

Your employer's VEBA Plan is on the move...



The City of San José is committed to helping you financially prepare for your future healthcare costs. To assist you and to provide the best benefit available, the City recently completed a review of its vendor for both the City of San José's Federated and Sworn VEBA Plans. As a result of our request for proposal process, San José has selected Voya Financial® as the new provider for your VEBA Plan.

This change is being made with an eye towards reducing overall plan costs, streamlining account oversight and ensuring limited plan disruption. We feel that fully moving our VEBA plans to Voya will help you better prepare for medical expenses incurred after you retire or separate from service.

What's new

VEBA Plan changes

- Voya will administer both the City of San José Federated and Sworn VEBA Plans in coordination with Benefit Plan Administrative Services, Inc. (BPAS) and WEX Health, Inc. and provide customer service and everyday support. The current third party administrator – Total Administrative Services Corporation (TASC) – will no longer be associated with your account.
- You will have direct access to an online Participant Portal where you can monitor your account and allocate your VEBA assets across the available investment options within the Plan.
- Once you have retired or separated from service and reached the required claim-eligible age, the Claims Portal becomes available to you from the Participant Portal, as well as from the Voya Health Accounts mobile app. In the Claims Portal, you can use the balance in your VEBA to reimburse yourself for qualified medical expenses.
- For VEBA participants who are currently eligible to submit claims, two debit cards will be issued to simplify the process of paying for qualified medical expenses for you or your qualified tax dependents. This will be a co-branded debit card with the City of San José's logo featured prominently.

Plan administrative changes

The City of San José will work with Voya to establish administration services for the VEBA Plans effective **November 3, 2023**. This includes the investment platform, online participant tools, mobile app and claims services. To seamlessly transition the Plan from the current third party administrator, Total Administrative Services Corporation (TASC), to Voya (third party administration services will now be provided by BPAS and, in part, by WEX Health, Inc.), a temporary conversion period—often called a “blackout period”—will be in effect while new VEBA account records are established, and assets are transferred to the VEBA Plan.

The blackout period will start **October 5, 2023 at 1:00 p.m. PT**. Full account access and all transaction capabilities are expected to resume **November 3, 2023**.

- Your account balance will remain with the current provider until assets are transferred to Voya. Upon transfer to Voya, your balance will be reinvested.
- The dollar value of your account will not change. For example, if your Plan account balance was \$10,000 when transferred from the current provider, your initial account balance invested with Voya will also be \$10,000.
- During the blackout period, you won't be able to make investment changes and submit or obtain a claim reimbursement from your account.

You are encouraged to carefully consider how the blackout period may affect your investment management and claim reimbursements.

Secure access to your VEBA account with Voya

Following the completion of the transition to Voya, you will have access to your VEBA account through Voya's participant website or the Voya Retire mobile app to view your VEBA balance and access the Participant Portal using Single Sign-On (SSO) technology. With SSO, you don't need to log into the Participant Portal separately. To view your account or to take any action, simply click on the Federated or Sworn VEBA account name associated with your retirement account.

For those employees who do not have an existing City of San José 457, 401(a) or PTC Plan account, you will receive a mailing once the plan has been activated with Voya on how to access and register your account. This mailing will provide you with instructions on how to access your account outside of the single sign-on method outlined above. Look for this mailing after **November 3, 2023**.

Plan Name	Balance	All of title	Invest to	Details
City of San Jose Def. Comp. Plan	\$29,500.00	MM/DD/YYYY	Select an Option	Personal Rate of Return(YTD) 716%
City of San Jose Federated VEBA Plan	\$5,500.00	MM/DD/YYYY	Select an Option	N/A

Account changes

There are no changes to the investment options included in either City of San José VEBA Plan. As such, your investment allocations will be unchanged. If you want to make changes to your account prior to the transition of the Plans to Voya, including future contribution elections and investment fund transfers, you have up until the close of the New York Stock Exchange, 1:00 p.m. PT on **October 5, 2023**.

After the blackout period ends, you can access the Participant Portal to review investment performance, transfer assets among the available investment options offered within the Plan and change your allocations for future contributions. Please be sure to review the fund fact sheets and fund prospectuses carefully before making any investment decisions.

Fee transparency

As part of the City's RFP process and our commitment to fee transparency, Voya will deduct all recordkeeping and administrative service fees as a clearly identifiable line item in your account transaction history and on your statement.*

* Participants will be assessed an asset-based fee of 0.03% with a \$6 annual fee for claims inactive participants and a \$30 annual fee for claims active participants to account for administrative maintenance of the Plan.

Key conversion dates

No action is required on your part for the conversion to occur. Here are key dates to remember, including when account transaction changes or claim reimbursements are restricted.

10/05/2023	<ul style="list-style-type: none">• This is the last day to make any transaction requests with your previous provider and plan prior to the blackout period. Transaction requests includes claim reimbursements, debit card purchases, investment changes, and fund allocation changes.• Only requests received prior to this date will be processed through the previous plan. Requests received during the blackout period will be processed after the conversion is complete. Please plan accordingly.
10/06/2023	<ul style="list-style-type: none">• Blackout period begins.• Transaction and/or claims requests received on or after this date will be processed through the new Plan after the conversion is complete.
11/03/2023	<ul style="list-style-type: none">• Blackout period ends.• The new Plan will accept transaction and/or claim reimbursement requests.• If you are a retirement plan participant with Voya, log into Voya's participant website or the Voya Retire mobile app to view your VEBA balance and access the Participant Portal using Single Sign-On (SSO) technology. With SSO, you don't need to log into the VEBA Participant Portal separately.
On or around 11/03/2023	<ul style="list-style-type: none">• If you are eligible to submit claims, two new debit cards will be mailed to your home address.• Once you gain access to your account, you will be able to submit manual claims to be reimbursed for qualified out of pocket expenses incurred during the blackout period.• Account registration instructions for the Participant Portal will be sent to you. The instructions will include the web address for the Portal.• During the registration process you will setup a Username and Password and provide account recovery instructions (e.g., mobile phone number, email address) should you ever have trouble accessing your account.

Resources to assist you

To learn more about your City of San José VEBA Plan, visit sanjoseca.gov/your-government/departments-offices/human-resources/benefits/veba where you can find out information on the VEBA Plan account and how it works.

Once the conversion to Voya is complete, for any questions about the VEBA Plan, including account or claims processing information, please contact Voya Financial Health Account Solutions at **(833) 232-4673** or HASinfo@voya.com. Customer Service Associates are available Monday – Thursday from 8:00 a.m. to 6:00 p.m. ET and Friday 5:00 a.m. to 2:00 p.m. PT.

Additionally, you may contact Voya’s onsite representative – Peter Ng* – for additional assistance. Peter is available Monday through Friday from 8:00 a.m. to 5 p.m. PT at **(877) 464-4748** or by email at peter.ng@voya.com. You can also contact Human Resources by phone at **(408) 535-1285** or by email at veba@sanjoseca.gov.

* Investment adviser representative and registered representative of, and securities and investment advisory services offered through, Voya Financial Advisors, Inc. (member SIPC).

Not FDIC/NCUA/NCUSIF Insured | Not a Deposit of a Bank/Credit Union | May Lose Value | Not Bank/Credit Union Guaranteed | Not Insured by Any Federal Government Agency

Investment options available through a Health Reimbursement Arrangement are long-term investment vehicles, which allow you to allocate contributions among investment options that have the potential to grow on a tax-free basis. Account values fluctuate with market conditions; when withdrawn the principal may be worth more or less than its original amount invested.

A Health Reimbursement Arrangement is not an insurance policy. It is a tax-advantaged, employer-sponsored, self-insured employee health benefit subject to IRS Code Section 105. This is not intended to be legal or tax advice and you should consult with your own legal/tax advisor regarding your individual situation.

You should consider the investment objectives, risks, charges and expenses of the investment options offered through a Health Reimbursement Arrangement carefully before investing. The information booklets/fund fact sheets/fund prospectuses containing this and other information can be obtained when you access your account on the Voya HRA Participant Portal. Please read the information carefully before investing.

The Health Reimbursement Arrangement is offered through Voya Retirement Insurance and Annuity Company (VRIAC), Windsor, CT. Third party administration services are provided by Benefit Plan Administrative Services, Inc. (BPAS) and, in part, by WEX Health, Inc. Voya Institutional Trust Company holds the Health Reimbursement Arrangement’s assets in a trust or custodial capacity and has engaged Hand Benefit & Trust Company, an affiliate of BPAS, to perform servicing functions on its behalf. If offered, the Voya Fixed Account is available through a funding agreement issued by VRIAC. The Voya Fixed Account is an obligation of VRIAC’s general account which supports all of the company’s insurance and annuity commitments. The interest rate guarantees under the contract are subject to VRIAC’s claims-paying ability.

BPAS and WEX Health, Inc. are not affiliated with the Voya family of companies.

City of San José is a separate entity and not a corporate affiliate of Voya Financial®.

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