

# Voya Employee Benefits

*UBA Virtual Conference  
May 4-5, 2020*



ReliaStar Life Insurance Company, a member of the Voya® family of companies

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# Meet your Voya Employee Benefits team



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# Voya's complementary business mix

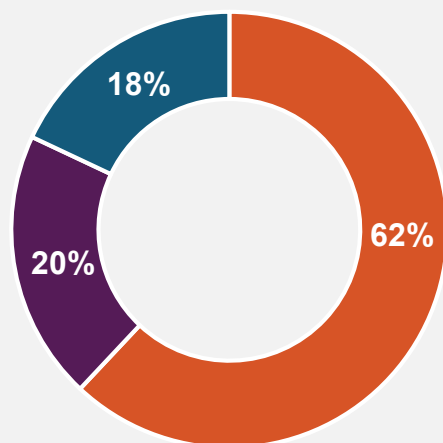
 **6,000**  
employees

 **13.8 million**  
customers

**\$7.5 billion**  
2019 revenues

**\$603 billion**  
total AUM and AUA\*

**\$8.2 billion**  
market cap  
(as of December 31, 2019)



Percentage of adjusted operating earnings before income taxes by segment – year ended December 31, 2019\*\*.

- Retirement
- Employee Benefits
- Investment Management

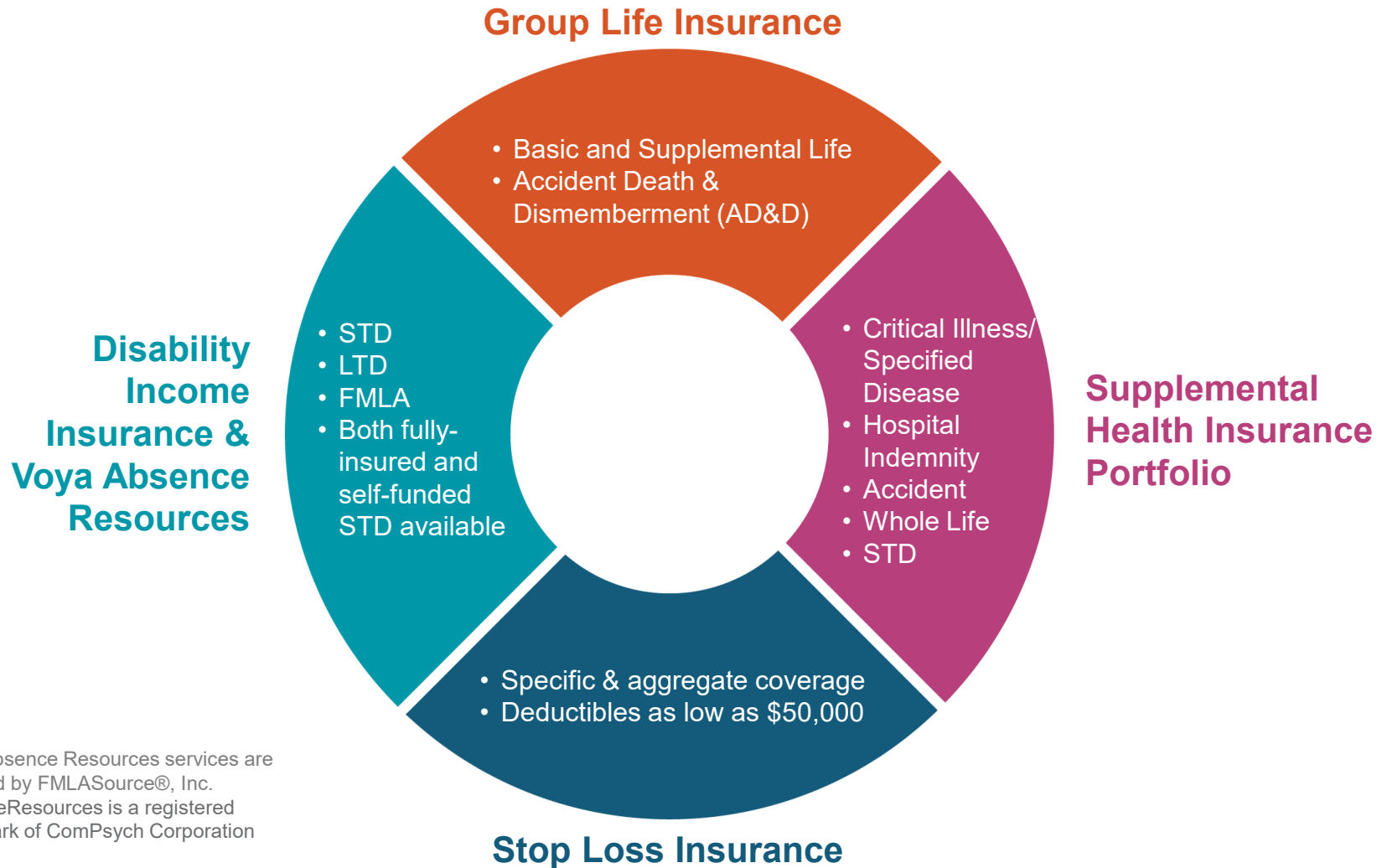
\*Excludes Corporate. Excludes deferred acquisition costs and value of business acquired and other intangibles unlocking.

\*Voya Financial Fact Sheet, 2019 Quarter 4

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# Robust product portfolio



Voya Absence Resources services are provided by FMLASource®, Inc. AbsenceResources is a registered trademark of ComPsych Corporation

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# Where we specialize

Minimum Case Size =  
200 Lives

Self Administered Billing

Competitive products and  
pricing

Strategic Partnerships with  
BenAdmin Platforms



# The Voya Supplemental Benefits Difference



## Advantages:

- **Wellness** claims paid within 24 hours
- **Enhanced** Cancer coverage
- **Perpetual Guarantee issue**
- **Residentially Built on Several Ben Admin Systems** for self-enrollment
- **Streamlined administration and billing**
- **Claims Integration**
- **Simplified** claims submission process
- **Customized** Employee experience

# Voya's Enrollment Technology Strategy

## Creating products and services for technology platform

Flexible plan designs

Multiple rating methodologies

Self-service enrollment

Real-time EOI for Life

Self billing/Self Admin

***GI for Supplemental products – Always!***

## Preferred partnerships



## Consultant based strategy



# Life & Disability



## Disability Claims Process

- Reach out directly to providers to obtain necessary documentation
- Take the burden of proof from the claimant and make it our own
- Call the claimant to explain approval or denial prior to any written communication



## Waiver of Premium

- No need to complete separate waiver application
- True integration with LTD; approval if totally or partially disabled



## Online Administration

- Numerous EOI processing platforms
- Claim Status reports
- EDI termination feeds for Port/Conversion



## Enhanced AD&D Benefits & Flexible Contract

- Added 15 more conditions
- Example- brain damage, HIV, therapeutic counseling, etc.



# Stop Loss

Our Stop Loss Insurance features include:

**Individual excess risk:**

- ✓ Laser free renewal
- ✓ Renewal rate cap
- ✓ Plan mirroring coordination
- ✓ Individual gapless renewal
- ✓ Aggregating individual deductible
- ✓ Individual advanced funding
- ✓ Individual terminal liability

**Aggregate excess risk**

- ✓ Aggregate terminal liability

**Got claims? We've got you covered.**

- ✓ We are a direct writer, which streamlines the claims process so employers get reimbursed faster.
- ✓ Our average turnaround time for claims is less than 10 days for complete submissions



# COVID-19 Microsite

[[COVID-19 Resource Center](#)]

Voya Employee Benefits | COVID-19 Resource Center



FAQS

RESOURCES

CONTACT US

## COVID-19 Resource Center



**The novel coronavirus pandemic has had an unprecedented impact on workplaces around the world.** We've created this site to provide you with up-to-date information about how Voya Employee Benefits is responding.

### What's New:

- Share a free digital EAP toolkit with your employees to help them navigate this challenging time. Find it on the [Resources page](#).
- Stay on top of leave law changes with regular updates, plus a summary of the Families First Coronavirus Leave Act. Get the latest on the [Resources page](#).
- Visit our [FAQ section](#) to get quick answers to your product-specific questions.

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# How Voluntary can help during a pandemic



**Wellness Benefit** – *Supplemental Health coverages may also include a Wellness Benefit, which pays an annual benefit if an insured undergoes a covered health screening test. A COVID-19 screening test would be considered a covered health screening under this benefit, regardless of the result of such test.*



**Furlough Employees** – *If an employee experiences a furlough (temporary layoff)/leave of absence or temporary reduction in hours due to circumstances related to COVID-19, Voya will administratively extend a period of continuation.*

- *90 days or*
- *the end of the period when an employee is unable to work, is working reduced hours, or is not working from their usual work location*