



Voya Plan Administration
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Welcome

The new investment account site is live for Plan 3, DCP and JRA members! Visit drs.wa.gov/login to check it out. Some new services include:

-  Online chat feature where you can discuss your investment account live with an associate
-  Online withdrawals for Plan 3, DCP and JRA investment accounts
-  A new dashboard to monitor and estimate your current and projected retirement savings



Who is the new record keeper and what do they do?

As of Sept. 21, 2020 Voya Financial® (Voya) is the new DRS record keeper. DRS partners with a record keeper to maintain the records for Plan 3, DCP and JRA customer investment accounts and assist customers with transactions related to these accounts. Voya can help you change your investments, make changes to your DCP contribution amount, and make withdrawals from your Plan 3, DCP or JRA investments. They also provide you with statements and investment performance information.



Your PIN and account security

In September, Voya mailed out a PIN (personal identification number) letter to all Plan 3, DCP and JRA customers.

You can use that PIN to log directly into your investment account through the Voya login, or you can use it to make transactions over the phone. You can still continue to log in through your DRS retirement account to access your investment accounts. Visit drs.wa.gov/login to get started.

We know most customers log in through DRS and this is what we recommend. However, you can increase the security of your investment account now by also creating an account through the Voya direct login using your mailed PIN. We recommend you do this at least once to establish your account and help protect it from fraudulent activity (such as someone else pretending to be you and trying to activate your account directly through the record keeper). Once you've taken this important action, you can continue to log in as you prefer!

Additional security guarantee

As part of **Voya's S.A.F.E. Guarantee**, if any assets are taken from your Plan 3, DCP or JRA investment account due to unauthorized activity and through no fault of your own, Voya will restore the value of your account, subject to you taking action to satisfy the following key steps:

- 1 Register your account online through Voya direct login using your mailed PIN (see above).
- 2 Review your account information on a regular basis and keep your contact information current.
- 3 Promptly report any suspected identity theft or unauthorized activity.
- 4 Contact Voya if you receive any communication or alert that you did not initiate.
- 5 Practice safe computing habits.



Statements

Quarterly statements

You'll receive statements for your investment accounts quarterly (May, August, November and February). The default delivery for all statements is paperless. If you prefer a paper statement, you can change your delivery preference online or contact the record keeper at **888-327-5596**.

Historical statements

You may have historical documents produced by the former record keeper, Empower Retirement, that you'd like to obtain for your records. You can continue to access these historical statements provided by Empower until March 31, 2021. We recommend you print or save any historical files you need from this account before March 31, because this history is not available through Voya. Visit drs.wa.gov/login to get started.

Annual IRS 1099-R tax statements

If you withdrew money from your investment account(s) in 2020, you could receive more than one 1099-R tax statement in 2021. One from each of the record keepers who distributed funds in 2020. You should receive all applicable statements by February 2021. Just like historical statements, you can access historical tax documents at Empower Retirement through March 31, 2021. Visit drs.wa.gov/login to get started.

Voya looks forward to serving your investment account needs!



Log in: drs.wa.gov/login



Call us: 888.327.5596

- **DRS record keeper information page:** drs.wa.gov/rk
- **Plan 3 information:** drs.wa.gov/plan3
- **DCP information:** drs.wa.gov/dcp