

## More About Voya

Voya Financial, Inc. (collectively “Voya”) is a premier retirement, investment and insurance company serving the financial needs of 13 million individual and institutional customers throughout the United States. As an industry leader and advocate for greater retirement readiness, Voya is committed to delivering on its vision to be America's Retirement Company™. Our goal is to make a secure financial future possible for everyone — one person, one family, one institution at a time.

We are a Fortune 500 company that was named one of the World's Most Ethical Companies® for the fourth consecutive year.<sup>1</sup> Through three principal business lines – Retirement Solutions, Investment Management and Insurance Solutions – our dedicated workforce of approximately 7,000 employees helps Americans plan for retirement, invest for the future and protect their savings.

**Plan** – We help individuals plan for the future by saving and investing through their employer-sponsored retirement accounts.

**Invest** – Voya's array of investment options help people more confidently work toward their personal financial objectives at every age and life stage.

**Protect** – Our specialized retirement and insurance products, such as universal life, indexed universal life, term life and stable value products provide opportunities to guard against unforeseen life events and mitigate market risk.

Retirement Solutions gives us a broad and diverse reach, enabling us to assist Americans both individually and through employer-sponsored retirement savings plans. As a top provider of retirement plan services and products, Voya proudly serves sponsors and plans in the corporate, education, healthcare and government markets including:

47,000 plan sponsors with more than 4.7 million plan participants<sup>2</sup>

Approximately \$335.7 billion in assets under management and/or administration<sup>2</sup>

We are an established leader in the industry, and our defined contribution business is currently ranked third by number of plans, fifth by number of participants and fifth for assets under management and administration.<sup>3</sup>

Prior to May 2013, Voya Financial, Inc. was a wholly owned subsidiary of ING Groep N.V. (“ING Group”), a global financial services company based in The Netherlands. In May 2013, ING Group sold 29% of its ownership interest in Voya Financial, Inc. to public investors through an initial public offering of Voya Financial, Inc.'s common stock. In a series of subsequent offerings to public investors, ING Group further reduced its ownership interest, and on March 9, 2015, ING Group completed the full divestment of its stake in Voya Financial, Inc. common stock.

Through our previous majority shareholder, we entered the life insurance market in 1975 with the acquisition of Wisconsin National Life Insurance Company. The acquisition of Midwestern United Life Insurance Company soon followed in 1976 and Security Life of Denver Insurance

Company was acquired in 1979. Our U.S. presence expanded significantly with the acquisitions of Equitable Life Insurance Company of Iowa in 1997, Furman Selz in 1997, ReliaStar Life Insurance Company (including Pilgrim Capital Corporation) in 2000, Aetna Life Insurance and Annuity Company (including Aeltus Investment Management) in 2000 and CitiStreet in 2008.

#### *Voya by the Numbers*

13 million individual and institutional clients

\$11 billion in revenue in 2016

\$505 billion in total assets<sup>2</sup>

#### *Honors for Excellence*

Voya's standard of excellence is consistently recognized across a variety of important categories.

- Named World's Most Ethical Company® for the fourth consecutive year by the Ethisphere Institute, an independent center of research promoting best practices in corporate ethics and governance.
- Awarded Corporate Secretary Magazine's 2016 Corporate Governance Award for Best Compliance and Ethics Program in the small- to mid-cap category. Voya was recognized for its commitment to good governance principles and ethics across the company.
- Recognized as a "Best place to work for LGBTQ Equality" for the 12th consecutive year.
- Recognized for our long-standing commitment to advancing gender equality with our inclusion in the 2017 Bloomberg Financial Services Gender-Equality Index (BFGEI). Voya is one of only 52 firms recognized across Europe, the Middle East and Africa, Asia-Pacific and the Americas.
- Received top honors in customer service on industry list of best Life Insurance Companies for the second consecutive year from the Insure.com survey. Voya received an overall satisfaction score of 97 out of 100.
- Certified a Great Place to Work by Great Place to Work Institute, a global authority on high-trust/high-performance workplace cultures.
- Named to the 2016 Dow Jones Sustainability Index, a globally recognized independent benchmark that assesses the economic, environmental and social performance of companies.
- Ranked No. 2 among financial services companies and No. 33 overall on the 2016 Newsweek Green Rankings, an assessment of corporate environmental performance of the 500 largest publicly traded companies in the U.S.
- Ranked No. 31 on the U.S. Environmental Protection Agency's Green Power Partnership list of leading organizations using renewable electricity<sup>4</sup>.

Voya Retirement Insurance and Annuity Company ("VRIAC") is a wholly owned direct subsidiary of Voya Holdings Inc., a Connecticut corporation, which is a wholly owned subsidiary of Voya Financial, Inc. (collectively, "Voya").

<sup>1</sup> *Voya named one of the 2017 World's Most Ethical Companies® by the Ethisphere Institute, marking the fourth consecutive year Voya has received this recognition.*

<sup>2</sup> *As of March 31, 2017.*

<sup>3</sup> *As published by Pensions and Investments Special Report of Top DC Recordkeepers as of April 2017 (based on September 2016 data).*

<sup>4</sup> *Voya ranks No. 31 among the EPA's list of 78 Fortune 500 partners.*

***Additional Awards:***

***PLANSPONSOR Magazine Survey***

Voya participates in independent third party research surveys. The most recent survey by PLANSPONSOR magazine positioned Voya as a leading service provider in the industry.

Across all markets, Voya received 42 best-in-class “cups” – Voya’s best in class rankings reflect our continued commitment to improving the plan experience for plan sponsors and helping to advance the retirement readiness of participants.

Customers give top marks to Voya’s dedicated sponsor service, onsite enrollment support, plan design and leading technology.

Voya received best in class awards in asset based markets ranging in asset levels from: <\$5MM; \$5MM-\$25MM; \$200MM-\$1B; >\$1B

These results further demonstrate Voya’s reputation among plan sponsors as a recognized leader in the industry.

## ***Voya in the Higher Education Market Space***

### ***What is the total value of assets in all 403(b) plans for which you provide recordkeeping services?***

As of September 30, 2016, Voya provides recordkeeping services for 403(b) plans with assets under administration and/or management of over \$41.3 billion.

### ***What is the total number of participants in all 403(b) plans for which you provide recordkeeping services?***

As of September 30, 2016, Voya provides recordkeeping services for over 903,000 403(b) plan participants.

### ***Indicate the number of higher education institutions with which you work.***

As of September 30, 2016, Voya provides recordkeeping services for 1,396 higher education plans.

### ***How many 403(b) plans do you currently recordkeep in the following segments:***

Number of Employees	Plans	Percentage of Total 403(b) Plans
500-999	131	0.65%
1,000-4,999	130	0.64%

Plan Assets	Plans	Percentage of Total 403(b) Plans
< \$100,000,000	20,183	99.76%
\$100,000,000 - \$500,000,000	41	0.20%

### ***Describe your procedures for monitoring:***

#### ***a. Client satisfaction***

Voya periodically partners with an independent research firm, such as Chatham Partners, to survey a representative sample of the Voya plan sponsors to collect specific feedback regarding the service they receive as well as their attitudes toward retirement and related issues.

The most recent surveys were conducted in 2016 with nearly 1,040 Voya plan sponsors. On an overall basis, nine in ten of Voya's defined contribution plan sponsors were satisfied with the services provided by Voya. The results highlighted Voya's relative strengths which included the quality of personnel, administrative services, and participant services.

Voya also conducts regular, face-to-face meetings with its clients and through an annual plan service review. The following topics may be discussed: performance against established service standards, feedback on key initiatives, and how well Voya is meeting and exceeding client objectives. We can draw on subject matter experts with expertise in investments, legislative or regulatory matters, plan design, or other topics of interest.

#### PLANSPONSOR Magazine Survey

Voya also participates in independent third party research surveys. The most recent survey by PLANSPONSOR magazine positioned Voya as a leading service provider in the industry.

Across all markets, Voya received 42 best-in-class “cups” – Voya’s best in class rankings reflect our continued commitment to improving the plan experience for plan sponsors and helping to advance the retirement readiness of participants.

Customers give top marks to Voya’s dedicated sponsor service, onsite enrollment support, plan design and leading technology.

Voya received best in class awards in asset based markets ranging in asset levels from: <\$5MM; \$5MM-\$25MM; \$200MM-\$1B; >\$1B

These results further demonstrate Voya’s reputation among plan sponsors as a recognized leader in the industry.

#### ***b. Participant satisfaction***

##### **Feedback from Independent Research Firm**

Voya partners with an independent research firm, Ipsos Insights\*, to conduct periodic surveys among those participating in employer-sponsored retirement plans managed by Voya. This feedback is used to continually enhance the services offered to retirement plan participants. The most recent participant satisfaction survey was conducted during the second and third quarters of 2016 with more than 13,086 respondents evaluating Voya.

Based on this most recent survey, more than nine in ten plan participants were satisfied with Voya as the company that manages their defined contribution plan. Satisfaction was highest among those who had regular interaction with Voya via phone, in-person or online. Voya’s areas of relative strength continue to be focused on servicing relationships (i.e., courteous and knowledgeable service associates and local advisors).

In addition to this comprehensive annual survey, Voya also welcomes customer feedback on their retirement website and when calling Customer Service Associates (CSAs).

*\*IPSOS Insights is not affiliated with the Voya family of companies. Views expressed vary based on a respondent’s personal opinion.*