FREQUENTLY ASKED QUESTIONS ABOUT ONLINE RETIREMENT MANAGER

Q: What is Retirement Manager?
A: It's a single, convenient and secure web-based access point from which you may manage your Optional Retirement Program (ORP), tax sheltered annuity 403(b,) and tax deferred 457 retirement plan accounts.

Q: Where can I find information about my Teacher Retirement System (TRS) or Austin Community College Money Purchase Plan (ACCMPP) account?
A: Unfortunately, Retirement Manager does not include information about either TRS or ACCMPP. For information regarding those plans, please refer to the TRS website at www.trs.state.tx.us or the ACCMPP website at www.mnmpensions.com.

Q: What is the Retirement Manager website?
A: https://www.aigretco.com/retireman/

Q: How do I log in?
A: On your first visit to the site, click on the "I'm a New User" link to set up a password.

Q: I've forgotten my password; what do I do?
A: Click on the "I Forgot My Password" link and follow the steps to establish a new password.

Q: My employee ID isn't working. What am I doing wrong?
A: The first time you log in, you will need to use your social security number. To log into Retirement Manager after your initial log in, you will use your ACC employee ID with no letters. For example, if your ACC employee ID is A0123456, then you would enter 0123456 as your Employee Unique ID.

Q: What does the Retirement Manager site allow me to do?
A: You can sign up for a voluntary 403(b) tax-sheltered annuity or 457 deferred compensation retirement account, or, if eligible, an Optional Retirement Program account. You can view account balances, change contribution amounts and transfer balances between vendors. It also has financial planning tools and articles that are useful even if you don't have one of these retirement accounts in place.

Q: Who can use Retirement Manager?
A: All ACC employees.

Q: Who are the approved vendors?
A: The 8 approved vendors and their agents are listed here: http://www.austincc.edu/hr/benefits/orpvendors.php.

Q: Do I still use my agent?
A: Yes, you will still use your agent to make specific investment decisions and for additional financial planning, but now you no longer need your agent to sign off on contribution changes.

Q: What if I need a withdrawal?
A: Unfortunately, we are not able to request hardship loans or withdrawals through Retirement Manager at this time. Please contact your vendor directly to make such a request.

Q: Can I get an up-to-date statement of my account?
A: You can view account balances for some vendors through Retirement Manager presently. If your account balance isn't accessible through Retirement Manger, you will need to obtain that information from your vendor directly. You will always need to contact your vendor directly for more comprehensive statements. Links to all vendors' websites and contact information for all ACC agents are included in Retirement Manager.

Q: I'm not comfortable entering my social security number. Do I have to use it?
A: Retirement Manager is a secure website, and every effort has been made to protect your data. You only have to use your social security number once for verification purposes when you log into Retirement Manager the first time. After that initial log-in, you will use your ACC employee ID number (seven digit number without any letters) to log in.

For addition information or further assistance, please contact Kelly Grant at 223-7230 or Susan Corbett at 223-7617.