

CUSTOMER SERVICE GUIDE

Our Customer Service Representatives are available to assist you with any questions or concerns about your retirement account.



Customer Service Center

Toll-Free: (866) 680-7000
Local: (859) 422-0350
Fax: (859) 296-0880



Online

Visit us online at
www.unifiedtrust.com



Voice Response Unit

Toll-Free: (800) 845-5151
Local: (859) 296-9835

Customer Service Center

Representatives are available Monday through Friday from 9am-5pm Eastern Time (ET) for questions regarding your individual account.

Online

To access the web:

- Click on “Account Access”
- Under “Access My Account”, select “Plan Participant”
- Enter your user ID and password under “Select Role”; verify that “Participant” is selected

Note: For first time users, your user ID is your Social Security Number and your password is the last four digits of your Social Security Number. After logging in you will be prompted to change both your user ID and password to an alphanumeric combination of at least eight (8) characters and to answer four alternate verification questions.

Refer to the online help menu or contact our Customer Service Center for assistance.

Voice Response Unit (VRU)

To access the VRU:

- Enter your Social Security Number and PIN. Once you access your account, you may select from the options below:

Option One

1. **Balance Information:** Balances by investment
2. **Investment Information:** Investment Election Information, Change Investment Election Information, Transfer Between Investments, Conform Ending Balance

Option Two: Current investment rates of return

Option Three: Change PIN

Note: For first time users, the PIN will be the last four digits of your Social Security Number. After gaining initial access you will be required to enter a new four digit PIN for future VRU use.