

Information and Assistance



Got a question? We want to know. Call us. Write us. Send us an e-mail. We're ready to assist you! The Voya Financial™ 24 hour, toll-free number and website lets you manage your account securely, quickly and easily – with just a phone call or the click of a mouse.

Need your account balance or unit values? Looking to update your investment selections or allocations? With the participant website, it's easy to review your account information and make changes. To get started, all you need is your Social Security Number and your Personal Identification Number (PIN).

WEB

www.voyaretirementplans.com

You can access your account on the Web 24 hours a day, seven days a week.

To access your account online, visit:
www.voyaretirementplans.com.

New User?

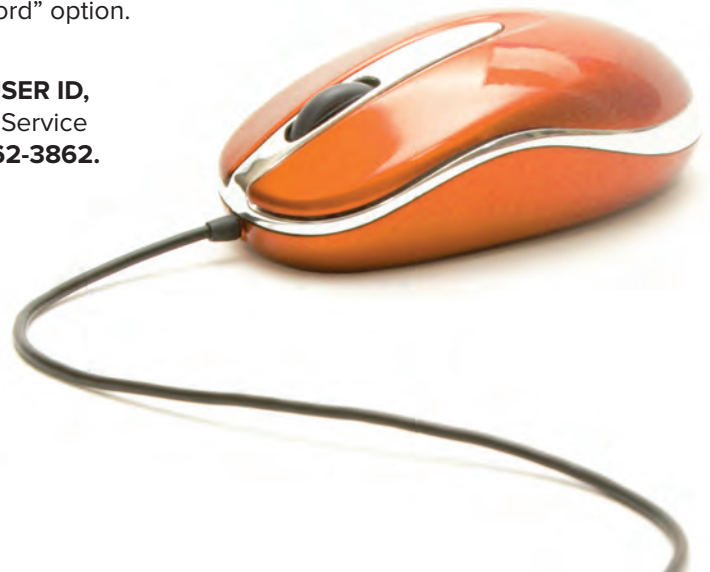
You will need to enter your Social Security number and PIN the first time you login. Your default PIN is initially set as the four-digit month and year of your birth (mmyy). You will then be asked to create a personalized User Name and Password for ongoing use.

Returning User?

- 1) Enter your USER ID and Password
- 2) Click "Enter"

If you forgot your password, you can select a new one by choosing the "Forgot Your Password" option.

If you forgot your USER ID, contact a Customer Service Associate at **800-262-3862**.



Automated Service is available toll-free, 24 hours a day, seven days a week. Voya™ Customer Service Associates are available Monday – Friday, 8:00 a.m. – 9:00 p.m., ET.

Getting Started

To access your account you will need a touch-tone phone: **Dial 800-262-3862**

- For automated service, press **1**. For service in Spanish, press **2**.
 - Enter your Social Security Number
 - Enter your PIN*
 - Select an account to review
 - Account balance and last contribution will be spoken.
 - Enter your Social Security Number
- To speak to a Customer Service Associate press **0**

Options Menu

1. To inquire about your account

1. Account balance information
2. Unit values and interest rates
3. Contribution information
4. Inquire or initiate a loan or withdrawal¹
0. Fund performance Note: We have used the term “fund” to refer to all investment options, including fixed interest rate and stable value options.

2. To make changes to this account

1. Move existing money
2. Change the direction of future contributions
3. Change salary contribution percentages¹
0. Obtain a current prospectus or offering material for any investment option

3. To change your Personal Identification Number (PIN)

4. To request a printed account statement

5. To review your personal profile information

At Any Time You May Press

- * To return to the previous menu
- 8**. To repeat this menu
- 9**. To return to the main menu
- 0**. To speak with a Customer Service Associate

¹ This feature is not available in all plans.

For special needs assistance:

Toll-free AT&T Relay Customer Service is available for deaf, hard-of hearing and/or vision-impaired customers wishing to access their account.

800-855-2880 (TDD)

800-855-2882 (ASCII)

800-855-2883 (Telebraille)

AT&T Relay Customer Service will connect with the Voya Retirement Readiness Service Center.

Special note on PINs for Multiple Accounts

Please note: if your PIN information differs across your accounts, you will need to log in to each account separately when accessing your account by phone.

For All Other Inquiries

To contact a Customer Service Associate or email questions, please visit: www.voyaretirementplans.com and click on the “Contact Us” tab in the upper right hand corner of the webpage.

For investment questions: please contact your Voya representative.

* If calling for the first time, your default PIN is initially set as the four-digit month and year of your birth (mmyy).

Para asistencia en español: Si necesita ayuda en español llame al 800-262-3862 y oprima el número dos. Este servicio está a su disposición de lunes a viernes, de 8:00 a.m. a 9:00 p.m. hora del este.

www.voyaretirementplans.com

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