



Information and Assistance

Got a question? We want to know. Call us. Write us. Send us an e-mail. We're ready to assist you! ING Access, ING's 24 hour, toll-free number and Internet site lets you manage your account securely, quickly and easily – with just a phone call or the click of a mouse.

Need your account balance or unit values? Looking to update your investment selections or allocations? With ING Access, it's easy to review your account information and make changes. To get started, all you need is your Social Security Number and your Personal Identification Number (PIN).

Don't Know Your PIN?

For your security, your PIN is required to access your account by phone and to register for your online account. If you don't know your PIN, please call us at 1-800-262-3862 and press 0 or stay on the line and an ING Customer Service Associate will assist you.

PIN for Multiple Accounts

Please note: if your PIN information differs across your accounts, you will need to log in to each account separately when accessing your account by phone.

Don't Know Your Online USER ID and Password?

You will create your USER ID and Password when you register for your online account.

If you forget your password, you can select a new one by going to www.ingretirementplans.com and clicking "Forgot Your Password?"

If you forget your USER ID, or need to speak to a Customer Service Associate, please call us at 1-800-262-3862.

ING Customer Service Associates are available:
Mon. – Fri., 8:00 a.m. - 10:00 p.m., ET;
Sat., 8:00 a.m. - 4:00 p.m. ET.

ING Access by Phone

To access your account through the telephone, use our automated voice response system. It is available toll-free, 24 hours a day, 7 days a week at 1-800-262-3862.

Please see reverse side for telephone prompts and instructions.

Para asistencia en español:

Si usted necesita asistencia en español sobre su plan de ahorros simplemente marque 1-888-277-7017 para comunicarse con uno de nuestros representantes que hablan español. Este servicio está a su disposición de lunes a viernes, de 8:00 a.m. a 10:00 p.m. hora del este.

For special needs assistance:

Toll-free AT&T Relay Customer Service is available for deaf, hard-of-hearing and/or vision-impaired customers wishing to access their account.

1-800-855-2880 (TDD)
1-800-855-2882 (ASCII)
1-800-855-2883 (Telebraille)

AT&T Relay Customer Service will connect with the ING Customer Service Center.

ING Access Online

To access your account online, visit: www.ingretirementplans.com. If you haven't used ING Access before, click "sign me up."*

1. Enter your USER ID and Password.
2. Click "Enter."

* First-time users will be asked to fill out a brief registration form before entering ING Access Online. This form will prompt you to create a personalized USER ID and Password that you will use to access your account(s). You will need your Social Security Number and PIN to complete the registration process.



ING Access by Phone

Getting Started

To access your account you will need a touch-tone phone.

1. Dial 1-800-262-3862
2. Choose preferred language, press
 1. For English
 2. For Spanish
3. Enter your Social Security Number
4. Enter your PIN followed by the (#) key
5. Select an account to review (account balance and last contribution will be spoken)

Options Menu

- 1. To inquire about this account**
 1. Account balance information
 2. Unit values and interest rates
 3. Contribution information
 4. Inquire or initiate a loan or withdrawal¹
 0. Fund performance
 Note: We have used the term "fund" to refer to all investment options, including fixed interest rate and stable value options.
- 2. To make changes to this account**
 1. Move existing money
 2. Change the direction of future contributions
 3. Change salary contribution percentages¹
 0. Obtain a current prospectus or offering material for any investment option
- 3. To change your Personal Identification Number (PIN)**
- 4. To request a printed account statement**
- 5. To review your personal profile information**

¹ This feature is not available in all plans.

At Any Time You May Press

- * To return to the previous menu
- 8. To repeat this menu
- 9. To return to the main menu
- 0. To speak with a Customer Service Associate

For All Other Inquiries

For account questions that you can't find on ING Access: Contact a Customer Service Associate, or e-mail questions to www.ingretirementplans.com/contact_us/index.shtml

For investment questions: please contact your ING representative.

www.ing.com/us www.ingretirementplans.com

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