

401(k) Conversion - Blackout Period Ended



7-27-2016

Follow Instructions Closely

Dear Plan Participant:

The conversion of the CEI 401(k) Profit Sharing Plan & Trust from John Hancock to Paychex Retirement Services is complete and the Blackout Period has ended. As a plan participant, you can now access your account information online or by phone using the following instructions:

Online - Paychex Retirement Services Website

The Paychex website offers many account management tools. You can enroll in the plan, use savings calculators, get status updates on account transactions, see your account history and rate of return, and request loans and distributions. Log in today to manage your account!

Register:

1. Visit www.mypaychex.com.
2. When the login screen displays, choose **Register** and you will be taken to **Register for MyPaychex** screen.
3. Fill out the Security Check on Step #1 and press the OK button.
4. **DO NOT CLICK ON VERIFY ACCOUNT BUTTON UNTIL STEP 7!** On Step #2, "Add Services or Accounts", select Benefits Online and answer **no** to the question "Do you have Username and Password information?" You will then need to enter your SSN and Zip code. **DO NOT CLICK ON THE VERIFY ACCOUNT BUTTON UNTIL STEP 7.**
5. Proceed to Step #3, "Personal Information", fill in all required information.
6. On Step #4, "My Paychex Login Information" you will create a username and password for the www.mypaychex.com site. You will need to fill out the challenge questions and answers.
7. Go back up to Step #2 and click on "Verify Account" button.
8. Once verified, you will go to Step #5 and click on "Create Your MyPaychex Account" button.

Log In:

1. After creating an account, log in by entering your user name and password in the appropriate fields.
2. Under My Services, select **Benefits Online**, this will open a new tab called "Message Center".
3. On the top left corner, you will see "Retirement Services" which will be for your 401k and "Paychex Benefit Account" which will be for your FSA Account.

Phone - Paychex Employee Services Information Line

The Paychex Employee Services phone line can also be used for account management.

1. Call 877-244-1771 and select Option 1 for Retirement Services
2. Select from the following options:
 - Option 1 - Trouble Accessing Online Account
 - Option 2 - Currently Employed with the Plan Sponsor
 - Option 3 - Terminated Employment with Plan Sponsor
3. Enter your social security number
4. Enter/create your Personal Identification Number (PIN)
 - If you have called the phone line before and know your PIN, enter it.
 - If you are calling for the first time, you must create a PIN.
 - If you have forgotten your PIN, press **2** and a new PIN will be mailed to your home address.
5. Follow the prompts to:
 - Review your account information
 - Enroll or make changes to fund selections
 - Review fund price and performance
 - Request a loan or distribution
 - Speak with a service representative

Questions?

If you have questions, you can review the **Tools and Learning** section on the Paychex website, call the Paychex Employee Services Information Line at 877-244-1771, or contact your plan administrator.

Sincerely,

Your Plan Administrator