

8/12/2022

Dear Western Kentucky University Employees:

**We are pleased to introduce an additional service offering in Retirement Manager!**

Retirement Manager is a convenient, secure, web-based access point from which you can manage your retirement plan accounts anytime and anywhere, 24 hours a day, seven days a week. To access Retirement Manager, simply go to <https://www.myretirementmanager.com>

Currently, as a participant you can utilize the Retirement Manager site to submit a paperless salary reduction agreement for your 403(b), 457(b) and Optional Retirement Plan (ORP).

We are happy to announce an additional service offering that will provide the following services:

- View aggregate balance information across investment providers and retirement plans
- Request “Distribution Eligibility Certificates” for the following transactions:
  - Loan
  - Hardship Withdrawal
  - Severance of Employment
  - In-Service Exchange
  - In-Service Distribution
- Read educational articles on a range of financial planning topics
- Calculate what you will need to stay on track for retirement with easy-to-use financial calculators

**The additional service offering will go “Live” and will be available to you beginning 09/01/2022.**

As a reminder, you will continue to have a dedicated support line for assistance with the Retirement Manager application!

Effective **09/01/2022**, the Retirement Manager support line is available to take calls from all Western Kentucky University employees regardless of your investment provider selection. The support line is staffed with a dedicated group of Client Service Professionals that are available to provide guidance on the login process, general navigation questions, and how to use the enrollment and disbursement transaction screens. Please note that account specific questions related to a particular provider should still be addressed directly to the provider.

The participant support line is available Monday through Friday (excluding holidays) from 7:00AM to 6:00PM CT.

**Retirement Manager Support Line: 1-866-294-7950**

Also available is a tutorial where you can view how to maneuver through the Retirement Manager site.

[Retirement Manager Demo](#)

We are confident you will benefit from this valuable new enhancement to your retirement planning tools. If you have any questions, please contact us at [benefits@wku.edu](mailto:benefits@wku.edu).

Sincerely,

**Employee Wellness & Benefits**

P: 270-745-5360, option 1

F: 270-745-5582

1906 College Heights Blvd #11003

Bowling Green, KY 42104

*Click to visit our Employee Wellness & Benefits website*