

Safeguarding your account starts with strong security

Protecting your personal and financial information is a top priority at Voya. As cyber threats continue to evolve, we continually strengthen our security practices and provide tools to help safeguard your account. At the same time, we believe keeping your account secure is a shared responsibility — and there are simple steps you can take to help protect yourself.

Help protect your Voya account with an Authenticator app

You now have the option to use an Authenticator app as an additional verification method when accessing your Voya account online. Authenticator apps generate a time-based security code that helps reduce the risk of unauthorized account access.

This new option is **not required**. You can choose the verification method that works best for you.

Available verification options include:

- Authenticator app
- Mobile phone number
- Email address

Authenticator App

Use an authenticator app for secure code generation

[Reset Authenticator app option](#)

Verification complete

Instructions for setup

1. Download an authentication App

Please download an authenticator app of your choice (like Google Authenticator & Microsoft Authenticator) from the App store/Google play store

2. Scan this QR code or copy the key.

Scan this QR code in authentication app or copy the key and paste it in the authentication app.



4KJU X5NQ C6XQ
IPCUC BLFW UREV
ZSZC YR4X
[Copy key.](#)

3. Copy and enter 6-digit code

After the QR code is scanned or the key is entered, your authentication app will generate a 6-digit code. Please click continue below and enter the 6-digit code on the next screen to complete setup.

Cancel

Continue

How to set up an Authenticator app

1. Log into your retirement plan experience
2. Go to **My Profile** → **Security Settings**
3. Follow the on-screen instructions to:



Download a free Authenticator app of your choice from your preferred app store.



Scan the QR code in your Authenticator app, or copy the key and paste it into your Authenticator app.



Your Authenticator app will generate a 6-digit code. After selecting “continue”, you will be prompted to enter the 6-digit code to complete setup.



Authenticator app will now be set as your default account recovery/verification method.

How you can help keep your account safe

You play an important role in helping protect your account. Voya recommends the following actions:

- Register your account online and keep your contact information up to date.
- Add multiple verification methods for account recovery.
- Sign up for electronic delivery to receive important account information faster.
- Monitor your account regularly for unusual activity.
- Use strong, unique passwords and don't share them.



How Voya helps safeguard your information

Voya takes numerous measures to help protect the confidentiality, integrity, and availability of your information, including:

- Multi-layered authentication and verification
- Verification steps when you log in from a new or unrecognized device
- Continuous system monitoring and auditing
- Strong encryption to help protect data in transit
- Firewalls and safeguards designed to block unauthorized access
- Ongoing security enhancements to address evolving threats

Security measures are built into the design and daily operation of our systems as part of our ongoing commitment to protecting your information.

Voya S.A.F.E.[®] (Secure Accounts for Everyone) Guarantee

Keeping your account secure is a shared responsibility. That's why Voya offers the S.A.F.E.[®] Guarantee — reflecting our commitment to safeguarding your account and the role you play by following recommended security practices. Please see the full S.A.F.E. Guarantee at go.voya.com/datasecurity for more information.

Act now

Log in to your retirement plan experience, review the **Security Settings** in your account profile, and choose the verification methods that work best for you.

Visit the Security page on **voya.com** to learn more about how Voya helps safeguard your data and how you can help protect your account.