

On October 2<sup>nd</sup>, Voya sent you an email regarding the January 2021 transition of the South Carolina ORP Plan data and assets to Voya Financial. Voya requested that the individual employers complete and send back an **Employer Payroll Information and Authorization Agreement form**. The form is requesting employer information, payroll file format, payroll contact and ACH banking information.

We have received many questions over the past week and compiled a list of frequently asked questions and responses. We hope that this will help answer any questions that you might have regarding the transition of the payroll fund files and funding to Voya.

FAQ's:

- Some employers do not use ACH. They submit a check to fund contributions. Can they continue to submit a check?
  - **Yes. However, the process for posting contributions to member accounts can be up to 5 business days in order to ensure the check is deposited and the funds are reconciled to the contribution file amounts. In December, Voya will provide instructions for submitting checks. Please complete the attached Employer Payroll Information and Authorization Agreement form and indicate that a check will be used to fund contributions.**
- Some employers do not use ACH DEBIT. They use ACH CREDIT to fund payroll. Can VOYA accommodate ACH Credit?
  - **Yes. However, the process for posting contributions to member accounts can be up to 5 business days in order to ensure that funding through ACH credit is received and the funds are reconciled to the contribution file amounts. In December, Voya will provide instructions to fund contributions using ACH Credit. Please complete the attached Employer Payroll Information and Authorization Agreement form and indicate that ACH credit will be used to fund contributions.**
- Some employers do not provide a payroll contribution file. They provide an email with contribution data to current vendor or enter data into a vendor portal. Can they continue to do so?
  - **The data cannot be emailed to Voya in order for Voya to manually enter into the system. The Voya Data Gateway (VDG) portal option will be provided. Employers can manually input data into the portal or upload a file in the right format with the data. Voya will provide instructions and training meetings for the Voya Data Gateway (VDG) portal option in December. Please complete the attached Employer Payroll Information and Authorization Agreement form and indicate if you will enter the data manually or upload using the provided file format.**
- Some employers are requesting a completed W9 from Voya. When will the completed W9 be available?
  - **The Voya W9 is attached to this email.**

- Some employers will not email the completed Employer Payroll Information and Authorization Agreement form to Voya via email. They do not think email is a secure method. Is there a secure a method of sending the form back to Voya?
  - **If you have a secure email process, you can email the completed Employer Payroll Information and Authorization Agreement form to: [SouthCarolinaORPayroll@voya.com](mailto:SouthCarolinaORPayroll@voya.com).**
  - **If you do not have a secure email process, Voya does has a secure email service. Please email Voya at [SouthCarolinaORPayroll@voya.com](mailto:SouthCarolinaORPayroll@voya.com) and let us know that you would like to use the Voya secure email service. We will reply by sending you a secure email link where you can login and reply/attach the completed Employer Payroll Information and Authorization Agreement form.**
  
- Will the Employers need to FTP the data files or upload the files using a portal?
  - **Employers will need to upload their payroll files using the Voya Data Gateway (VDG) portal. Voya will provide instructions and training on this portal in December.**
  
- What is the Employer Code that Voya is requesting on the authorization form?
  - **This is the five digit employer code that identifies your school. If you are not sure of your employer code, please email Voya at [SouthCarolinaORPayroll@voya.com](mailto:SouthCarolinaORPayroll@voya.com) and we will reply back with the code that we have on file for you to confirm.**