

For The Journeysm – What's New

New PIN Replacement Process

In order to protect and service employees' retirement accounts in a more secure and efficient manner, MassMutual Retirement Services (MMRS) has enhanced its personal identification number (PIN) replacement process.

Effective in early December, participants who forget their PIN will be able to establish a new one anytime, day or night, by calling MMRS's automated information service line, at 1- 800-74-FLASHSM (35274).

Here is how the PIN replacement process works:

- Using FLASHSM, you may establish your PIN by 1- 800-74-FLASHSM (35274) and press "*" for PIN resets.
 - For security reasons, you will be asked to answer a series of validation questions specific to your personal account with MMRS.
 - Upon successfully answering these questions, you will be prompted to establish a new 6 to 8 digit PIN.
 - Between 8 a.m. and 8 p.m. EST weekdays, callers who unsuccessfully answer the validation questions will be transferred to a customer service representative for further assistance.
- You may also establish your PIN through The Journeysm (www.massmutual.com/retire). On the site, you will be asked to answer a series of validation questions specific to your personal account with MMRS, which is done for security reasons.
 - Participants who unsuccessfully answer the validation questions on The Journeysm will be directed to call the MMRS Participant Information Center between 8 a.m. and 8 p.m. EST, weekdays, to speak with a customer service representative for further help.

To discuss all your other retirement needs with a customer service representative, you may call 1- 800-74-FLASHSM (35274) between 8 a.m. and 8 p.m. EST weekdays.