

Welcome to Voya®

Meet your Service Team

Plan Manager

- Assists sponsors with day-to-day administration
- Requests for plan-related reports that are not accessible on Sponsor Web
- Audit reports and audit assistance/research
- Inquiries on 5500s and compliance testing (provided by Third-Party Admin on plans using a TPA)

Client Relationship Manager

- Assists with product and pricing related questions
- Coordination of enrollment/education sessions
- Questions about service offerings/enhancements
- Plan Reviews, plan design, and plan level investment changes
- Marketing and communication strategies

See Plan Contacts on Sponsor Web for specific contact information.

Sponsor Services Resolution Team

800-654-8065

Monday - Friday 8:00am to 8:00pm ET

- A team of Plan Managers assisting Plan Sponsors with inquiries or requests
- Corporate and Tax Exempt TPA model plans only

Voya Customer Contact Center

800-584-6001

Monday - Friday 8:00am to 9:00pm ET

- Customer Service Associates assisting Participants
- Inquiries include enrollments, password resets, loan/distribution requests, and investment changes

Sponsor Web sponsor.voya.com

Participant Web voyaretirementplans.com

Technical Services Support

888-792-8476

Monday - Friday 8:30am to 6:30pm ET

- Sponsor Web User ID/Password Resets
- Issues with secure/encrypted emails

Electronic Data Submission Team

800-238-6212

Monday - Friday 8:30am to 6:00pm ET

- Payroll Admins assist with PayCloud service
- Contribution Submissions and Census files

Submit Forms

- Upload forms via Request Management Center accessible through Sponsor Web
- Home Office Fax **800-643-8143**

Order Enrollment Materials

Enrollment-EducationMaterialRequests@voya.com

Request hardcopies or PDFs of Enrollment Brochures and Disclosure Booklets

Products and services offered through the Voya® family of companies.
Client Relationship Managers are and Plan Managers may be registered representatives of Voya Financial Partners, LLC (member SIPC).
CN3211682_1225