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Good Afternoon Employers,

PSERS has been informed of two recent Voya reporting issues.

The first is a double-debiting issue. Please take a moment to review your DC reporting records to determine if you were one of the employers affected. Look to see if you experienced a debit that appears to be double the amount you were expecting based on your Voya file upload. If you were one of those affected know that the excess money will be returned to you via check.

The second issue is that some employers may notice a lesser DC employer share credit amount displaying in the PSERS ESS Transaction page for DC credits compared to what was charged to your bank account. The amount visible in Voya's system equals what was submitted on your Voya file but the DC employer share credit shown in ESS is not the full amount you reported. It appears that the financial file Voya sent to PSERS is missing records which is impacting what some employer DC credit is showing for the 3/3/25 post date. Please check your financial records to see if you were one of the employers impacted. If you were, know that Voya's system does have the correct information saved and money was properly invested, but it will take Voya some time to make the corrections in PSERS system.

As a result, your February PSERS Employer Statement of Account documents will reflect what is currently listed in PSERS system and may not match your payroll records or what is showing in transaction History with Voya. It is important to note the employer contribution amount listed in the SOA for the October-December 4th quarter, due on 3/25/25, is correct and not affected by either if these issues.

Voya believes these issues may be related and they are working with their IT to resolve them quickly.

Thank you,