

Retirement Plan Information

First Time User Password Update

Employees who become eligible on and after April 30, 2018, will need to use the following updated login credentials when accessing their account for the first time on the Retirement Directions website (www.retirementdirections.com):

- User ID – Social Security Number without any dashes
- Password – Full birthdate in the form of MMDDYYYY

If you first become eligible to participate in the Plan on or after April 30, 2018, you will be required to use the updated login password format. For example, if you were born July 24, 1975, your password to login as a first time user will be 07241975. After your initial login you will be prompted to create a unique User ID and Password.

What if I was eligible prior to April 30, 2018 and did not log in?

Your initial login credentials will remain the same. You will log in for the first time using your Social Security number (no dashes) and your password will be the 4 digit month and day of your birthday in the form of MMDD. For example, if you were born July 24, 1975 your password to login would be 0724. You will be prompted to create a unique User ID and password for use going forward.

Additional Information Needed?

Should you have any questions regarding your account, please contact the Vested Interest[®] Response Line to speak with a Customer Service Representative. These representatives are available between the hours of 8:00 A.M. and 10:00 P.M., ET, Monday through Friday.



ONLINE

Visit
retirementdirections.com
to learn more or receive
assistance.



MOBILE

Download PNC Retirement
Directions from the App Store
from your smartphone or
smart device.



TELEPHONE

Call **800-374-4631** from
8 am–10 pm, ET, Monday–
Friday to speak with a
Participant Services
representative.

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