

# How to access your account

The Plan offers you an easy way to access and make changes to your account online or by telephone. This way, you can enjoy round-the-clock, secure access to your account any time, any place. This guide will show you how.

## How to access your account online [www.VoyaRetirementPlans.com](http://www.VoyaRetirementPlans.com)

To access your account online for the first time, log on to [www.VoyaRetirementPlans.com](http://www.VoyaRetirementPlans.com). You will need your Social Security Number and Personal Identification Number (PIN). 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 subsequent access.

## How to navigate the website

Once logged in to your account, this guide can assist you in navigating the website.

### 1. Menu navigation, myOrangeMoney™ and message center

- See your retirement savings as potential future income.
- Easy roll-over menu to navigate the website.
- See important alerts and reminders.
- Receive account news.

### 2. Account summary

- View your account balance.
- See your individual rate of return.

### 3. Investment details

- View your asset allocation and balance history.
- See your personal investment elections.
- View current fund performance and vested balances.

### 4. Action steps and education

- A series of messages with actions steps, educational ideas, or both to help you financially prepare for the future and be ready for retirement.

### 5. Market watch

- Personalize your own watch list of stocks and mutual funds.
- Receive up-to-the-minute updates on market indexes and your watch list.

### 6. Tips and tools

- Access important financial education and tools.

The screenshot displays the Voya Retirement Plans website interface. At the top, there's a navigation bar with 'Voya' logo and links for Customer Service, More Resources, Statements & Documents, User Preferences, and Logout. Below this is a secondary navigation bar with 'Account', Investments, Plan Information, Personal Information, Message Center, and Education and Tools. The main content area is titled 'The Employer's Savings Plan' and shows a current balance of \$35,000.00. It features a 'Your Estimated Monthly Income Goal at Retirement' section with three options: \$3,398, \$4,375, and \$976. There are also sliders for 'Contribution Rate' (set at 7%), 'Estimated Retirement Age' (set at 67), and 'Assumed Rate of Return/Investment Risk' (set at 3%). A 'Balance History' chart shows the account balance over time. Below the chart, there's a table of 'Vested Balances' for various funds. At the bottom, there are several promotional banners and a 'Marketwatch' section with 'Sponsor Messages'.

Your account view may differ slightly.

be ready™

## How to access your account by phone

Call the Retirement Readiness Service Center at (800) 584-6001

### 1 Automated Voice Response System

#### Press 1 to connect with the automated voice response system

To access your account by phone 24 hours a day, seven days a week, call the Retirement Readiness Service Center at **(800) 584-6001** and press 1 for the automated voice response system. You will need your Social Security Number and PIN to utilize this system.

#### 1 Balance and fund prices

#### 2 Contributions and fund elections

- Future Contribution Information
- Future Contribution Fund Elections
- Account Rebalance Information

#### 3 Fund transfer and rebalance

- Reallocate fund balances
- Transfer fund balance from a specific fund
- Account Rebalance Information

#### 4 Forms and documents

#### 5 Other options

- Information about:
  - Banking
  - Withdrawals
  - Loans (if available under your plan)
  - Changing Your PIN

#### \* Press \* to return to the main menu

- 0 If you don't have your PIN, press 0. Customer Service Associates are available to assist you Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern Time.

### 0 A Customer Service Associate

#### Press 0 to speak with a Customer Service Associate.

Customer Service Associates are available to assist you Monday through Friday 8:00 a.m. to 9:00 pm. Eastern Time.



### On the go? Go mobile!

You can download our mobile application directly from the iTunes App Store or through the Android Market. You can view your account details and make transactions – all through the convenience of your smart phone.

**Keywords:** *Voya Retire*

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[VoyaRetirementPlans.com](http://VoyaRetirementPlans.com)



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