

EXCITING NEW CHANGES TO YOUR 401(K) PLAN

At BB&T, we are committed to providing the best retirement services available. With that in mind, we are pleased to announce that exciting improvements have been made to the Comer Distributing Company, Inc. 401(k) Plan participant website. Key benefits of the new system include a new toll-free Interactive Voice Response (IVR) telephone system and new participant Web site.

New Web Site: <https://www.planservices.com/bbt>
New Participant Service Number: 866-547-8809

While the investments and features of your plan remain the same, there is important information you need to know about registering your account for plan data access. To register your account, you may contact the New Participant Service Number or the New Web Site by utilizing the information provided above. Regardless of the method chosen, you will be required to provide some personal information about yourself for security purposes. Please have your Social Security Number, Date of Birth and Zip Code readily available when contacting the New Participant Service Number or when utilizing the New Web Site.

Directions for registering your account on the New Web Site:

- Step 1: Access the New Web Site utilizing web link <https://www.planservices.com/bbt>
- Step 2: Select [Register Here](#)
- Step 3: Select [Register Me Now](#)
- Step 4: Enter your Social Security Number in format [XXX-XX-XXXX](#)
- Step 5: Enter your Date of Birth in format [MM/DD/YYYY](#)
- Step 6: Enter your Zip Code in format [XXXXX](#)
- Step 7: Select [Continue](#)
- Step 8: Enter a personal web user ID in format [8-25 characters and letters and numbers](#)
- Step 9: Re-enter your personal web user ID for confirmation purposes
- Step 10: Establish a personal security question and answer for recovery of your web user ID or password
- Step 11: Enter a valid personal email address
- Step 12: Re-enter your personal email address for confirmation purposes
- Step 13: Select an Image Category from the drop down list for security purposes
- Step 14: Select Image Box for population of an Image based on the Category chosen (Note: the image chosen will display at login)
- Step 15: Enter phrase describing Category Image Selection in format [6-30 characters](#)
- Step 16: Enter your personal password in format [minimum of 8 and a maximum of 25 characters utilizing at least three of the following: upper and lower case, alpha, numeric and special characters](#)
- Step 17: Re-enter your personal password for confirmation purposes
- Step 18: Select [Submit](#)

[You will now be registered and taken to your personal account.](#)

[NOTE: IF YOU ARE UNABLE TO ACCESS YOUR ACCOUNT, CONTACT YOUR PLAN ADMINISTRATOR TO VERIFY THE SOCIAL SECURITY NUMBER, DATE OF BIRTH AND ZIP CODE YOU ARE ENTERING IS THE SAME CENSUS INFORMATION FOUND ON THE SPONSOR WEB SITE.](#)

Directions for registering your account on the Voice Response System:

- Step 1: Access the New Participant Service Number by Dialing [866-547-8809](tel:866-547-8809)
- Step 2: Provide your [Social Security Number, Date of Birth and Zip Code](#) to the Account Representative
- Step 3: The Account Representative can answer your questions concerning your personal account