

CONSTRUCTION INDUSTRY RETIREMENT FUND OF ROCKFORD, ILLINOIS



Managed for the Trustees by TIC INTERNATIONAL CORPORATION • 6525 Centurion Drive • Lansing, Michigan 48917-9275
TOLL FREE 866-266-9866 • FAX 517-321-7508 • www.rockfordretirementbenefits.org

TO: ALL PARTICIPANTS OF THE CONSTRUCTION INDUSTRY RETIREMENT FUND OF ROCKFORD, ILLNOIS
RE: SECURE DOCUMENT UPLOAD THROUGH THE PLAN'S CUSTOMIZED WEBSITE

Dear Participants:

The Trustees of the Construction Industry Retirement Fund are pleased to announce that you may now submit documents through the Plan's secure website.

As you know, you can access your fringe benefit fund information via the internet by visiting the customized website at www.rockfordretirementbenefits.org, where you can view and print communications, forms and obtain other useful information. You may continue to obtain paper copies of all plan documents from the Fund Office.

In cooperation with TIC International Corporation, the Plan Administrative Manager, you may also view your personal account information via a secured Benefit Inquiry Site (BIS). The BIS will allow you to verify that the Plan has accurate personal information about you and your family. In addition, you can check the Plan's records for up-to-date information regarding your employer contributions made in your behalf.

Once you are in the customized website, select Current Benefit Status under the Retirement menu. This will direct you to the TIC International Corporation Benefit Inquiry Site. You will need to sign in using your own ID and Password. We have included an explanation of how to create your BIS account on the reverse side of this document, if you have not already done so.

Should you have any questions related to website access, please contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149) in the Fund Office. However, for questions related to your benefits, please contact the Fund Office toll-free at 866-266-9866 and ask to speak with a claims examiner in the Retirement department.

SECURE DOCUMENT UPLOADS PROCEDURE:

- Begin at the Fund's customized website, www.rockfordretirementbenefits.org, click on the Retirement menu, then click on Current Benefit Status.
- Once you arrive at the Benefit Inquiry Site login screen, enter your ID and Password. (See the reverse side of this document for instructions on how to create an account if you do not yet have one.)
- When you arrive at the Employee Menu, click on Secure Document Uploads to launch that screen.
- Open the pick list for Department and choose the appropriate destination (i.e. Retirement).
- Feel free to type Subject and Message information you wish to convey to the claims examiner reviewing your documents.
- **We recommend scanning your documents in PDF (Adobe Acrobat) format, using Black & White "quality", to keep your file size to a minimum. When scanning in PDF, most scanners also allow you to create multi-page documents so you would only need to upload one file containing all of your scanned pages.**
- **Be sure to preview your scans using your computer or mobile device. If they are clear and legible to you, they will be clear and legible to our claims examiners.**
- Note in the screenshot to the right that we have provided five "Attached File" upload slots. Click Browse, navigate to the file you wish to send and queue the file for transmission. Repeat this process for as many files as you wish to send.
- If you enter your email address before sending your file(s), our system will send you a confirmation code confirming that your files were delivered.
- Click Upload Files to complete the process.

File delivery time is typically 5 to 10 minutes, depending on the size.

The screenshot displays the TIC International Corporation website interface. At the top, it shows the company name and contact information: 11590 North Meridian St., Suite 600, Carmel, IN 46032-4529, Phone: 317-580-8686, Fax: 317-580-8699, Email: tic@tici.com. Below this is a navigation menu with options like Terms & Conditions, System Maint. Schedule, and Home. The main heading is "BENEFIT INQUIRY SITE" with a sub-heading "Current Benefit Status". There are input fields for ID and Password, and buttons for Login and Reset. Below the login section is an "Employee Menu" with various options including Name/Address/Birthdate, Contribution Information, Vacation Information, Supplemental Unemployment Benefit Plan, Supplemental Unemployment, Claim File Uploads, Secure Document Uploads (circled in red), Direct Deposit History, Back To Search, Eligibility Information, Health Care Hours, Pension History Information, Employee List, Special Fund Information, Claims Submission History, and Log Off System. The "SECURE DOCUMENT UPLOADS" section includes fields for Member ID, Name, Department (set to Retirement), Subject, and Message. There are also fields for Department & Email Administration and Phone (if you wish to be contacted). An optional field for email address is present with a note: "(A confirmation email will be sent to you)". A "PLEASE NOTE" section states: "In regards to Pension submissions, original versions of the Request for Application and Application documents must be sent by mail to the Fund Office and cannot be uploaded electronically." At the bottom, there are five "Attached File" slots, each with a "Browse" button, and an "Upload Files" button.

(continued from reverse side)

To login and create your own BIS account, simply proceed with the following instructions:

- Go to **www.rockfordretirementbenefits.org**
- Click on the Retirement menu in the header.
- Choose Current Benefit Status in the available hyperlinks. This will open either a new web browser window or tab.
- In the ID field, type your Social Security Number, using no hyphens or spaces.
- In the Password field, type **35QNB43**. (This is a generic password which identifies you as a Construction Industry Retirement Fund participant).
- Click on the Login Button.

This will bring you to the Participant Sign Up page. Provide all of the requested information, which will include the creation of a password hint question and answer (for password recovery) as well as a permanent password of your choosing. The password requirements are provided on that page.

(Tip: We recommend using a simple, one-word answer to your password hint question, which will make it easier to remember and reiterate it later, should the need arise.)

Once you have completed the sign-up process, future logins will utilize your numeric Social Security Number along with your newly created permanent password.

Note: Once you have entered your numeric SSN and a password, if either of these items was incorrect, a Forgot Password link will appear along the left-hand edge of the Sign On screen. You will then be prompted for your Name and SSN. Click the Submit button and your browser will return your secret password hint question to you. Enter the answer exactly as you typed it in when you set up your password, then click on Submit. If you have entered the correct response, your password will be displayed on the next screen.

If you have any difficulties creating your new Benefit Inquiry Site account or logging in, please do not hesitate to contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149). However, if you have specific questions related to your benefits, please contact the Fund Office toll-free at 866-266-9866 and ask to speak with a claims examiner in the Retirement Department.