



August 18, 2026

Improved pension access and support!

Dear Retiree:

The Exchange is announcing an exciting change to your pension plan information! With our long-term partner Willis Towers Watson (WTW), we will deliver faster access to your pension information with more convenient support.

Starting Sept. 1, 2026, a new **eBenefits** self-service site and Pension Support Center will replace the way you use the current Northern Trust website, which is not going away, and call center. WTW has been the behind-the-scenes pension administrator for the Exchange for more than 20 years and will take a more active role in its Exchange partnership. Because of WTW's past relationship with the Exchange, the team is perfectly positioned to answer your retirement questions and provide you with seamless, intuitive and complete service. And, of course, you'll continue to have support from the Exchange when you need it.

Important: Your pension payment amount, payment schedule and payment processor are not changing. Northern Trust will continue to issue pension payments and provide your annual tax forms.

Accessing eBenefits is easy and convenient!

Beginning Sept. 1, you can visit <https://ExchangeBenefits.ehr.com> for the new, integrated experience to:

- Get 24/7 access to your pension information.
- Request pension verification statements.
- Update direct deposit, tax, email, phone and address.
- Ask questions and share documents via Message Center.
- View your life insurance coverage (if qualified) online.
- View and update your beneficiaries.

You will still be able to speak to live pension experts through the WTW managed Support Center (**800-519-3381**) from 8 a.m. – 5 p.m. CT.



GET STARTED ONLINE

Starting Sept. 1, go online to
<https://ExchangeBenefits.ehr.com>.

For your protection, you'll be asked for personal information to verify your identity before accessing your pension information.



SPEAK TO AN EXPERT

Call the Exchange Benefits Office: **800-519-3381**

This is the same number you've always used for your retirement benefits and pension questions, but now **Option 1** will connect you to the WTW Pension Support Center for questions about retirement or pension.

This new Pension Support Center reflects the Exchange's commitment to clarity, accessibility and the well-being of everyone who is part of the Exchange community. For questions, please contact the Exchange Benefits Office at 800-519-3381.

Sincerely,
Benefits Development and Administration

Frequently Asked Questions

What is changing?

- WTW will now serve as your primary point of contact for pension-related questions and requests, replacing the Northern Trust call center. WTW has administered the Exchange pension plan for more than 20 years and has extensive knowledge of the plan and its rules. Additionally, you will see your pension information and make updates on the eBenefits website instead of the Northern Trust website.

Will the Northern Trust website still be available?

- Yes. The Northern Trust website (northerntrust.com/bppweb) will still be available for you to view historical information and print tax forms. However, you will not be able to make changes there. Beginning Sept. 1, use eBenefits to update your email address, phone number, mailing address, tax withholding, direct deposit information and more.

Is Northern Trust still processing pension payments?

- Yes, Northern Trust is still processing all pension payments. There will be no disruption to this process.

What do I need to do now?

- You can go to <https://ExchangeBenefits.ehr.com> now and create an account if you would like, but keep in mind that you won't see your pension information until Sept. 1.

What number do I call for questions about pension or retirement?

- Call Exchange Benefits (800-519-3381) and press 1. This will connect you to the Pension Support Center at WTW.

Whom do I contact for a question on a payment or tax form that I received from Northern Trust?

- Call Exchange Benefits (800-519-3381) and press 1. This will connect you to the Pension Support Center at WTW.

Will there be any change to how I receive my annual tax forms?

- No. Annual tax forms will be postmarked and mailed by Northern Trust no later than Jan. 31 every year. You can also print tax forms from the Northern Trust website.

Where can I access previous statements (pay stubs)?

- All statements (pay stubs) before Sept. 1, 2026, will only be available on the Northern Trust site. Beginning Sept. 1, statements (pay stubs) will be available on the eBenefits site.

Will there be any change to how I receive my statements (pay stubs)?

- You will continue to receive your monthly statements (pay stubs) in the same manner that you receive them today.