

UPDATE

Employee Benefit News for
The Cooperative Industry

October 2018

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Enhancement
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Upcoming Account Security Enhancement

Milliman and the Co-op 401(k) Plan have always considered the security of participant account information as a top priority. Through the years, as criminals have gotten smarter and more intricate in their attacks, Milliman has added layers of security to **MillimanBenefits.com**. The end goal has remained the same – keep participants' accounts safe and secure.

With that in mind, Milliman will be adding another layer of security. Soon, participants will be able to “lock down” their account. This means no withdrawals from their Co-op 401(k) account, or any other account they may have on MillimanBenefits.com, will be allowed until they unlock it! This is one additional step they can take to protect their account from any unauthorized withdrawals.

To initiate the account lockdown, participants will navigate to the Personal Profile page on MillimanBenefits.com. There, the participant can elect to lock down by selecting Yes under the Loan and Withdrawal Lock banner.

LOAN AND WITHDRAWAL LOCK

Prevent unauthorized access to your account funds by securing your Loan and Withdrawal access with a Milliman-provided code. By selecting "Yes", you will receive a Code confirmation on screen and for your records. Keep this Code secured and use it to reinstate Loan and Withdrawal access.

Yes, lock my account access

SUBMIT

Once the participant clicks Submit, a randomly assigned code will be displayed one-time on screen. This code will be used to unlock the participant's account, if needed. It is important that the participant retains this code. In addition, the code will be emailed to the participant using the email address on file and the code will be mailed to the participant's home address.

From: no-reply@milliman.com <no-reply@milliman.com>
Subject: Transaction Unlock Code (Test)

Milliman

Re: Confirmation for your account in the Plan Name from PL902+PL906.

You requested a Transaction Unlock Code on m/d/ccyy. Below is your new Milliman-generated Code. Please retain for your records in a secure place.

Transaction Unlock Code: 49203437

Need some help from us? Please log on to www.millimanbenefits.com and choose the Contact Us link in the upper right-hand corner. You may also contact the Milliman Benefits Service Center at (888) 855-9472 or email us at contact_center@milliman.com. This email was automatically generated. Please do not respond to this email.

If a lock is in effect, participants eligible for a new loan may model one but not request it and may see available withdrawal amounts but not request them.

Unlock Account

To unlock their account, participants can simply enter their unique code given to them at the time of the lockdown on their Personal Profile

www.coop401kplan.com

800.652.6675

 @coop401kplan

Co-op 401k Plan 

AMERICA'S LEADING 401(K) PROGRAM FOR COOPERATIVES
Administered by Milliman

Account Lock Feature (Continued from Page 1)

page. If the correct code is entered, the account will be unlocked and loans and withdrawals will again be available for the participant. A text message and email confirming the account unlock will be sent.

The participant will have three attempts to enter the correct code. Participants will receive a warning on the second consecutive unsuccessful attempt that a third failure to submit the correct code will result in a 10-day hold on loans and withdrawals beginning on the day the correct code is entered.

Three consecutive unsuccessful attempts to enter the correct code to unlock loans and withdrawals will result in correct code becoming invalid. The participant will then have to request a new valid code via the forgot my code.

Forgot Code

If a participant forgets their code, or incorrectly enters it three times, they may request a new unique code by selecting the forgot my code option. The new code will only be sent via USPS to the home address on file. However, the participant will receive a text and email confirming that a new unlock code has been requested.

It is also important to note that participants will not be able to request a new unlock code within 10 calendar days of changing their home mailing address.

Ensuring participants' account information will always be a top priority for Milliman and the Co-op 401(k) Plan. If there are any questions regarding adding this information, or if you would like more information on account security, please contact your Relationship Manager or call 1.800.652.6675.

Co-op Board Election Results

Congratulations to the following managers for being elected to the Co-op Board. Their term starts on January 1, 2019, and will run through December 31, 2021.

District 2 (*Midwest United States*):

John Duchscherer, CEO and General Manager
River County Cooperative
Inver Grove Heights, Minnesota

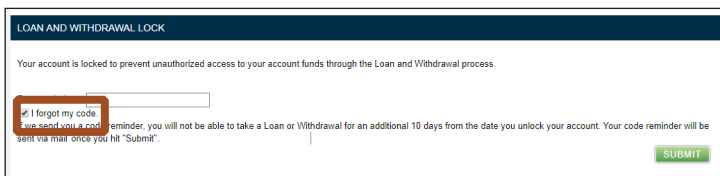
District 6 (*Western United States*):

Mitch Ingham, General Manager
Ag Link, Incorporated
Reardan, Washington

District 7 (*Northeastern United States*):

Jamie Zimmerman, General Manager
Dairy One Cooperative, Inc
Ithaca, New York

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As an additional layer of security, when using the forgot my code option, there will also be a 10-day hold on loans and withdrawals starting when the participant enters the correct unlock code.

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