

Voya Financial Fact Sheet



Q4 2020

Voya Financial, Inc. (NYSE: VOYA), helps Americans plan, invest and protect their savings — to get ready to retire better. With a clear mission to make a secure financial future possible — one person, one family, one institution at a time — Voya's vision is to be America's Retirement Company®.



6,000
employees

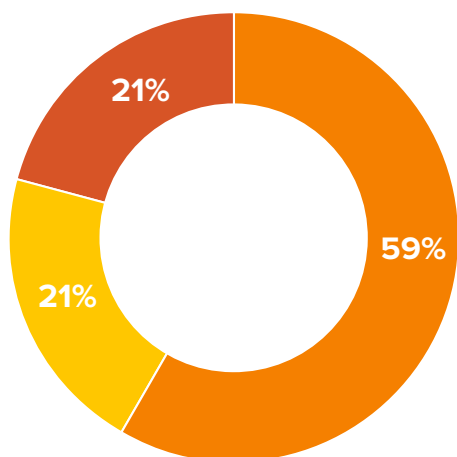


14.8 million
customers

\$7.6 billion
2020 revenues

\$700 billion
total AUM and AUA*

\$7.3 billion
market cap*
*as of Dec. 31, 2020



Percentage of normalized adjusted operating earnings before income taxes by segment — year ended Dec. 31, 2020**

- Retirement
- Employee Benefits
- Investment Management

**Excludes Corporate. Excludes deferred acquisition costs and value of business acquired and other intangibles unlocking; prepayment fees and alternative investment income above or below the company's long-term expectations; and stranded costs associated with the divestment of the Individual Life business and other closed blocks. Does not equal 100% due to rounding.

Our Businesses:

Retirement is a top-five*** provider of retirement products and services in the U.S. serving more than 50,000 institutional clients and approximately 5.7 million individual retirement plan investors. Voya also has approximately 1,500 financial professionals serving retail and workplace clients. Voya's Retirement business is focused on guiding Americans to greater retirement readiness and financial wellness through employer-sponsored savings plans and holistic retirement and income guidance.

Employee Benefits is a leading provider of stop-loss and supplemental health insurance in

the U.S. Voya provides a comprehensive and highly flexible portfolio of life, disability, voluntary insurance products, and health savings and spending accounts to businesses covering over 6.6 million individuals through the workplace.

Investment Management is a leading, active asset management firm serving both affiliated and external institutions as well as individual investors. Drawing on over 40 years of history in investment management, the firm has the experience and resources to provide clients with investment solutions with an emphasis on equities, fixed income, and multi-asset strategies and solutions.

***Pensions & Investments Magazine, Defined Contribution Record Keepers Directory, April 20, 2020.

Awards and Recognition:



Voya Cares®



The Voya Cares program is an extension of our mission to help all Americans plan, invest and protect their financial future. Specifically, the program impacts the lives of people with disabilities and special needs, as well as their caregivers, by helping them think differently — and holistically — about their financial future.

At the intersection of our culture and business expertise, Voya Cares is designed to help serve the one in four Americans who are impacted by a disability,¹ which is a vast and largely underserved community. Learn more by visiting VoyaCares.com.

Voya also received a score of 100% on the 2020 Disability Equality Index®, designating the company as one of 247 companies named as a “Best Places to Work for Disability Inclusion” for the third consecutive year.



Our Four Pillars of Corporate Responsibility



Empowering Our People

50% Gender parity among independent Board Members

116,000 Employee Training Hours

52% Employees Acted/Planned to Act to Improve Financial Wellness²

50% Gender parity among Voya's workforce



Serving Our Clients

94% Customer Satisfaction for Retirement Business³

40 ESG Engagements with Portfolio Companies

100% Employees Trained on Cybersecurity

28% Increased Savings for myOrangeMoney Users^{4,5}



Investing in Communities

175,000 Student Nonprofit Beneficiaries

37,000+ Employee Volunteer Hours

\$5.6M Employee Donations with Foundation Matching Gifts

3,250+ Unique Nonprofit Organizations Served⁶



Protecting the Environment⁷

54% Energy Reduction

88% Paper Use Reduction

120% Electricity Offset

13.7M Disposable Cups Diverted from Landfill⁸

1. "Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults — U.S., 2016"

2. Based on April 2018 survey data of employees who participated in Voya's [Financial Wellness Experience](#)

3. Based on May-June 2019 survey data

4. Based on data from 4/1/19 through 3/31/20

5. Voya Plan Participant myOrangeMoney users save 30% more than non-users

6. Nonprofit beneficiaries of volunteerism hours and donations

7. Performance as compared to 2007 baseline

8. Since 2008, due to our *Bring Your Own Mug* program