

Information and Assistance

To help make it easier for you, here is some information and helpful tips on accessing your **planwithease.com**[®] account.

Logging in

The first time you log in to **planwithease.com** (at www.planwithease.com), your preset User ID is your nine-digit Social Security Number, no spaces or hyphens. Your Password is the two digit month of your birth and the last two digits of your birth year - MMY. For example: a birth date of June 9, 1960 would be "0660". Once you have logged in, you must select your own User ID and Password. Changes made to the User ID and Password will take effect immediately.

Criteria for the User ID are:

- It must be between 6 and 12 characters (letters and numbers only - no special characters).
- It must contain at least one letter and one number, and letters are case sensitive.
- It cannot be the same as your Password or your Social Security Number.
- It cannot contain three letters or numbers in a row that are one character different - in other words, you cannot use ABC123.

Criteria for the Password are:

- It must be between 6 and 8 characters (letters and numbers only - no special characters).
- It must contain at least one letter and one number, and letters are case sensitive.
- It cannot be the same as your User ID or your Social Security Number.
- It cannot contain three letters or numbers in a row that are one character different - in other words, you cannot use ABC123.
- It cannot contain two consecutive characters that are the same - in other words you cannot use apple01, but aple01 would be fine!

If you forget your password, you can obtain it by going to the "log in" page and clicking "Forgot User ID or Password?" Enter your Social Security Number, and you will be given the opportunity to create a new User ID and or Password.

- The site will ask for the answer to the Alternate Verification Security question you established when you logged in for the first time.
- Once the correct information is entered, you receive an email with a link you will need to access to receive a User ID and Password.
- You must log in with those items. You can then change your password, if you would like, by selecting ID/Password Change on the left hand navigation bar.
- If you do not know or have forgotten your Alternate Verification Question, please contact customerservice@planwithease.com to have your account information reset.



Making sure you can receive information from planwithease.com

Please add customerservice@planwithease.com to your email contacts list. This will prevent emails from **planwithease.com** from being sent to your SPAM or Junk email folder. Those communications are important... so we want you to receive them!

Please also enable pop-up windows for the **planwithease.com** web site. This will allow a new dialog window to open when you request approval of a transaction, showing the approval transaction in process as well as providing a link to a notice that the approval notice or other related information is available to open, download and print. To enable pop-up windows:

- Go to **www.planwithease.com**.
- On the Windows Explorer toolbar, click on "Tools"
- Select "Pop-up Blocker"
- Select "Click-Off Pop-up Blocker."

You will be able to access approval notices through "Reports/Letters" located on the navigation menu on the left side of the web site.

Have questions about using planwithease.com?

Our Participant User Guide to **planwithease.com** (available once you log into the site) should answer most questions. But if you have a question that is not covered, please contact your Plan Sponsor or ING Representative.

