Black & White "quality", to keep your file size to a minimum. When scanning in PDF, most scanners also allow you to create multi-page documents so you would only need to upload one file containing all of your scanned pages.**
- **Be sure to preview your scans using your computer or mobile device. If they are clear and legible to you, they will be clear and legible to our claims examiners.**
- Note in the screenshot to the right that we have provided five "Attached File" upload slots. Click Browse, navigate to the file you wish to send and queue the file for transmission. Repeat this process for as many files as you wish to send.
- If you enter your email address before sending your file(s), our system will send you a confirmation code confirming that your files were delivered.
- Click Upload Files to complete the process.

File delivery time is typically 5 to 10 minutes, depending on the size.

The screenshot shows the TIC International Corporation website. At the top, it says "TIC International Corporation" with contact information: 11590 North Meridian St., Suite 600, Carmel, IN 46032-4529, Phone: 317-580-8686, Fax: 317-580-8699, Email: tic@tici.com. Below this is a "BIS Menu" with options: Terms & Conditions, System Maint. Schedule, Home. The main heading is "BENEFIT INQUIRY SITE" with a sub-heading "Current Benefit Status". There are input fields for "ID:" and "PASSWORD:" with "Login" and "Reset" buttons. Below that is an "Employee Menu" with a list of options: Name/Address/Birthdate, Contribution Information, Vacation Information, Supplemental Unemployment Benefit Plan, Supplemental Unemployment, Claim File Uploads, Secure Document Uploads (circled in red), Direct Deposit History, Back To Search, Eligibility Information, Health Care Hours, Pension History Information, Employee List, Special Fund Information, Claims Submission History, and Log Off System. At the bottom is the "SECURE DOCUMENT UPLOADS" page with fields for "Main ID:", "DEPARTMENT:" (set to Retirement), "Name:", "SUBJECT:", "View Document Upload History", "MESSAGE:", "Department & Email Administration", "PHONE (IF YOU WISH TO BE CONTACTED):", "OPTIONAL: Enter Your Email Address:", and a "PLEASE NOTE:" section. There are five "Attached File" slots, each with a "Browse" button, and an "Upload Files" button at the bottom.

(continued from reverse side)

To login and create your own BIS account, simply proceed with the following instructions:

- Go to **www.ibew474benefits.org**
- Click on the Retirement Fund Information menu in the header, then click on Current Benefit Status. This will open either a new web browser window or tab, depending on how your browser is configured.
- Alternately, your desktop or mobile browser may show a “Benefit Inquiry” frame on the homepage of the site. The information in the following step may be entered there as well.
- In the ID field, type your numeric Social Security Number, using no hyphens or spaces.
- In the Password field, type **85W6YPA**. (This is a generic password which identifies you as a NECA/IBEW Memphis participant).
- Click on the Login Button.

This will bring you to the Participant Sign Up page. Provide all of the requested information, which will include the creation of a password hint question and answer (for password recovery) as well as a permanent password of your choosing. The password requirements are provided on that page.

(Tip: We recommend using a simple, one-word answer to your password hint question, which will make it easier to remember and reiterate it later, should the need arise.)

Once you have completed the sign-up process, future logins will utilize your numeric Social Security Number along with your newly created permanent password.

Note: Once you have entered your numeric SSN and a password, if either of these items was incorrect, a Forgot Password link will appear along the left-hand edge of the Sign On screen. You will then be prompted for your Name and SSN. Click the Submit button and your browser will return your secret password hint question to you. Enter the answer exactly as you typed it in when you set up your password, then click on Submit. If you have entered the correct response, your password will be displayed on the next screen.

If you have any difficulties creating your new Benefit Inquiry Site account or logging in, please do not hesitate to contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149). However, if you have specific questions related to your benefits, please contact the Fund Office at 877-474-2363 and ask to speak with the Retirement Fund Department.