



Adobe Ireland Pension Plan - FAQs

What can I see/do on Mercer OneView?

[Mercer OneView](#) allows you to monitor and manage your retirement benefits online. You can see:

- The latest value of your Retirement Account
- Your contribution history
- Your current investment arrangements and growth summary
- A history of any recent transactions

When you go on to [Mercer OneView](#) you are able to:

- Make investment choices
- Get a projection of your benefits at retirement
- Estimate how much you need to contribute in order to target a specific benefits package

How do I log on to Mercer OneView?

To log on to Mercer OneView, please follow the steps below:

- Visit [Mercer OneView](#).
- Enter your Employer Code (ADOBE) and click Next.
- Enter your Employee ID and your Personal Access Code (PAC) and Click Submit.

If this is your first time logging on to [Mercer OneView](#) you may be asked to register security information before you can access the site. This security information will allow you to reset your PAC online should you forget it in the future. Additionally, your initial Personal Access Code (PAC) will be posted to your home address.

I'm having problems logging on to Mercer OneView, what do I do?

If you attempt to log on unsuccessfully three times, you will be temporarily locked out of the site for a period of five minutes, after which you can attempt to log on in the normal way.

If you have forgotten or lost your PAC, click Request a new PAC under the login field on Login Step 2 to reset your PAC online.

You can then select whether you would like your new PAC to be sent via email or post. If we do not hold your email address on file, you can contact the JustASK member helpline to request that a new PAC be sent to you.

For security reasons printed PACs cannot be given out over the phone. If you would like your new PAC to be posted to you, please allow time for delivery.



How do I access more information and who do I contact for help with Mercer OneView or to answer pension questions?

Please log on to [Mercer OneView](#) for further information on your pension plan.

Mercer's JustASK member helpline can answer general pension questions and provide technical support for Mercer OneView. The JustASK member helpline is manned from 9am - 5pm on workdays, excluding public holidays. They can be reached on:

Phone: (01) 4118505

Email: JustASK@mercer.com