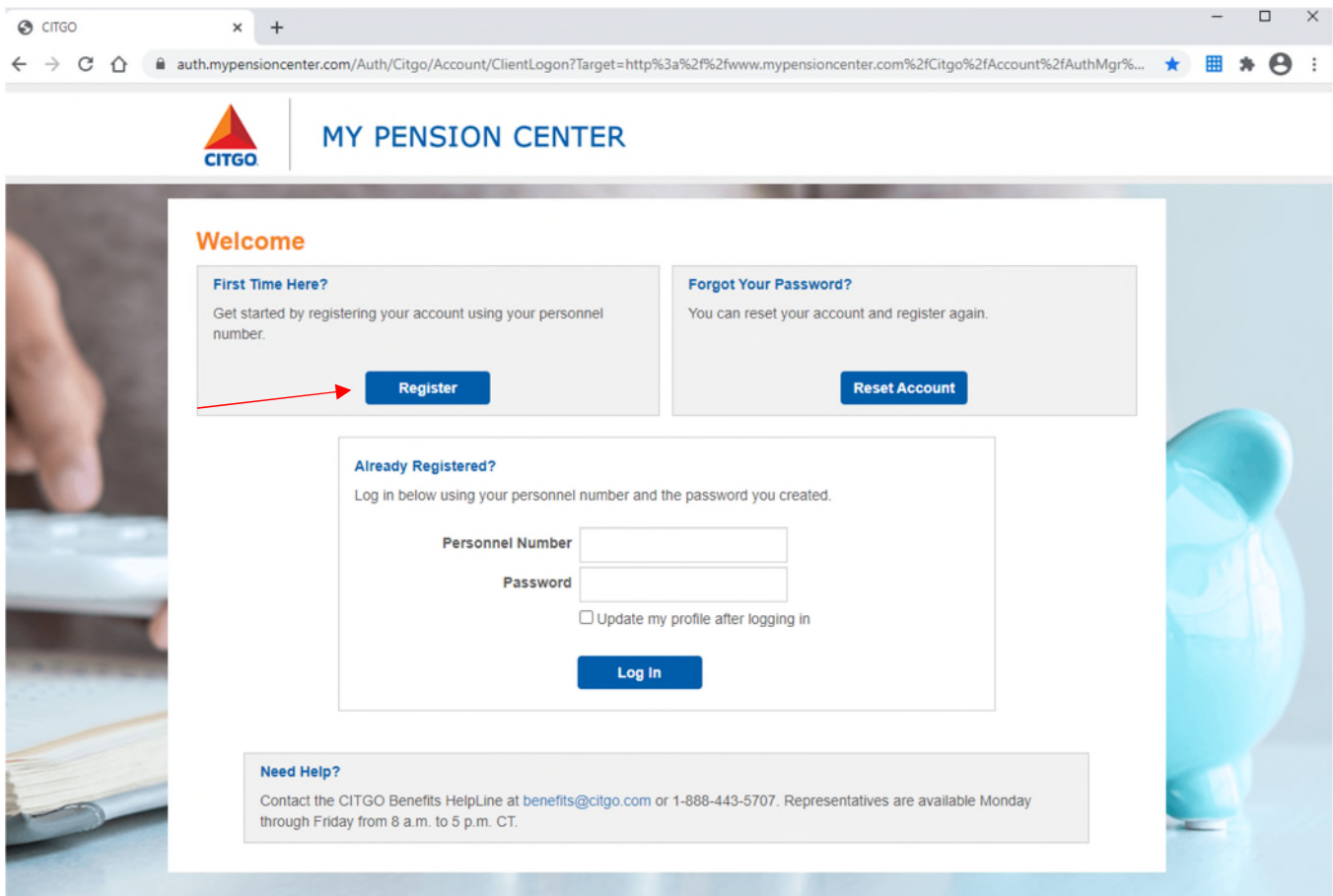


Website address: www.MyPensionCenter.com/CITGO

Use Google Chrome as preferred browser to open the website.

Below is the Welcome page:



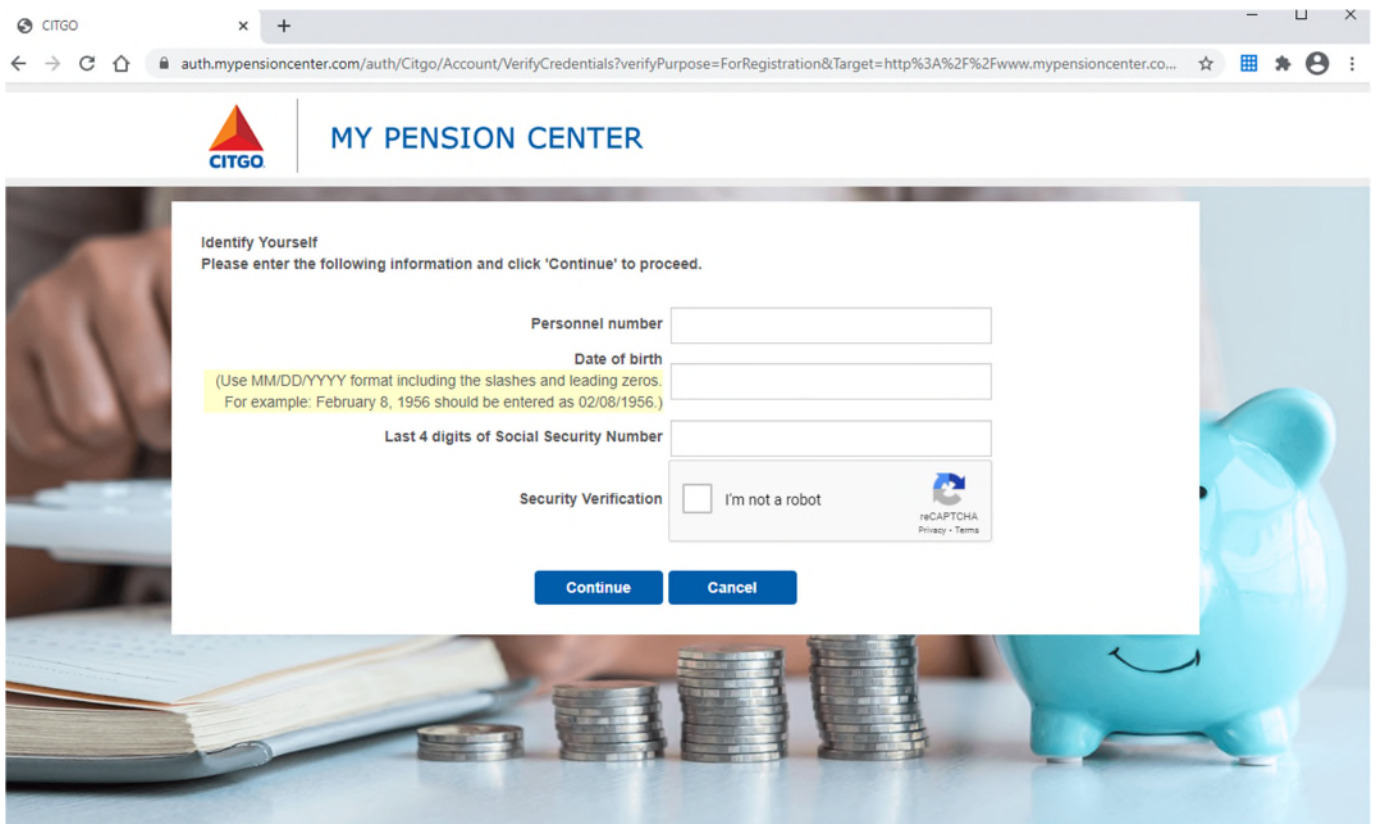
1. REGISTRATION

Step 1: Complete the registration - click on “Register”.

Enter:

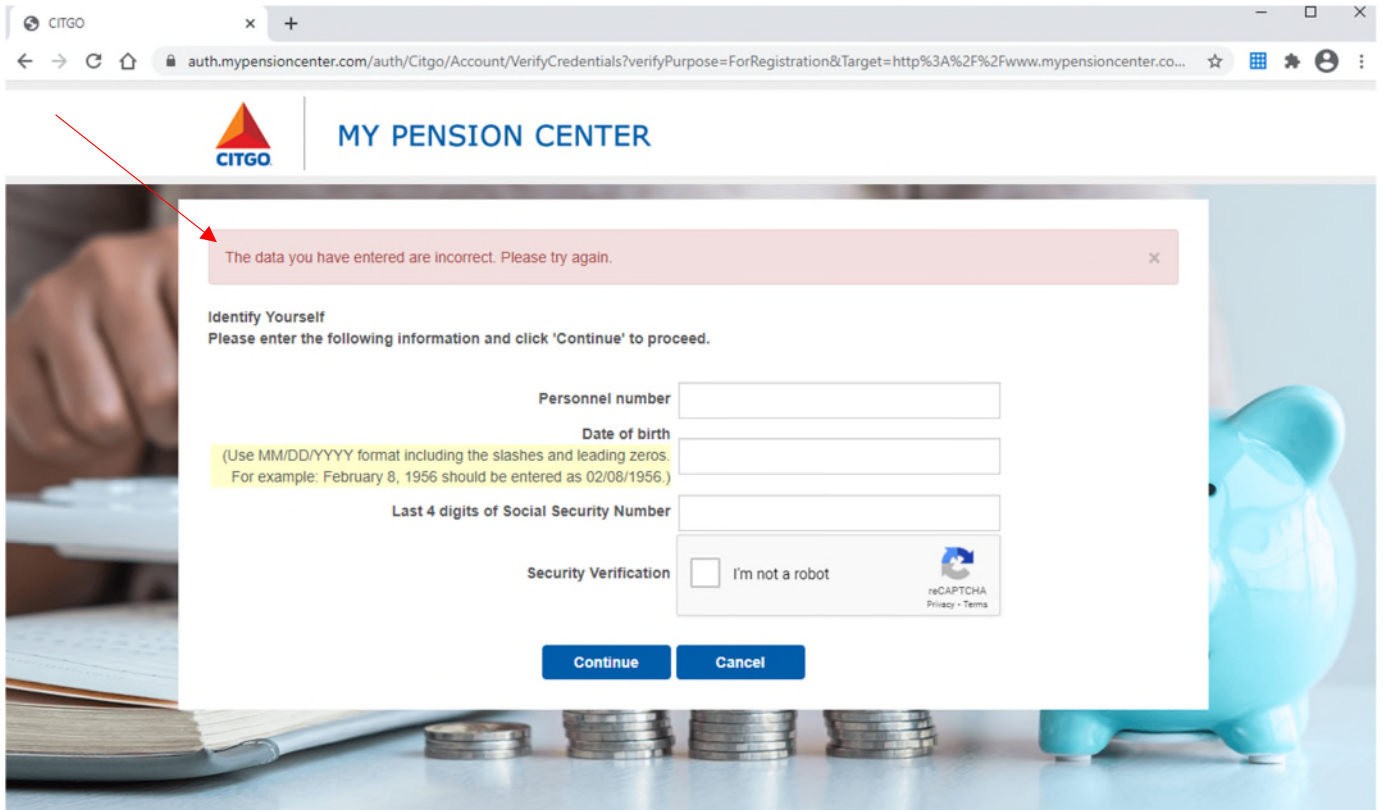
- Personnel Number which is made of 5 digits, no leading zeros.
- Date of Birth using DD/MM/YYYY format exactly. For example, March 5, 1975 should be entered as 03/05/1975 including slashes.
- The last 4 digits of SSN.

Then click the Security Verification box.



The screenshot shows a web browser window with the URL `auth.mypensioncenter.com/auth/Citgo/Account/VerifyCredentials?verifyPurpose=ForRegistration&Target=http%3A%2F%2Fwww.mypensioncenter.co...`. The page header features the CITGO logo and the text "MY PENSION CENTER". The main content area is a white form titled "Identify Yourself" with the instruction "Please enter the following information and click 'Continue' to proceed." The form contains three input fields: "Personnel number", "Date of birth" (with a yellow highlight and example text: "(Use MM/DD/YYYY format including the slashes and leading zeros. For example: February 8, 1956 should be entered as 02/08/1956.)"), and "Last 4 digits of Social Security Number". Below these fields is a "Security Verification" section with a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom of the form are two blue buttons: "Continue" and "Cancel". The background of the page shows a hand holding a pen over a notebook, stacks of coins, and a blue piggy bank.

If you enter incorrect data or use the wrong format, you will see following message:



Step 2: Set up password and email

Create password following these criteria:

- Must be 8 to 15 characters long *and*
- Is case sensitive *and*
- Must contain one upper-case letter *and*
- Must contain one lower-case letter *and*
- Must contain at least one number *and*
- Must contain 1 special character

If you are resetting your password, you cannot reuse a prior password.

Next **enter email address** to be able to reset your password.

MY PENSION CENTER

We value the security of your information. This screen allows you to change your account and security information.
Please note: If you have not yet set-up multi-factor authentication, you are required to do so before proceeding to the site.

Create a Password
Choose a password that is between 8 and 15 characters and contains at least one number, one upper case character (A-Z), one lower case character (a-z), and one special character (@, #, %, &, -, !, _, ~, ", \$). (If you are resetting a password, please be aware that you cannot select a password you used in the past.)

Personnel Number **Password** **Confirm Password**

Email Address
In the case that you get locked out of your account (this occurs when you enter the wrong password at least three times), you can choose to have a link sent to your CITGO email address which you can use to reset your account.

Account Registration CITGO Email Address **Confirm Account Registration CITGO Email Address**

Multi-factor Authentication
Please provide some basic contact information so we can send you a one-time code to verify your identity periodically when you login to the site. We recommend that you enter at least two contact methods to use as verification. Ensure the contact methods chosen are easily accessible to you, as you will need to access them in order to receive the verification codes required to continue.

Account Registration CITGO Email Address

[+ Add an Email](#) [+ Add a Phone Number](#)

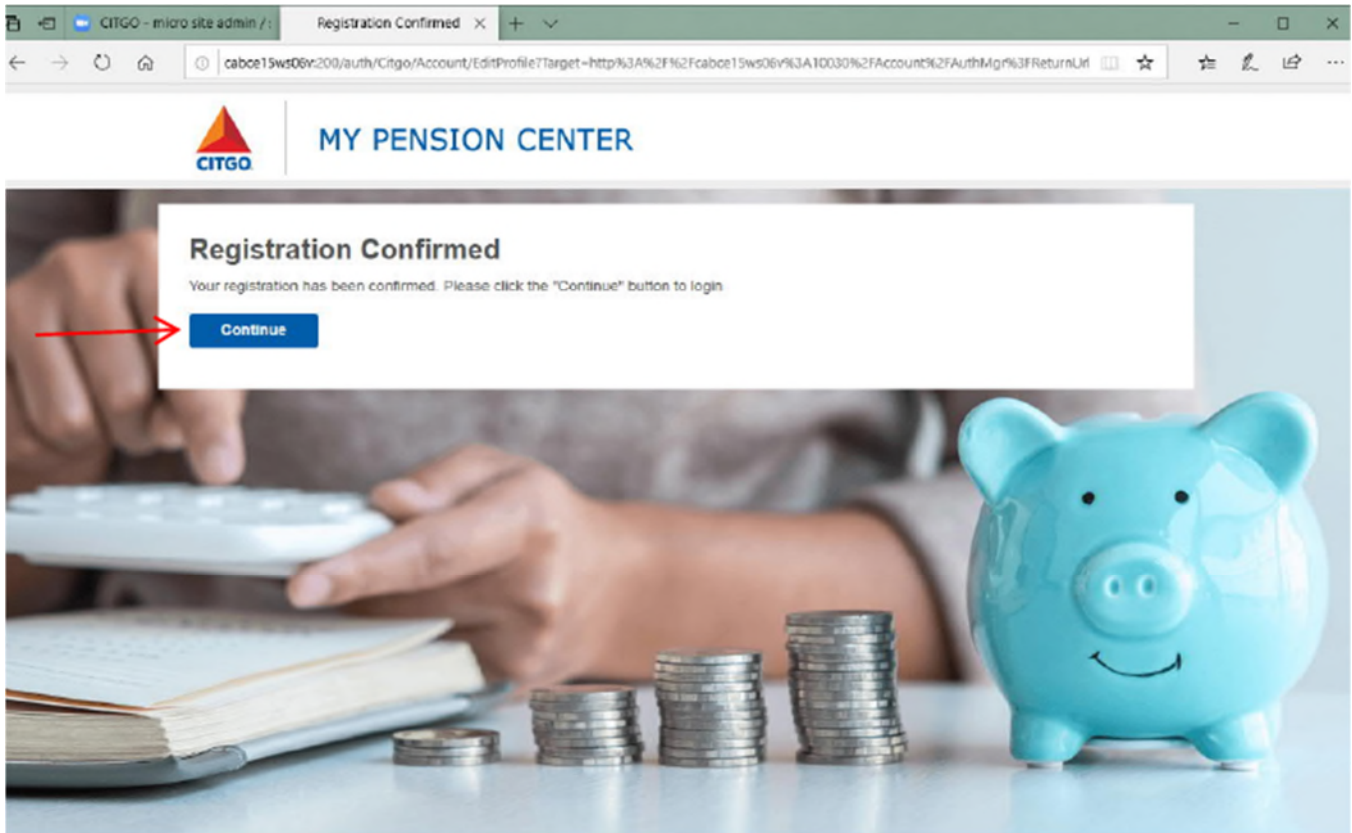
Step 3: Set up Multi Factor Authentication (MFA)

Enter email address or phone number, or both. Email address can be the same as the email listed above or different.

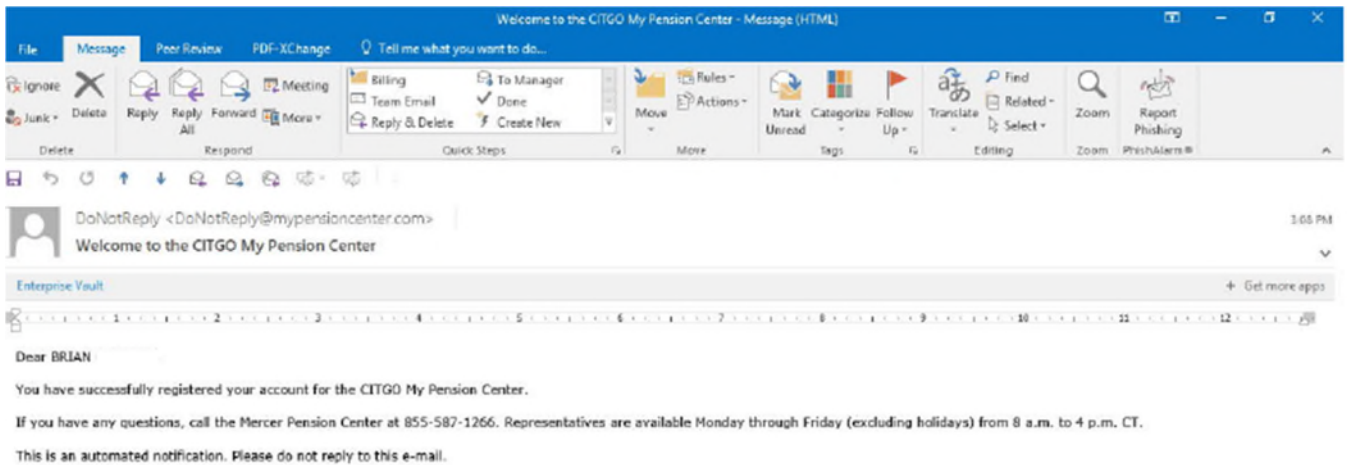
Phone number: enter a mobile number and/or landline number. However, keep in mind that you will not be able to receive a SMS from a landline phone number.

You will get pop-up message indicating “Registration confirmed” once all steps are completed.

Once registration is completed, you will see message indicating “Registration Confirmed” and you can login.



You will also receive an email from DoNotReply@mypensioncenter.com indicating you successfully registered. You can click on **Continue** to go back to Welcome screen.



Once you have received confirmation of successful registration, you can go back to Welcome screen and **Log In**.



MY PENSION CENTER

Welcome

First Time Here?

Get started by registering your account using your personnel number.

[Register](#)

Forgot Your Password?

You can reset your account and register again.

[Reset Account](#)

Already Registered?

Log in below using your personnel number and the password you created.

Personnel Number

Password

Update my profile after logging in

[Log In](#)

Need Help?

Contact the CITGO Benefits HelpLine at benefits@citgo.com or 1-888-443-5707. Representatives are available Monday through Friday from 8 a.m. to 5 p.m. CT.