Welcome to "My Account"

"My Account" is a self-service tool that gives you 24-hour online access to your Trust Plan information.

ALL MEMBERS HAVE ACCESS TO THE FOLLOWING:

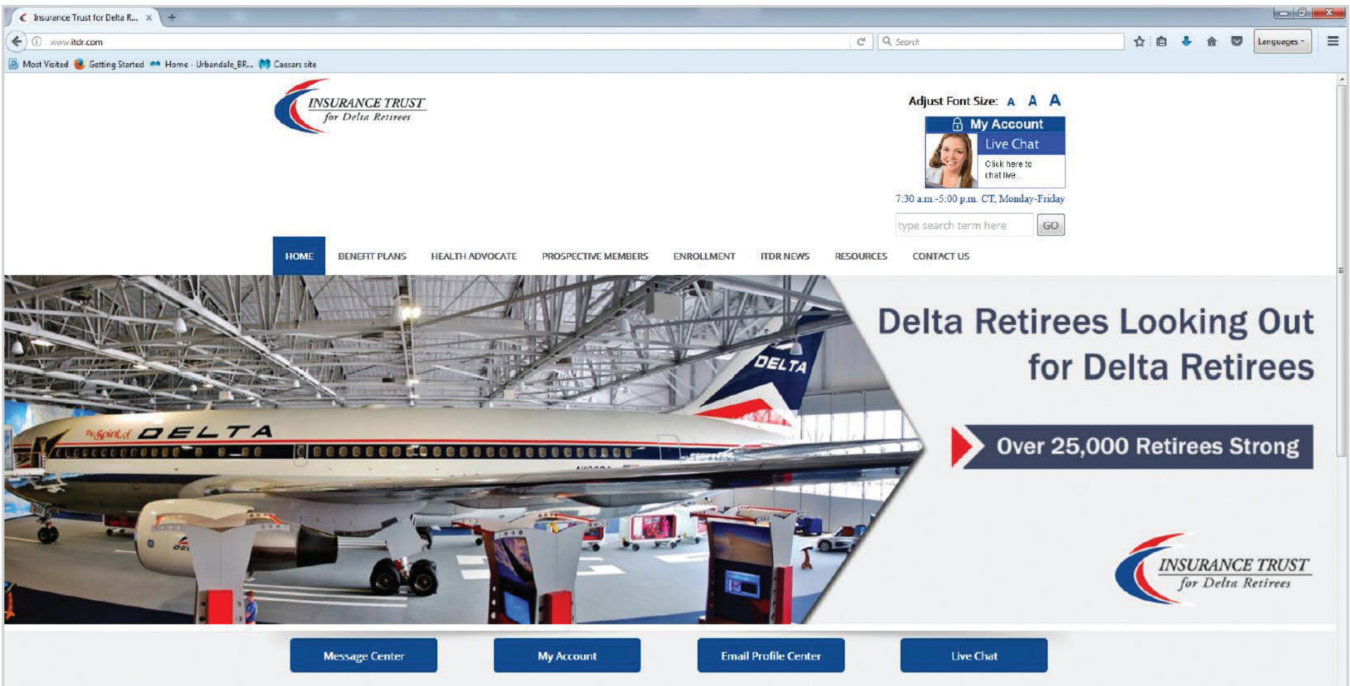
- Review insurance coverage
- View current billing/payment status
- Arrange convenient electronic payment from your bank
- Update your phone number, home address, and email address
- Add a secondary address
- Request a duplicate monthly premium bill
- Access links to the Trust's insurance carrier websites
- "Live Chat" with a Retiree Service Center representative

IN ADDITION, HARTFORD MEDICAL PLAN MEMBERS CAN:

- View Medical plan claims information
- View and print your Medical Explanation of Benefits (EOB)
- Choose to stop receiving Explanation of Benefits in the mail
- Print a temporary Medical Plan ID card
- Request a duplicate Medical Plan ID card
- Request a duplicate Medical Plan Summary

To set up your access to “My Account”?

“My Account” is available 24/7 to access your Trust Plan information.
Go to itdr.com to register.



To register: Click on the My Account link on the home page of the ITDR.com website. Follow the easy instructions to create a user name and password.

Forgot your user name or password?
Call the Retiree Service Center at **1-877-325-7265, Option 1,** for assistance.

Or you can have your password reset via Live Chat with a Retiree Service Center representative. Find the Live Chat link on the top right of the itdr.com Home Screen, or via the “Easy Access” banner under the Spirit of Delta photo.

Enhanced Online Security

In an effort to maintain the security of your identity, MFA (Multi-Factor Authentication), a dual-authentication security measure, is being used. The MFA protocol requires the use of an e-mail address and mobile to provide a code when necessary for the purposes of verfication.

To get started, you will need to enter your email address and mobile number. MFA will not be required every time you login.

ENTER VERIFICATION INFORMATION

In an effort to maintain the security of your identity, MFA (Multi-Factor Authentication), a dual-authentication security measure, is being used. The MFA protocol requires the use of an e-mail address and mobile number to provide a code when necessary for the purposes of verification.

To get started, enter your email address and mobile number below.

EMAIL VERIFICATION

Type of Email Address: ○ Personal ○ Work

Email Address:*

TEXT MESSAGE VERIFICATION

Type of Mobile Number: ○ Personal ○ Work

Country/Region: United States

Mobile Phone Number:*

By selecting "continue" below, you agree that Mercer may contact you via e-mail and/or mobile phone number, for verification purposes.

Continue

ENTER VERIFICATION CODE

We've sent a message with a one-time verification code to the delivery mode previously requested. Once you receive the message, enter the verification code below and click the 'Submit' button.

Please note that it can take a few minutes to receive the verification. Verification code expires in 10 minutes.

Verification Code: * Submit

For Frequently Asked Questions click here.

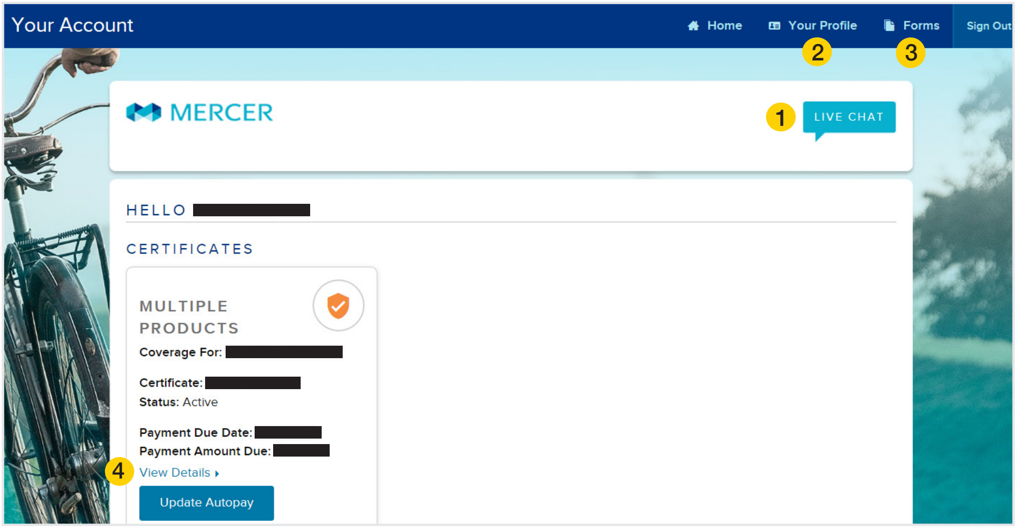
If you still have not received the message, click the 'Generate New Code' button.

If you want to change the verification code delivery method, click the 'Change Delivery Mode' button.

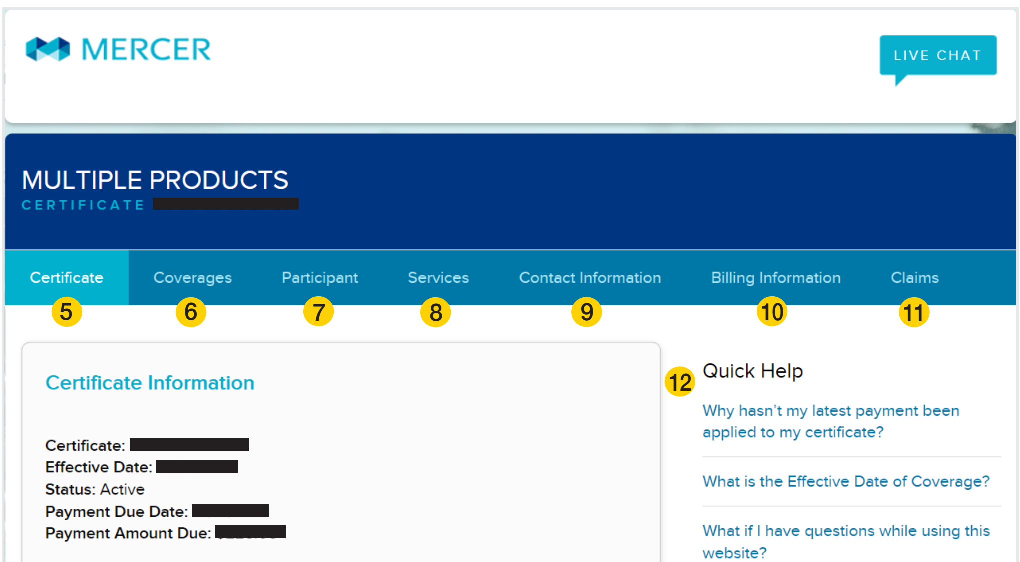
If you are having issues with the code, please click the 'Support' button below.

Generate New Code | Change Delivery Method | Support

What can you do on "My Account"?



1. **Live Chat: Need help?** Click here to chat with a Retiree Service Center representative.
2. **Your Profile:** Update your password, email address, or security question and answer.
3. **Forms:** Go here to get quick links to your insurance carriers' websites.
4. **View Details:** Click on View Details to access the tools outlined below.

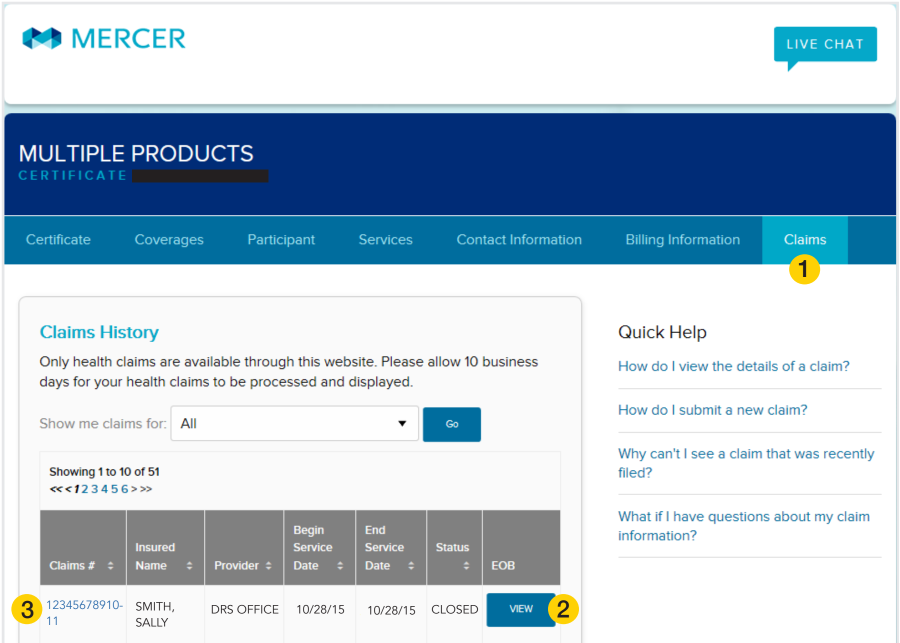


5. **Certificate Tab:** Review your certificate information.
6. **Coverages Tab:** Review your insurance coverage.
7. **Participant Tab:** Confirm your participant information.
8. **Service Tab:** All members may request a copy of your premium notices. Hartford Medical Plan Members may review your Medical Insurance certificate and your Hartford Medical Plan ID card.
9. **Contact Information Tab:** Update your contact information including residential and mailing addresses, email address, and phone number.
10. **Billing Information Tab:** Review current billing information and options to update to Autopay.
11. **Claims Tab:** View your claim details and download and save or print your Explanation of Benefits (EOB).
12. **Quick Help:** The box provides tips and information about each page of "My Account."

For assistance with My Account:
CALL 1-877-325-7265, Option 1, 7:30 a.m. to 8:00 p.m. CT, Monday—Friday
Email thetrust.service@mercer.com (response within 48 hours, weekdays)

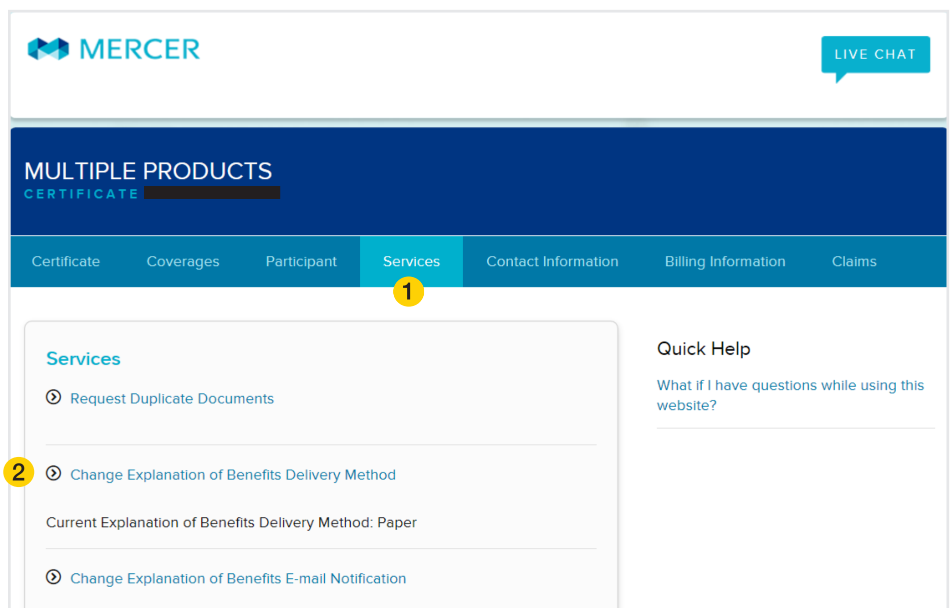
Hartford Medical Plan Members Only

View your Hartford claims and Explanation of Benefits (EOB):



1. Click the ‘Claims’ tab.
2. In the list of claims on the ‘Claims’ tab, click the ‘View’ button for a specific claim. Your EOB will open in a new window.
3. You may also click a claim number to view the claim details screen, then click ‘View EOB’ at the top of the claim details screen.

Register to always view EOBs online and opt out of mailed copies:



1. Click the ‘Services’ tab.
2. Click on ‘Change Explanation of Benefits Delivery Method.’

When the ‘Explanation of Benefits Delivery Method’ page opens, click the circle next to ‘Electronic’ and click ‘Submit.’

Need Help? Call 1-877-325-7265 Option 1, Email thetrust.service@mercer.com (response within 48 hours, weekdays)