We are a different kind of company

Washoe County Finals Presentation
October 31, 2018
Introduction

Bishop Bastien
Vice President
Institutional Clients

Scott Hudson
Technology Specialist

Natalie Daniels
Strategic Relationship Manager

Greg Anderson
Implementation Manager
Let’s talk about what’s important to you...
Agenda

- Voya overview
- Plan sponsor services
- Participant education
- Technology overview
- Service guarantees
- Implementation
- Fees & other services
- Q&A
Voya overview
Built for retirement

Innovation with a purpose

Unique culture
Built for retirement

We are laser-focused and purpose-driven with a vision to be America's Retirement Company.®

5.2 million customers
As of 12/31/17

Nearly 48,600 plan sponsor clients
As of 12/31/17

23 years average client retention
As of 12/31/17

#1 Total Participants¹
#1 Total Sales¹²
#3 Total Assets¹

¹ Based on assets, participants and sales in fully / partially bundled plans only and excludes fully unbundled administration only plans.
² Sales include new plan transfers and resulting first year contributions plus new enrollments and ongoing contributions in existing plans for 1Q 2018

VOYA FINANCIAL
Innovation with a purpose

We are constantly working to find better, easier and more impactful ways to help you help your employees achieve a secure financial future.
Unique culture that sets us apart

We are passionate about doing the right thing, the right way, and making a genuine difference in the lives of our customers.
Help employees with special needs or acting as caregivers plan for the future

**Voya Cares** helps people with special needs and their caregivers plan for the future they envision.

1 in 5 people in the United States will be affected by a special need or disability in their lifetime\(^1\)

1 in 6 Workers in the U.S. assist with caregiving\(^2\)

105 million Americans are friends or family of a person with special needs\(^3\)

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1. U.S. Census Bureau Americans with Disabilities, 2010
2. Gallup-Healthways Well-Being Index, 2011

PLAN | INVEST | PROTECT

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Plan sponsor services
Helping your plan reach its highest potential

Offering high-touch, high-tech support to deliver tailored, best practice solutions.

Tailored, best practice solutions

high touch + high tech
Feel good about doing business with people who care

Having the right people in your corner makes a difference, and it starts with your Strategic Relationship Manager.

Natalie Daniels
Strategic Relationship Manager

- Single point of accountability
- Advocate for your plan within Voya
- Consultatively supports strategic enhancements
Day-to-day support that feels like an extension of your team

Your Plan Manager will be an in-house resource that handles your day-to-day operational needs.

High-touch model

Focused on your day-to-day operations

Empowered to find solutions & escalate issues quickly

Brian Alemany
Plan Manager
Plan Review

Comprehensive, customized and easy-to-understand review of your plan that brings your plan data to life and helps you understand plan trends, benchmarks and overall performance.

Client Health
High-level plan activity & cash flow, participation levels, participant engagement activity, etc.

Plan Activity
Average participant balance, contributions, distributions, & other transaction activity analysis

Investment Review
Fund performance & analysis

Communication
Strategic marketing communication, education and plan optimization report
Everything you’ll need to keep your plan running smoothly

Backed by our experienced service team, our **comprehensive administration platform** and services deliver reliability, accuracy and consistency you expect.

**Standard Services**

- Eligibility tracking
- Automated online payroll administration
- Online loan, withdrawal and distribution initiation, review and approval
- QDRO review and approval
- Required minimum distributions
- Pre-retirement catch up
- Loan repayment processing
- Loan default monitoring
- Loan interest rate modeling
- Document services
- Plan audit assistance

**Optional Services**

- Automatic enrollment
- Automatic deferral rate escalator
- Contribution rate change and escalator
- Hardship suspension reinstatement
- Online beneficiary maintenance

**PLAN | INVEST | PROTECT**
Participant education
Our goal is to get 100% of your employees to achieve 70% of their pre-retirement income.
10 HOURS
average
screen time
per day

4,000 ads
per day

7.9 SOCIAL MEDIA
accounts on average

average
song intro
is now
5 seconds
down from
20 seconds
in 1986
How can we help your employees?
Driving deeper connections

Using **data-driven insights** to purposefully improve retirement outcomes with an experience that addresses who your employees are, what they think and how they behave.

**WHO** they are

**WHAT** they think/feel

**ONLINE COMMUNITY:** 300 consumers

21 research initiatives last year

**CONSUMER FOCUS GROUPS**

**HOW** they behave

**Science**

**Analytics**

**Behavioral Finance**

**Data**
Employee communications
Driving **positive retirement outcomes** with a step-by-step, targeted approach.

**Plan communications**
Plan awareness.
Ex. fund change

**Personalized & targeted**
To drive outcomes
Ex. enrollment

**National campaigns &
general education**
Inspiring action through education

**VOYA FINANCIAL**
Advice and guidance to help your employees build a secure financial future

Provide your employees with the support of a dedicated, local financial professional that acts as an extension of your Human Resources/Benefits team.

Voya Registered Representative

Acts as your employees’ go-to, local advisor and provides one-on-one support

Develops tailored financial advice and offers solutions to meet the specific needs of your employees

Becomes a fixture in your organization’s culture and feels like a part of your team.
Boost enrollment, participation and overall plan engagement

Onsite meetings designed to make an impact and improve plan health.

Plans that utilized on-site education had 135% more participants enrolled in 2017 vs. 2016¹ (when on-site sessions were not held)

¹ Based on total 2017 enrollments in plans that had meetings in 2017: 8519; and total 2016 enrollments in plans that had meetings in 2017: 3619. 4900/3619=135% increase in enrollments in plans that had meetings in 2017 and no meetings in 2016: 3258/10999= 30% increase in enrollments in plans that had NO meetings in 2017 or 2016; Digital Solutions-Data includes retirement plan sponsored business. 7/1/2014-9/30/2017
Technology overview
Custom website

Washoe County

Account Login
Already Enrolled? Log in to manage your account.

Login

Enrollment
View all of the information you need to Enroll.

Enroll Now

How Do You Measure Up?
Ever wonder if you're a top dog or just one of the pack when it comes to saving for retirement? Compare Me shows what your peers are doing.

Did You Know?

Message Center
Variety is the spice of life
People love variety, which is why you find so many things in so many colors and tastes. But choosing a variety of investments for your retirement plan account doesn't come as naturally, which is why learning about it is so important.
Shifting the mindset from accumulation to income

*Recipient of DALBAR's 2018 Communications Seal for the participant website and mobile app, representing excellence in financial services communications*
Helping your employees achieve financial wellness—one step at a time

**Holistic financial guidance** that helps your employees address, prioritize and balance key components of financial health.

- Spending & Saving
- Retirement
- Debt

**PLAN | INVEST | PROTECT**
Designed to make a difference that matters

Employees are taking action
- 28% took action
- 59% engaged
- +11% average deferral increase after using myOM

Employees are saving more
- +31% myOM users vs. non-users
- 76% income replacement

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1 Digital Solutions - Data includes retirement plan sponsored business as of 9/30/2018, 7.2% to 8.0%
2 Digital Solutions - Data includes retirement plan sponsored business as of 9/30/2018, 7.0% vs 5.2%
3 Digital Solutions - Data includes retirement plan sponsored business as of 9/30/2018, when outside assets provided
Diagnostic tool to dive into plan health symptoms and opportunities

Visualize **plan trends, key metrics and benchmarks** to improve plan health.

Interactive Plan Health Display

Powerful Data Mining Tools

Plan and Participant Data
Digitally enabling your employees to be ready to retire

A history of purposeful innovation.

Enrollment and Transition to Retirement

Financial Wellness and Participant Ease
- Financial Wellness
- Text Capabilities
- HSA Integration
- S.A.F.E. Rollout
- Cobrowse, Virtual Hold
- Sponsor Reporting
- Sponsor Case Management

Employees:
Personal, Portable & Financially Well

Employers:
Easy to Do Business with Voya

The Outcome is the Income

Plan Health, Loan Modeling, and Personal Video

Future

Participant Experience
- Financial Wellness 2
  - Solutions (e.g. Student Loan debt)
  - Benefits Integration
  - Income Guidance
- Expanded tools & guidance
- Upgraded Desktop & Mobile interface
- AI driven assistance
- Voice activated devices
- HSA Integration 2

Sponsor Experience
- Upgraded interface
- Actionable Dashboard
- Mobile/Tablet
- Alerts/Messaging
- Enhanced Collaboration
- Plan Health Modeling
- Window into Voya
  - What's trending
  - Plan Review Online

Predictive Analytics | Behavioral Finance

VOYA FINANCIAL

PLAN | INVEST | PROTECT
Service guarantees
Performance guarantees

Participant Services
Plan Sponsor Services
VRU/Call Center and Web

Voya is willing to place 20% of our annual administrative fees at risk for not meeting agreed to service standards for the ongoing administration. The penalty fee may be broken out by the metrics most important to the County; however we request that no more than a 2% - 3% weighting apply to any single metric. If for any reason we do not meet either our timeliness or quality goal for any deliverable, we will clearly indicate within the County’s annual service review the cause of the problem and the course of action we are taking to avoid any such future occurrence.

PLAN | INVEST | PROTECT
Implementation
Experience the ease of Voya’s seamless implementation process

Your skilled Implementation Manager, partnered with our disciplined implementation process allows us to handle even the most complex implementation scenarios.

Greg Anderson
Implementation Manager

- One point of contact
- Extensive knowledge & expertise
- Consultative support

Registered Representative of and securities distributed through Voya Financial Partners, LLC (VFP), member SIPC.
## Transition timeline

<table>
<thead>
<tr>
<th>Week 1-3</th>
<th>Week 4-7</th>
<th>Week 8-11</th>
<th>Week 12-14</th>
<th>Transition Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Kickoff meeting—teams formed</td>
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<td></td>
<td></td>
<td>Plan documents provided</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td>Participant communications designed</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td>Funds and fund mapping finalized</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Contract drafted and signed</td>
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<td></td>
<td></td>
<td>Intro letter mailed</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Transition booklet signoff</td>
</tr>
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<td></td>
<td></td>
<td>Transition booklets mail</td>
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<tr>
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<td></td>
<td></td>
<td>Data requirements</td>
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<tr>
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<td></td>
<td></td>
<td>Plan installed on system and system testing</td>
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<td></td>
<td>Receive test files</td>
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<td></td>
<td></td>
<td>Group education meetings</td>
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<td></td>
<td></td>
<td>Record and asset transition/reconciliation</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Plan Live</td>
</tr>
</tbody>
</table>

Plan Live
Fees & other services
A cost-effective and fully transparent fee proposal

<table>
<thead>
<tr>
<th>Option</th>
<th>Asset based fee (%)</th>
<th>Per participant fee ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Required revenue:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Non-proprietary</td>
<td>0.155%</td>
</tr>
<tr>
<td>2</td>
<td>Required revenue:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proprietary*</td>
<td>0.115%</td>
</tr>
<tr>
<td>2</td>
<td>Required revenue:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proprietary**</td>
<td>0.03%</td>
</tr>
</tbody>
</table>

*Assumes the use of the Voya Stabilizer as the stability of principal option. Gross credited rate varies based upon the investment strategy elected by the County.

**Assumes the use of the Voya Fixed Account 457/401 – II as the stability of principal option. Credited rate provided for the Voya Fixed Account varies based upon the exit provision elected by the County.
Better guidance for your employees and mitigated fiduciary risk

Advice and guidance that sits alongside myOrangeMoney.

Take on an aggressive amount of risk overall.

Our advice centers around a risk level and asset mix that we've chosen for you based on your age, financial situation, goals, and other factors. Generally, the more stock you hold, the higher your risk level is. Also, your proposed risk level typically decreases as you age.

Risk level of the money you have today ($290,000)
(This includes your Employer Plan, Your Employer Plan’s Brokerage Window, Your Other Accounts, Your Spouse or Partner’s Accounts, and any Additional Savings Needed)

Gender: Male

Risk Level: Aggressive

<table>
<thead>
<tr>
<th>Asset Allocation</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Large Cap Stock</td>
<td>42.0</td>
</tr>
<tr>
<td>Mid/Small Cap Stock</td>
<td>8.0</td>
</tr>
<tr>
<td>International Stock</td>
<td>10.0</td>
</tr>
<tr>
<td>Cash Equivalents</td>
<td>3.0</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

We recommend:

Risk Level: Aggressive

<table>
<thead>
<tr>
<th>Asset Allocation</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Cap Stock</td>
<td>15.0</td>
</tr>
<tr>
<td>Mid/Small Cap Stock</td>
<td>22.0</td>
</tr>
<tr>
<td>International Stock</td>
<td>29.0</td>
</tr>
<tr>
<td>Bond</td>
<td>4.0</td>
</tr>
<tr>
<td>Cash Equivalents</td>
<td>3.0</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

To get you to our recommended overall risk level, Your Employer Plan (excluding brokerage) needs to be Aggressive.

Because we chose specific investments for Your Brokerage Plan (excluding brokerage) and you have no Other Accounts, we will invest Your Employer's Plan in accordance with your recommended risk asset mix.

PLAN  |  INVEST  |  PROTECT

Do it for me (fee based)

Do it myself

VOYA
FINANCIAL
More choice for sophisticated investors

Voya’s Self Directed Brokerage Account goes beyond the plan’s core investment options for more flexibility and choice for investors wanting to manage their own investments.

- Access to more than 13,000 mutual funds;
- 4,500 available with no transaction fees
- Fixed-income securities available
- Access to Individuals stocks listed on major U.S. exchanges
- Access to alternative investments, including ETFs
Built for retirement

Innovation with a purpose

Unique culture

PLAN | INVEST | PROTECT

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Important disclosure

Not FDIC/NCUA/NCUSIF Insured • Not a Deposit of a Bank/Credit Union • May Lose Value
Bank/Credit Union Guaranteed • Not Insured by Any Federal Government Agency

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.