

## Voice Response System

You can call the toll-free voice response system at **1-800-360-2747\*** to complete many of the same transactions that you can complete on *Your Benefits Resources*. Simply follow the prompts, and the system will guide you through your transactions.

## Customer Service

If you need help using *Your Benefits Resources* or the voice response system, SIP Service Center Representatives are just a toll-free call away. To reach a representative, call the voice response system at **1-800-360-2747**.\* Representatives are available between 9:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.

## A Word About Security

In the past, you used a four-digit Personal Identification Number (PIN) to access the voice response system and a different password to log on to the Web. Now, only one password will be used to access both *Your Benefits Resources* and the voice response system. Your old voice response system PIN will also serve as your new password for *Your Benefits Resources*. The old password that you previously used to log on to the old benefits Web site is no longer functional.

If you've lost or forgotten your PIN, you must use *Your Benefits Resources* or the voice response system to request a new one. You'll receive a temporary password in the mail within seven business days.

\*Outside the United States, Puerto Rico, and Canada, call **1-847-883-1057** (this is a toll call). Translators are available.



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The WSRC Team

Your  
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# Invest. It's Your Future



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# New Ways to Access the Savings and Investment Plan

Beginning June 4, 2002, you'll access the WSRC/BSRI Savings and Investment Plan (SIP) through the new *Your Benefits Resources* Web site and a new voice response system. These resources will be available 24 hours a day, Monday through Saturday, and after 1:00 p.m. Eastern time on Sunday.

If you need help, SIP Service Center Representatives will be available between 9:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday.

## Blackout Period

As part of the process of moving the SIP accounts, access to your account will be unavailable between 4:00 p.m. Eastern time on Friday, May 31, 2002, and noon Eastern time on Tuesday, June 4, 2002. No requests or transactions will be processed during this time, but accounts will remain subject to any investment gains and losses.

## What's Happening When

**May 17, 2002:** Last day to enroll, change contribution rates, or request a withdrawal, loan, or distribution.

**May 31, 2002:** Last day for making reallocation requests or investment election changes.

**June 4, 2002:** Blackout period ends. *Your Benefits Resources*, voice response system, and SIP Service Center Representatives available.

## Your Benefits Resources

*Your Benefits Resources* will be your best source for detailed, personalized information about the WSRC/BSRI SIP. It will give you the information you need to make smart decisions about using the plan. It will put you in control—and help you get things done right.

You'll be able to access *Your Benefits Resources* from any computer that has Internet access—log on at <http://resources.hewitt.com/wsrc> from work, home, or anywhere.

## What You Can Do on Your Benefits Resources

- Find out how to make the most of the SIP.
- Learn how the plan works.
- Learn about the basics of saving and investing.
- Check your account balance.
- Monitor your investment performance.
- Change your contribution rate, investment choices, and asset allocation.
- Request a loan or withdrawal from your account.
- And more!