Who to call at Empower

Empower offers you and your employees a variety of resources to support the **East Bay Regional Park District 457(b) Deferred Compensation Plan, 100422-01.** Use the table below to find the best place to go for help.

Plan Sponsors

Resource	We can help you with
Client service team Subject matter expertise on these topics (800)-695-4952	• Payroll support questions • General plan-level inquiries • Loan or withdrawal research • Procedural questions • Website support and technical assistance • Compliance, census and 5500 assistance
Client Service Manager Complex plan inquiries **Heather Shnayder** (978) 983-0834 heather.shnayder@empower.com	• Changes to payroll • Plan document changes and questions • Audit documentation requests • Account corrections
Relationship Manager Plan metrics, pricing and communication **Robert Gleason** (303) 737-5807 robert.gleason@empower.com	• Plan health reviews • Investment performance reviews • Add or change services • Employee communication planning
Plan Service Center Plan access empower.com/sponsor	• Retirement readiness of participants and key plan metrics • To Do List review and approval in Task/Action center • Change or update banking information • Payroll contribution submissions & payroll corrections • Plan contacts updates & social security number changes • Fee disclosures, forms & plan documents • File-sharing tool
Plan resources website Plan administration information empower.com/psc/plan-resources	• How-to videos (payroll), To Do List, other administrative processes • Instructional guides (plan provisions and services) • Important tips, reminders, and upcoming dates and deadlines

Employees

Resource	We can help you with
Participant Website empowermyretirement.com **Empower mobile app** Search Empower Retirement	• Contribution amount changes • Retirement income projection tool • Balance inquiries • Investment changes & performance information • Loan, withdrawal quotes & requests • Statement, confirms & documents access
Customer Care Center (800)-551-4218 **Customer service specialists** Weekdays from 8 AM - 10 PM EST Saturday from 9:00 AM – 5:30 PM EST	• Participant website assistance • Contribution amount changes • Balance inquiries & investment changes • Loan and withdrawal quotes and requests • Rollover assistance