# On your mark… get set… dial!

**A quick guide to Prudential Retirement's toll-free telephone service.**

## Main Menu At A Glance

The phone system is dynamic by each individual, so listen to the menu options and wait for the prompts. This call flow provides some of your options, but please understand that depending on your plan's rules, not all options may be available.

### NEED HELP?

*At any time, you may press *7 to Repeat Information or *0 to speak to a Participant Service representative. Representatives are available weekdays from 8 a.m. to 9 p.m. ET.*

*At any time, you may press # to Skip Ahead.*

Language Selection
> Press 1 for English
> Press 2 for Spanish

Enter Social Security Number and Personal Identification Number (PIN)

Account Balance Summary

Total and Vested Account Balance for Plan Selected

**Account Information**

- **Balance Info**
  - > Balance by investment fund
  - > Balance by contribution type
- **Recent Activity**
  - > All of the latest transactions
- **Investment Information**
  - > Investment performance is available for 1, 3, 5, 10 years and since inception
- **Current Allocations** (Otherwise known as investment elections)

**Exchanges, Allocations, Contribution Changes**

Exchanges which may be otherwise known as Transfers include:
> Exchanges
> On Demand Balance
> Auto Rebalance

**Distributions (includes Loans, Withdrawals and Hardships)**

**Year To Date Statements, Investment Literature, Request Forms**

**Change Your PIN**

Your PIN will be changed both for the phone and participant website

**Contact a Representative**

Press *0 after authentication for a list of options to reach a Representative for your specific need

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