

# *The Direct Line To Your Future*

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## **Welcome to *BPAline***

*BPAline* is the fast and accurate way to keep in touch with your future! This easy-to-use service offers the latest in communication technology and was designed with you in mind.

With *BPAline* you can have greater control in managing your assets, which allows you to take full advantage of your retirement accounts. This guide will help you learn more about this service. Be sure to review the system map of this brochure before you call.

### **When can I call this service?**

You can access *BPAline* 24 hours a day, 7 days a week (except for temporary maintenance shutdowns). Just dial:

**(315) 735-5670**  
**OR**  
**1-800-530-1BPA**

### **How do I access my account?**

All you need is a touch-tone telephone, your Social Security Number and your assigned Personal Identification Number (PIN). More information about your PIN is described later in this guide.

### **What kind of information can I obtain?**

You can use this service in two ways – obtain information about your account or make changes to your account over the telephone. Simply follow the map in this guide when you call. As you hear the options, press the appropriate touch-tone telephone key and *BPAline* guides you all the way!

## **How *BPAline* Works**

### **What is my PIN?**

Initially, you will be assigned a Personal Identification Number (PIN) which is the last 4 digits of your social security number. We strongly urge you to change this assigned PIN as soon as possible.

Your PIN is confidential and protects the security of your account. This code lets the system know who is calling. You cannot access *BPAline* without a PIN.

***Do not share your PIN with anyone else.***

### **Can I change my PIN?**

You may change your PIN at any time to a number of your choice. Select Option 6 in the Main Menu. Your PIN change will be effective immediately. You will need to use this new number when you call *BPAline* in the future.

### **What if I lose or forget my PIN?**

You may request a new PIN through the system. When you call, enter your Social Security Number. The system will ask you if you have lost or forgotten your PIN. Your new PIN is assigned and will be given to you in a confidential letter. You will not be able to access the system until you receive your new PIN (approximately 5 business days).

**Note:** The system will give you 4 opportunities to enter your correct PIN. If you are unable to enter a correct PIN within 4 tries, *BPAline* locks your account. Contact a Retirement Plan Specialist at BPA to reset your account for *BPAline* access.

### **What happens after I submit a transaction request?**

After requesting a transaction or an account change via *BPAline*, you will be given an opportunity to confirm your selections. A written confirmation will be mailed to your home address within 5 business days after you initiate a transaction.

## Helpful Hints for Using *BPAline*

If you want to change the investment direction of your *Current Account Balance*, select Option 2, ***“To Reallocate Your Current Account Balance”***. Your Current Account Balance will be reallocated based on the allocation percents (*percentages must total 100%*) or dollar amounts you enter. Your future contributions will not be affected by this election.

If you want to change the investment direction of *Future Contributions* to your Account Balance, select Option 4, ***“To Change the Investment Direction of Future Contributions”***.

**If you press the wrong key** – Re-enter your response when the system prompts you.

**If you make a mistake while requesting a change to your account** – Correct your error when *BPAline* confirms your request.

**If you know which option you want without listening to the entire menu** – Select the option at any time after the system begins to list the menu options.

### *BPAline* System Map

Dial 1-800-530-1272 OR (315) 735-5670

Enter your **SSN** and **PIN**

|  |         |
|--|---------|
| Personal Account Information . . . . . | Press 1 |
| 1 Account Balance Information          |         |
| 2 Reallocate Current Balance           |         |
| 4 Redirect Future Contributions        |         |
| Loan Information . . . . .             | Press 2 |
| Investment Prices . . . . .            | Press 3 |
| Change Your PIN . . . . .              | Press 6 |
| Repeat Information . . . . .           | Press 7 |
| .                                      |         |
| Return to a Previous Menu . . . . .    | Press 8 |
| Return to the Main Menu . . . . .      | Press 9 |

Access your account information by using  
any  
of the following methods:

Visit BPA's website at  
[www.BPAH.com](http://www.BPAH.com)  
Dial locally (315) 735-5670  
Dial Toll Free (800) 530-1272

# BPAline System Map

