How Voya Financial® is keeping your retirement account safe

Our Commitment to Customer Security

Ensuring your retirement account is secure is one of Voya’s top priorities. No matter how you contact Voya – online or by phone – we verify your identity before allowing account access.

Voya’s verification process utilizes a Personal Identification Number (PIN) when you access your account by phone or complete a one-time registration for online account access. Updates to our PIN standards are being made in 2018 and may impact the PIN that you use. Below are PIN instructions to help you access your account online or by phone.

Your PIN is set to the month and year of your birth date (MMYY). Use this PIN to access your account by phone and to register for online account access.

Unless you are prompted otherwise, your initial PIN (MMYY) will expire on June 15, 2018 so be sure to register for online account access before that date. If you have not registered your account before June 15, 2018, you may be prompted to request a new PIN. You can receive a temporary PIN by email or text message if you have provided Voya with an email address or mobile phone number. Otherwise, you will receive the new PIN via U.S. mail.

A confidential PIN will be randomly-generated and sent to you via U.S. mail after your enrollment is completed. Use this PIN to access your account by phone and to register for online account access.

If you wish to use Voya phone services or register for online account access before receiving your confidential PIN via U.S. mail, follow the phone prompts or online instructions to request a temporary PIN delivered by email or text message. NOTE: This option is only available if you provided Voya with an email address or mobile phone number during the enrollment process. If you receive a temporary PIN, the PIN you receive via U.S. mail will no longer be valid.

Products and services offered through the Voya® family of companies.

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