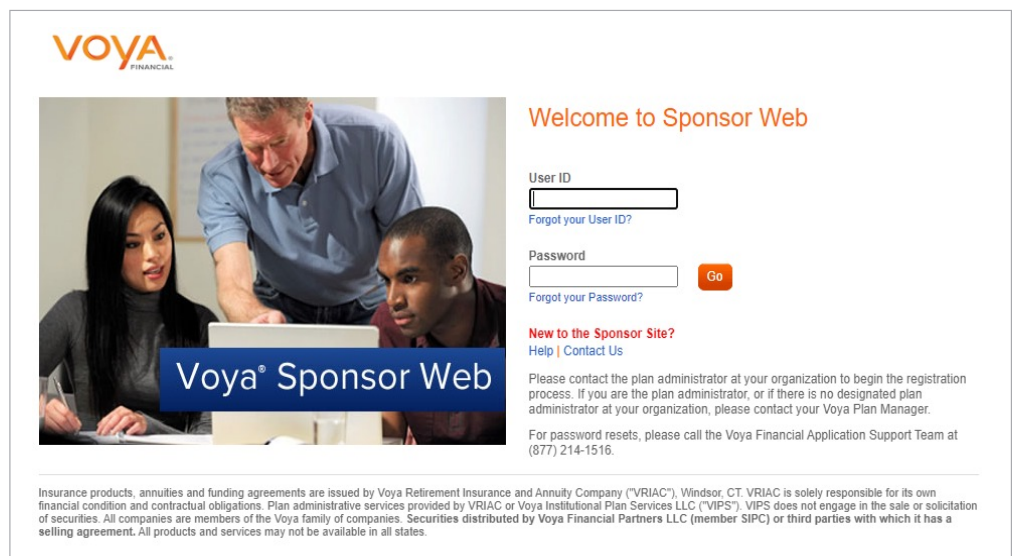


# Retrieving a Loan Feedback File from Sponsor Web through Voya PayCloud

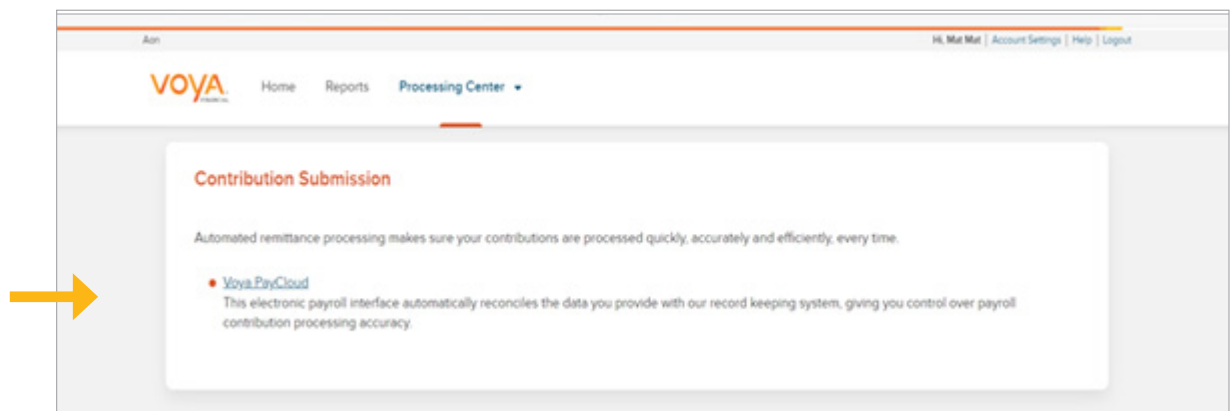
Sponsor Web is a website designed for plan sponsors that allows you to view participant and plan level information at any time. You can request access to this site for the CalPERS 457 Plan by emailing [CalPERS\\_Plan\\_Admin@voya.com](mailto:CalPERS_Plan_Admin@voya.com).

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

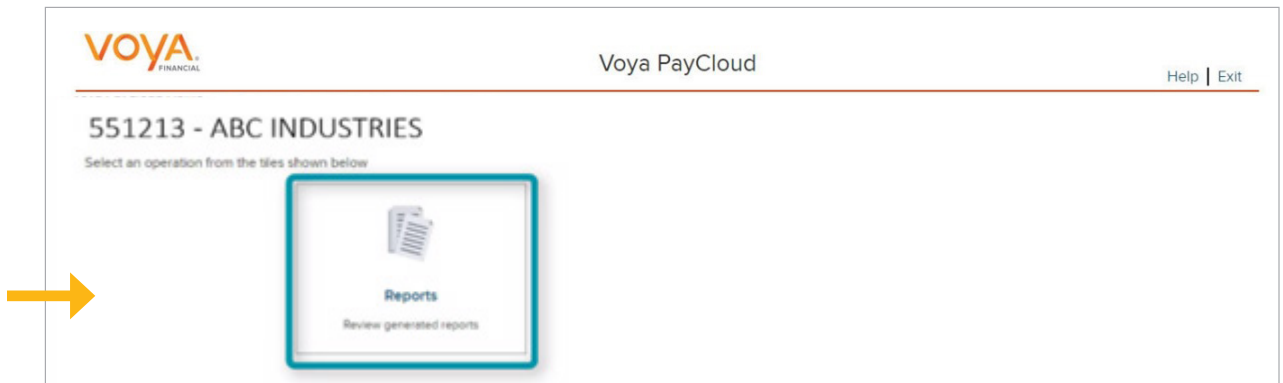


The screenshot shows the login page for the Voya Sponsor Web. At the top left is the VOYA FINANCIAL logo. Below it is a photograph of three people (two men and one woman) looking at a laptop. A blue banner across the photo reads "Voya® Sponsor Web". To the right of the photo is the heading "Welcome to Sponsor Web". Below this heading are two input fields: "User ID" and "Password". The "User ID" field has a "Forgot your User ID?" link below it. The "Password" field has a "Forgot your Password?" link below it and a red "Go" button to its right. Below the password field is a link "New to the Sponsor Site?" with sub-links "Help" and "Contact Us". A paragraph of text follows, stating: "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." Below that is another paragraph: "For password resets, please call the Voya Financial Application Support Team at (877) 214-1516." At the bottom of the page is a small disclaimer: "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 **Processing Center** > **Contribution Submission** and click **Voya PayCloud**.

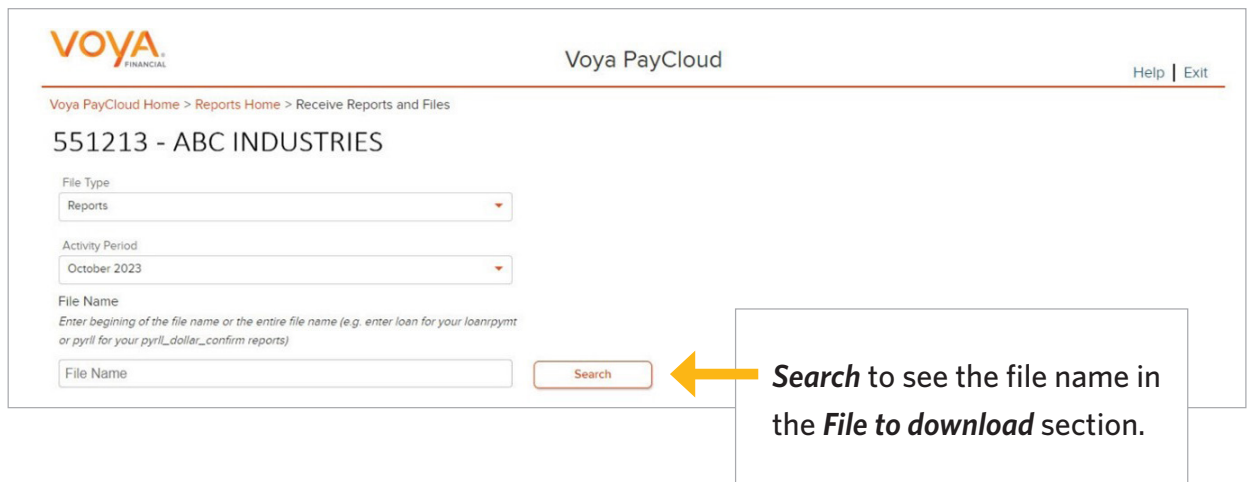


3) Search for your agency by Plan Number or Plan Name, then click **Reports**.



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.

