

Voya Recognized by DALBAR for Excelling in Digital Participant Retirement Planning Support Wednesday, December 18, 2019 02:00:00 PM (GMT)

Consecutive recognitions reinforce company's commitment to delivering digital solutions to support individuals' holistic financial wellness needs

Voya Financial, Inc. (NYSE:VOYA), announced today that DALBAR, Inc., an independent research firm that evaluates, audits and rates the business practices of financial institutions, has recognized the company with three separate DALBAR distinctions for communications excellence in its online and mobile retirement planning capabilities. Voya was acknowledged specifically for its innovative participant website, mobile app and mobile website experience.

"Voya continues to be forward thinking not only in providing an overall best-in-class digital experience, but also providing resources that effectively enable participants to gauge where they are on their journey toward retirement," said Shelley Eramo, director at DALBAR.

Voya was recognized by DALBAR in the following categories:

- **Voya's Participant Website**, featuring the myOrangeMoney[®] experience, was granted the 2019 DALBAR Seal of Communications Excellence for financial services communications — marking the ninth year in a row Voya earned this honor.
- **Voya's Mobile Website** was recognized for the second time with the Seal of Communication Excellence.
- **Voya's Retirement Mobile App** received the 2019 DALBAR Seal of Communications Excellence for the fifth consecutive year.

"At Voya, we are continuously focused on enhancing our digital participant experience to not only help increase engagement, but ultimately help improve retirement outcomes," said Tom Armstrong, vice president, Customer Analytics and Insight at Voya Financial. "We are thrilled that DALBAR has once again recognized Voya for the team's hard work and ongoing focus on purposeful innovation to improve the online and mobile experience for our participants."

The achievements underscore Voya's ongoing commitment to helping all Americans with their wealth management, financial wellness and holistic financial planning needs. The company continues to invest in its suite of digital retirement planning services including an online [financial wellness experience](#), [special needs planning tools](#) and [personalized account videos](#).

As an industry leader and advocate for greater retirement readiness, Voya Financial is committed to delivering on its vision to be America's Retirement Company[®] and its mission to make a secure financial future possible — one person, one family, one institution at a time.

About Voya Financial[®]

Voya Financial, Inc. (NYSE:VOYA), helps Americans plan, invest and protect their savings — to get ready to retire better. Serving the financial needs of approximately 13.8 million individual and institutional customers in the United States, Voya is a Fortune 500 company that had \$8.5 billion in revenue in 2018. The company had \$568 billion in total assets under management and administration as of Sept. 30, 2019. With a clear mission to make a secure financial future possible — one person, one family, one institution at a time — Voya's vision is to be America's Retirement Company[®]. Certified as a "Great Place to Work" by the Great Place to Work[®] Institute, Voya is equally committed to conducting business in a way that is socially, environmentally, economically and ethically responsible. Voya has been recognized as one of the 2019 World's Most Ethical Companies[®] by the Ethisphere Institute; as a member of the Bloomberg Gender Equality Index; and as a "Best Place to Work for Disability Inclusion" on the Disability Equality Index by Disability:IN. For more information, visit voya.com. Follow Voya Financial on [Facebook](#), [LinkedIn](#) and Twitter [@Voya](#).

About DALBAR

DALBAR, Inc., is the financial community's leading independent expert for evaluating, auditing and rating business practices, customer performance, product quality and service. Launched in 1976, DALBAR has earned the recognition for consistent and unbiased evaluations of insurance companies, investment companies, registered investment advisers, broker-dealers, retirement plan providers and financial professionals. DALBAR awards are recognized as the marks of excellence in the financial community.

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Industries: Professional Services, Technology, Other Technology, Insurance, Finance, Banking

Languages: English

Primary Identifiers: VOYA-US

Related Identifiers: 05KW2H-E, VOYA-US

Source: Voya Financial, Inc.

Subjects: Award