

## Anglican Church of North America Pension Plan Service Points of Contact – Frequently Asked Questions (FAQ)

The Anglican Church of North America Pension Plan uses a financial record keeper (MassMutual Retirement Services) and a third-party administrator (ADMIN Partners). The purpose of this FAQ is to help participating Churches and participants direct inquiries and service issues to the appropriate firm.

*Plan participants should contact MassMutual to:*

- ✓ Obtain your current account balance
- ✓ Review your current investment performance
- ✓ Change your investment options
- ✓ Transfer/Exchange your accounts among your investment options
- ✓ View your current financial statement

You can access your online account by entering [www.massmutual.com/retirementaccess](http://www.massmutual.com/retirementaccess) or telephone a MassMutual representative toll free at (800) 854-0647.

*Plan participants should contact ADMIN Partners to:*

- ✓ Address questions about plan rules and requirements, or to request forms for beneficiary or address changes
- ✓ Request a loan, rollover, or distribution from your account

*New Participating Churches should contact ADMIN Partners to:*

- ✓ Enroll your church or organization in the Plan and establish plan access to the MassMutual contribution and payment portal (Also see FAQ for Contribution Processing Options):  
<http://anglicanchurch.net/?/main/benefits#retirement>

*Current Participating Churches should contact ADMIN Partners to:*

- ✓ Address questions about plan rules and requirements
- ✓ Handle issues related to your contribution submissions

To speak with an ADMIN Partners representative, please call (877) 484-4400 Option 1. Transaction paperwork can be submitted via email to: [service@youradminpartners.com](mailto:service@youradminpartners.com) or via facsimile at (856) 755-3515.

*Participating Churches and Participants* can also find a variety of information concerning the Pension Plan at: <http://anglicanchurch.net/?/main/benefits#retirement>. The resources include:

- ✓ Summary Plan Description
- ✓ Retirement Plan Participant Education Suite
- ✓ A Primer on Target Date Funds
- ✓ MassMutual Website Access Instructions