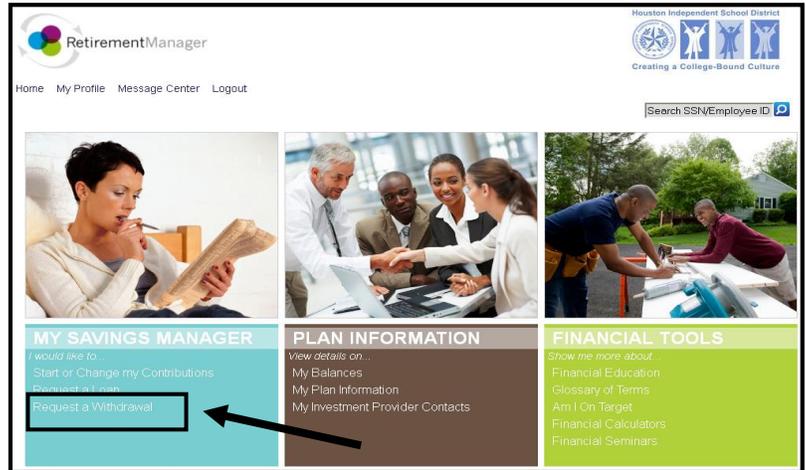


Retirement Manager: Request A Hardship Withdrawal Certificate Current HISD Employees

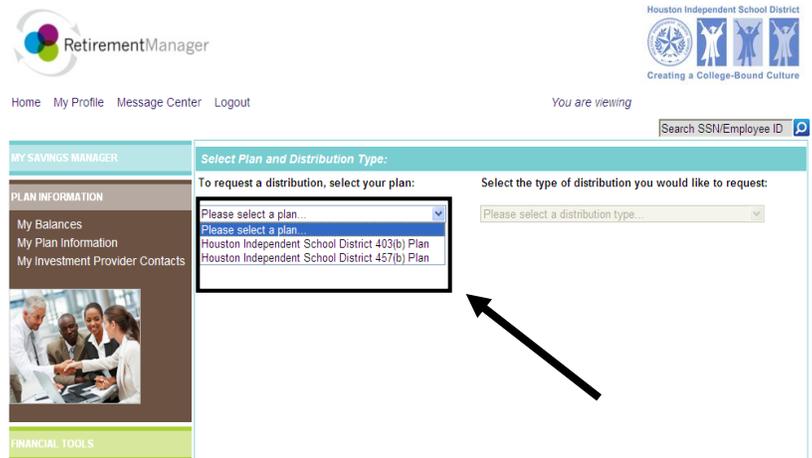
Retirement Manager is the convenient, secure, Web-based access point to manage your HISD retirement plan accounts anytime - anywhere, 24 hours a day, seven days a week. To access Retirement Manager, simply go to: www.myretirementmanager.com.

Retirement Manager uses eligibility certificates to pre-qualify you for a Hardship Withdrawal from your retirement plan. To begin requesting a certificate, select "Request a Withdrawal" from the left menu on the home page. Please note that the screen shots on this page are examples, and may vary based on your plan.



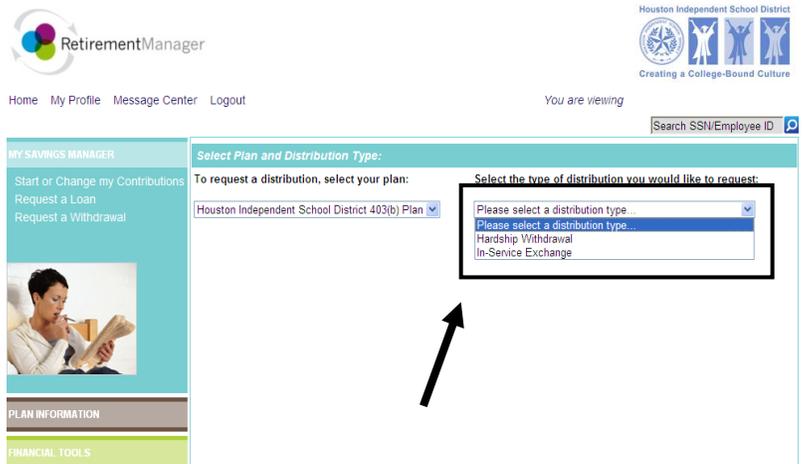
Select a plan:

To request a withdrawal, first select your retirement plan. Make your selection from the plans that are eligible for a distribution.



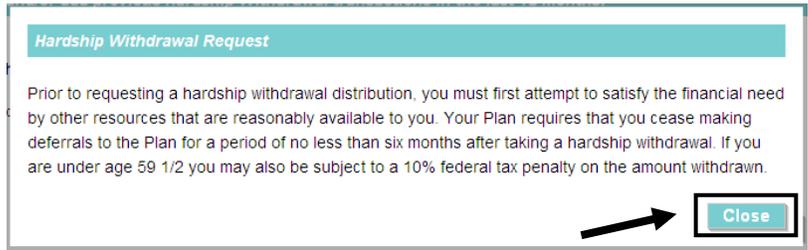
Select withdrawal type:

The types of withdrawals available to you will depend on the retirement plan you selected, your current employment status, and the types of withdrawals offered by your employer. If you are unsure what type of withdrawal you need, please contact your employer or financial advisor. Select "Hardship Withdrawal" as the distribution type from the drop-down menu that is on the right side of the screen.

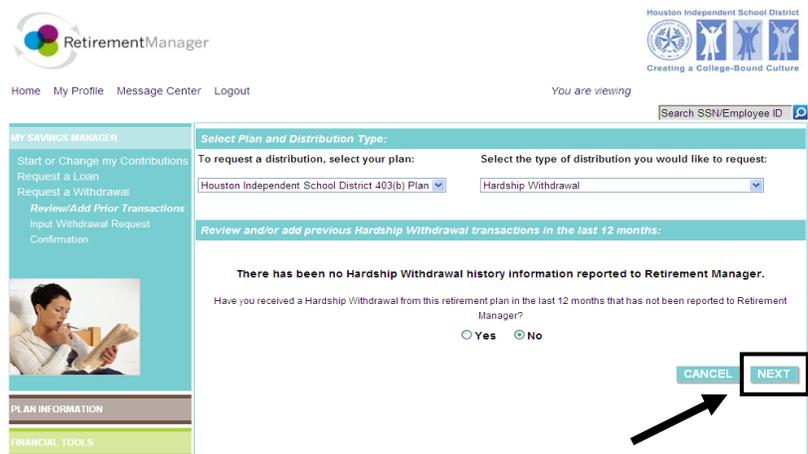


NOTE:

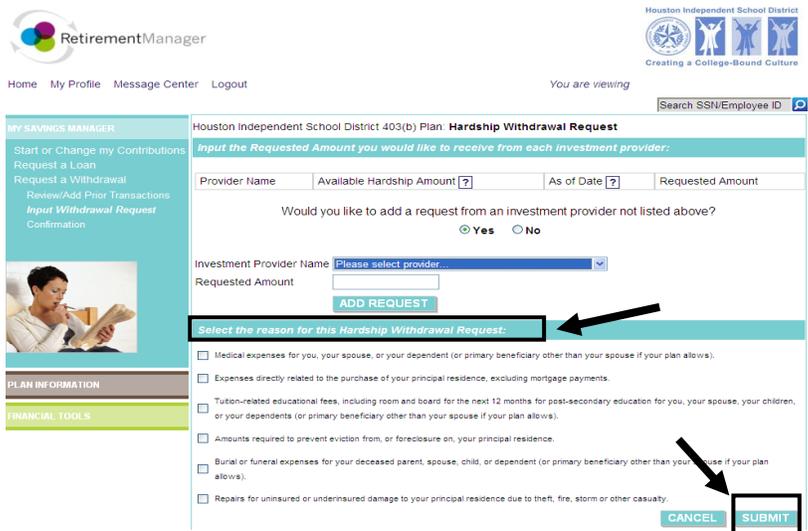
An informative window will appear informing you of certain conditions you must first meet prior to requesting a Hardship Withdrawal. Click "Close" to proceed.



Review and/or add prior withdrawal transactions: Retirement Manager will display any previous withdrawal transactions that will be used to pre-qualify your withdrawal. If there are any transactions missing, you should add them by following the screen prompts at the bottom of the page. If there are no new transactions that must be reported, click the "Next" button to proceed.



Complete your withdrawal request: Input the amount for your requested Hardship Withdrawal. If you do not see your investment provider listed, you may manually add your provider following the prompts on the screen. Once you have input your amount for your provider(s), be sure to complete the additional questions that are specific to the Hardship Withdrawal you are requesting. Click on "Submit" to proceed.



Confirmation/Print Certificate(s): If your request for a Hardship Withdrawal was successful a confirmation page should appear. The confirmation page will contain a link to print your certificate(s). Click on the "View and Print Certificate" button. A new window containing your certificate will appear. Be sure to print and submit the certificate(s) along with any supporting paperwork to your provider by the expiration date on the certificate. If your request was not approved, a message will display, contact your employer with any questions.

