

UFCW LOCAL ONE 401K SAVINGS FUND

INFORMATION AND ACCOUNT ACCESS GUIDE

Customer Service Representative



UFCW Fund Office: Toll-Free (800) 697-8329, prompt 2 then prompt 2

Representatives are available Monday through Friday from 8:00am to 4:30pm Eastern Time.

- Contact UFCW Fund Office for information about enrollment packets, hardship/distribution forms, eligibility/contract questions, contributions, deferral changes, withdrawals, RMD's, and rollovers.

American Trust Company's Customer Service Center: Toll-Free at (866) 680-7000

Representatives are available Monday through Friday from 9:00am to 8:00pm Eastern Time.

- Contact American Trust Company if you have trouble with text features, accessing your website account, or executing election changes, transfers, or online loan requests.

Internet Access



American Trust website address: www.americantrust.com

To access the website:

- Click on “**Account Access**” from the menu at the top of the page.
- Under “Access My Account”, select “**Plan Participant**”.
- Click the “**LOGIN**” button under the “New or Recently Upgraded Platform” column.
- Enter your **Username** and **Password**.

Note: For first time users, your user ID is your Social Security Number (without hyphens) and your password is the last four digits of your Social Security Number. After logging in you will be prompted to change both your user ID and password to an alphanumeric combination of at least eight (8) characters and to answer four alternate verification questions.

Contact American Trust Company's Customer Service Center at (866) 680-7000 for website assistance.

Text Features



Text (859) 800-3347

To access Text Features:

- Using the mobile phone number on your account, simply text: (859) 800-3347.
- Then text one of the following commands:
 - Text **BAL** to check your retirement account balance.
 - Text **LOAN** to access information about outstanding loans.
 - Text **ABOUT** for American Trust Company's customer service number.
 - Text **COM** to receive a communication with your account texting options.

The American Trust Customer Service team is pleased to assist you with questions regarding texting services. They can be reached toll free at (866) 680-7000.