

# Protecting Your Account

## WITH WITHDRAWAL LOCK



Withdrawal Lock is a feature on **MillimanBenefits.com** that adds an extra layer of security to your retirement account.

## How It Works

Withdrawal Lock is a security feature that “locks down” your account to prevent unauthorized withdrawals, distributions or loans (if offered by your plan). You can still access account information and initiate transactions, such as contribution rate or investment changes. However, you will need to enter a unique code to withdraw money from your account.

Milliman will activate Withdrawal Lock when you register your account.

- 1** After you register your account at **MillimanBenefits.com**, the system will automatically lock your account to protect it from unauthorized withdrawals.
- 2** You will receive an electronic notification (sent to all email addresses and/or cell phone numbers on file) that you have successfully registered your account. This electronic notification will let you know that the system added the Withdrawal Lock feature and to watch for a confirmation letter.
- 3** **Milliman will mail the confirmation letter to your home address on file (it will not be sent electronically).** The letter will include a unique code that you'll need to unlock your account. Keep this letter in a safe place so you can access the unique code when you're ready to withdraw your money.
- 4** To protect your account, leave it locked until you're ready to take a withdrawal.

## MAKE SURE YOUR ACCOUNT IS LOCKED

Milliman began applying Withdrawal Lock automatically to accounts registered after June 18, 2020. If you registered prior to June 18, 2020, we recommend that you activate this feature to keep your account secure.

Log in to **MillimanBenefits.com**. Go to the Profile icon located at the top right corner. Select “Account Security” and click the “Withdrawal Lock” tab to see if the feature is active. If your account is unlocked, check “Yes, Lock Withdrawal Access” and click “Submit.”

# Frequently Asked Questions

## **Q1. Will I still be able to make changes to my account if it's locked?**

Yes. If your account is locked, you will still be able to access account information and initiate transactions, such as contribution rate or investment changes.

## **Q2. How do I unlock my account when I'm ready to take a withdrawal?**

Log in at **MillimanBenefits.com**. Go to the Profile icon located at the top right corner. Select "Account Security" and click the "Withdrawal Lock" tab to enter the code. Remember, Withdrawal Lock is a security feature, and it's a good idea to keep your account locked until you need to take a withdrawal.

## **Q3. I lost my code and need to take a withdrawal. What do I do?**

If you lose your code, go to **MillimanBenefits.com** to request a new one that Milliman will mail to your home address on file. The system will not send the Withdrawal Lock code through email or text. Benefits Service Center representatives can't provide one over the phone.

## **Q4. How can the Benefits Service Center help me with the unlock code? Can I request one by calling or chatting online? Can a representative unlock my account?**

Benefits Service Center representatives can help you through the online process to request that a new Milliman-generated unique unlock code be mailed to you. Benefits Service Center representatives cannot provide the code over the phone nor can representatives email or text the code to you.

## **Q5. I moved. How do I update my mailing address?**

Update your address with your company, who will notify Milliman.

## **Q6. How do I know if Withdrawal Lock is active for my account?**

Log in to **MillimanBenefits.com**. Go to the Profile icon located at the top right corner. Select "Account Security" and click the "Withdrawal Lock" tab to see if the feature is active. If your account is unlocked, check "Yes, Lock Withdrawal Access" and click "Submit."

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## **Q7. Can I call the Milliman Benefits Service Center to enroll in my plan? When I enroll, will the system apply Withdrawal Lock to my account automatically?**

Benefits Service Center representatives can assist you over the phone with enrolling in your plan and making other changes, such as contribution rate changes and investment trades, as long as you can validate your account verbally. If you enroll through the Benefits Service Center, you will still need to register your account at **MillimanBenefits.com** to have the Withdrawal Lock feature applied automatically. The Benefits Service Center cannot help you activate this feature.