DELAWARE RETIREMENT SAVINGS PLAN

DEFER

For a brighter tomorrow™

State of Delaware 457b, 401a, and 403b

4Q20 PROGRAM REVIEW

December, 2020

Voya Financial

PLAN | INVEST | PROTECT

VOYA® FINANCIAL

Topics for Review

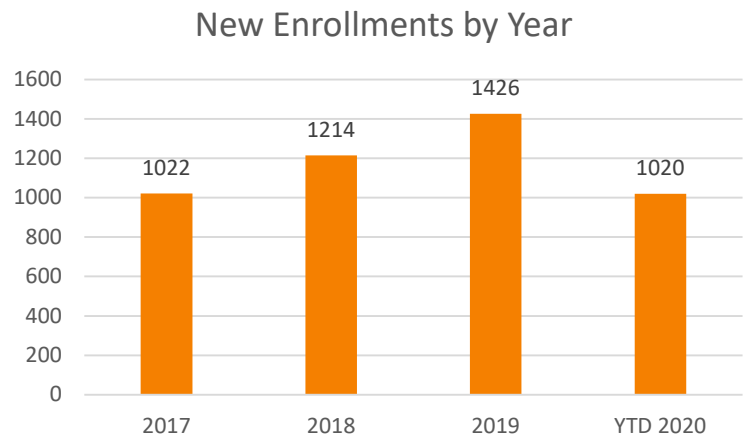
1. **Enrollment and Consolidation Trends**
2. **CARES Act Summary**
3. **Communication and Local Advisor Recap**
4. **Voya Updates**

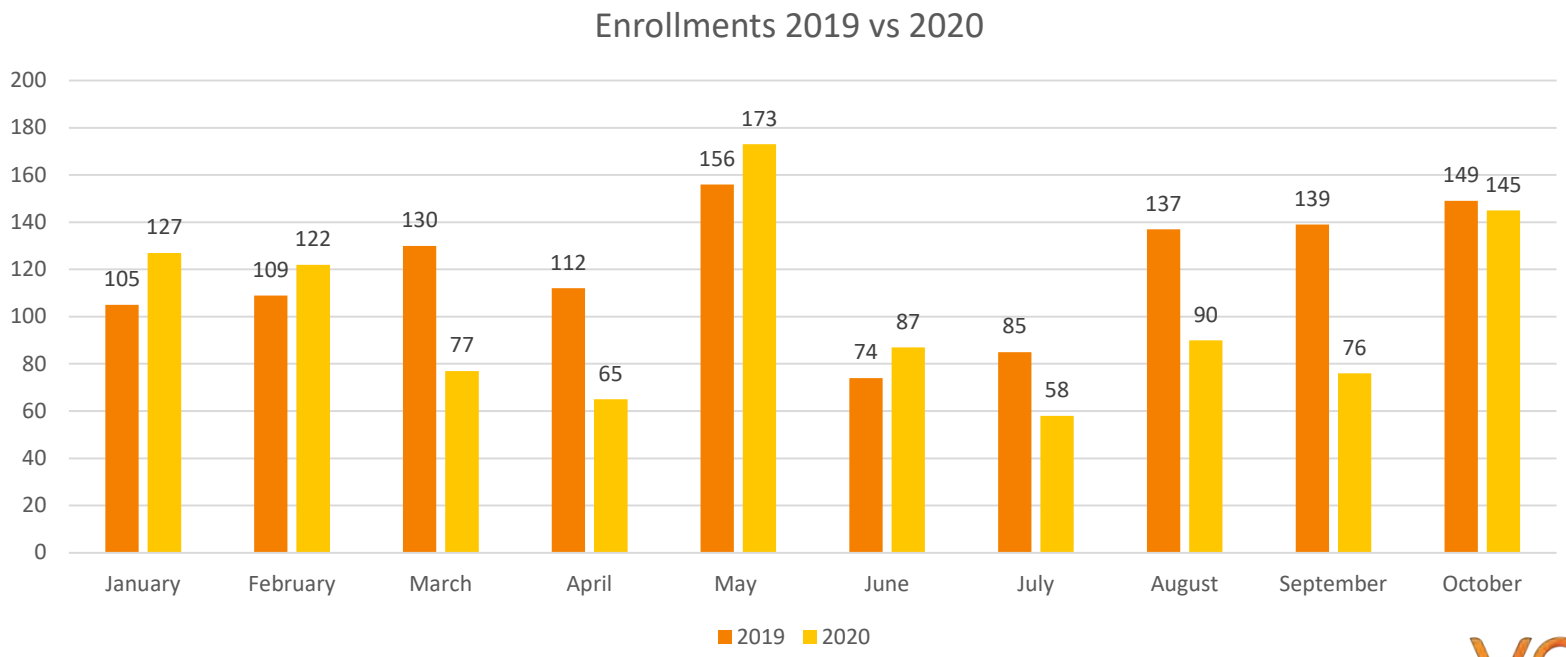
1

Enrollment and Consolidation Trends

Enrollment by Month

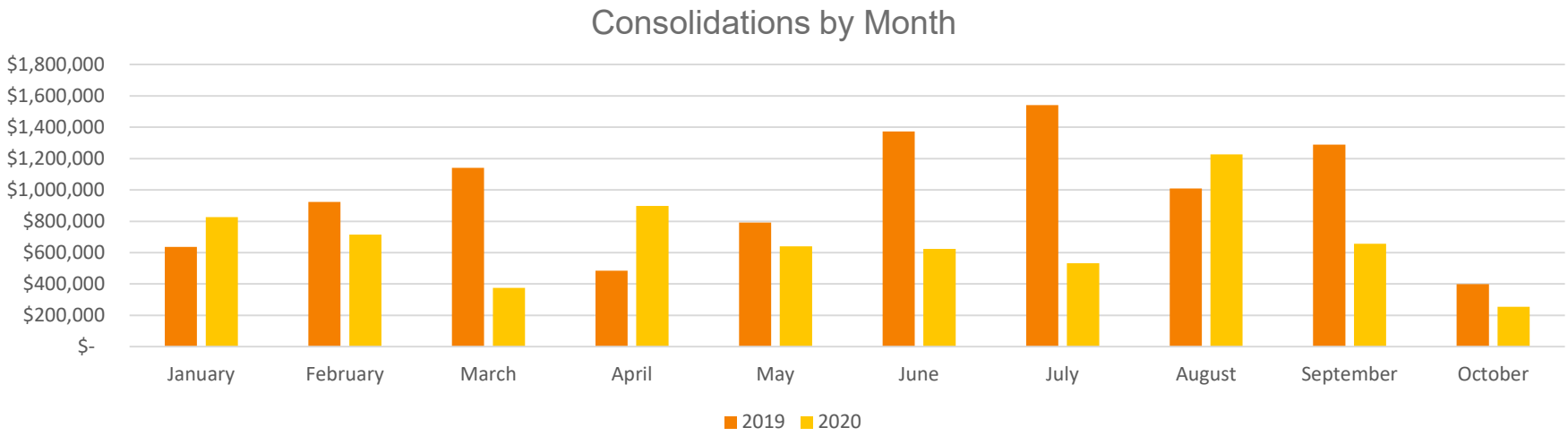
- October enrollments higher then summer months attributed to communication in email blast
- New enrollments year to date exceed 1k





Consolidation Efforts

- Year to date as of the end of October $6.74 Million
- Information on Consolidation will be highlighted in November and December email blasts



2

Voya Coronavirus and Cares Act Update

Supporting you during this time of uncertainty

Having the right people in your corner matters—especially in trying times like these. You can rely on our **ability to adapt** without sacrificing the service you count on.

Uninterrupted service when you need us most because of our

Business Continuity Plan[1]

Our call center achieved 100% work from home goal on March 20th

7 days ahead of schedule

100% of calls were returned

each day using virtual hold and callback technology

Participant satisfaction consistently over 96%

per after call survey data, which is comparable with scores in non-volatile times

Sponsor support highlights

+

Handling CARES Act plan provisions with an opt-in approach

Participant support highlights

Vast majority of participants are staying the course

97%

of total participant population did not trade year to date[2]

1 Voya Internal Data, as of 4/6/20. Call backs enabled through our Voice Response System (VRS) technology. Satisfaction rating is gathered from call survey data;
2 As of 4/3/20

CARES Act Summary

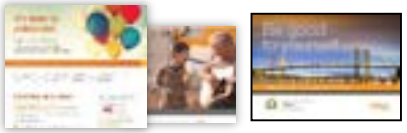
Below reflects recent statistics regarding the number of telephone inquires and requests for Covid Related Distributions

Plan	Count	Dollar Value
Total Inquires	438	
Covid Withdrawals - 403b	50	$554,901
Covid Withdrawals – 457b	364	$4,051,907
Total Withdrawals	414	$4,606,808

3

2020 Communication and Onsite Advisor Update

2020 Engagement Calendar

		Q1	Q2	Q3	Q4
 **Targeted campaigns**	❑ e.g. Beneficiary Designation ❑ e.g. Contribution Increase ❑ e.g. Digital Engagement ❑ e.g. Diversification	-	-	Beneficiary mailing	Enrollment mailing
Email blasts	❑ Up to 6 per year ❑ Enrollment fairs, workshops ❑ Events	On	On	On	On
Always On Strategy	Personalized Financial Wellness Messaging - Diversification - Restart - Save More - Beneficiary - Financial Wellness Engagement	On	On	On	On
	Participant web messages	On	On	On	On
	America Saves Week	2/24 – 2/29	-	-	-
	National Retirement Security Month	-	-	-	October
	Quarterly Statement Content	Tax time	Market volatility	Tools & Resources	eDelivery

Always On Digital Resources

myOrangeMoney® Web experience

Participant Content Hub Blog.voya.com

Personal Financial Dashboard

Voya Retire mobile app

Financial Wellness Experience

IRS Limits Microsite

Voya Learn: Live and On Demand

Voya Cares®

Roth Microsite

Communication Updates

Year to Date:

- New Resource Center
- Market Volatility Information in Statements
- Communication at Open Enrollment
- NAGDCA award submission
- Communication to promote benefits of consolidation
- National Retirement Security Month
- Enrollment outreach
- Fund change communication

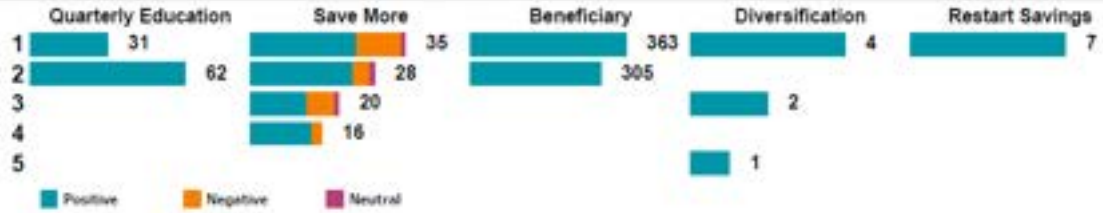
Coming Soon:

- Enrollment information for new hires
- E-delivery statement insert
- Annual planning meeting – early 2021

Personalized Messaging

		Quarterly Education	Save More	Beneficiary	Diversification	Restart Savings
Unique participants delivered	7,603	6,781	1,657	3,860	433	501
Unique participants opened	4,891 64%	3,422 50%	812 49%	2,462 64%	289 67%	223 45%
Unique participants clicked	1,794 37%	621 18%	130 16%	1,217 49%	48 17%	30 13%
Participants took action after opening	833 17%	90 3%	99 12%	660 27%	7 2%	7 3%

Action details: total actions after email open



Onsite education meetings turned virtual

We realize state employees are seeking more—not less—education, guidance and advice. We are **ready to serve** accordingly.

- Individual appointments shift to virtual*
  - 683 Appointments Booked [185-in person / 498 virtual]
  - 2,126 Email Inquires
  - 4,038 Direct Phone Inquires
- 17 Group meetings via Zoom
- DEFER Video utilized for back to school staff meetings & orientations
- Activity generated from Treasure's blast email on 11/23/20
  - 60 appointments booked w/in 24 hours

*Year To Date 11/20/20

100% virtual
since mid-March

Voya Learn

Live and On-Demand

Virtual webinars and individual meetings covering topics like:

- Market volatility and asset allocation
- Online access and related tools
- Beneficiary and distribution options

PLAN | INVEST | PROTECT

VOYA FINANCIAL

4

Voya Updates

New interactive budget calculator

Voya will be launching a new, interactive budget calculator as part of our Financial Wellness experience on the participant website, which helps engage employees in creating a budget for emergency savings.

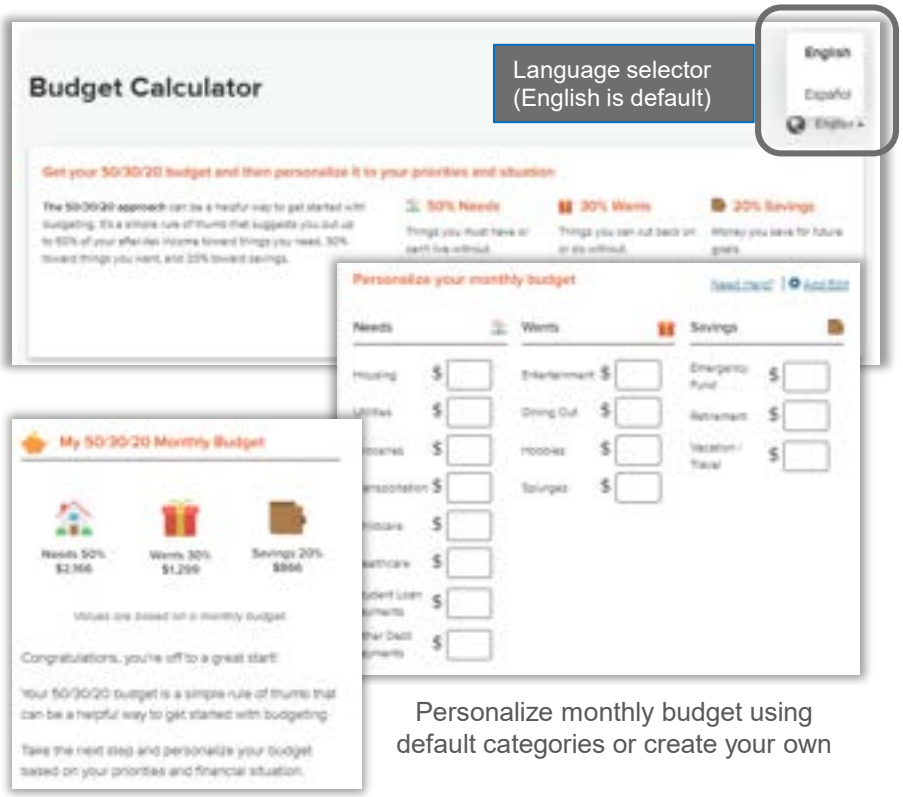
This tool provides users with guidelines on how to approach their budget

50%
NEED

30%
WANT

20%
SAVINGS

and allows them to customize for their needs and calculate their totals and percentages for each category.



Personalize monthly budget using default categories or create your own

Overview of 50/30/20 approach to ease you into budgeting
Enter income to get your 50/30/20 budget

Results include suggestions for fine-tuning budget and options for downloading results

For plan sponsor and financial professional use only. Not for use with participants.
CN1323225_0922

Ongoing digital enhancements

Spanish enrollment and account access – Sept. 2020

New language selector switches Web page* over to **Spanish**

Participant's browser will **maintain Spanish setting** for repeat site visits until either browser "Cookies" are deleted or they switch back to English.

All digital content is translated and certified by TransPerfect, a world leader in translation and localization services. TransPerfect also currently provides translator support to Voya's contact center.

*Some content areas will remain in English for regulatory or translation accuracy purposes
For plan sponsor use only. Not for use with participants.

PLAN | INVEST | PROTECT

CN1256959_0722

VOYA FINANCIAL