



Hospital Sisters
HEALTH SYSTEM



HSHS Pension Portal Frequently Asked Questions

Q: What is the HSHS Pension Portal?

A: The HSHS Pension Portal is a customized online portal for HSHS pension plan participants.

Q: Who is eligible to use the HSHS Pension Portal?

A: All HSHS pension plan participants (active and term-vested) will have access to the portal. In addition, alternate payees, surviving spouses and beneficiaries in pay status also will have access. Please note, colleagues who have not been employed at a HSHS ministry for a minimum of 12 months and/or have yet to work 1,000 hours or more in a calendar year will not have access to the online pension portal.

Q: Will I be notified when I become a plan participant and can access the portal?

A: Yes. A welcome letter will be mailed to your home mailing address once you have met plan participant requirements.

Q: Am I required to use the HSHS Pension Portal?

A: No. You still have access to a dedicated HSHS Pension Service Center team who can help you with any questions or needs you may have. You can contact your pension representatives at 1-855-394-4747, option #2, Monday - Friday from 8 a.m. - 5 p.m. (CST).

Q: How can I access the HSHS Pension Portal?

A: You can access the portal anytime from anywhere using any device (including mobile) with internet access. Log in and register at <http://benefits.hshs.org/pension>.

Q: What is required to register my account?

A: As part of the registration process, you will be prompted to set up a username and password. Your username must be an active email address you are able to access, and your password will need to meet a minimum set of requirements, which will be specified during the registration process. As part of our multifactor authentication process, you also will be asked to provide at least one secondary contact method. This can either be another email address or a phone number that can be used to send a temporary numeric code to validate your identity.

HSHS Pension Portal Frequently Asked Questions

(Continued)

Q: What is multifactor authentication?

A: As part of our efforts to keep your personal information secure, we have adopted multifactor authentication (MFA), which uses a two-step process to better protect your account from unauthorized access. MFA combines a username and password with an additional security factor — a temporary numeric code sent to you using a phone number or email address you provide. You will enter the numeric code when logging in to confirm your identity. MFA is a widely accepted security measure used by banking and social media platforms that ensures an additional level of identity verification and data protection.

Q: Will I be able to access information regarding my HSHS 403(b) retirement savings plan on the portal?

A: Currently, the portal only contains information regarding your HSHS pension benefits. You will have the ability to access Fidelity's website from within the portal, but your personal Retirement Savings plan account information is maintained separately.

Q: How is my personal information protected?

A: Your personal and financial information is important and should be kept confidential, which is why HSHS and LifeWorks have a strict policy in place to protect your privacy rights.

Q: Will I still have access to the HSHS Pension Portal if I retire or leave employment from HSHS?

A: Yes. If you are a vested participant in the HSHS pension plan (traditional or cash balance), you will continue to have access to your HSHS pension benefits after employment with HSHS ends.

Q: How often are the amounts on my personal dashboard updated?

A: The numbers shown on your personal pension dashboard page are updated once a year. If you are interested in different amounts, you can run estimates based on beginning your pension benefits at different ages, or you can choose your own. You also may enter in additional assumptions which could impact your pension benefits, such as annual pay increases. These options can help you determine the most appropriate benefit commencement date and payment form for your situation.



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