

# Preparing to request a withdrawal

## Requesting a withdrawal: what to consider before you begin

Voya Financial™ makes it easier for you to request a withdrawal from your account. Before you proceed, please review the items below and have the information you will need available to make this process faster to complete.

### 1. Identify the type of withdrawal you are requesting from your plan.

The withdrawal options available to you are defined by your retirement plan. They may include:

- Age-related withdrawals
- Withdrawals associated with recognized hardship events
- Standard withdrawals
- Withdrawals associated with termination from employment.

### 2. Pre-read the Special Tax Notice.

Federal law may require you to have reviewed the Special Tax Notice prior to requesting a withdrawal, and you may be asked to acknowledge that you have received and read this notice when requesting a withdrawal. You can get a copy at [VoyaRetirementPlans.com/taxnotice](http://VoyaRetirementPlans.com/taxnotice) or call the Customer Contact Center at **1-800-584-6001** to have a copy mailed to you.

### 3. Know the amount you are requesting.

### 4. If you wish to rollover any portion of your withdrawal to a new tax-qualified account, please be prepared to provide the following information:

- Payee/Trustee Name
- Account Number
- Type of Account
- Mailing address

### 5. If you wish to take a cash withdrawal, please be prepared to provide the following information:

- Whether you want to receive the money by check or through an Electronic Funds Transfer.
- If you would like to use Electronic Funds Transfer, be sure you add your checking or savings account number and routing information before starting this transaction. You can add or change your banking information by accessing your account information at [VoyaRetirementPlans.com](http://VoyaRetirementPlans.com), or you can call the Customer Contact Center at **1-800-584-6001**. Please note that in some instances we may require that your banking information be on file with us for 7 days before we will release money to your account. Electronic Funds Transfer payments are not available on all plans.

### 6. Know your tax or wage withholding preferences, such as additional amounts withheld, if applicable.

### 7. If additional paperwork is required, be prepared to tell us how you would like it delivered to you.

Your choices may be:

- US mail
- Fax
- PDF file posted to your retirement plan account online in the “My Mailbox” section.

**Please note:** Transactions may require additional approval prior to processing. Some transactions may also require you to provide further information or complete additional paperwork. If necessary you will be provided with specific instructions and any supplemental forms. If you do need a form, once you have completed it, please be sure to:

- Obtain all the signatures required.
- Return all pages except the cover letter – some sections may be informational so please review your instructions carefully.

- Provide supporting documentation, if required.
- Please do not write any notes or other special instructions on your form.
- Don't forget to include your Social Security Number (SSN) on all forms when asked.

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## Are you ready?

Once you have collected the information you will need, you are ready to make your request. You can request a withdrawal online at **VoyaRetirementPlans.com**, or call a Voya Customer Service Associate at **(800) 584-6001**.

## Need help?

Call and speak to a Voya Customer Service Associate **(800) 584-6001** Monday –Friday, 8 a.m. to 9 p.m. ET (except New York Stock Exchange (NYSE) holidays)



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