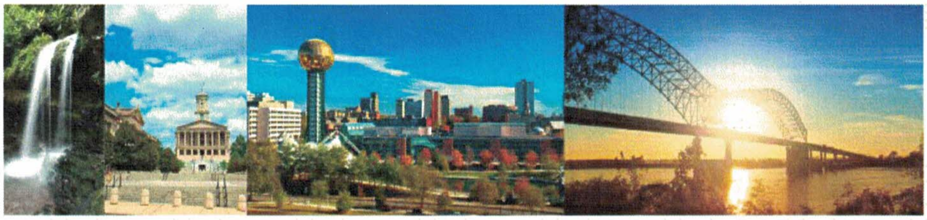

RETIRE READY
TENNESSEE'S RETIREMENT PROGRAM

A program of the Tennessee Treasury Department | David H. Lillard, Jr., Treasurer

RetireReadyTN Employer Partner

Meet your RetireReadyTN Client Service Management Team

The Client Service Management (CSM) Team serves as an employer-only resource for successfully coordinating implementing and maintaining plan-level accounts for the State of Tennessee 401(k) and 457 Plans.

Client Service

The CSM Team assists employers with administering their participation in the State's plans. Partnering with your local Retirement Plan Advisor (RPA), the CSM Team strives to provide prompt and straightforward assistance to employers regarding their reporting of participant information to the Empower recordkeeping system.

The Team is available to answer questions about the deferral change file, the loan file and any other inquires related to the ongoing administration of the plans. The CSM's troubleshoot and provide assistance with changing payroll vendors as well as offer training for new associates.

Plan Service Center

The CSM Team will provide assistance to employers so as to gain access to the Plan Service Center (PSC). This website serves as the portal through which contribution information is uploaded to participant accounts under the State's plans.

Reports which include information for employees who have made any deferral changes, or requested a loan from the 401(k), will be deposited to the PSC for you to retrieve.

For technical support, please contact our Website Support Service Team at 800-695-4952. Representatives are available from 8:30a.m.-8:00p.m. central time Monday – Friday.

Contact us at:

RRTNClientService@empower-retirement.com

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Contact information for Employees

RetireReadyTN provides an employee portal at www.retirereadytn.gov The dedicated RetireReadyTN Call Center can be reached at 800-922-7772. Representatives are available from 8:00a.m.-8:00p.m. central time Monday-Friday.