



NECA-IBEW LOCAL NO. 364 FRINGE BENEFIT FUNDS

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TO: ALL PARTICIPANTS OF THE NECA-IBEW LOCAL NO. 364 FRINGE BENEFIT FUNDS
RE: SECURE DOCUMENT UPLOAD THROUGH THE PLAN'S CUSTOMIZED WEBSITE

Dear Participants:

The Trustees of the IBEW Local 364 Fringe Benefit Funds are pleased to announce that you may now submit documents through the Fund's secure website.

As you know, you can access your fringe benefit fund information via the internet by visiting the customized website at www.ibew364benefits.org, where you can view and print communications, forms and obtain other useful information. You may continue to obtain paper copies of all plan documents from the Fund Office.

In cooperation with TIC International Corporation, the Plan Administrative Manager, you may also view your personal account information via a secured Benefit Inquiry Site (BIS). The BIS will allow you to verify that the Plan has accurate personal information about you and your family. In addition, you can check the Plan's records for up-to-date information regarding your employer contributions made in your behalf.

From the home page of the customized website, select Current Benefit Status under any of the Plan menus at the top of the page. This will direct you to the Benefit Inquiry Site login page. You will need to sign in using your own ID and Password. We have included an explanation of how to create your BIS account on the reverse side of this document, if you have not already done so.

Should you have any questions related to website access, please contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149) in the Fund Office. However, for questions related to your benefits, please contact the Fund Office at 877-364-4239 and ask to speak with a claims examiner in the appropriate benefit department.

SECURE DOCUMENT UPLOADS PROCEDURE:

- Begin at the Fund's customized website, www.ibew364benefits.org, click on any of the Plan menus at the top, then click on Current Benefit Status.
- Once you arrive at the Benefit Inquiry Site login screen, enter your ID and Password. (See the reverse side of this document for instructions on how to create an account if you do not yet have one.)
- When you arrive at the Employee Menu, click on Secure Document Uploads to load that page.
- Open the pick list for Department and choose the appropriate destination (i.e. Health, Pension, etc.).
- Feel free to type Subject and Message information you wish to convey to the claims examiner reviewing your documents.
- **We recommend scanning your documents in PDF (Adobe Acrobat) format, using Black & White "quality", to keep your file size to a minimum. When scanning in PDF, most scanners also allow you to create multi-page documents so you would only need to upload one file containing all of your scanned pages.**
- **Be sure to preview your scans using your computer or mobile device. If they are clear and legible to you, they will be clear and legible to our claims examiners.**
- Note in the screenshot to the right that we have provided five "Attached File" upload slots. Click Browse, navigate to the file you wish to send and queue the file for transmission. Repeat this process for as many files as you wish to send.
- If you enter your email address before sending your file(s), our system will send you a confirmation code confirming that your files were delivered.
- Click Upload Files to complete the process.

File delivery time is typically 5 to 10 minutes, depending on the size.

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BIS Menu
• Terms & Conditions
• System Maint. Schedule
• Home

BENEFIT INQUIRY SITE - f_o_r - **Current Benefit Status**

ID:
PASSWORD:

Employee Menu

- Name/Address/Birthdate
- Contribution Information
- Vacation Information
- Supplemental Unemployment Benefit Plan
- Supplemental Unemployment
- Claim File Uploads
- **Secure Document Uploads**
- Direct Deposit History
- Back To Search
- Eligibility Information
- Health Care Hours
- Pension History Information
- Employee List
- Special Fund Information
- Claims Submission History
- Log Off System

SECURE DOCUMENT UPLOADS

Mem ID: DEPARTMENT: Retirement
Name: SUBJECT:
View Document Upload History MESSAGE:
Department & Email Administration
PHONE (IF YOU WISH TO BE CONTACTED):
OPTIONAL: Enter Your Email Address: (A confirmation email will be sent to you)

Please select the files that you wish to attach with this message:
PLEASE NOTE: In regards to Pension submissions, original versions of the Request for Application and Application documents must be sent by mail to the Fund Office and cannot be uploaded electronically.

Attached File 1: Browse
Attached File 2: Browse
Attached File 3: Browse
Attached File 4: Browse
Attached File 5: Browse

(continued from reverse side)

To login and create your own BIS account, simply proceed with the following instructions:

- Go to www.ibew364benefits.org
- Click on either of the Plan menus at the top of the screen (i.e. Health & Welfare, DC Pension, etc.)
- Locate the Current Benefit Status hyperlink and click it. This will open the Benefit Inquiry Site login screen in either a new browser window or tab. (You may also start at the Benefit Inquiry Online Access frame on the homepage)
- In the ID field, type your Social Security Number, using no hyphens or spaces.
- In the Password field, type **C45TDJ2** (This is a generic password used only the first time you log in).
- Click on the Login Button.

You will be prompted to enter the following information:

- First Name, Middle Initial and Last Name as well as your Mother's Maiden Name. NOTE: The programming on this screen requires a middle name – if you do not have one, use the letter "Z" in that field.
- Create a permanent password for accessing the site. (The password requirements are noted on the page.)
- Create a secret question and provide an answer. NOTE: We recommend that you use a one-word answer which might make it easier to recall later.

After entering the above information, click the Sign Up button to complete the process, which will return you to the login screen.

Future logins will use your numeric Social Security Number as the ID, along with the permanent password you created in the above step.

Note: In the event that you forget your password, click on the Forgot Password link on the main Sign On screen. You will then be prompted for your First and Last Names, Social Security Number and Mother's Maiden Name. Once you have inputted this information, click Submit and if everything was answered exactly as it was keyed when you set up your account, your browser will return your secret question to you. If you enter the answer exactly as it was keyed during account setup, your password will be displayed on the next screen.

If you have any difficulties logging in or recovering your password, please do not hesitate to contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149) in the Lansing, Michigan office.