Anglican Church of North America Pension Plan
Service Points of Contact – Frequently Asked Questions (FAQ)

The Anglican Church of North America Pension Plan uses a financial record keeper (MassMutual Retirement Services) and a third-party administrator (ADMIN Partners). The purpose of this FAQ is to help participating Churches and participants direct inquiries and service issues to the appropriate firm.

Plan participants should contact MassMutual to:

- Obtain your current account balance
- Review your current investment performance
- Change your investment options
- Transfer/Exchange your accounts among your investment options
- View your current financial statement

You can access your online account by entering www.massmutual.com/retirementaccess or telephone a MassMutual representative toll free at (800) 854-0647.

Plan participants should contact ADMIN Partners to:

- Address questions about plan rules and requirements, or to request forms for beneficiary or address changes
- Request a loan, rollover, or distribution from your account

New Participating Churches should contact ADMIN Partners to:

- Enroll your church or organization in the Plan and establish plan access to the MassMutual contribution and payment portal (Also see FAQ for Contribution Processing Options): http://anglicanchurch.net/?/main/benefits#retirement

Current Participating Churches should contact ADMIN Partners to:

- Address questions about plan rules and requirements
- Handle issues related to your contribution submissions

To speak with an ADMIN Partners representative, please call (877) 484-4400 Option 1. Transaction paperwork can be submitted via email to: service@youradminpartners.com or via facsimile at (856) 755-3515.

Participating Churches and Participants can also find a variety of information concerning the Pension Plan at: http://anglicanchurch.net/?/main/benefits#retirement. The resources include:

- Summary Plan Description
- Retirement Plan Participant Education Suite
- A Primer on Target Date Funds
- MassMutual Website Access Instructions