



May 10, 2012

Dear HISD Employees:

We are pleased to introduce the Retirement Manager participant support call center!

Effective May 18, 2012, the NEW Retirement Manager participant support call center will assist all HISD employees. Staffed with a dedicated group of Client Service Professionals, the support line offers guidance on login procedures, navigation questions, and enrollment and disbursement transaction screens. Please note your 403b and 457 account specific questions related to your particular provider must still be addressed directly by your retirement plan provider.

Retirement Manager Support Line: 1-866-294-7950

The participant support line is available Monday – Friday, 7:00am to 6:00pm CST (excluding holidays).

Retirement Manager is the convenient, secure, Web-based access point to manage your HISD retirement plan accounts anytime - anywhere, 24 hours a day, seven days a week. To access Retirement Manager, simply go to www.myretirementmanager.com/?hisd.

The Retirement Manager site has much to offer:

- View account balances aggregated for all your providers
- Start or change contributions for any payday during the year
- Request Distribution Eligibility Certificates for the following transactions:
 - Loan
 - Hardship Withdrawal
 - In-Service Exchange
- Learn about your HISD retirement savings plan(s)
- Read educational articles on a range of financial planning topics
- Calculate what you will need to stay on track for retirement with easy-to-use financial calculators

We are confident you will benefit from this valuable new enhancement to your retirement planning tools. If you have additional questions, please contact the HISD Employee Support Services at 713-293-9780.

Privacy Policy

This Privacy Statement discloses VRSCO's information gathering and dissemination practices in connection with the Retirement Manager web site (hereafter, the "RM"). You may contact VRSCO about this Privacy Policy by phoning VRSCO at 1-800-853-6399, extension 1357.

A. Collection of Personal Information from RM Users

Any personal information on individual Participating Employees and aggregate information on Employers collected through the RM are used only in connection with services being provided through the RM or pursuant to the terms and conditions of the Agreements between the RM Operator ("VRSCO"), and the Employer. "Personal information" includes, but is not limited to, the following: name, address, account balances, account numbers, account activities, social security numbers, taxpayer identification numbers, and other sensitive financial information. VRSCO will share such Participating Employee information only with the Participating Employee's Employer and the Participating Employee's authorized Vendor(s) selected by a Participating Employee to receive contributions in connection with the Participating Employee's participation in one of the Employer's retirement plans.

VRSCO may use aggregate data to make improvements to this RM and for standard, regulatory reporting purposes.

B. Security Measures

VRSCO has implemented security features to prevent the unauthorized release of or access to information provided through the RM. One of these security features is limitation of access to the RM to only those Participating Employees, Employers, and Vendors who have confidential user identification and passwords. Additionally, all VRSCO users are required to certify their understanding that personal information is considered confidential, that it is important to safeguard personal information, and that VRSCO will take appropriate action against any VRSCO user who fails to acknowledge these facts or adhere to the requisite standards of conduct.

The RM also requires all users of the RM to use a browser that supports Secured Socket Layer (SSL) encryption to scramble information over the Internet as it is sent from the user's computer to VRSCO's server. Finally, the RM is protected by a system of filtering routers and firewalls, which form a barrier between the outside Internet and the internal network.

Please be advised, however, that the confidentiality of any communication or material transmitted to or from VRSCO via the RM or through e-mail cannot be absolutely guaranteed. Accordingly, VRSCO is not responsible for the security of information transmitted via the RM.

C. VRSCO's Right to Change Privacy Statement

VRSCO reserves the right to change this Privacy Statement at any time in accordance with new laws and regulations. Prior to implementing any change in this privacy policy regarding the Retirement Manager web site, we will notify the Employer of the proposed change(s).

D. Privacy Statement Not A Contract

THIS PRIVACY STATEMENT IS NOT A CONTRACT AND IS NOT INTENDED TO BE A CONTRACT BETWEEN VRSCO AND ANY USER OF THE RM WITH RESPECT TO ANY INFORMATION PRACTICES CONCERNING INFORMATION OBTAINED THROUGH THE RM.