Online Pensioner Portal Frequently Asked Questions (FAQ's)

If you have preliminary questions, please call Salem Trust Company at 877-382-5268. For additional questions, please contact a U.S. Bank Retirement Services representative at 800-843-2399.

Accessing the Pensioner Portal

Q: What information is required to access the Pensioner Portal for the first time?
A: For first time registration, please have the following information available:
  – Your Social Security Number
  – The specific "Identifier Number" provided in the introduction letter
  – Your Date of Birth
  – A phone number
  – An email address

Q: When will I be able to access the Pensioner Portal?
A: The first date the Pensioner Portal will be available for you is the date of the introduction letter. After that, you will be able to access the Pensioner Portal at any time, until your payment ends or Salem Trust Company ceases making payments for your retirement plan.

Information Available

Q: Will I be able to update my address via the Pensioner Portal?
A: You will be able to change your address directly through the portal.

Q: Will I be able get a copy of my annual tax form?
A: Yes. You will be able to download and print your prior year tax form. Tax forms will be available in the Pensioner Portal early February each year and will also be mailed.

Q: What other information will I be able to access or edit via the Pensioner Portal?
A: You will be able to view, and in some cases edit or change at the portal or by using a form found at the portal, the following information:
  – Current and rolling 24 months of historical payment information
  – Current financial institution of the monthly pension payment
  – Current Federal tax withholding
  – Current direct deposit information, including the financial institution and account
  – Current federal and state tax withholding elections

Q: What happens if my email address or phone number changes after I enroll in the portal?
A: You will be able to change your email address, phone number, password, or security questions at any time by accessing your profile information and editing your information.

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