Starting at 1 pm Pacific Time Sept. 4, 2020, DRS investment accounts for Plan 3, DCP and JRA customers will begin transitioning from Empower Retirement to Voya Financial. Investment account services will resume at 10 am Pacific Time on Sept. 21, 2020.

Your best resource for information related to the record keeper change is **drs.wa.gov/rk**. Or you can call DRS at **800-547-6657**.

Visit **drs.wa.gov/rk** for the latest DRS record keeper information

DRS Washington State Department of Retirement Systems

Voya Plan Administration
Attn: Washington State DRS
P.O. Box 990064
Hartford, CT 06199-0064

DRS Washington State Department of Retirement Systems

Reminder

Your investment account will be view-only while DRS transfers to a new record keeper.

Please complete any September transactions or withdrawals before Sept. 3, 2020 to avoid delays.

All scheduled September payments for your Plan 3, DCP, and JRA investment accounts will be processed by Sept. 4, 2020.

See more details about the upcoming transfer inside.

Your account balance will show $0

You will see a zero balance for your Empower Retirement investment account on and after Sept. 11, 2020 as we transfer your account data to the new record keeper, Voya Financial®. This zero balance indicates the successful transfer of your investment data to Voya Financial. During the transfer, your money will continue to be invested in the funds you've selected.

How to find your transferred balance

Here are two ways to view your account balance transferred from Empower to Voya Financial after Sept. 11, 2020.

Online:

1. Log in through **drs.wa.gov/login**
2. Select the account and go to **Account Overview**
3. Select **Transaction history**
4. Under the **Type** column, see the transaction called **Distribution**
5. This amount is your account balance transferred to Voya

On your final statement from Empower:

Because the record keeper is changing partway through the third quarter, you'll receive two statements in November for the months of July through September, 2020—one from Empower Retirement and one from Voya Financial. The statement from Empower will show your final balance after the transfer to Voya and will be $0.

To find the amount transferred to Voya Financial on your third quarter statement from Empower:

1. The "What is my total balance?" box will show $0
2. Locate the section called "How has my account changed?"
3. Here you'll see a row that says "Account Withdrawals"
4. This amount is your account balance transferred to Voya

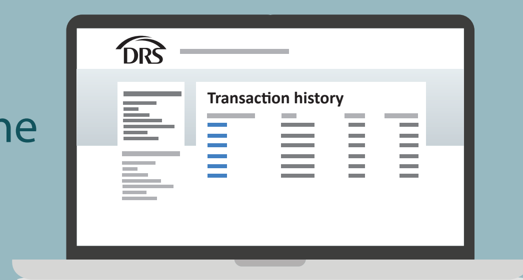
When will my account balance look normal?

Once the Voya Financial record keeper services begin at **10 am Pacific Time Sept. 21**, your current account balance will show on the new site and your new quarterly statements from Voya Financial will show your transferred amount and reflect the current balances as well.

Your Empower Retirement investment account will remain accessible to you as view-only for a short time. The balance on that account will remain at zero, but you will be able to access previous statements, tax forms and transaction history until March 31, 2021. We recommend you print or save any files you need from this account because this history will not be available through Voya Financial.

After Sept. 11, you can review your transferred Plan 3, DCP or JRA balance:

Online



Or on your statement