

Understanding your upgraded online experience

The NC 401(k) and NC 457 Plans (the Plans) will be upgraded to an improved online experience.

During this upgrade, there will be a short period of time when you will not be able to make transactions in your account. This begins at **4:00 p.m. Eastern time** on **Thursday, February 1, 2024**, and lasts until **Tuesday, February 6, 2024**.

What you can look forward to

- **Automatic account transfer** — Your NC 401(k) and/or NC 457 Plan account(s), current investments, and contribution rates will automatically transfer to the new online experience.
- **New website** — You will be able to manage your account with the help of enhanced planning features and tools.
- **New app** — The Empower app provides on-the-go access to your NC 401(k) and/or NC 457 Plan account and features and is available for iOS® and Android™.
- **Expanded call center hours** — Customer Care Center representatives are available at **866-NCPlans (866-627-5267)** with additional weekday hours and new Saturday hours.

Before the upgrade

Confirm your personal information

Access your account and confirm personal information (like contact details and banking information, if applicable).

Upcoming communications

You will receive a communication once the migration is complete with important information about how to re-register your NC 401(k)/NC 457 Plans' account.

You must register your account after the migration.



North Carolina
Total Retirement Plans
401k | 457



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