

# Plan Sponsor Request for Internet Access

Use this form if you want to:

- grant Plan level internet access to an employee, auditor or payroll vendor
- remove Plan level internet access to an employee, auditor or payroll vendor

**Questions?**

Please contact your Account Service Manager  
1-800-637-6444

Fax  
1-800-220-2913

MassMutual Retirement Services ("MMRS") will not process this form until it is received in good order. Please see the *Important Information* Section for information on "Good Order" requirements.

Online  
[www.massmutual.com/corp](http://www.massmutual.com/corp)

## Section A - Plan Information

Plan ID	Plan Name		
Plan Contact		Daytime Phone Number	

## Section B - User Information

Select one:  Add the following user as a Plan Sponsor on Plan Access  Delete the following user's role as a Plan Sponsor on Plan Access

User Name	Current User ID (If Applicable)	
User Phone Number	User Email	Location Code (if applicable)*

\*If your Plan uses location codes and you do not complete this section, the user will be granted access to all locations.

## Section C - Access Type

Select one below: (Please note that if a type is not selected, the user will be defaulted to Payroll Access.)

- Full Access** - This level of access allows the Sponsor to see all Plan and participant information. This access also allows the Sponsor to submit payrolls, enroll/update employees, and run reports on the Plan and participants.
- Payroll Access** - This level of access allows the Sponsor to submit payrolls and view Plan level information only. The Sponsor will have no access to run reports, enroll/update employees, or view any individual participant information.
- PayrollPlus Access** - This level of access provides the same limited access as "Payroll Access" with the additional functionality of being able to add new participants/census information. *NOTE:* By making this designation, you are authorizing your PayrollPlus Access designees to have access to view participant account balances.
- External Auditor Access** - This level of access allows the Auditor to view and generate Reports for group information including number of participants and total assets of the plan, plus individual participant account information.
- Browse Access** - This level of access allows the Plan employee to view Plan level and individual participant information as well as run reports. The Plan employee will have no access to submit payrolls or enroll/update employees.

## Section D - Certification & Authorization

INTERNET

The Plan Sponsor hereby directs MassMutual to update our firm's *Plan Access* online account in accordance with the instructions for the user profile reflected on this administrative form. As an authorized representative of the Plan Sponsor, I certify that MassMutual, its affiliates and designees are entitled to rely on my authorization. The Plan Sponsor directs MassMutual to provide the user profile with the specified level of access to our online account. The Plan Sponsor certifies and represents that the user is authorized to provide instructions on behalf of Plan Sponsor and Plan Administrator to the extent of the access level authorized by the Plan Sponsor on this form. The Plan Sponsor further understands and agrees MassMutual is not responsible or liable for any actions, errors and omissions of the Plan Sponsor, its agents or representatives in connection with any instructions or directions provided. The Plan Sponsor acknowledges and agrees that: (i) it is solely responsible for the use and maintenance of its *Plan Access* account, including the log-in and password information for the account and that it must timely communicate any changes to the account's user profiles to MassMutual; and (ii) MassMutual does not have any duty to monitor the Plan Sponsor's use or distribution of its *Plan Access* log-in or password information or the activity in its *Plan Access* account.

The Plan Sponsor further agrees to indemnify and hold harmless MassMutual, its designees and its affiliates and, if applicable, the trustee, Reliance Trust Company, and their respective officers, directors, shareholders, affiliates and agents from and against any loss, liability, cost, or expense (including, without limitation, counsel fees and expenses in connection with the contest or settlement of any claim) that any one or more of them might incur or sustain, or discover that they have incurred or sustained, howsoever they arise, by reason of any claim which may be made against any of them in connection with or as a result of this authorization.

**Please be sure the below signatory is on record as an authorized signer for your Plan at MassMutual.**

\_\_\_\_\_  
Authorized Plan Representative's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Plan Representative's Name (please print)

**Completed and signed forms in "good order" may be faxed to 800-220-2913 or emailed to [mmprocessing@massmutual.com](mailto:mmprocessing@massmutual.com). Forms received in good order will be processed within five business days of receipt. Please contact your Account Service Manager for assistance at 800-637-6444.**

## Section E - Important Information

**Good Order** – "Good Order" means that all sections of the form are complete and the Plan's authorized signatory has provided their signature authorizing MassMutual to process the transaction(s) requested on the form.

MassMutual Financial Group is a marketing name for Massachusetts Mutual Life Insurance Company (MassMutual) (of which Retirement Services is a division) and its affiliated companies and sales representatives.