

Helpful Hints When Using My Account:

If you ever forget your password or username or want to change them, simply click the "Forgot Your Username or Password?" link on the login screen. If the system locks you out, please call the Retiree Service Center, **1-877-325-7265, Option 1**, to have your password reset.

- You will be logged out of the system if there is no activity on your screen for 10 minutes. This prevents unauthorized access if a user leaves the computer unattended without logging out. You will need to log in again when you are ready to go back to the site.
- Once you have logged out, you must close and reopen your internet browser to log in again. As always, if you have questions, please call the Retiree Service Center at **1-877-325-7265, Option 1** for assistance.

**Coming to
My Account
in 2015!**

- Print temporary Medical Plan ID cards
- Choose delivery option for Explanation of Benefits; U.S. Mail or via email
- Reprint Explanation of Benefits
- Elect to receive email notifications when Explanation of Benefits are ready to be viewed



How Can We Help You?

The Trust's Service Center can be reached at **1-877-325-7265, Option 1** from 7:30 a.m. to 8 p.m. CST, Monday through Friday.

Contact the Service Center when you need assistance on any of these topics:

- Eligibility verification
- Enrollment status, review coverage elections
- The Hartford medical claims processing and information
- Premium rates or subsidy information
- Premium billing statements/payments
- Sign up for automatic electronic premium payments
- Mailing, phone or email address changes
- Verify the Trust's Hardship Plan or the Low-Income Subsidy (LIS) status
- Marriage or enrollment change requests
- Notification of death
- Power of attorney/authorized health representative status

How to Access the Trust's Service Center



CALL US: 1-877-325-7265, Option 1
(7:30 a.m. to 8:00 p.m. CST, M-F)



EMAIL US: thetrust.service@mercer.com
(response within 48 hours, weekdays)



Mailing Address:
Insurance Trust for Delta Retirees Service Center
P.O. Box 14464
Des Moines, IA 50306-3464



ONLINE: www.ITDR.com
and click on the [My Account](#) link in the top right corner.



Insurance Trust for Delta Retirees Quick Reference Guide for My Account

1-877-325-7265, Option 1
Monday through Friday,
7:30 a.m. to 8:00 p.m. CST



**For eligibility,
premium payment
and billing info,
and much
more!**

My Account Puts You in the Pilot's Seat

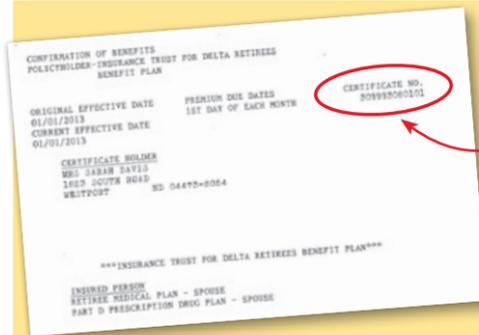
What Can I Do At “My Account”?

My Account is a self-service tool that gives you 24-hour online access to your Trust Plan information. “My Account” is easily accessed from the Home Page of the Trust’s website, www.ITDR.com.

- View and print your most current premium payment status or sign up for Electronic Funds Transfer (EFT) from your bank
- View and print The Hartford medical claim information
- Self-service updating of your mailing or email address and phone number
- Links to your insurance carrier’s member websites, for prescription drug, dental and vision
- Request duplicate documents
- Answers to Frequently Asked Questions (FAQs) at your fingertips
- Online Tutorial of My Account that walks you through the features of the site

How do I access “My Account”?

If you’re a first-time user: You will first need to register for your account online. When you register, you will need your Mercer Certificate number available. Your Mercer Certificate number can be found on your Trust Medical Plan ID card, premium notice or Benefit Confirmation Statement.



TIP: Your Mercer Certificate is a unique identification number that is 12 digits long and begins with the numbers 30999.

Once you have your Mercer Certificate number handy, simply follow these steps to register:

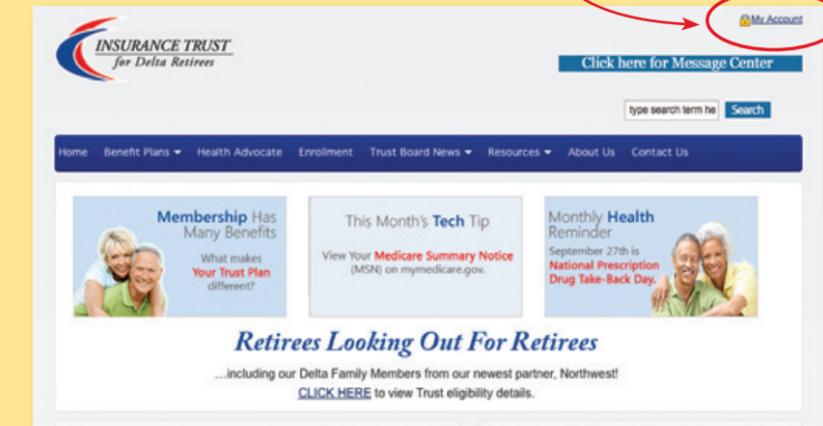
1. Logon: www.ITDR.com
2. Click on the My Account link on the top right side of the screen.
3. Click Sign Up. Please note: you will need to have your 12-digit Mercer Certificate number handy for account registration.
4. Enter the information requested and click Next.
5. Create a Username and Password. Both should be at least 8 characters in length — using letters and numbers at least once and be easy to remember because you will need them when you login for future access.

TIP: Your User Name and Password should be something unique, confidential and easy for you to remember for future login. Try to stay away from using your full name, last name only and birth date. This will keep your account confidential to you and help prevent unauthorized access.

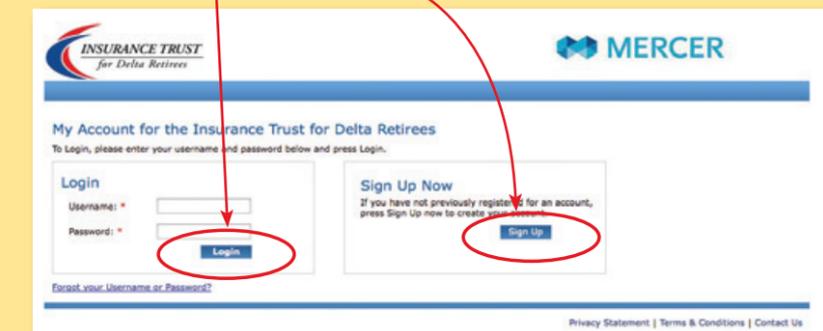
If you’re already registered, simply follow these steps each time to login:

1. Logon: www.ITDR.com
2. Click on the My Account link on the top right side of the screen.
3. To log in to My Account, simply enter your name and password. If you experience any problems, or have any questions or concerns, please call **1-877-325-7265, option 1** for assistance.

1. Logon: www.ITDR.com
2. Click on the My Account link on the top right side of the screen



3. Click to Login or Sign Up



4. Enter the information requested and click Next

