

# Preparing for the Future, Making Changes Today

## What's New on July 1, 2020

- Expanded hours of service at the call center. Support is now available between 5 a.m. and 6 p.m. Pacific Time, Monday – Friday, offering 3 additional hours of support on business days.
- Call-center support will be available in Spanish and translation services are available for over 250 additional languages.
- An improved web experience that includes quarterly statements and plan documents, plus the ability to view your updated account balance.
- New retirement distribution requests will be processed based on daily – rather than quarterly – account valuation.
- You will be able to see the Trustee-directed investment portfolio for your individual account.

These enhanced services will be provided by our new administrative provider, Milliman.

## What You Should Do Now

Go to [myseiu.be/myplan-srp](https://myseiu.be/myplan-srp) to log in to the new website administered by Milliman. You will need to create a new user ID, even if you had one before. When you log in, you can:

- Verify or provide your preferred contact info.
- Select a beneficiary or beneficiaries. A beneficiary is the person who would receive your account balance if you pass away.
- If desired, you can sign up for electronic delivery! Get statements and other documents in a safe, secure and environmentally-friendly way.

## Your SRP Account Statements from Milliman

Your first statement from Milliman will be for the period July 1, 2019 – June 30, 2020, and will show the transfer of your account balance from Zenith to Milliman. This annual statement will be mailed to your home later this year and every year thereafter, unless you sign up for electronic delivery. Quarterly statements will only be available online.

## More About the SRP

Details about the SRP, including how much is contributed to your account are always available at [myseiu.be/myplan-srp](https://myseiu.be/myplan-srp). Details can also be found in the Summary Plan Description or the SEIU 775 Secure Retirement Plan Document.

## Access Your Account

As of July 1, 2020, you can log in to your account directly through [myseiu.be/myplan-srp](https://myseiu.be/myplan-srp).

Milliman Benefit Service Center representatives are available by calling **1-800-726-8303** from 5 a.m. to 6 p.m. Pacific Time, Monday-Friday.

**Español** Русский Язык 한국어  
Tiếng Việt 中文  
[myseiubenefits.org/retirement](https://myseiubenefits.org/retirement)

For questions related to your training and your health benefits, you can reach the MRC at **1-866-371-3200** between 8 a.m. and 4:30 p.m. Pacific Time or via email at [MRC@myseiubenefits.org](mailto:MRC@myseiubenefits.org).

## Get to Know Milliman

A top-tier provider of defined contribution retirement plan services with the ability to service plans large and small. Based in Seattle, Washington, the company was founded in 1947 and currently operates 59 offices nationally and internationally and has over 3,000 employees.

The Board of Trustees selection of Milliman as its recordkeeper for the SEIU 775 Secure Retirement Plan (SRP) was made to ensure high compliance standards and performance, security for participants' individual accounts and good customer service support for participants.



Milliman Benefits Service Center  
PO Box 601567  
Dallas, TX 75360-1567

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## Important News about Your SEIU 775 Secure Retirement Plan

Español Русский 한국어  
Tiếng Việt 中文  
[myseiubenefits.org/retirement](http://myseiubenefits.org/retirement)



# Caring for Your Future

The SEIU 775 Secure Retirement Plan (SRP) is the first of its kind in the nation for home care workers. It was created to help provide you with additional financial security when you retire.  
This notice is being sent to update you on a few important changes to the SRP. As of July 1, 2020, you can log in to your account directly through [myseiu.be/myplan-srp](http://myseiu.be/myplan-srp).