



## City of L.A. Non-Standard/Customization Summary

#	Topic	Detail
<b>COMPLETED</b>		
1.	Retirement Calculator	<ul style="list-style-type: none"> <li>Voya customized their MyOrangeMoney Retirement Calculator specifically for the City of LA to align with the Plan's stated retirement security goals and to incorporate information from the City's defined benefit retirement systems.</li> </ul>
2.	Web - Future Date Deferral Change	<ul style="list-style-type: none"> <li>Voya completed custom web development to provide the option for City of LA participants to make a contribution deferral rate change to start at a specific payroll in the future. \</li> <li>Current state for Voya web was all deferral rate changes are effective as soon as administratively possible.</li> </ul>
3.	Web - One Time Deferral Change	<ul style="list-style-type: none"> <li>Voya completed custom web development to provide the option for City of LA participants to make a contribution deferral rate change effective for one specific payroll in the future, then revert back to the rate that was in place before the change.</li> <li>Current state for Voya web was all deferral rate changes are effective as soon as administratively possible.</li> </ul>
4.	Sponsor Web custom information	<ul style="list-style-type: none"> <li>To assist the City of LA staff Voya coded 10 additional custom data fields to be available on the Sponsor Web system thereby allowing Plan staff to view more comprehensive participant information.</li> </ul>
5.	Payments to Defaulted Loans	<ul style="list-style-type: none"> <li>The Plan collects payments for defaulted loans via payroll deduction and sends to Voya included with other payroll deduction loan payments, however this is not industry standard and required code change at Voya to accommodate.</li> <li>Voya also accommodated an "offset" process to allow participants to opt out of the above process.</li> </ul>
6.	Fund Specific Distributions	<ul style="list-style-type: none"> <li>Voya's standard process is to pay distributions and withdrawals pro rata across the available funds in a participant's account.</li> <li>Voya coded to accommodate two custom options to allow: <ul style="list-style-type: none"> <li>Stable Value fund balance first followed by pro rata from other investments; and</li> <li>Other investments pro rata first followed by the Stable Value fund balance.</li> </ul> </li> </ul>
7.	Confirmation Statement Customization	<ul style="list-style-type: none"> <li>Voya developed a customized Loan Payment Coupon and a fully customized Termination Notification confirm</li> </ul>
8.	Sworn and Active address updates	<ul style="list-style-type: none"> <li>Address information for this population is not provided through payroll. Voya completed a special setup in the system to allow just this group or employees change their address at Voya even if they are still actively employed. Voya's standard process is to allow only terminated participants to change their address.</li> </ul>
9.	Customization of Voya standard forms	<ul style="list-style-type: none"> <li>Voya worked with the Plan to customize a number of standard forms to align with the participant experience with the City's vision.</li> </ul>
10.	Web – Loan Payment label change	<ul style="list-style-type: none"> <li>The Plan requested a "Loan Payment" label on the web site be changed to "Loan Status and Payment" and Voya accommodated this code change.</li> </ul>
11.	Personal checks for loan payments	<ul style="list-style-type: none"> <li>Voya's standard practice is to not accept personal checks for loan payments but had made an exception for the City's Plan.</li> </ul>
12.	Accelerated Loan Payments	<ul style="list-style-type: none"> <li>Voya developed a process to allow patricians to make accelerated loan payments or payments to principle only that is not a loan payoff.</li> <li>These are not standard transaction allowed for loan payments at Voya</li> </ul>
13.	Custom Fee programs	<ul style="list-style-type: none"> <li>Programing was completed at Voya to accommodate these two custom fees: <ul style="list-style-type: none"> <li>Quarterly Administrative fee with the Plan's specific calculation; and</li> <li>Quarterly Loan Maintenance fee for outstanding loans.</li> </ul> </li> </ul>



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### IN PROGRESS

1.	Web logout and login process	<ul style="list-style-type: none"> <li>The Plan requested a change to the participant experience when somebody logs out of the website and needs to log back in. In some cases, a person is required to close the window and relaunch in order to log back in.</li> <li>Voya coded and implemented a change to the standard web coding in March 2018.</li> </ul>
2.	Web - Bookmark	<ul style="list-style-type: none"> <li>City requested a change to the standard web code to allow a person to bookmark the Home page of the web. Current state does not allow this due to a client specific code not in the Home page.</li> <li>Voya coded and implemented a change to the standard web coding in March 2018.</li> </ul>
3.	Custom website for document storage	<ul style="list-style-type: none"> <li>Currently working with the City on design and security requirements. Demo of site available.</li> </ul>
4.	Web - Retirement Calculator	<ul style="list-style-type: none"> <li>Instructions are not sufficiently clear on how to populate pension information within the tool. Voya Communications is developing a one page summary communication to assist with this.</li> </ul>
5.	Investment Elections separate for Pre-Tax and Roth	<ul style="list-style-type: none"> <li>The Plan allows for contributions directly to the Schwab SDBO account. In order to accommodate this provision with Roth money in the Plan, Voya established separate investment elections for Pre-Tax and Roth monies. This allows the system to check to confirm that SDB accounts are on file for both Pre-Tax and Roth monies at Schwab.</li> </ul>
6.	Emergency Exception for Fed Wire of Rollover Funds	<ul style="list-style-type: none"> <li>Voya has agreed to test an emergency exception process to allow rollover distributions to be sent via fed wire to the receiving institution. This process is not available at Voya currently.</li> </ul>
7.	RMD Installment Payments	<ul style="list-style-type: none"> <li>Voya is in the process of scoping this change for the City of LA – to provide an option for a monthly installment that pays out the RMD amount each year and recalculates for the next year. Currently a person can choose an installment payment for a specific amount or a # of payments and these payments will count toward the RMD. Any additional RMD amount required is sent via lump sum in December.</li> </ul>

### UNDER REVIEW

8.	Web- Retiree Resource Center	<ul style="list-style-type: none"> <li>Voya added custom links to the “Plan Information” section of the website as an interim solution</li> <li>Retiree resource center will be built into Plan microsite.</li> </ul>
9.	Web - Personal Financial Dashboard “Got 10 Minutes”	<ul style="list-style-type: none"> <li>This application is causing confusion for participants. Based on City input, Voya is building a new “Financial Wellness” product that is planned for rollout in 2018. Voya plans to work with the City on the rollout and integration with the Retirement Calculator.</li> </ul>
10.	Web - Withdrawal Detail	<ul style="list-style-type: none"> <li>The City would like participants to be able to get historical withdrawal detail (withholding amounts, method of payment, etc.) on the website. Currently this level of detail is not available on the web after the withdrawal has already taken place. Voya IT is exploring options.</li> </ul>
11.	Web - Asset Value Comparison	<ul style="list-style-type: none"> <li>City has inquired about the ability to generate custom rates of return by investment option between two dates. This is currently not offered on the Voya site.</li> </ul>
12.	Web - Retirement Calculator	<ul style="list-style-type: none"> <li>There appears to be no “free form entry” option. Voya IT researching current functionality.</li> </ul>
13.	Web - Dual Account Ownership	<ul style="list-style-type: none"> <li>Currently when a person is a participant in the plan and also has a separate beneficiary or QDRO account in the plan, the secondary account is tracked under a dummy SSN and requires separate login credentials for the web. This process is under review at Voya.</li> </ul>
14.	Web -Profile Management	<ul style="list-style-type: none"> <li>City would like the ability to manage the phone number in the Voya website (outside of the My Profile section). Voya IT is doing analysis on this.</li> </ul>