



# Information and Assistance

Got a question about the State of Connecticut Defined Contribution Plans? We want to know. Call us. Write us. Send us an e-mail. We're ready to assist you! ING Account 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 account information? With Account 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 800-584-6001, press "1", follow the prompts, 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 obtain it by going to the "log in" page and clicking "Forgot Your Password?"* Enter the required information and then you will be given the opportunity to create a new password.

*If you forget your User ID, or need to speak to a Customer Service Associate, please call us at 800-584-6001 and press "1".*

## Customer Service Associates are available:

Monday - Friday, 8:00 a.m. - 10:00 p.m. ET;  
Saturday, 8:00 a.m. - 4:00 p.m. ET.

## ACCOUNT 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 800-584-6001.

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 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, hearing- and/or vision-impaired customers wishing to access their account.

**800-855-2880 (TDD)**

**800-855-2882 (ASCII)**

**800-855-2883 (Telebraille)**

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

## ACCOUNT ACCESS ONLINE

To access your account online, visit [www.CTdcp.com](http://www.CTdcp.com)

1. Click on "Account Access" (at left of screen).
2. Enter your User ID and Password.\*
3. Click "Enter."

\*First-time users will be asked to fill out a brief registration form. 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.

## ACCOUNT ACCESS BY PHONE

### GETTING STARTED

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

1. Dial 800-584-6001
  - Press "1" for automated service
  - Press "0" to speak with a Customer Service Associate
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
- 0 Fund performance

Note: We have used the term "fund" to refer to all investment options, including fixed credited interest rate and stable value options.

#### 2. To make changes to this account

- 1 Move existing money
- 2 Change the direction of future contributions
- 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

### AT ANY TIME YOU MAY PRESS

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

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**For all other inquiries, please contact your Registered Representative toll-free at 800-784-6386.**