

# DEATH CLAIM FOR ASSOCIATION PLANS

- ReliaStar Life Insurance Company, Minneapolis, MN
  - ReliaStar Life Insurance Company of New York, Woodbury, NY
- Members of the *Voya® family of companies*  
(the "Company")



Voya Life Claims: PO Box 1548, Minneapolis, MN 55440  
Voya Life Claims Overnight Mailing Address: 20 Washington Avenue South, Minneapolis, MN 55401  
Toll-Free: 888-238-4840; Fax 855-653-5339; Email: [VoyaClaims@voya.com](mailto:VoyaClaims@voya.com)

Sections 1-4 must be completed and **signed** by the administrator. Sections 5-7 must be completed and **signed** by the beneficiary. Forward the completed claim form, a death certificate indicating manner and cause of death (a certified death certificate is required if the benefit is above \$100,000 or upon request), a copy of the Insured's enrollment documentation, and any beneficiary changes, to one of the above addresses. Missing or incomplete information may delay claim processing.

## SECTION 1. GROUP POLICYHOLDER INFORMATION

Group Policyholder \_\_\_\_\_  
Group Policy Number \_\_\_\_\_ Account Number \_\_\_\_\_

## SECTION 2. MEMBER INFORMATION

Insured Full Name (*First, Middle Initial, Last*) \_\_\_\_\_  
Birth Date \_\_\_\_\_ SSN \_\_\_\_\_ Gender:  Male  Female  
Other Names the Insured May Have Been Known By \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Marital Status:  Married  Domestic Partner/Civil Union  Never Married  Divorced  Widowed  
Have premiums been paid to the date of death?  Yes  No If "No," to what date have premiums been paid? \_\_\_\_\_

## SECTION 3. CLAIM INFORMATION

Amount Of Claim:  
Certificate Number \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Effective Date \_\_\_\_\_ Premium Paid to Date \_\_\_\_\_  
Certificate Number \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Effective Date \_\_\_\_\_ Premium Paid to Date \_\_\_\_\_  
Certificate Number \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Effective Date \_\_\_\_\_ Premium Paid to Date \_\_\_\_\_  
Date of Death \_\_\_\_\_ Cause of Death \_\_\_\_\_

If death was caused by injuries, explain (*Attach newspaper clipping, if available.*) \_\_\_\_\_

If claim is for insurance on a dependent, complete the following information concerning dependent (*list life amount above*).

Relationship to the Insured:  Spouse  Domestic Partner/Civil Union  Child Date This Dependent Insured \_\_\_\_\_  
Dependent Full Name (*First, Middle Initial, Last*) \_\_\_\_\_  
Birth Date \_\_\_\_\_ SSN \_\_\_\_\_ Gender:  Male  Female  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Marital Status:  Married  Domestic Partner/Civil Union  Never Married  Divorced

Insured Name \_\_\_\_\_ Group Policy Number \_\_\_\_\_

## SECTION 4. ADMINISTRATOR CERTIFICATION

The above statements as to the insured are correct as reported on the administrator's records. A Voya Personal Transition Account Supplemental Contract as identified on the Company web site, [Voya.com/us/businesses/employeebenefits/formslibrary/deathclaims/index.htm](http://Voya.com/us/businesses/employeebenefits/formslibrary/deathclaims/index.htm), has been provided to each beneficiary. (See page 3 for Fraud Warnings.)

Administrator Name \_\_\_\_\_ Title \_\_\_\_\_

Administrator Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Method of Underwriting Type for Life Insurance (Select one.):  Guaranteed Issue  Simplified Issue  Fully Underwritten  Unknown

 Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Email \_\_\_\_\_ Phone (\_\_\_\_\_) \_\_\_\_\_

## SECTION 5. BENEFICIARY STATEMENT

Name, Address, Birth Date, Phone Number and Social Security Number of the beneficiary are required. If there is more than one beneficiary, complete additional Beneficiary Statements and attach to this form. (See page 3 for Fraud Warnings.)

Beneficiary Name \_\_\_\_\_ SSN \_\_\_\_\_

Birth Date \_\_\_\_\_ Relationship \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

## SECTION 6. PREFERRED PAYMENT METHOD

Select from the most common payment options below. For details of all options available to you, refer to the insurance policy or contact us. If you do not select an option and your benefit is greater than \$5,000, it will be placed in a Voya Personal Transition Account described below. If your benefit is less than \$5,000 and you do not select an option, a lump sum check will be mailed to you.

- Lump Sum Payment placed into a Voya Personal Transition Account.** Your benefit will be placed in a Voya Personal Transition Account opened in your name. The Account earns interest with a guaranteed minimum rate and gives you full access to your benefit through a draftbook while you consider your longer-term financial decisions. You can use the draftbook to write a draft for the full balance of the account at any time. Further details are provided in the Supplemental Contract and the Voya Personal Transition Account brochure. **If you would like the benefit paid by a lump sum check, please contact us. If you select this option and your claim is less than \$5,000, or you live in AK, IL, NV, NC, or KS, the Company will mail you a lump sum check.**
- Proceeds Held At Interest.** Your benefit will be held by the Company while earning interest at a declared rate credited annually. The declared rate may be subject to a guaranteed minimum specified in the policy, **which may be higher than the rate offered under the Voya Personal Transition Account.** You can make withdrawals in amounts of \$100 or more by contacting us.
- Installment options.** Your benefit will be paid to you in installments over time while earning interest. If you choose an installment option, please contact us and we will assist you in structuring your installment payments. The enclosed document, "Your Payment Options as a Life Insurance Beneficiary", provides further details.

## SECTION 7. US TAXPAYER CERTIFICATIONS

Under penalties of perjury, I certify that:

1. The Taxpayer Identification Number that appears on this form is correct,
2. I am not subject to backup withholding due to failure to report interest and dividend income <sup>1</sup>, and
3. I am a U.S. person.

<sup>1</sup> If you are subject to back-up withholding, you must strike through statement number 2.

### NON-RESIDENT ALIEN STATUS

If you are a Non-Resident Alien, please check the box below.

Under penalties of perjury, I certify that I am a Non-Resident Alien.

The amount paid to you will be subject to 30% withholding, unless you submit an IRS Form W-8, and are entitled to claim a reduced rate of withholding under the applicable US tax treaty.

I am making claim for the life insurance proceeds as (Beneficiary, Spouse, Executor, Trustee, etc.) \_\_\_\_\_

If as trustee, give date the trust was created \_\_\_\_\_

**The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.**

 Beneficiary Signature \_\_\_\_\_ Date \_\_\_\_\_

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## FRAUD WARNINGS

**Alabama, Alaska, Arkansas, Delaware, Idaho, Indiana, Louisiana, Maine, Minnesota, Ohio, Oklahoma, Rhode Island, Tennessee, Texas, Washington, West Virginia:** Any person who, knowingly with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime, and may subject such person to criminal and civil penalties, and denial of insurance benefits.

**Arizona:** For your protection Arizona Law requires the following statement to appear on this form. Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

**California:** For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**Colorado:** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

**District of Columbia:** WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

**Florida:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

**Kentucky:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

**Maryland:** Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

**New Hampshire:** Any person who, with a purpose to injure, defraud, or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638:20.

**New Jersey:** Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**New Mexico:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

**New York:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

**Pennsylvania:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**Puerto Rico:** Any person who, knowingly and with the intent to defraud, presents false information in an insurance request form, or who presents, helps or has presented a fraudulent claim for the payment of a loss or other benefit, or presents more than one claim for the same damage or loss, will incur a felony, and upon conviction will be penalized for each violation with a fine no less than five thousand (5,000) dollars nor more than ten thousand (10,000) dollars, or imprisonment for a fixed term of three (3) years, or both penalties. If aggravated circumstances prevail, the fixed established imprisonment may be increased to a maximum of five (5) years; if attenuating circumstances prevail, it may be reduced to a minimum of two (2) years.

## YOUR PAYMENT OPTIONS AS A LIFE INSURANCE BENEFICIARY



As a convenience to beneficiaries, the Company offers several different types of payment options or payment types for receiving the death benefit proceeds of a life insurance policy. This document describes the most commonly selected payment options for insurance proceeds and is provided for informational purposes only - it should not be solely relied upon in making your payment method selection. State regulations and/or the terms of the policy may limit or exclude some payment methods described in this document.

This document explains general payment options which may or may not be available under the policy on which you have been named a beneficiary ; it does not discuss payment or settlement options for death claims related to qualified retirement plans under Internal Revenue Code Section 401(a) or 403(b) or individual retirement annuities. Please contact our claims department at the toll-free number appearing on your Claimant Statement if you have any questions. You should consult with a tax, investment, or other financial advisor regarding potential tax liability and/or investment options prior to making a final decision regarding any of the payment options/types described. **NOTE: Once you elect a payment method, it cannot be changed.**

### LUMP SUM PAYMENT OPTIONS

The Company offers three types of lump sum payment options. Each option type provides full payment through either a single check or immediate access to the entire proceeds of the policy as described below.

- **Voya Personal Transition Account.** The Voya Financial Lifeline Program is a type of lump sum payment option available if the death benefit proceeds are \$5,000 or greater. The Voya Personal Transition Account earns interest with a guaranteed minimum rate and gives you full access to your benefit through a draftbook while you consider longer-term financial decisions. You can use the draftbook to write a draft for the full balance of the account at any time or smaller drafts at your convenience. Further details are provided in the enclosed Supplemental Contract and the Voya Personal Transition Account brochure. The Voya Personal Transition Account is not available if you live in AK, IL, NV, NC, or KS.
- **Proceeds Held at Interest.** Under this option, your proceeds are held by the Company while earning interest at a declared rate credited annually. The declared rate may be subject to a guaranteed minimum specified in the policy, **which may be higher than the rate offered under the Voya Personal Transition Account.** You can make withdrawals in amounts of \$100 or more, up to the remaining balance, by contacting us. Funds left on deposit with the Company are backed by the financial strength and claims-paying ability of the Company itself and are not insured by FDIC. You will receive an annual statement disclosing the current balance of funds remaining on deposit, as well as any interest earned over the previous year. Please note, the Company derives income from proceeds left on deposit to the extent those funds are part of the Company's general account. Fees are incurred for certain administrative services.
- **Lump Sum Check.** You may request the entire proceeds be paid as a single check payable to you.

**FOR FURTHER INFORMATION, PLEASE CONTACT YOUR STATE DEPARTMENT OF INSURANCE.**

### INSTALLMENT PAYMENT OPTIONS

The Company also offers a number of deferred payment options, which pay out the proceeds over a period of time that you select (e.g., over your lifetime). If you select a deferred payment option, we will provide you with a written description of the terms of the installment payment option you selected. The most common deferred payment options are described below. Please refer to the policy to see if additional options are available to you.

- **Annuity Options without Life Contingency** (Not based on your life expectancy). Under these options, payments will be made to you in equal installments and continue until all proceeds and interest are exhausted. There are two options:
  - **Fixed Amount.** Equal installments are paid to you in the amount you choose until the balance is exhausted.
  - **Fixed Period.** Equal installments are calculated and paid to you over the time period you choose.
- **Annuity Options with Life Contingency** (Paid for as long as you live). Under this type of annuity option, payments continue for as long as you live, and the amounts paid may either cease at your death or continue for a guaranteed period to a survivor. There are three options.
  - **Single Life / Life Income Annuity.** Equal installments are paid to you over time until your death, after which no further payments will be made.
  - **Fixed Period / Period Certain Annuity.** Equal installments are paid to you over time for a guaranteed period. If you should die before the end of the guarantee period, a beneficiary you designate will receive the balance of the guaranteed payments.
  - **Joint and Survivor Annuity.** Installment payments are made over period of time of the lives of two annuitants. At the first death of one annuitant, payment will continue to the survivor for life. Payments to the survivor may remain the same or be reduced (to two-thirds or one-half) depending on the terms of the annuity option you choose. This option may not be available to some beneficiaries, such as under group life insurance policies.

# Voya's Personal Transition Account



The Voya™ Financial Lifeline Program is a lump sum type payment option for the entire proceeds of a Voya Life Insurance or Annuity policy if the proceeds are \$5,000 or greater. The proceeds of the policy are placed into an interest-bearing Personal Transition Account, and the beneficiary is provided with a draftbook. The account will earn a guaranteed minimum interest rate and is backed by the financial stability of the company that issues the contract or policy.

## The Benefits of Voya's Personal Transition Account<sup>1</sup>

**Access:** You have full access to the proceeds, but we encourage you to take the time you need to make informed financial decisions. You may draw on the entire proceeds by writing a draft for the full account balance or write individual drafts for smaller amounts over a period of time.

**Interest Rate:** The account earns a guaranteed minimum interest rate and will start earning interest from the day the account is established.

**Drafts:** There are no minimums or limits on the number of drafts you can write from the Account and no fees will be charged to write or reorder drafts.

**Security:** The account is backed by the financial stability of the insurance company that issued the contract or policy.

**No Maintenance Fees:** The account does not charge a fee for account maintenance.

**Newsletter:** A complimentary newsletter on timely topics published specifically for Personal Transition accountholders will accompany each quarterly statement.

## Customer Service and Financial Guidance

At Voya's Financial Lifeline we are proud of our ongoing commitment to deliver quality service to our customers.

**Toll-Free Phone Support:** Our experienced professionals will provide timely answers to your questions about your Voya Personal Transition Account, including terms and conditions, naming or changing a beneficiary or reporting personal information changes.

**Convenient Access:** To help you manage your Voya Personal Transition Account you will have access to an automated 24-hour service and our website, <http://financiallifeline.voya.com>, where you can sign up to receive your statements online.

**Financial Guidance:** If you don't have an advisor, Voya Financial, Inc. will assist you in contacting an experienced financial professional who will provide the personalized guidance you need to make informed decisions.

Voya's Personal Transition Account is not available if you live in Alaska, Illinois, Kansas, Nevada or North Carolina.

<sup>1</sup>Please refer to the Supplemental Contract for additional information on features of the account, including benefits and fees.

Products and services offered through the Voya Financial, Inc. family of companies: Voya Retirement Insurance and Annuity Company, Voya USA Annuity and Life Insurance Company, Midwestern United Life Insurance Company, ReliaStar Life Insurance Company, ReliaStar Life Insurance Company of New York, Security Life of Denver Insurance Company

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# Voya™ Personal Transition Account Supplemental Contract

## Voya's Personal Transition Account

The Voya Personal Transition Account (the "Account") may be established as full payment to you of the death benefit or proceeds ("Proceeds") payable to you as a beneficiary of an insurance policy or contract (the "Insurance Product") if your proceeds are \$5,000 or greater. Once the Account is established, you will be the owner of the Account and you will receive a "draftbook" as full payment to you as beneficiary of the Proceeds of the "Insurance Product".

YOU SHOULD CONTACT THE INSURANCE COMPANY USING THE TOLL-FREE TELEPHONE NUMBER IDENTIFIED ON THE CLAIMANT STATEMENT OR DEATH CLAIM FORM:

- IF YOU DO NOT WISH TO HAVE THE PROCEEDS DEPOSITED INTO THE ACCOUNT AND WOULD LIKE THE PROCEEDS PAID BY A SINGLE CHECK MADE PAYABLE TO YOU

- FOR ADDITIONAL INFORMATION ON THE CURRENT AND GUARANTEED INTEREST RATE OFFERED UNDER THE SETTLEMENT OR PAYMENT OPTIONS OF YOUR INSURANCE PRODUCT.

The Personal Transition Account is an interest-bearing account which has a declared interest rate and is subject to a guaranteed minimum interest rate. The Account allows immediate access to the proceeds and there is no limit on the number of drafts one can write from the Account. Additionally, the accountholder may choose to draw on the entire proceeds immediately by writing a draft for the full account balance, which includes earned interest.

This Supplemental Contract (the "Contract") shall be effective as of the date the Account is established and sets forth your legal rights as the owner of the "Account", a part of Voya's Financial Lifeline program. For purposes of this Contract, "Insurance Company" shall mean any of the following Voya family of insurance companies, as named in the applicable Insurance Product: Voya Retirement

Insurance and Annuity Company, Midwestern United Life Insurance Company, Voya Insurance and Annuity Company, ReliaStar Life Insurance Company, ReliaStar Life Insurance Company of New York, Security Life of Denver Insurance Company.

## Other Options Offered by Voya

The Insurance Product may provide other settlement or payment options with different benefits, features, guarantees or paying higher guaranteed or current interest rates than the Account. You should carefully review all settlement or payment options under the Insurance Product. We encourage you to consult your financial professional or tax advisor before choosing your settlement option. Once the Account has been established, you may not elect any other settlement or payment option under the Insurance Product. In addition, please refer to the included Claimant Statement or Death Claim form for all the settlement options available to you.

## Protection for Voya's Personal Transition Account

The Account is not guaranteed by the Federal Deposit Insurance Corporation (FDIC), but may be guaranteed by the state's Insurance Guaranty Association applicable to the Insurance Product. The Account is backed by the financial stability and claims paying ability of the Insurance Company that established the Account. You should contact the National Organization of Life and Health Insurance Guaranty Associations ([www.nolhga.com](http://www.nolhga.com)) to learn more about the coverage limitations of the Account.

## Your Ownership of the Account

Upon the establishment of the Account, you will be provided with an Account confirmation setting forth your Account number, opening balance and the Current Interest Rate. As the owner of the Account, you may write drafts against the Account, transfer funds and exercise all rights related to the Account as set forth in this Contract. You may write one draft at any time to withdraw the full balance of the Account including interest. There is no limit on the number of drafts you can write against the Account. You may also establish electronic funds transfers (ACH) from your Account.

To withdraw or expend funds from the Account, you may use a draft from the draftbook initially sent to you in the same manner as you would use a check from a personal checking account. You may pay bills by writing a draft or you may withdraw cash by writing a draft payable to yourself. Your drafts may be used as a method of payment for the purchase of goods or services with merchants that accept drafts as a method of payment. Prior to making any purchase, you should verify with the merchant whether it will accept a draft as a method of payment.

## Administration of your Account

The Account is established and maintained by the Insurance Company. The Insurance Company has engaged a bank to provide processing services including custodial and administrative services ("Processing Bank"). The current Processing Bank is The Bank of New York Mellon. The Insurance Company may change the bank serving as the Processing Bank at any time in its sole discretion and without notice to you.

If you become aware of unauthorized use of your Account, you must notify the Insurance Company immediately. Where the Insurance Company is responsible for unauthorized use of the Account, the Insurance Company will adjust your Account by the amount of such unauthorized withdrawals.

## Credited Interest/ Guaranteed Minimum Rate of Interest

Your Account will be credited with interest earnings as described below. Interest on the Account balance is credited from the date of the Account's establishment to the day of any withdrawal, transfer or termination of the Account. The Insurance Company guarantees that the Account balance will be credited with interest at a rate at least equal to 0.50% annually from the date the Account is established. Interest may be credited above the guaranteed minimum interest rate at the current rate declared by the Insurance Company ("Current Interest Rate"). The Current Interest Rate credited to your Account is subject to change no more than twice in any twelve-month period and any decrease in the Current Interest Rate will not occur less than one year since the last change.

The Current Interest Rate is determined by the Insurance Company, in its sole discretion, based on factors including, but not limited to, current and anticipated market conditions, net cash flow, portfolio yields and the current competitive rate environment.

The crediting of interest on the Account is subject to the financial stability and claims paying ability of the Insurance Company.

## Account Fees

The Insurance Company will charge the following fees when additional services are requested: \$15 for each stop payment; \$5 per copy of draft; \$10 for drafts returned for insufficient funds; and \$10 per statement ("Account Fees"). The Insurance Company may change the fees for these services at any time at its discretion. The Processing Bank will return drafts for the following reasons: insufficient funds, altered drafts, missing payee information and signatures that do not match your signature on file with the Insurance Company. Research costs are applied on an hourly basis. All fees are subject to change. Because the Insurance Company seeks to profit from the Account as described below, there are no fees (other than the Account Fees) directly assessed by the Insurance Company against the Account.

## Restrictions on Your Account

The Insurance Company does not allow the Account to be used to pay bills over the phone or make wire transfers to other accounts or vendors. The Insurance Company does not issue cashier's checks.

The ownership of the Account may not be changed. Assignment of the Account is not permitted.

Deposits to this Account are not permitted. The Account is funded solely from the Proceeds of an Insurance Company Insurance Product.

## Account Statements

Each month that you have activity in the Account other than credited interest, you will receive statements showing your Account's activities, including current Account balance, withdrawals and interest credited. If you do not have activity in your Account, you will receive a statement at least quarterly. Statements will be delivered via postal mail unless you elect to suppress the paper copies and receive them electronically through our secured site dedicated to servicing Account owners. E-statements eliminate the chance of paperwork being lost, provide "real time" account activity and offer the convenience of having all your information at your fingertips whenever you like.

## Cancelled Drafts

Cancelled drafts are kept on file. In the event you need a cancelled draft, please contact the Insurance Company customer service center.

## Tax Reporting

The Insurance Company will send you a 1099-INT form each January reporting the amount of taxable interest earned on the Account. The Account may have tax implications and you should consult a tax advisor.

## Account Status/Closing Your Account

You may close your Account at any time. You may write one draft to access the full amount of the Account, including interest, at any time. There may be delays in processing transactions if a draft is completed improperly or if any other requested transaction is not in good order as determined by the Insurance Company.

If at any time after the Account is established, the available balance falls below \$1,500.00, the Account will be closed and a check will be sent to you for the remaining Account balance and accrued interest.

The Insurance Company will periodically request that you confirm your intent to continue the Account. If you do not affirmatively confirm your intent to keep the Account active or if there is no financial activity with the Account (excluding credited interest) or other customer initiated activity for a period of 18 months, the Insurance Company will close the Account. In such event, your Account will be closed and you will be sent a check for the remaining Account balance and accrued interest. If the Account is closed and the Insurance Company is unable to locate you, the Insurance Company may be required by law to pay any remaining funds over to the state government in which the Account was established.

## If Something Happens to You

Upon notification of your death, the balance of the Account and accrued interest will be paid to your named beneficiary or to your estate and the Account will be closed. You may name a beneficiary of the Account by completing the Beneficiary Designation Form. You may change your beneficiary designation at any time by notifying us in writing. If you need a Beneficiary Designation Form, please contact our customer service team at 800-625-7440. If you do not name a beneficiary upon your death, the balance of the Account and accrued interest will be paid to your estate and the Account will be closed.

## Company Profit from the Account

The funds related to the Account are held by the Insurance Company in its general account which produces investment earnings for the Insurance Company. Since investment earnings may add to the profitability of the Insurance Company, the Account contributes to the earnings and profitability of the Insurance Company. The amount of such profit the Insurance Company may realize from your Account will vary depending upon a number of factors including the time period over which funds remain in the Account. You may terminate or reduce your Account at any time by withdrawing all or a portion of the Account.



## Amendment and Termination of This Contract and Your Account

The Insurance Company reserves the right in its discretion to terminate this Contract at any time or to make changes to its terms and conditions (other than to the guaranteed minimum interest rate and to the frequency with which the Current Interest Rate may be changed). In the event of a termination of the Contract, your Account will be closed and the remaining balance and accrued interest will be sent to you. The Insurance Company will notify you of changes to or termination of the Contract. Please retain a copy of the Supplemental Contract for your records.

In the event that the Insurance Company contests the proceeds, the Insurance Company reserves the right to freeze the Account pending resolution of the matter. In the event a third party makes a claim to the proceeds, the Insurance Company may freeze the Account and may set off all or a portion of the Account as required to pay such claim upon resolution.

## Additional Questions

Should you have additional questions prior to electing the Voya Personal Transition Account, please contact the Insurance Company using the toll-free telephone number on the claimant statement or death claim form.

For information upon establishment of the Voya Personal Transition Account, you will have access to the Account on our website:

<http://financiallifeline.voya.com>

You may also contact our customer service center by telephone at **800-625-7440**. Or write to us at:

**Voya's Financial Lifeline Program**  
**P.O. Box 535405**  
**Pittsburgh, PA 15253-5405**

In order to send Account information to you, please be sure that we have your correct mailing information. You should notify the customer service center promptly of any address changes.



Secretary for each Insurance Company with the Voya family of insurance companies

**For further information, please contact your state Department Of Insurance.**

