



January 2019

Important Security Update to Your Retirement Plans

A new online system security enhancement is now in effect for all Knox County Plans, including the Asset Accumulation Plan, Knox County Define Contribution Plan, Medical Expense Retirement Plan (MERP) and the Sheriff's Total Accumulation Retirement Plan (STAR).

Fraud Prevention Update: *NEW* – Account Activity Alert Emails

As of December 2018, if you submit a withdrawal request or a change to your personal information on your retirement account and you have previously provided a valid email address, you will now receive an email alerting you of the activity and asking you to notify the Service Center immediately if the request is not valid. Activity alert emails may be sent for the following requests:

- Distributions (Retirement or Termination)
- Loans (if permitted by Plan)
- Mailing address change
- Email address change
- Phone number change
- Voice Response PIN change

Below is a sample of an email you may receive, which will identify the type of activity:

From: Retirement Services

We have received a request for money to be withdrawn from your retirement plan account.

- *Withdrawal*

If you did not make this request online, by phone, or through your employer, please call the Participant Account Services immediately at 1-866-305-8846 Plan Code 524. Representatives are available to assist you Monday – Friday from 8:00AM to 5:00PM EST.

If you have any questions concerning this notice, or regarding any e-mail notifications for your account activity, please contact:

Knox County Retirement & Pension Board
400 Main Street
City-County Building, Room 371
Knoxville, TN 37902
Phone: (865) 215-2323

You may also contact USI Consulting Group's toll-free customer service line at (866) 305-8846, plan code 524, available Monday through Friday from 8:00 am to 5:00 pm ET.