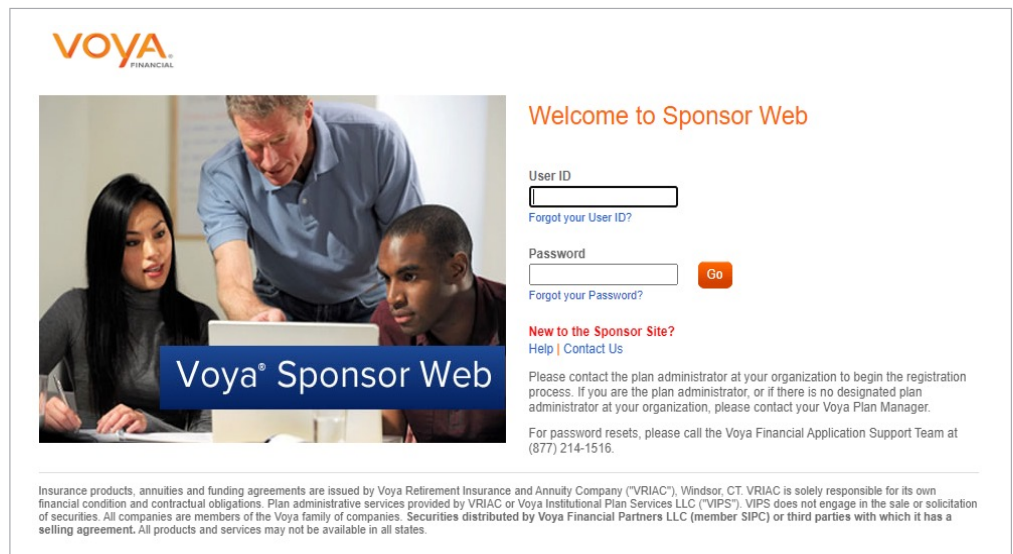


# Retrieving a Loan Feedback File from Sponsor Web through Voya PayCloud

Sponsor Web is a website designed for plan sponsors that allows you to view participant and plan level information at any time. You can request access to this site for the CalPERS 457 Plan by emailing [CalPERS\\_Plan\\_Admin@voya.com](mailto:CalPERS_Plan_Admin@voya.com).

- 1) Visit [sponsor.voya.com](https://sponsor.voya.com) to log into Sponsor Web.



**VOYA**  
FINANCIAL

Welcome to Sponsor Web

User ID  
  
[Forgot your User ID?](#)

Password  
 **Go**  
[Forgot your Password?](#)

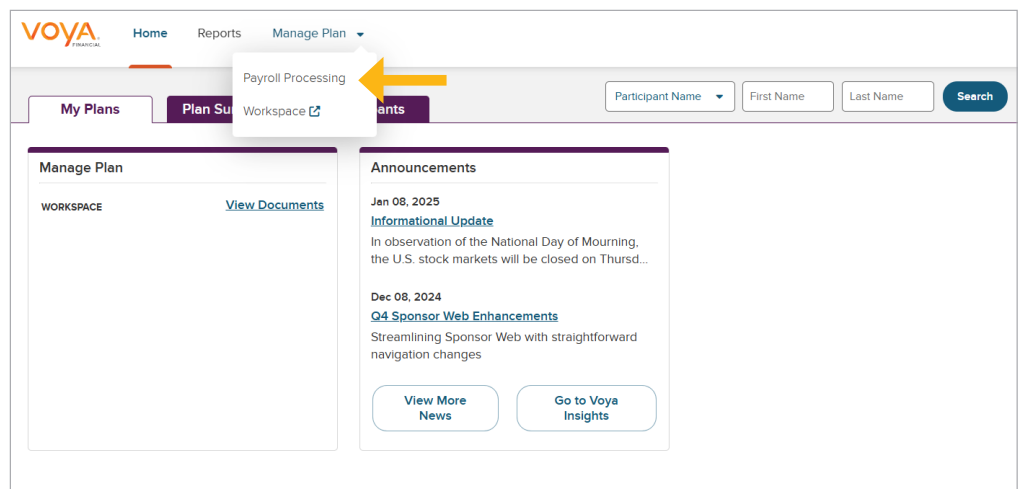
**New to the Sponsor Site?**  
[Help](#) | [Contact Us](#)

Please contact the plan administrator at your organization to begin the registration process. If you are the plan administrator, or if there is no designated plan administrator at your organization, please contact your Voya Plan Manager.

For password resets, please call the Voya Financial Application Support Team at (877) 214-1516.

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states.

- 2) Go to **Manage Plan > Payroll Processing**.



**VOYA**  
FINANCIAL

Home Reports Manage Plan

Payroll Processing

My Plans Plan Summary Workspace Participants

Participant Name First Name Last Name Search

**Manage Plan**

WORKSPACE [View Documents](#)

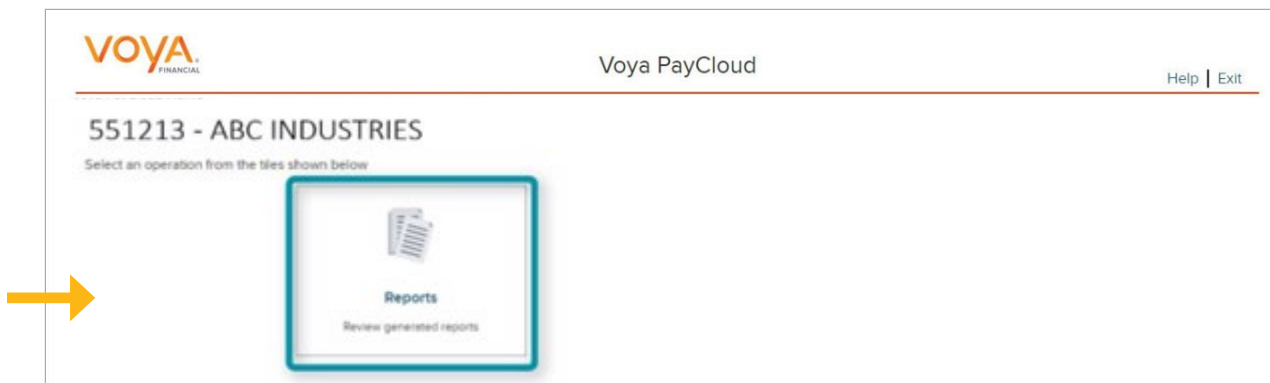
**Announcements**

Jan 08, 2025  
[Informational Update](#)  
 In observation of the National Day of Mourning, the U.S. stock markets will be closed on Thursd...

Dec 08, 2024  
[Q4 Sponsor Web Enhancements](#)  
 Streamlining Sponsor Web with straightforward navigation changes

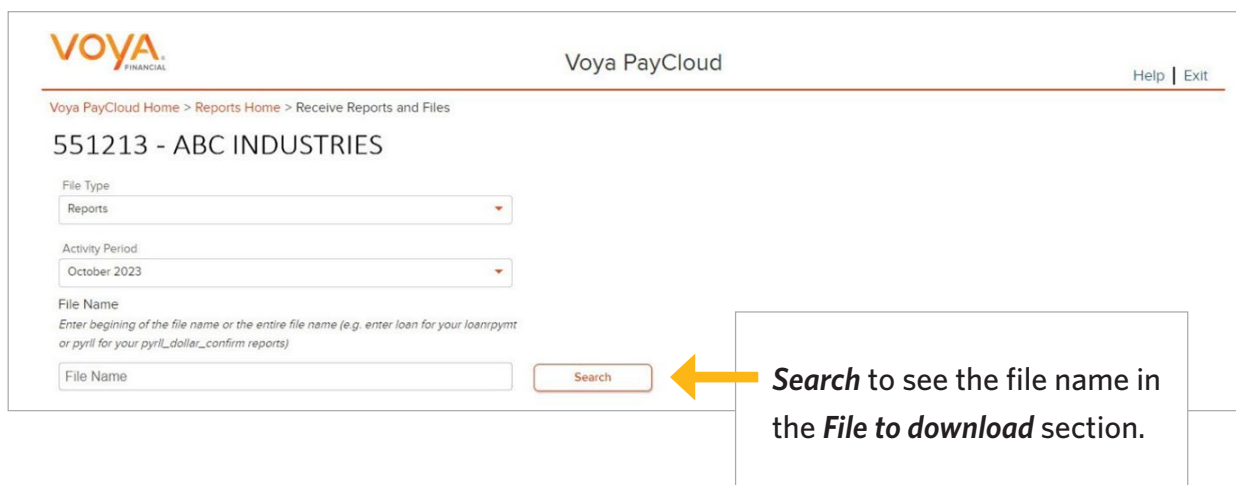
[View More News](#) [Go to Voya Insights](#)

3) Search for your agency by Plan Number or Plan Name, then click **Reports**.



4) On the **Receive Reports and Files** screen:

- **File Type** — select **Reports**
- **Activity Period** — Choose **Current Month** or the month for your report
- **File Name** — Search by beginning to type the file name **Feedback Report**



5) Click the file name **FEEDBACK\_REPORT** and then click **Download**.

**IMPORTANT** — Please review all feedback reports listed for the activity period you are searching.

