

ACCOUNT SECURITY

MADE SIMPLE

Keeping your account safe is a top priority. We've created safety features designed to protect your personal information.

Here's where you come in.

You play an important role in account security, so use this tip sheet to activate important security features.

WHAT YOU CAN DO:

- Register your online account and keep your contact information up to date
- Sign up for activity alerts that notify you of account activity
- Add an alternate email address
- Register your devices, so it's easier to log in
- Call [800-755-5801](tel:800-755-5801) to prevent online account setup or add personalized security to phone access

REGISTER YOUR ONLINE ACCOUNT

1. Visit my.trsretire.com.
2. Click "New User? Get Started," and answer a few questions to confirm your identity. Then, you'll be able to create your own security questions. Be sure to add a personal email address so we can keep you up to date.

ALREADY HAVE AN ACCOUNT? KEEP YOUR CONTACT INFORMATION UP TO DATE

There are additional ways to help keep your account secure.

STRENGTHEN YOUR USERNAME AND PASSWORD

1. Sign in at my.trsretire.com.
2. You may be asked to update your username or password if your current ones don't meet updated security standards.
3. You may also be asked to select and answer personal security questions. This is a new feature designed to help keep your account safe.

ADD AN ALTERNATE EMAIL ADDRESS

You can add an alternate email address that will be used for security alerts, password resets, e-documents (when applicable), and security validation codes. These sensitive communications will be sent to your alternate email address if you have both a primary and alternate email address on file.

1. Sign in at my.trsretire.com.
2. From the "My Transamerica Products" page, click your name on the top of the screen, and then click "Edit Profile."
3. Answer the security question.
4. From the "Edit Web Profile" page, click "Add an alternate email address" and enter it twice to confirm.
5. Press "Save" at the bottom of the screen.

REGISTER YOUR DEVICES FOR FUTURE EASE OF USE

1. Sign in at my.trsretire.com.
2. You may see a checkbox to register the device you're using. If this is a private device, check this box, so you don't have to answer a security question each time you log in from this specific device.
3. If you're using a shared or public device, don't check this box.
4. Click the "Continue" button to proceed to your account. You'll be notified if there's an attempt to log in to your account from another device.

SIGN UP FOR ALERTS

1. Sign in at my.trsretire.com.
2. Select your retirement account with the blue "Details" button on the right side.
3. The "My Profile" menu will appear on the top of the screen. Click on it, and then select "Personal Information."
4. From this page, you can verify your personal information, address, and phone numbers for activity alerts.
5. Enrolling in automated phone call and text alerts is easy. Enter one or more phone numbers and select the alert types you'd like to receive.
6. If you don't have an email address or phone number on file, we recommend adding them. This will ensure you're notified of any account changes — authorized or unauthorized.
7. If your contact information needs to be updated, follow instructions on the screen to make changes.
8. Press the blue "Update" button to confirm changes.

ENROLL IN TRANSAMERICA VOICE PASS

Call us to enroll in Transamerica Voice Pass. This will allow you to set up a voice biometric password for your account so you won't have to remember codes or PINs when using our interactive voice response system. When you speak with one of our representatives, ask them about restricting online access and adding a security question or phrase for all phone access to your account.

1. Call [800-755-5801](tel:800-755-5801).
2. Follow the prompts to set up a voice password. This voice biometrics password can save time and provide an additional layer of security — you'll be asked for it every time you call us.
3. We recommend you choose a self-selected security question for all over-the-phone account access.
4. For more information about the security of Voice Pass, read the [Voice Pass FAQ](#).

Get in touch:



CALL
[800-755-5801](tel:800-755-5801)



VISIT
my.trsretire.com

All Transamerica companies identified are affiliated, but are not affiliated with your employer.

27147_FSECPT0918
© 2018 Transamerica Retirement Solutions, LLC

