



Frequently Asked Questions After E-Statements Are Sent:



Visit <https://retirementplanconsultants.info/login>

I'm having trouble accessing my account as a participant.

Click on the I do not know my Username or Password link on the login screen and follow the prompts to reset your account. If you continue to experience issues, please contact our office at 1-877-800-1114, Monday - Friday 8:00 a.m. – 5:00 p.m. CST.

I need to update my address.

Select Account then Edit Your Personal Info. then open the carat (>) next to General to enter your new address.

I need to update my name.

You will need to complete a "Personal Information Change Form". Select Documents then Forms and Plan Documents. Click on the Personal Information Change Form link to download it. The options for submitting the completed form to us are located at the bottom of the form.

How do I close out my account?

Select Withdrawals then Withdrawal Options. Click Termination of Service from the dropdown arrow and follow the prompts. If this online option isn't available on your account, you will need to complete a "Distribution Request Form". Select Documents then Forms and Plan Documents. Click on the Distribution Request Form link to download it. The options for submitting the completed form to us are located at the bottom of the form.