

Who to contact for the CalPERS 457 Plan

The CalPERS 457 Plan partners with Voya to provide full services to our agencies and their employees. This guide will help agencies to identify their support, and who to refer their employees to.

CalPERS 457 Plan Education Team *(from Voya)*

CONTACT:

Call **888-713-8244**

Visit calpers457.timetap.com

PRIMARY CUSTOMERS: Employees

DESCRIPTION: Employees who are actively participating in the CalPERS 457 Plan as well as eligible non-participating employees.

SUPPORT SERVICES

- Serves as the primary contact for all current and eligible plan participants
- Delivers group presentations or personal one-on-one appointments in person, by phone, or online
- Provides information about the CalPERS 457 Plan to help with enrollment, retirement saving, and investment-related decisions
- Assists with participant website (calpers.voya.com) questions and educational tools such as myOrangeMoney
- Helps employees with completing enrollment and other participation forms
- Conducts [webinars](#) on various retirement planning topics
- Delivers dual CalPERS pension and 457 Plan seminars with local CalPERS regional offices

CalPERS 457 Plan Administration & Payroll *(from CalPERS)*

CONTACT:

Call **800-696-3907**

Email CalPERS_457_Plan@calpers.ca.gov

PRIMARY CUSTOMERS: Agency Staff

DESCRIPTION: Staff (HR, Finance, Payroll) of agencies that have adopted the CalPERS 457 Plan and administer it for their employees.

SUPPORT SERVICES

- Serves as the primary contact for all agency staff administering the CalPERS 457 Plan
- Provides support to agencies with myCalPERS system and payroll-related matters
- Assists agencies with updating employee discrepancies such as employment status and demographic information
- Provides marketing materials and tools to raise employee awareness of the CalPERS 457 Plan's benefits
- Coordinates agency-level system access to Voya Sponsor Web, the primary portal to manage employee profiles and other Plan activities

For Additional Assistance

- ▶ Agency resources and Plan materials: Visit calpers-sip.com
- ▶ Sponsor Web and loan support: Email CalPERS_Plan_Admin@voya.com
- ▶ Participant questions about their CalPERS 457 Plan account: Call **800-260-0659** or visit calpers457.com