

24/7 account access at Alerus Retirement Solutions allows you to monitor your account and initiate transactions when it's convenient for you. Check account balances by investment and source, make interfund transfers and account realignments, and make investment election changes. **Plus!** Our customer service representatives are eager to assist you Monday through Friday, from 7 a.m. to 5 p.m., Central time at 800.433.1685.

alerusretirementsolutions.com online access instructions

1. Go to www.alerusretirementsolutions.com.
2. Click the blue **Participant** tab along the top navigation bar.
3. Click the blue **Login** button on the left side of the screen.
4. At the User ID prompt, enter your **Social Security Number** as a numeric string, without dashes.
5. Enter your 4-digit **PIN** (enclosed).
6. Next, you will be prompted to complete the following:
 - New User ID
 - New Password
 - E-mail
7. On the Security Questions page, select and answer the security questions. Click the **drop down arrows** for a complete list of questions from which to choose.

Congratulations! You have successfully completed the registration process and now have access to your account.

- In the future, when prompted, you will enter your User ID, then your Password, and occasionally answer a security question to log in to your account.
- If you have forgotten your User ID, please contact our call center at 800.433.1685.
- If you have forgotten your Password, go to the Password Entry screen, select **Forgot Password**. After you answer several questions, you will receive a confidential e-mail with your password.
- Click **FAQs** for answers to your retirement plan questions and more.

To view the website in Spanish, click the **Spanish flag** where prompted.

When will my transactions be processed?

Changes made through Alerus Retirement Solutions online or telephone access systems are processed daily. Generally, transactions received before market closing (in most cases 3 p.m. Central time) will be processed that day. A confirmation of your transaction will be delivered to you.

This information does not constitute an offer to buy or a solicitation to sell. The products offered (1) are not FDIC insured, (2) are not deposits or other obligations of a bank or guaranteed by a bank, and (3) involve investment risk, including possible loss of principle amount invested.

800.795.2697 telephone access instructions

1. Call 800.795.2697
 - Press 1 for English
 - Press 2 for Spanish
2. Enter your **Social Security Number** and 4-digit **PIN** (enclosed)
3. Navigate by following the prompts as instructed.
 - Press 1 for personal account information or to make changes to your account.
 - Press 2 for loan information
 - Press 6 to change your PIN

- You may select a menu option at any time without listening to the complete menu.
- If you have forgotten your PIN or would like to change it, please contact our call center at 800.433.1685. A new PIN will be delivered to you.