



Important Notice Regarding Your City of Portland 457(b) Plan Account

We are writing to inform you of a recent issue that may have affected the email address on your account. Recently, some participants received an email from Voya indicating that their email address had been changed. We understand this message caused concern, particularly for participants who logged into their account and observed an email address that did not belong to them.

What Happened?

Voya identified an internal system issue that incorrectly associated certain participant email addresses within its recordkeeping system. As a result, some participants received an automated notification stating that their email address had been changed.

What Participants May Have Experienced

Some participants may have:

- Received an email notification indicating their email address had changed.
- Observed an incorrect email address displayed within their Voya account profile.
- Contacted Voya customer service and received inconsistent information while the issue was being investigated.

What We Found

After reviewing the incident, Voya determined that:

- The issue was caused by an internal Voya system error.
- The City of Portland did not initiate or request these email address changes.
- No participant account ownership was changed.
- No unauthorized individual accessed or viewed another participant's retirement account information.
- No personal or financial account information was exposed.

What Has Been Done

Voya identified the issue, corrected the system error, and restored affected email addresses to their proper records. Voya has also reviewed the incident and implemented corrective measures to help prevent a similar issue from occurring in the future.

Do You Need to Take Any Action?

No action is required. However, participants may log in to their Voya account at any time to review their contact information and communication preferences.

Questions?

Please contact the local Voya office at 800-238-6281 or 503-937-0378.*

*Investment adviser representative and/or registered representatives of, and securities and investment advisory services offered through Voya Financial Advisors, Inc. (member SIPC).

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