



October 3, 2019

Dear Valued TexPool Participant:

The TexPool operating environment is a seamless integration of expert people, streamlined processes and superior, highly securitized technology. The TexConnect suite of access tools provides participants with several methods of initiating transactions and obtaining account and pool information. These tools are subject to refinement and different technology as we continue to integrate best practice improvements and respond to shifts in product demand.

In order to provide high-performance tools that employ the latest and most progressive technologies, the TexConnect Voice Response Unit (VRU) will be retired effective December 1, 2019.

TexConnect Online offers 24-hour access to view account details, place transactions, and obtain performance information, as well as the additional capability to query reports and view statements. In addition, enhanced security measures were implemented in late 2018 to provide increased protection for Participant accounts.

The TexConnect Online website has also been optimized for mobile use. **TexConnect Mobile** is your on-the-go option to easily and securely access your accounts directly from your smartphone. Please see the enclosed *TexConnect Mobile Account Access Instructions* for complete details.

To access TexConnect's Online or Mobile tools, visit TexPool.com and select the [TexConnect Online Website](#) link from the Account Access tab.

Of course, placing transactions via telephone is also always an available option for our participants.

If you have any other questions, please contact TexPool Participant Services at 1-866-839-7665, Monday through Friday from 7:30 a.m. to 5:30 p.m. CT.

As always, thank you for choosing TexPool. We value your business and our continued relationship.

Sincerely,

Your TexPool Participant Service Team

Enclosure: TexConnect Mobile Account Access Instructions