

From the Principal Financial Group®

# Innovative Retirement Services Guide

This guide provides helpful information to assist you with accessing The Principal Retirement Service Center® at [www.principal.com](http://www.principal.com) and TeleTouch®, our toll-free interactive voice response system available at 1-800-547-7754. This guide will prove valuable whether it's your first time accessing our systems or if you are a return visitor.

## The Principal Retirement Service Center Web site

FIRST-TIME USERS	ONGOING ACCOUNT ACCESS
Go to <a href="http://www.principal.com">www.principal.com</a>	Go to <a href="http://www.principal.com">www.principal.com</a>
Click on the <b>LOGIN</b> button on the left-hand side of the screen	Click on the <b>LOGIN</b> button on the left-hand side of the screen
Click on <b>PERSONAL</b> for Login Type <ul style="list-style-type: none"> <li>Select the <b>Establish your new Username and Password</b> link</li> <li>Enter your <b>Social Security number</b></li> </ul>	Click on <b>PERSONAL</b> for Login Type <ul style="list-style-type: none"> <li>Enter your <b>Username</b> (Click <b>Forgot your Username</b> if you need a Username)</li> <li>Enter your <b>Password</b> (Click <b>Forgot your Password</b> if you need a Password)</li> </ul>
Enter your <b>retirement plan Contract Number 615443</b> <ul style="list-style-type: none"> <li>Answer the security verification questions</li> <li>Verify or change your <b>Username</b></li> <li>Create and enter a <b>6-16 digit alpha/numeric password</b></li> <li>Create and enter a <b>personalized security phrase</b></li> </ul>	

Click **DETAILS** at the right-hand side of the Retirement Plan.

Use the tabs at the top of the page and the options located on the left to navigate the Web site.

### Available options include:

Account Info	Investments	Make Changes	Historical Info	Planning Center
At a Glance	Overview: News & Features	Overview: Investments	Activity Summary	Features
Personalized Rate of Return	Current Asset Mix	Contributions	Activity Detail	- More news - 404(c) notice
Balance by Investment	Investment Performance	Account Basics	Download Transactions	Retirement Planning
Vested Balance by Source	Transfer Restrictions/ Redemption Fees	Withdrawals	Contributions	Investing Basics
Loan Information (if applicable)	Investor Profile Quiz		Statements	Saving & Budgeting
Personal Facts	Investor Profiles		Electronic History	Online Seminars
Contribution Information	Brokerage Account Information			
Plan Info and Forms	Managed Accounts			

Not all options are available for certain plans. Check with

to find out what is available.

## TeleTouch

FIRST-TIME USERS	ONGOING ACCOUNT ACCESS
Call <b>1-800-547-7754</b>	Call <b>1-800-547-7754</b>
Press 1 for information in Spanish	Press 1 for information in Spanish
Enter your <b>Social Security number</b>	Enter your <b>Social Security number</b>
Press 1 to <b>Establish your PIN</b>	Enter your <b>6 digit alpha/numeric PIN</b>
Answer the security verification questions. You'll be prompted for the retirement plan Contract/Plan ID number: <b>615443</b>	
<p>Follow the prompts to:</p> <ul style="list-style-type: none"> <li>• Access daily account values</li> <li>• Obtain investment performance information</li> <li>• Transfer retirement funds between available investment options</li> <li>• Change where future contributions are invested</li> <li>• Hear your outstanding loan balance, obtain a loan quote, and request a loan</li> <li>• Review the status of a pending or completed distribution</li> <li>• Establish/change your PIN</li> <li>• Review/change contributions percentage</li> <li>• Review/change maturing accounts information</li> <li>• Reinvest retirement account balance from a previous plan</li> <li>• Access information on the Principal Managed Account Program<sup>SM</sup></li> <li>• Access helpful information on changing jobs or retiring</li> <li>• Obtain information on other retirement savings options</li> </ul> <p style="text-align: center;">Not all options are available for certain plans. Check with <span style="float: right;">to find out what is available.</span></p>	



WE'LL GIVE YOU AN EDGE®

Principal Life Insurance Company, Des Moines, Iowa 50392-0001, [www.principal.com](http://www.principal.com)

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Not FDIC/NCUA Insured	No Bank Guarantee
Not A Deposit	May Go Down In Value
Not Insured By Any Federal Government Agency	