

Site Upgrade Alert

The work you do to support the retirement plan industry is important, and you and your clients are critically important to us. At PCS Retirement, protection of your confidential information via robust network security is at the very core of our mission to enhance America's retirement saving.

Consistent with our mission and on the heels of our most successful full-scale disaster recovery test to date (complete restoration in less than 50 percent of target time), we will be upgrading our technology infrastructure beginning after market close on Friday, July 10. This upgrade is just part of our 2020 multi-million-dollar investment to enhance our technology infrastructure to offer greater capacity, reliability (including improved back up capabilities) and, most importantly, enhanced cloud threat protection.

Unfortunately, the infrastructure enhancements we are implementing do require us to limit your ability to initiate certain transactions via our websites from the evening of Friday, July 10 and may continue through a portion of Sunday, July 12. While this update is in progress, you will be unable to access password resets and transactions. Please note, any reports you run during this period will no longer be available after the upgrade is complete.

Beginning 10 PM ET on Friday, July 10, our websites will be available in read-only mode for advisors, TPAs, plan sponsors, and participants. On Saturday, July 11 at approximately 5 pm ET, the websites will be unavailable for several hours. Please, plan accordingly.

We sincerely apologize for any inconvenience that this may cause while we continue to improve our technology infrastructure.