

retirement solutions



Our strength, technology and years of helping improve retirement outcomes make us a leader...



<sup>1</sup> As of Dec. 31, 2022. Representing Voya and its predecessor companies. <sup>2</sup> Kantar Added Value, Brand Tracking Study, Age 45-64, HHI \$75k+, Jan. 4, 2021-Jan. 2, 2022. <sup>3</sup> As of June 30, 2023. Internal Voya data. <sup>4</sup> Voya Financial and Voya Investment Management (Voya IM) were recognized by DALBAR, Inc. for industry leadership across several service categories in January 2024. The recognitions are based on 2022 information and no fee was paid for consideration. DALBAR, Inc. is a leading financial services market research firm that performs a variety of ratings and evaluations of practices and communications. The evaluation process is defined by proprietary measurement testing based on industry-specific research, ongoing analysis performed by an objective third-party, and achievement based on a consistent commitment to a Superior Standard of Care. Voya Financial was awarded the 'Seal of Communications Excellence' in financial services communications for their participant website, mobile website, and retirement mobile app, and 'Superior First Impression Seal' for their online enrollment experience. Voya IM was recognized with Mutual Fund Service Awards for its 529 plan servicing and call center support. Awards and/or rankings are not representative of actual client experiences or outcomes, and are not indicative of any future performance.



No. 1 brand associated with

retirement<sup>2</sup>

+53k employer plans<sup>3</sup>

13
years
recognized by
Dalbar for our
employee
experience<sup>4</sup>



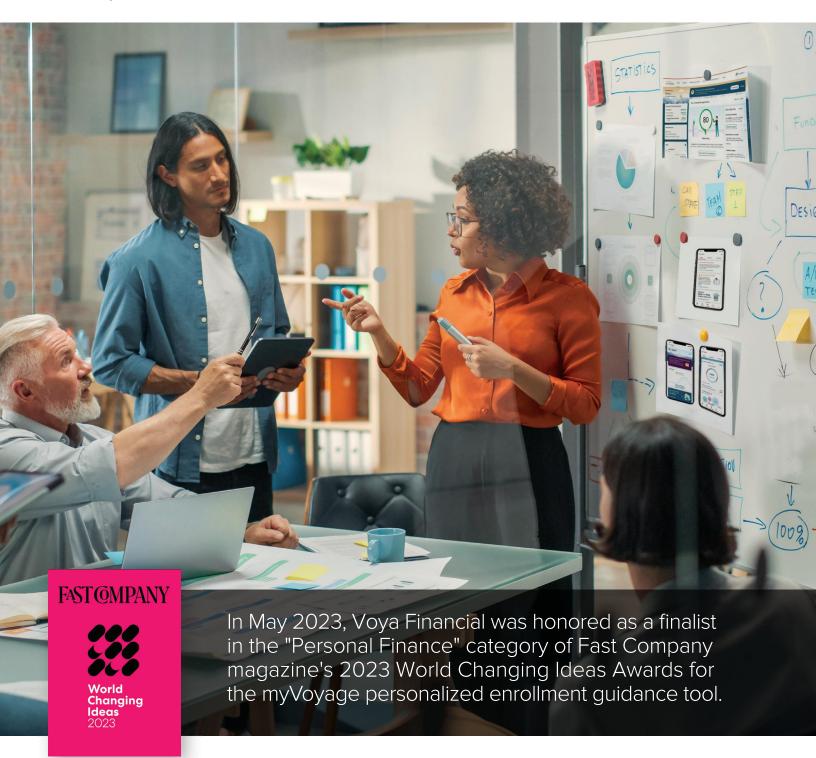


- Maximize the value of your retirement offering
- Save time and reduce administrative burden
- Improve the financial well-being of employees
- Get support to help achieve your goals with a passionate and purpose-driven team

### Innovating for a better future

Employers are under pressure to play a more active role in their employees' well-being, but we know it's difficult for organizations to find time and resources to do that well.

At Voya, we've risen to the challenge to provide workplace solutions that make a difference. Using science, technology, data and human-centered design, we remove obstacles to help individuals feel more financially confident, now and in the future.



In May 2023 Voya Financial was honored as a finalist in the "Personal Finance" category of the Fast Company magazine's World Changing Ideas Awards for its myVoyage Personalized Enrollment Guidance tool. Voya paid an application fee to be considered and pays a logo licensing fee. For more details regarding the award, please see the information at the end of this brochure.

#### When you work with Voya, you get solutions and services that are:

# Centered on the modern employee



We consider listening to our customers one of our superpowers

We leverage data and digital analytics from over 6 million plan participants. By constantly tracking usability, customer sentiment and A/B testing, we acquire valuable insights to help us fine-tune the experience at every step.

#### Propelled by Behavioral Finance



We merge behavioral science and retirement outcomes with the speed and scale of the digital world

The Voya Behavioral Finance Institute for Innovation uncovers how employees make financial and retirement decisions. We infuse these valuable insights into our digital experiences, communications and nudges to make them even more effective.

# Invested in next-gen technology



We strive to make it easier to do business with us by maximizing technology

There are endless opportunities in tech: predictive modeling, algorithms, personalization, APIs, AI, FinTech stacks and much more. We have deep domain knowledge in it all with a focus on the future.

# Driven by connection



We seek to remove obstacles where wealth and health decisions intersect

Healthcare expenses are a leading cause of retirement plan hardship withdrawals and bankruptcies.<sup>1</sup>

We're connecting workplace benefits and savings solutions to help people plan for their futures holistically.

<sup>&</sup>lt;sup>1</sup> Voya Financial, Internal behavioral finance data, 2022.

### Welcome to an employee experience that revolves around the person

Our hyper-personalized and comprehensive program delivers results and makes saving for retirement easier (even fun!). When interacting with our experiences, Voya plan participants:



**Engage more** in their plans<sup>1</sup>



Save more for retirement<sup>2</sup>



Feel more confident<sup>3</sup>

#### Our program includes:

#### **Tailored communications**

Our email communications have a 2-3x higher engagement rate vs. benchmark.

#### Advice + guidance

Of employees who were off track for retirement, 72% increased their savings rates with the help of a financial professional.4



#### Responsive customer service

Over 97% caller satisfaction rate<sup>5</sup> and 24/7 chat assistance.

#### Caregiver resources

65% of employees with disabilities and special needs are concerned that the money they have or will save won't last.6

<sup>1</sup> Voya internal data from September 2019 through June 2020. Based on survey asking for intent to take action. 2 Vova internal data based on the analysis of 74 plans that implemented at least one plan design change aligned to recommendations made by the Behavioral Finance Institute for Innovation during the first three quarters of 2018. We studied plan health metrics for those plans as of Dec. 31, 2017 and then compared plan health metrics of those same plans as of Oct. 31, 2020. <sup>3</sup> Voya internal data based on analysis of approximately 50,000 participants who provided retirement sentiment before and after they used myOrangeMoney. Data period Jan. 1, 2015-Dec. 31, 2020. 4 2022 Morningstar Report, "The impact of managed accounts on participant savings and investment decisions." 'On track for retirement' is considered a projected retirement income over 70% of current salary. <sup>5</sup> After Call Survey Dec. 31, 2022. 6 "For the Benefit of All: How Organizations Win When They Recognize and Support Caregivers and Employees with Disabilities", Voya Financial, May 2019, voyacares.com/forthebenefitofall.

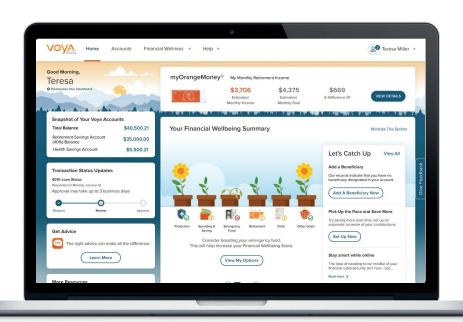


# Digital experiences with built-in guidance & education

Bring financial accounts together to view net worth and financial wellness scores

While keeping an eye on their retirement income target, the experience provides employees with hyper-personalized budgeting, spending and saving analysis along with life-stage guidance and nudges to help every individual navigate the future with confidence.

After engaging in our financial wellness experience, 94% have taken action or plan to take action to improve their financial situation.<sup>1</sup>



#### myOrangeMoney\*

Easy retirement income planning tool

Using gamification, employees can easily visualize their future retirement income needs and model the impact of different savings rates, investment decisions and more.



\$3,362 Estimated monthly income \$4,083 Estimated monthly goal \$721 A difference of



(500 per pay period) 1 plan to retire at age (?) 67

I expect my investments of to grow at a rate of\*

6% (moderate)

#### myVoyage

Put the power of optimal decision-making in the hands of your employees

Help employees overcome challenges and find savings opportunities where their health and financial decisions intersect — from personalized enrollment guidance and benefits claim integration to medical spending, preventive care reminders and more.

<sup>&</sup>lt;sup>1</sup>Voya internal data as of Oct. 31, 2023, based on survey asking for intent to take action.

\*IMPORTANT: The illustrations or other information generated by the calculators are hypothetical in nature, do not reflect actual investment results, and are not guarantees of future results. This information does not serve, either directly or indirectly, as legal, financial or tax advice, and you should always consult a qualified professional legal, financial and/or tax advisor when making decisions related to your individual tax situation.



# Simplify your day to day to help achieve your goals with the right resources and people in your corner

#### Rely on an experienced team you can trust

#### Easy onboarding

You can count on a combination of an experienced team, proven process and best-in-class technology to ensure your transition goes smoothly. We lead with proactive communication and efficient project management, and we're confident your decision to work with us will be a great one.

98% retention

#### Strategic plan design and success tracking

Your Voya Relationship Manager will help implement plan design strategies focused on your goals. Bringing years of experience, they will share proven recommendations, benchmarks and best practices for you to consider. Additionally, they will help you stay informed about legislative updates and make you aware of other valuable resources during and between annual business planning.

98% satisfaction rate<sup>1</sup>

#### Seamless operations

Your Voya Plan Manager will handle your operational needs efficiently. From plan compliance services, eligibility tracking and enhanced notice delivery, to payroll integration management and oversight of automated services, your Plan Manager will take on the time-eating tasks that need to get done right.

Top 5 retirement plan provider<sup>2</sup>

#### Receive expanded support through a network of specialized Voya professionals:

- Legal and compliance
- · Research and development
- Education and marketing communications
- Technology innovation
- Cybersecurity and fraud prevention
- Customer research and insights

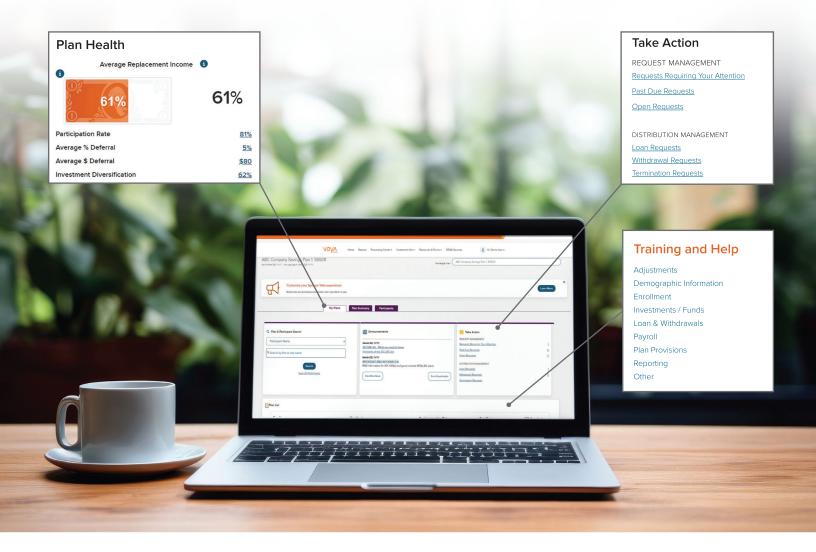
<sup>&</sup>lt;sup>1</sup> Voya Consumer Insights & Research, survey administered by third party Chatham Partners, survey among Voya Middle Market Plan Sponsor clients completed in November 2022–January 2023. <sup>2</sup> Rankings based on Pensions & Investments Magazine Defined Contributions Recordkeeper Survey of participating companies' self-reported data as of Sept. 30, 2022, published April 2023. Voya ranked No. 5 in number of Plan Sponsors.

#### Actionable insights and reporting at your fingertips

Whether you want to identify opportunities for plan improvement, view the average retirement income for all employees or request management help, our Sponsor web is your one stop to help you find the answers you're looking for.

Additionally, our expanded range of reporting capabilities can help you answer important questions like:

- How does my plan compare to peer organizations?
- Are my employee engagement rates increasing?
- What employee cohorts are engaging more or less than others?
- Did that plan design change or marketing campaign move the needle?



#### Stay in the know with built-in resources to help you be successful

- Ongoing regulatory and legislative updates, and resource centers
- Thought leadership from a council of Voya industry leaders
- Regular communications to highlight notable industry and Voya trends, product enhancements and digital innovation
- Timely, relevant and insightful topics via the Voya Insights blog and newsletter
- Best practices from The Voya Behavioral Finance Institute for Innovation ... and much more!

Modern technology to drive efficiency and enable a secure, tailored retirement offering

Sponsor website

& reporting

**Employee** digital experience

Plan

management

**Employee statements** 

& communications

Workplace benefits, retirement

and savings solutions

We bring a team of software and machine learning engineers that work alongside programmers, UX developers and many others to bring technology to life for our customers. Because we have the power of a global wealth leader at the core of our platform, we can pour our investments and resources into the things that matter most to our customers.

#### **Core recordkeeping functions** powered by FIS/OMNI

Our relationship with a global market leader provides a solid technology foundation that is inherently reliable, secure and compliant with regulatory changes

> 455k+ retirement plans administered\*

50M+ participants served\*

3+ trillion in assets\*

#### Voya proprietary technology

Where the "magic" happens, focusing our internal resources on capabilities that matter to you-including deeper personalization, real-time data access, simplified digital experiences, proactive security monitoring and more

#### Secure connections with third-party vendors

Our cutting-edge application programing

**Pavroll tools** Our hybrid cloud architecture enables maximum flexibility to configure our platforms to meet peak customer demand, deploy enhancements and execute test-and-learn strategies more efficiently

interfaces (APIs) promote secure data sharing and seamless integration with niche capabilities and solutions that serve our customers well

FIS/OMNI is not affiliated with the Voya® family of companies.

\*The following figures are in reference to FIS. Accessed Dec. 5, 2023, at https://www.fisglobal.com/-/media/fisglobal/files/PDF/infographic/Retirement-Fast-Fact-Update-Infographic.pdf

#### A few ways our technology innovations drive results, reliability and simplicity for you:

# Count on us to get it right the first time

Robotics and proactive monitoring drive our 99.9% accuracy rate for transaction processing to reduce risk of errors.

# Easier for callers to get help

Interactive voice response (IVR) enables callers to use natural language to navigate our service center.

# Engaging, but also meaningful

Predictive analytics enables us to leverage over 200 customer data points to inform our messaging and drive up to 3x more action than standard campaigns.

# Hassle-free, seamless integration

Secure API connections enable us to deliver on our "open architecture" approach and connect to third party vendors that are serving (or will serve) our customers well.

# Support around the clock

Voya PAL, a live chatbot assistant, is available 24/7 to handle routine customer transactions quickly, anytime.

# Added ease and protection for callers

Biometric voice authentication tracks biological and behavioral characteristics of a customer's voice and makes it easier for customers to authenticate when calling our service center.

#### Securing today, protecting tomorrow

A successful fraud prevention and detection program requires commitment of resources, and Voya employs a variety of tools to prevent, detect and investigate potential fraud. Our Compliance, Corporate Special Investigations (CSI), Voya Information Security, and Operations have partnered to prevent, detect and investigate suspected fraud.

In fact, we are so confident in our practices that we offer Voya S.A.F.E.® (Secure Accounts for Everyone) Guarantee.

Scan the QR code to the right to learn more.



# Configurable solutions for your retirement plan and beyond

Whether you choose one or many, our solutions are designed to fit seamlessly into your broader workplace offering and positively impact your organization goals and employee retirement outcomes.

#### **Retirement plans**



#### Scan to browse our Workplace Solutions Library for more detail



Health Savings Accounts offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC). HSA custodial services provided by Voya Institutional Trust Company.

Investments are not FDIC Insured, are not guaranteed by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC), and may lose value. All investing involves risks of fluctuating prices and the uncertainties of return and yield inherent in investing. All security transactions involve substantial risk of loss.

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the state of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state.

Student loan debt and emergency savings solutions are offered by third-party providers. Please review the disclosures at the end of this brochure.

#### **Managed Accounts**

Personalized advice from investment professionals that put recommendations into action for you. With Voya Retirement Advisors (VRA) as the registered investment adviser, our managed accounts program offers an integrated service model through single sign-on and support services. Voya also has the ability to offer Advisor Managed Accounts through Registered Investment Advisor firms and through your Qualified Diversified Investment Alternative (QDIA) in the form of a single or dual QDIA.

Advisory Services provided by Voya Retirement Advisors, LLC (VRA). For more information, please read the Voya Retirement Advisors Disclosure Statement, Advisory Services Agreement and your plan's Fact Sheet. VRA is a member of the Voya® family of companies.





#### Voya Investment Management

Voya's flexible, open-architecture investment options offer you a variety of choices uniquely engineered to help meet the diverse needs of your workforce. As a leader that offers fixed income solutions and target date funds, we strive to help your employees be better prepared to live through retirement.

Advisor Managed Accounts is offered by Morningstar Investment Management LLC and is intended for citizens or legal residents of the United States or its territories. The portfolios available through Advisor Managed Accounts are created by an investment adviser (the "IA") chosen by a plan sponsor. Morningstar Investment Management LLC, a registered investment adviser and subsidiary of Morningstar, Inc., is responsible for participant portfolio assignment from those portfolios created by the IA. The IA is not affiliated with Morningstar Investment Management and Morningstar Investment Management is not responsible for the portfolios the IA creates. The IA is not responsible for the portfolio selection made by Morningstar Investment Management, nor for other recommendations made by Morningstar Investment Management through Advisor Managed Accounts. Investment advice delivered by Morningstar Investment Management is based on information provided and limited to the investment options available in each retirement plan. Projections and other information regarding the likelihood of various retirement income and/or investment outcomes are hypothetical in nature, do not reflect actual results, and are not guarantees of future results. Results may vary with each use and over time. Morningstar Investment Management and Morningstar, Inc. are not affiliated with the Voya family of companies.

# You deserve a retirement plan provider that your head – and your heart – can stand behind

Many clients choose us because of our technology, solutions and the recognition we receive as a repeat "Retirement Leader of the Year" award winner.\* However, what we are most proud of is the fact that our clients don't have to compromise when choosing an industry leading plan provider that genuinely cares

#### Feel the difference of a purpose-driven team

Compromises you won't have to make when working with us:

- We work hand in hand with your financial professional to tailor a retirement solution for your unique needs.
- We don't require you to choose Voya for all workplace solutions if others are serving you and your employees well.
- We focus on serving all your employees with inclusion at every
   level including dedicated support for underserved communities and those with special needs, disabilities or acting as caregivers.

#### Care for our customers runs deep



#### Programs at the heart of our culture include:

- + Voya Cares is committed to making a positive difference in the lives of people with disabilities and special needs from birth through aging, by providing advocacy, resources and solutions.
- + Just Right Advantage Program helping minority-, women-, veteran-, disability-, and LGBTQ-owned businesses, along with nonprofit organizations provide retirement solutions to their employees

View more at Voya.com

<sup>\*</sup>In 2023, Voya Financial was recognized in the Fund Intelligence annual Mutual Fund Industry and ETF awards. For more details regarding the award, please see the information at the end of this brochure



"Our people make Voya a truly different kind of company. Their valuable input and feedback positions us to best serve our clients, and we are committed to fostering an employee experience that makes everyone at Voya feel valued and cared for financially, physically and emotionally."

— Heather Lavallee, Chief Executive Officer

#### Feel the difference of a purpose-driven team

















<sup>&</sup>lt;sup>1</sup> Voya ranked second in 2022 for volunteer participation across all of Benevity's 100 financial services customers.

<sup>&</sup>lt;sup>2</sup> Compared to October 2020 baseline period.

Please review the award disclosures at the end of this brochure.



# Contact your Voya representative today and visit **Voya.com** to learn more.

Voya Financial and its affiliated companies (collectively, "Voya") is making available to you the Personalized Enrollment Guidance tool offered by SAVVI Financial LLC. ("SAVVI"). Voya has a financial ownership interest in and business relationships with SAVVI that create an incentive for Voya to promote SAVVI's products and services and for SAVVI to promote Voya's products and services. Please access and read SAVVI's Firm Brochure, which is available at this link: https://www.savvifi.com/legal/form-adv. It contains general information about SAVVI's business, including conflicts of interest.

The Personalized Enrollment Guidance tool provides information and options for you to consider in making healthcare, health savings, emergency savings, and retirement savings choices. Those choices are solely up to you to make. Personalized Enrollment Guidance is not intended to serve as financial advice. None of SAVVI, Voya, nor WEX Health acts in a fiduciary capacity in providing Personalized Enrollment Guidance or other services to you; any such fiduciary capacity is explicitly disclaimed.

Vault is a separate entity and not a corporate affiliate of Voya Financial. Voya clients receive discounted pricing on any Vault product. Vault pays Voya Retirement Insurance and Annuity Company (VRIAC) an ongoing quarterly marketing fee for referring plan sponsors that elect Vault's student loan debt services.

Voya Financial and Millennium Trust are separate, unrelated entities and are not responsible for one another's products or services. Millennium Trust is solely responsible for the offering of the emergency savings solution and all services provided in support thereof. The emergency savings solution is offered outside of the employer's retirement plan. Voya Retirement Insurance and Annuity Company receives a referral fee as a result of the use of the emergency savings solution by its and its affiliates' plan sponsor clients.

#### For plan sponsor and financial professional use only. Not for use with participants.

Some plan services may not be available to all plans, due to plan type or size. Each plan must consider the appropriateness of the investments and plan services offered to its participants. Participants will be charged a fee for certain services. Products and services offered through the Voya® family of companies.

Any insurance products, annuities and funding agreements that you may have purchased are sold as securities and are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"). Fixed annuities are issued by VRIAC. VRIAC is solely responsible for meeting its obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services, LLC ("VIPS"). Neither VRIAC nor VIPS engage in the sale or solicitation of securities. If custodial or trust agreements are part of this arrangement, they may be provided by Voya Institutional Trust Company. All companies are members of the Voya® family of companies. Securities distributed by Voya Financial Partners, LLC (member SIPC) or other broker-dealers with which it has a selling agreement. All products or services may not be available in all states.

In May 2023 Voya Financial was honored as a finalist in the "Personal Finance" category of the Fast Company magazine's World Changing Ideas Awards for its myVoyage Personalized Enrollment Guidance tool. The awards cover projects that have launched since January 2022. The "Personal Finance" category honors tools, initiatives, and other products and services that help people better manage their money. Finalists in each of the 44 categories are selected from all eligible entries by Fast Company editors and two individuals active in the corresponding industry. Entries are judged on their business impact, beauty, originality, functionality, social impact, and depth of user insight. Voya paid an application fee to be considered and pays a logo licensing fee. Awards and/or rankings are not representative of actual client experience or outcomes and are not indicative of any future performance.

With Intelligence: Determined by an independent panel of judges, these annual awards recognize the people and organizations that stood out for their excellence, achievements and contributions to the mutual fund and retirement industry at large. The recognitions are based on 2022 information, and no fee was paid for consideration. The Mutual Fund Industry Awards honors outstanding members of the investment management community for their cumulative contributions to the industry by welcoming them into the prestigious "Hall of Fame." Candidates include firms that have received three or more Mutual Fund Industry Awards and individuals who have taken home at least two awards. These can include multiple wins in the same category or winning two different awards. Voya won in the following categories: Retirement Leader of the Year Asset Manager, Digital Tool of the Year for myVoyage, and Hall of Fame.

World's Most Ethical Companies: In 2023, Voya Financial was one of 135 companies recognized by Ethisphere® as one of the 2023 World's Most Ethical Companies®, based on performance in 2022. The World's Most Ethical Company assessment is based upon Ethisphere's Ethics Quotient® framework, which offers a quantitative way to assess a company's performance in an objective, consistent and standardized way. The information collected provides a comprehensive sampling of definitive criteria of core competencies, rather than all aspects of corporate governance, risk, sustainability, compliance and ethics. Scores are generated in five key categories: ethics and compliance program (35%), culture of ethics (20%), environmental and social impact (20%), governance (15%) and leadership and reputation (10%) and provided to all companies who participate in the process. While Voya's Senior Vice President of Corporate and Organizational Development sits on Ethisphere's Equity and Social Justice Initiative Advisory Council, he plays no role in the selection process for the World's Most Ethical Company award, but this fact has been disclosed to the extent it may be perceived as a possible conflict of interest. There is a processing fee of \$3,500 USD to participate. There is also a \$35,000 USD licensing fee for use of the logo. "World's Most Ethical Companies" and "Ethisphere" names and marks are registered trademarks of Ethisphere LLC.

Great Place To Work: In 2023, Voya Financial was certified as a Great Place To Work for October 2023—October 2024. Voya Financial paid a fee to the Great Place To Work Institute to conduct certification surveys, upon which the award was based. Voya Financial earned this recertification based on ratings provided by more than 1,600 of its employees in a survey administered by the Great Place To Work® Institute. The Great Place To Work Trust Index Survey measures individual employee experiences of five dimensions of a high-trust company culture; credibility, respect, fairness, pride and a sense of belonging. Employees answer 14 demographic questions and respond to 60 statements across a five-point consistency scale as well as two openended questions. Survey answers are assessed on a five-point scale, revealing the most common experience of employees in the organization. Employee scores are averaged to provide an organization-wide assessment of workplace culture: the Trust Index score.

Bloomberg Gender-Equality Index: Voya is one of 484 companies accepted to the 2023 Bloomberg Gender-Equality Index, which represents organizations from 54 industries with headquarters in 45 countries and regions. To qualify for the index, Voya disclosed details of its policies and practices with respect to how the company promotes gender equality across four separate areas — company statistics, policies, community engagement and products and services. Voya and other companies included in the 2023 Gender-Equality Index scored above a globally established threshold, based on the extent of disclosures and the achievement of best-in-class statistics and policies.

Fortune's Best Workplaces in Financial Services and Insurance: To determine the 2023 Fortune's Best Workplaces in Financial Services and Insurance list, Great Place To Work® selected the 2023 Fortune Best Workplaces for Financial Services & Insurance by gathering and analyzing confidential survey responses from more than 191,000 employees from Great Place To Work Certified™ companies in the financial services and insurance industry. Company rankings Survey. Great Place To Work® determines its lists using its proprietary For All Methodology to evaluate and certify thousands of organizations in America's largest ongoing annual workforce study. In the last year, 1.3 million survey responses were received, representing the work experiences of more than 7.5 million employees.

The Disability:IN Inclusion Awards' Marketplace Innovator of the Year: Voya was selected as 2020 Marketplace Innovator of the Year, which recognizes an external marketing or communications campaign that includes powerful and positive images of disability. Award recipients are selected by a committee. A company must be a corporate partner of Disability:IN to be considered for this award. Voya is an Inclusion Works member of Disability:IN.

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