We encourage you to take an active role in the Plan and choose investment options that align with your retirement planning goals. This Guide provides direction on how to use the revised UMass Retirement Program Website.

The site, which may be used by all employees (current Fidelity Investments® or TIAA plan users, as well as first-time enrollees), allows you to:

- Enroll in the UMass 403(b) Plan
- Change your retirement plan contribution amount
- Change your Retirement Provider (Fidelity Investments or TIAA)
- Link to your TIAA account
- View Plan details
- Use interactive tools and calculators to help set financial goals

You can access the UMass Retirement Program Website at [www.netbenefits.com/umass](http://www.netbenefits.com/umass).
Fidelity Participants

If you are a current Fidelity customer and already have a Username and Password, you can use them to log in to your account through the new website. If you have forgotten your Username and/or Password, click *Need Help?* at the top of the website to reset your Username or Password.

**New user site registration**
Visit [www.netbenefits.com/umass](http://www.netbenefits.com/umass), click the *Register* link at the top of the site, and follow the prompts to establish a Username and Password.

**How to change your Retirement Provider**
1. After registering for the site, visit [www.netbenefits.com/umass](http://www.netbenefits.com/umass) and enter your Username and Password at the top of the website and click *Log in.* (shown above)
2. On the NetBenefits® home page, choose *Contribution Amounts* in the Quick Links menu for the Plan you wish to choose the provider for.
3. Select *Retirement Providers* and follow the steps to update your provider elections.

**How to change your deferral elections for the Plan**
After registering for the site, visit [www.netbenefits.com/umass](http://www.netbenefits.com/umass), enter your Username and Password at the top of the website, and click *Log in.*

1. On the NetBenefits® home page, choose *Contribution Amounts* in the Quick Links menu for the Plan in which you wish to make a contribution election.
2. Choose Contribution Amount on the next screen (shown above) and follow the steps to update your election. You can choose a percentage of pay or a flat dollar amount. Deferral elections will be withheld during each pay period and directed to your chosen Retirement Provider and investment elections.
Fidelity Participants continued

How to change your investment elections
After registering for the site, visit www.netbenefits.com/umass, enter your Username and Password at the top of the website, and click Log in.

On the NetBenefits home page, choose Change Investments in the Quick Links for the Plan in which you wish to make investment changes.

Choose the action you wish to take. Please note: Future Investments and Current Investments are two separate elections. Moving existing balances between investments will not change the direction for new contributions to the plan. Likewise, changing your future contribution elections will not affect existing balances.

Review your beneficiaries. Now is a good time to review or update your beneficiary information if you’ve experienced a life event, such as marriage, divorce, the birth of a child or a death in the family.

To access beneficiary information for your Fidelity account; Log in to NetBenefits and choose Profile at the top of the page.

Then choose Beneficiaries under About You and follow the step by step instructions to verify or make changes to your elections. You can also request a paper form by contacting Fidelity at 1-800-343-0860.
TIAA Participants

Register for the site
Visit www.netbenefits.com/umass, click the Register link at the top of the website, and follow the prompts to verify your identity and establish a Username and Password.

Please keep the Your Account option listed as Fidelity for the site registration.

How to change your investment service provider
1. After registering for the site, visit www.netbenefits.com/umass, enter your Username and Password at the top of the website, and click Log in. (shown above)

Tip: Please do not change the Your Account drop-down option from Fidelity to TIAA. Please keep the option listed as Fidelity when electing your investment service provider.

2. On the NetBenefits® home page, choose Contribution Amounts in the Quick Links menu for the Plan you wish to choose the provider for.

3. Select Retirement Providers and follow the steps to update your provider elections.

Please note: For participants with all account balances at TIAA, you will see a $0 balance on the NetBenefits home screen. If you have balances with both retirement providers, you will only see your Fidelity balance on NetBenefits. To view your TIAA account balance or make account transactions other than changing your retirement provider or payroll contribution amount, please contact TIAA directly by changing the Your Account drop-down option at the top of the page from Fidelity to TIAA and logging on to your TIAA account.
TIAA Participants Continued

How to change your UMass 403(b) Plan payroll contribution
After registering for the site, visit www.netbenefits.com/umass, enter your Username and Password at the top of the website, and click Log in.

1. On the NetBenefits home page, choose Contribution Amounts in the Quick Links menu for the Plan in which you wish to make a contribution election.

Tip: Please do not change the Your Account drop-down option from Fidelity to TIAA. Please keep the option listed as Fidelity for changing your payroll contribution.

2. Choose Contribution Amount on the next screen (shown on the previous page) and follow the steps to update your election.

Please note: For participants with all account balances at TIAA, you will see a $0 balance on the NetBenefits home screen. If you have balances with both service providers you will only see your Fidelity balance on NetBenefits. To view your TIAA account balance or make account transactions other than changing your service provider or payroll contribution amount, please contact TIAA directly by changing the Your Account drop-down option at the top of the page from Fidelity to TIAA and logging on to your TIAA account.

How to change your investment elections
You will need to contact TIAA directly to change your investment elections. Visit www.netbenefits.com/umass, and at the top of the website, where it reads Your Account, click the drop-down button to choose TIAA. Then click the TIAA link at the bottom of the screen to access your TIAA account.

Review your beneficiaries. Now is a good time to review or update your beneficiary information if you’ve experienced a life event, such as marriage, divorce, the birth of a child or a death in the family. To update your beneficiaries for your TIAA account, please contact TIAA directly as shown above or call 1-800-842-2252.
New Hires/First Time Enrollees

Visit www.netbenefits.com/umass and click Enroll.

Follow the prompts to establish a Username and Password. Once registered, you will be prompted through a step-by-step enrollment process.
Step 1: Set your contributions.
Step 2: Select your investments
Step 3: Confirm your elections. If you chose any investments offered by TIAA, use the provided link to continue to the TIAA website to confirm your investment elections on their website as well.

All Site Users

Set your mail preferences.
Once registered for the site, Log in and click Your Profile.

Under About You choose E-Mail Settings to add your email address
All Site Users Continued

Then, under Preferences you can choose your delivery method for communications from the Plan

Schedule a confidential one-on-one consultation. Now is a great time to schedule an appointment for a confidential consultation with either Fidelity Investments or TIAA to discuss your retirement planning goals. Guidance provided is educational.

Visit www.netbenefits.com/umass and click the provider of your choice in the Meet box at the bottom of the home page to view availability and schedule an appointment.

Contact Numbers for All Participants

If you have any questions about the Retirement Planning Web site or need assistance with a Fidelity account, please contact the Fidelity Retirement Service Center at 1-800-343-0860. Service Representatives are available Monday through Friday (excluding New York Stock Exchange holidays) from 8:00 a.m. to Midnight ET.

For questions regarding TIAA accounts please call TIAA at 1-800-842-2252, Monday through Friday, 8 a.m. to 10 p.m., and Saturday, 9 a.m. to 6 p.m. ET. Or online at www.tiaa.org.

Keep in mind that investing involves risk. The value of your investment will fluctuate over time, and you may gain or lose money.

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Fidelity Brokerage Services LLC, Member NYSE, SIPC, 900 Salem Street, Smithfield, RI 02917