

City of San José VEBA Account Online Access



Accessing Your City of San José VEBA Account

You can monitor and manage your San José VEBA Plan account online. Once in your account, you can reallocate funds, view your account balance and much more. The following instructions will help walk you through how to access your account.

Access to your San José VEBA account is available via two methods.

City of San José 457, 401a or PTC Plan account holders have access to their VEBA account through Voya's participant website or the Voya Retire mobile app. Deferred compensation plan account holders may view their 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 when you log in to sanjose.beready2retire.com.

For employees that are not participating in one of the City's deferred compensation plans, you may monitor and manage your VEBA Plan account online through our participant portal. To access your account please take the following steps:

Go to voya.com/ws/myHRA and follow the link to "Access Your Account" on the HRA Participant Portal as follows:

Account Access

Are you an HRA Plan Participant?

If your HRA Plan reimburses you for qualified medical expenses incurred after retirement or separation from service, access your account on the HRA Participant Portal hosted by BPAS. View the [HRA Participant Brochure](#) to learn more about this important benefit offered by your employer.

Note: If you have a retirement plan with Voya, you can also view your HRA balance and access the HRA Participant Portal by logging into your retirement account online or the Voya Retire mobile app. If you are looking for information about your Voya HSA, FSA, or other benefit programs, please contact Voya Financial Health Account Solutions using the contact information below.

[Access Your Account](#)

If this is your first time logging in to your account, you will need your Plan Code – **CITSAN2157** – to complete the registration process.

Once on the Participant Login page, select the option for "Register for online access" at the bottom of the page.

Enter your personal information and the Plan Code **CITSAN2157**.

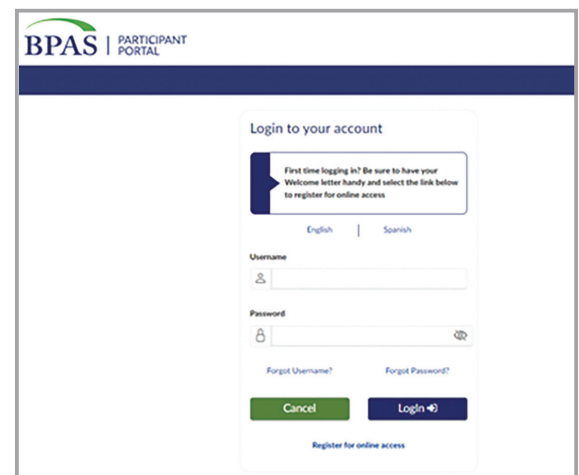
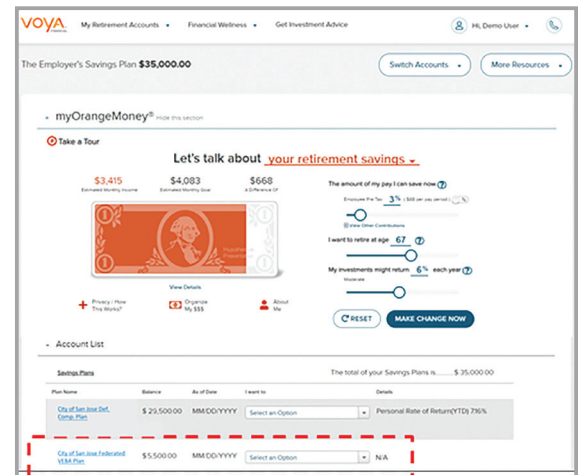
During the account registration process, you will be assigned your Username and Password. You will also be prompted for additional information to help verify your identity when accessing your account from an unrecognized computer or mobile device.

Once registered, you simply use your username and password to login in the future.

My Account

Click on the "My Account" tab to view a summary of your account including the following:

- Account Balance information;
- Account Activity which provides a review of transaction details and pending transactions;



- Access to Statements including quarterly and the ability to generate statements on demand; and
- Access to Balance History information.

This tab also provides you access to information on your plan's investment options and allows you to make changes to your investment allocations as well.

Library

By selecting the "*Library*" tab, participants may access the following information:

- General plan information;
- Plan documents and notices, including a fee summary;
- Education materials related to investment performance, market perspectives and economic and market reviews; and
- Access to the Participant Feedback Center to respond to surveys.

My Profile

Under the "*My Profile*" tab, you can update the following items:

- Click on "*Personal*" tab to update your email address and phone number;
- Click on "*Account Security*" tab to change your password; and
- Click on "*Go Green*" tab to update the delivery of confirmation statements and disclosures.

Contact Us

Should you need assistance with your account please contact Voya Financial Health Account Solutions at **(833) 232-4673** or by email at **HASinfo@voya.com**. Customer Service Associates are available Monday – Thursday: 5:00 a.m. to 3:00 p.m. PT and Friday 5:00 a.m. to 2:00 p.m. PT.



Questions?

Should you have additional questions about the City of San José's VEBA plan or your account, you can contact either San José's Voya Service Team or the Voya Financial Health Account Solution Call Center for further information.

Voya's San José Service Team:

Telephone: 877-464-4748

Additionally, you can set up a meeting with your local Voya Representatives online at <https://csj.timetap.com>.

Voya Financial Health Account Solution Call Center:

Toll-free: 833-232-4673

Office Hours: 5:00 a.m. – 3:00 p.m., PST
Monday – Thursday and 5:00 a.m. to 2:00 p.m. PT on Friday.

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.

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.

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