



## It's almost time for your Vanguard 403(b) Services account's recordkeeping platform migration.

In just a few weeks, your Vanguard 403(b) Services account will move to the Ascensus recordkeeping and administrative services platform—and we're excited to welcome you. Our focus is on making your move as smooth as possible so you can stay focused on saving for a better future.

### Here's what you need to know.

During the weekend of November 10, your account information will automatically and securely transfer to the Ascensus platform. There will be a limited time, known as a "blackout period," during which certain account access will be restricted:

- Distribution and loan processing (if applicable) will be suspended at market close (generally 4:00 p.m. ET) on Wednesday, November 8, 2023. Online requests for distributions and loans must be submitted by 4:00 p.m. ET on November 7.
- All transaction activity and account updates will be suspended beginning at market close (generally 4:00 p.m. ET) on Thursday, November 9, 2023.
- You'll be able to see your account balance on [www.vanguard.com](http://www.vanguard.com) as of market close on Thursday, November 9, 2023, throughout the blackout period.

We expect the blackout period to end and trading activity to resume during the week of November 13, 2023. **Please note:** After migration, all investment elections and savings rates must be in whole percentages or whole dollar amounts. If your current elections include fractional percentages or dollars, please adjust to whole values prior to November 9.

### The high-quality experiences you enjoy today will continue.

Many of the features and services you value with your Vanguard 403(b) Services account will continue to be part of your experience following migration:

- The website address ([www.vanguard.com](http://www.vanguard.com)) and your username and password will remain the same.
- The knowledgeable participant service representatives you work with today will still be available to assist you at the same phone number.
- Your plan fees won't change.
- After the blackout period, transactions will continue to be processed in the timely manner they do today.

Over time, you can look forward to enhancements to help you continue saving for your future.

**Check out your participant migration website for the latest updates.**

Go to <https://nu5-transition.retsupport.com/participant/> to learn more about what you can expect when your account is migrated to the Ascensus platform, review important dates, and get answers to frequently asked questions.

If you have any questions, please call the participant service center at 800-569-4903 Monday through Friday from 8:00 a.m. to 8:00 p.m. ET, or follow the steps below to send a secure message any time before or after the migration (this feature will be unavailable during the blackout period):

1. Log in to your Vanguard account.
2. Select your 403(b) account.
3. Choose **Go to my 403(b) plan** for details.
4. From the top menu, choose **Client support** and select the **Contact us** tab.
5. Choose **Send a secure message**.
6. Select the **Compose** button, enter all the information requested, type your message, and select **Send**.

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