HOW TO UPDATE YOUR BENEFITSGO ACCOUNT IN PREPARATION FOR RETIREMENT

- **Work email access after retirement:** When employees retire, their company email/SSO access is **disabled**. To maintain access to BenefitsGO (for retiree benefits, COBRA, or post-employment benefits management), you must **re-register with a personal email address** (you must ensure that you have a personal email in the GPS system. If not, this must be updated).

- **Deletion before re-registration:** If an account already exists for using your Huber employee email, the old account must be deleted before the retiree can re-register.

Retirement Account Process

When an employee retires:

- If your already have a work email / SSO account:
  - The account must be deleted before a personal email can be used.
  - **Self-deletion (before retirement):** If the employee still has SSO access, **you can log in and delete your own account in *BenefitsGO → More → Privacy & Security → Delete Account*.**
  - **Support deletion (after retirement):** If SSO/work access is already disabled, the employee cannot log in. In this case, the account must be deleted by Service Center upon request from the employee or client.
  - After deletion, the employee registers again <u>using a personal email address</u>.

Communication Requirements:

To avoid confusion, for employees approaching retirement, know that:

- Your existing SSO-based account will be **deleted upon retirement**.
- You must **re-register with a personal email** to retain access to BenefitsGO after retirement.
- **MFA and password setup** will reset with your new account so you will choose a new password, etc.