



Cyber Security Overview

Washoe County Deferred Compensation Plans

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Securing today. Protecting tomorrow.



Cybersecurity alignment with DOL

✓ Cybersecurity program best practices

✓ Online security tips

✓ Hiring a service provider



Voya received ISO/IEC 27001:2013 certification, which is a security framework created by the International Organization for Standardization that assesses a company's ability to manage trusted information in the areas of confidentiality, integrity and availability and to keep its data safe. To achieve this certification, Voya completed a comprehensive audit to verify that we comply with ISO/IEC 27001:2013's 114 control objectives and clauses.

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VOYA
FINANCIAL

Our approach to cybersecurity



People: It starts with our highly skilled, tenured staff

- We employ a talented team of dedicated security professionals that take advantage of the latest security awareness programs for Voya's workforce
- Conduct continual phishing tests annually to train employees on how to avoid phishing attacks



Process: Applying applicable regulatory requirements

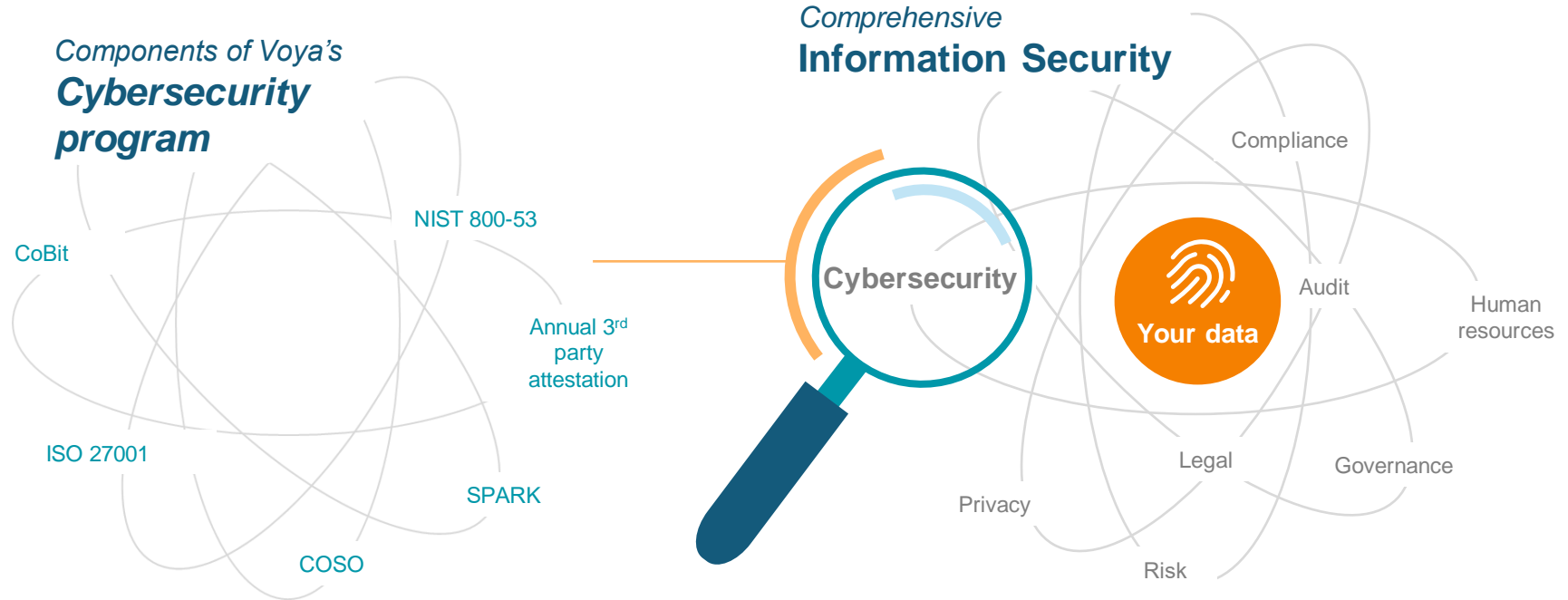
- Monitoring of daily activities, flagging potential fraudulent behaviors
- Ongoing updates to our governance documents and processes to align to the changing compliance landscape
- Participate in Industry Consortiums and government-sponsored organizations that helps us stay informed of security risks and trends



Technology: Protecting your data from within using advanced layers of defense

- Utilizing a layer-of-defense approach to protect against external and internal threats
- Deploying active threat detection and prevention protocols
- Collaborating across the industry with proactive, real-time threat intelligence

Cybersecurity is just one part of information security



How we are using artificial intelligence (AI) today

Improving participant outcomes and delivering business value

Business capabilities

Data science capability vision

Current data science capabilities in place

Improve customer engagement and outcomes

- Enable Voya to delight the customer leading to longer term relationships and improved outcomes
- Analytics enables greater understanding of customer needs with unique recommendations delivered through all channels

- Chatbot ("Voya PAL")
- Personalized messaging & personalization

Enable & optimize distribution

- Core enabler of how sales and marketing teams achieve ongoing sales goals
- Analytics informs the decisions of who we target, the mix of digital and traditional channels we use for outreach, and what content will be most successful

- Lead generation / opportunity prioritization
- Digital Engagement

Drive operational effectiveness

- Foundation for improving the effectiveness and efficiency of internal processes
- Analytics informs prioritization of work, reduces manual efforts, and enables data-driven decision making

- Fraud detection
- Forecasting
- New business prioritization

Fraud prevention in action

"Hi, this is Teri. I'd like to make a bank change..."



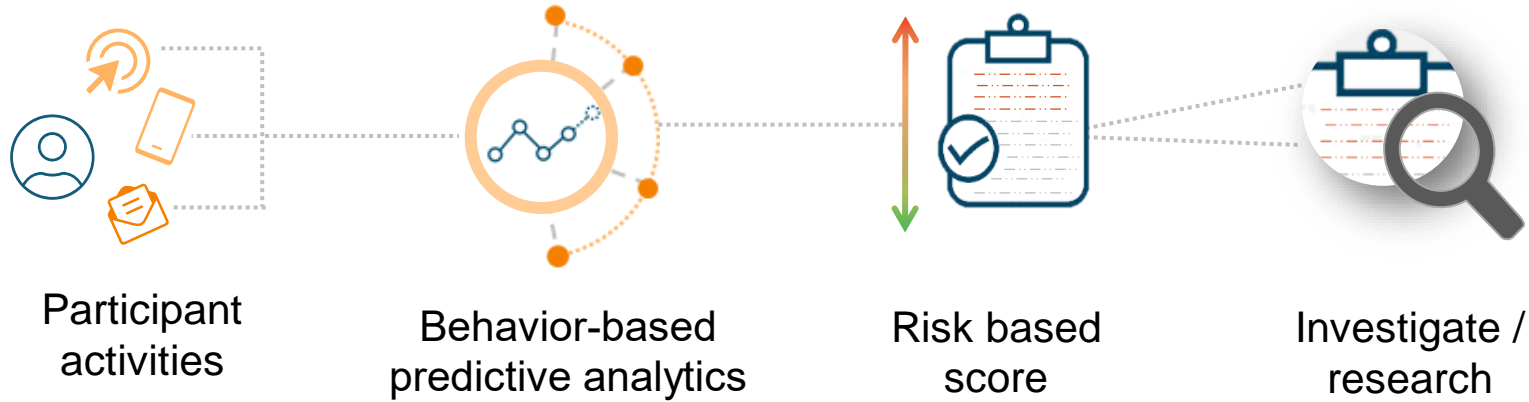
New bank location:
Alexandria, VA (22121)

ACH routing location
is **1,185 miles** from
home address

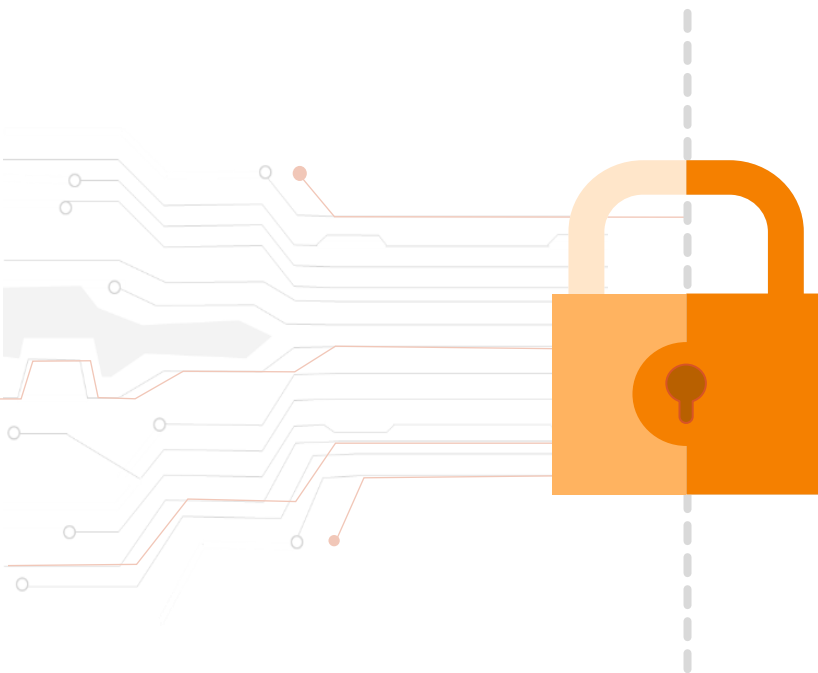


***Outside
safe radius***

Leveraging machine learning to help keep accounts safe



Voya's S.A.F.E.™ Guarantee



Cybersecurity + fraud prevention

S.A.F.E. *“Secure Accounts for Everyone”*