

# Your Plumbers Local Union No. 1 Employee 401(k) Plan account has recently been upgraded to the new website and mobile app experience at Empower.

As the result of this upgrade for your account, you must register (or re-register) with Empower to access your account, perform transactions, and start using all the new planning features and tools available to you.

***Important Note:*** *If you previously attempted to register (or re-register) your account and attempted to call Empower's Care Center for assistance, you may have been met with extended wait times. Empower has worked to update our systems, streamline our processes and make substantial improvements that have drastically improved the registration process and reduced wait times when calling. That said, if after the below steps are taken, you have issues with the registration process, please be sure to call Empower's Care Center at 833-569-2433 for help.*

## Steps to access your account online:

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1. **Download** the app, or **visit** the website, [empower.com/ua1](https://empower.com/ua1)

2. **Create a username and password.**

- Click "Register your account", then select the "I do not have a PIN" option.

Follow the prompts to enter your personal information and create a username and password. You may use the same username and password you previously used if it is available, and the password meets Empower's security protocols.

- Confirm four points of authentication: SSN, ZIP Code, last name and date of birth.
  - Request verification code to be sent to the personal phone number on file (if previously provided to us).
  - Enter the verification code to complete your registration and agree to terms of use.
- ❖ If we are unable to verify your identity on the website, call Empower's Customer Care Center at **833-569-2433**. Representatives are available weekdays between 8 a.m. and 10 p.m. and Saturdays between 9 a.m. and 5:30 p.m. Eastern time to help you.
- ❖ If Empower is unable to validate your information as outlined above, we will attempt to verify you with credit-related information from a credit agency. If this is unsuccessful, we may mail a PIN via U.S. Mail. You may also request a PIN be sent to you in the mail.



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