

Who to call at Empower

Empower offers you and your employees a variety of resources to support the **etrailer Corporation Employee Profit Sharing Plan & Trust, 370126-01.**Use the table below to find the best place to go for help.

Plan Sponsors

Resource	We can help you with
Client service team Subject matter expertise on these topics (877)-694-4015	Payroll support questions
	General plan-level inquiries
	Loan or withdrawal research
	Procedural questions
	Website support and technical assistance
	Compliance, census and 5500 assistance
Client Service Manager Complex plan inquiries	Changes to payroll
	Plan document changes and questions
Kenneth Snelgrove (877) 694-4015 Ext. 85702 ksnelgrove@empower.com	Audit documentation requests
	Account corrections
Relationship Manager Plan metrics, pricing and communication William Dettmers (303) 737-1205 william.dettmers@empower.com	Plan health reviews
	Investment performance reviews
	Add or change services
	Employee communication planning
Plan Service Center Plan access empower.com/sponsor	Retirement readiness of participants and key plan metrics
	To Do List review and approval in Task/Action center
	Change or update banking information
	 Payroll contribution submissions & payroll corrections
	Plan contacts updates & social security number changes
	Fee disclosures, forms & plan documents
	• File-sharing tool
Plan resources website Plan administration information empower.com/psc/plan-resources	How-to videos (payroll), To Do List, other administrative processes
	• Instructional guides (plan provisions and services)
	Important tips, reminders, and upcoming dates and deadlines

Employees

Advisor	Amalia Beer
Partner	
Saturday from 7:00 AM – 3:30 PM MST	 Loan and withdrawal quotes and requests Rollover assistance
Customer Care Center (800)-338-4015 Customer service specialists Weekdays from 6 AM - 8 PM MST	 Participant website assistance Contribution amount changes Balance inquiries & investment changes
Empower mobile app Search Empower Retirement	 Retirement income projection tool Balance inquiries Investment changes & performance information Loan, withdrawal quotes & requests Statement, confirms & documents access
Participant Website	Contribution amount changes
Resource	We can help you with

(312) 416-0477 molly_beer@ajg.com

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