



Glatfelter Pension Service Center

Did you know you can access your Glatfelter Pension Plan account, 24 hours a day, seven days a week through the website or by calling the toll free number listed below. Participant Services Representatives are available through the Service Center, Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time to answer all your pension questions.

Glatfelter Pension Service Center:	1-866-828-5322
Glatfelter Pension Web Site:	http://glatfelter.ingplans.com

When you access your Pension Plan account, you can:

- View your account balance
- View account details
- Estimate future pension payments
- Elect or change your beneficiary
- Get a benefit commencement package
- Review Plan information
- Review educational materials
- If you are a retiree, you will be able to change your direct deposit and tax withholding information for your pension payments

Whether you access your account on the Web or by calling the Service Center, you will use the same Personal Identification Number (PIN) to log on to your retirement plan. You should have received your PIN in the mail in the beginning of the year. ***However, if you have misplaced your PIN or would like to receive a new one please call the Service Center.***

When you call the Service Center's toll free number you will be asked the following:

- 1) To obtain account specific information or process transactions with a representative, please enter your PIN when prompted.
- 2) Thank you for calling the GLT Pension Service Center.
- 3) If you are calling from a rotary phone please hold for further instructions.
- 4) If you are calling from a touch tone phone please enter your Social Security Number now. If you enter your SSN, you will be prompted to enter your PIN or press 1 to receive a confidential PIN reminder letter. Once you press "1" a PIN letter which will be mailed to you and depending on the Postal Service, you will receive it within 5 to 7 business days. You will then hear, "please hold for a Customer Service Representative". You will then be able to talk to the next available service representative.
- 5) If you do not enter your SSN, you will be asked to speak your SSN now or to speak to a Customer Service Representative say "Customer Service" now. You will then be able to talk to the next available service representative.
- 6) To have the menu selection repeated say "repeat" now.

You can also contact the Pension Service Center in writing at Glatfelter Pension Service Center, P.O. Box 57486, Jacksonville, FL 32241-7486.

Benefit	Toll Free Number	Web Site
Pension	1-866-828-5322	Glatfelter.ingplans.com
401(k)	1-800-835-5091	www.401k.com
Health & Welfare	1-888-607-2737	www.glatfelter.com/about_us/careers/benefits.aspx