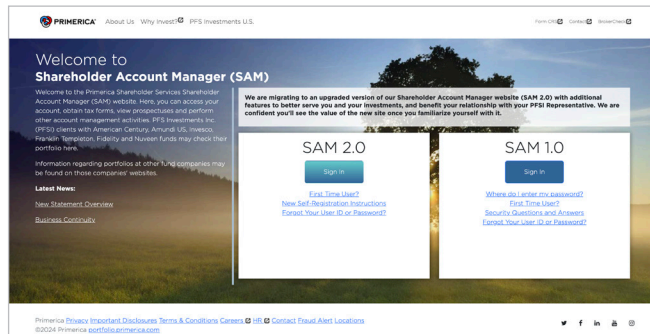


# Contact Primerica

## Online



## Welcome to Shareholder Account Manager (SAM)

View your account online at [www.shareholder.primerica.com](http://www.shareholder.primerica.com) using Primerica Shareholder Services' Shareholder Account Manager platform. View fund positions, balances, statements and tax documents.

New users can follow the prompts to log in for the first time.

## By Phone

Speak with a Financial Services professional by calling 1-800-544-5445. Get help with questions about account balances, transactions, maintenance and general info. Phone calls are recorded and may be monitored for quality assurance purposes.

Use Primerica's Interactive Voice Response (IVR) Speech Recognition Menu to verbally interact with the system. The following spoken commands may be used to access information:

- **"Balance"** - To hear portfolio, account and position values.
- **"Place a Trade"** - To process financial transactions (redemptions, purchases, exchanges)

- **"Change Bank Draft"** or **"Change Contributions"** - To stop or restart your bank drafts.
- **"Transaction History"** - For a listing of the most recent financial transactions associated with your account.
- **"Fund Information"** - To hear fund price and performance information.
- **"Statements"** - To request a duplicate year-to-date statement.
- **"Forms"** - To request a duplicate Consolidated Tax Form.
- **"Change PIN"** - To change your Personal Identification Number. When prompted for a PIN you can say "I don't have one" to reset or establish a PIN

Para servicio en español por favor marque 1-800-544-7278, disponible de 8:00 AM a 8:00 PM ET, de Lunes a Viernes.

Hearing or speech impaired clients may contact Primerica Shareholder Services at no cost using the Telecommunications Relay Service (TRS) by dialing 711. For more information, please refer to the Federal Communications Commission's TRS user guide [fcc.gov/consumers/guides/telecommunications-relay-service-trs](http://fcc.gov/consumers/guides/telecommunications-relay-service-trs)

## By Mail

### Regular Mail:

**Primerica Shareholder Services**  
P.O. Box 534485  
Pittsburgh, PA 15253-4485

### Overnight:

**Primerica Shareholder Services**  
Attention 534485  
500 Ross Street, 154-0520  
Pittsburgh, PA 15262