

Easy Access to Your Account



First-Time Users

- Go to www.divinvest.com
- Follow the instructions to establish a password and access your account

Frequent Users

- Go to www.divinvest.com
- Enter your Customer ID and password
- From the welcome page, click on “Access Your Account(s)”
- View your Retirement Profile and Retirement Outlook



Enroll in the Plan

- From the welcome page, select “Begin your Plan of a Lifetime”
 - Enter your information
- Confirmation mailed the following business day.*

Change Contribution Amount

- From the main menu, select “Transactions”
 - Select “Deferral/Payroll Deduction”
 - Enter updates
- Confirmation mailed the following business day.*

Review Plan Information

- From the main menu, select “Account Information”
- Select “About the Plan”

Check Account Balance

- From the account overview screen, select “Account Balance” or “Account Activity” tabs
- For details, select “Account Information” and then “Account Balance”

Change Investment Allocation (new contributions)

- From the main menu, select “Transactions”
 - Select “Allocations”
 - Enter updates
- Confirmation mailed the following business day.*

Customer Service

- From the main menu, select “Help” (upper right corner)

Review Investment Performance

- From the main menu, select “Account History”
- Select “Fund Information”

Transfer Between Investment Options (existing assets)

- From the main menu, select “Transactions”
 - Select “Fund Transfers”
 - Enter updates
- Confirmation mailed the following business day.*

Designate Beneficiary

- From the main menu, select “Account Information”
 - Select “Beneficiary Information”
 - Select “Change/Add Beneficiaries”
 - Complete the form and click “Submit”
- Confirmation mailed the following business day.*

continued

Easy Access to Your Account

First-Time Callers

- Call **800-755-5801**
- Enter your Social Security number
- Follow the prompts for creating your Personal Identification Number (PIN)

Frequent Callers

- Call **800-755-5801**
- Enter or say your Social Security number
- Choose the account you wish to access
- Enter or say your PIN



Enroll in the Plan

- Say "Allocation"
 - State the percentage you wish to invest in each fund
 - Say "Deferral"
 - State the appropriate percentage/amount
- Confirmation mailed the following business day.*

Check Account Balance

- Account balance automatically offered
- For account balance by fund, say "Account information," then "Balances"

Review Investment Performance

- Say "Hear account information"
- Say "Fund information," then "Performance"

Change Contribution Amount

- Say "Change my account"
 - Say "Deferral amount"
 - Provide updates to contribution amount
- Confirmation mailed the following business day.*

Change Investment Allocation (new contributions)

- Say "Change my account"
 - Say "Future allocation"
 - Provide updates to investment allocation
- Confirmation mailed the following business day.*

Transfer Between Investment Options (existing assets)

- Say "Change my account"
 - Say "Transfer current assets"
 - Provide transfer information
- Confirmation mailed the following business day.*

Review Plan Information

- Say "Speak to a counselor"
- Counselor will review specific plan information

Customer Service

- Say "Speak to a counselor"

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