

Requesting a Distribution

Requesting a distribution from your online account is done through your online account. Click [HERE](#) for the withdrawals page in your online account. You may also review the guide below to learn how to request a distribution from your retirement account. This includes a cash distribution, a rollover to another plan or IRA, or a combination of the two.

After your distribution request has been submitted for approval, an authorized plan representative will review it. We will notify you by email once your request has been reviewed, so please verify that your current email address is on file. Click [here](#) for assistance with updating your personal information. You can also log into your account to see the status of your distribution through each step in the process.

The screenshot displays a 'My Dashboard' interface. At the top left is the title 'My Dashboard' and a 'Print' icon at the top right. The main section is titled 'Distribution Status' and features a horizontal progress bar with five steps: 'Received Request' (completed with a green checkmark and 'Completed On: 6/4/2019'), 'Awaiting Employer Approval' (in progress with a blue circle and 'Processing'), 'Funding Request' (pending with a grey circle), 'Preparing Payment' (pending with a grey circle), and 'Payment Sent' (pending with a grey circle). Below this are three summary cards: 'Track Retirement' showing '\$1,094.09 Projected', 'Account Balance' showing '\$5,873.74', and 'Contribution Rate' showing 'Pre-Tax 4%' and 'Roth \$0.00'.

Once the distribution is reviewed and approved, the payment will be processed. Payments are generally received within 7-10 business days for a check; 5-7 business days for direct deposit (if available).

Still have questions? Click on the help option on the screen or you may [contact us](#). Please note that due to the nature of the transaction, representatives will be able to answer questions and guide you through the steps, but will not be able to enter requests on your behalf.