

Clackamas County Participant website enhancement and Digital Engagement campaign



PLAN
INVEST
PROTECT



Clackamas.beready2retire.com – New look, same functionality



June 12, 2023: Launch date

The screenshot shows the previous website layout. At the top is the Clackamas County logo and a search bar. Below is a navigation menu with links for Home, Plan Information, Investments, Resource Center, and Contact Information. The main content area is titled "Clackamas County 457 Deferred Compensation Plan" and features several sections: "Enrollment" with an "Enroll Now" button, "Account Log In" with a "Login" button, "Did You Know?" with a family photo, and a "Message Center" with a "Coming soon" announcement and a list of links like "2023 COLA limits" and "We're #1 because of you". A large orange arrow points from this screenshot to the right, indicating the transition to the new design.

Previous participant experience

The screenshot shows the new website layout. At the top is the Clackamas County logo, a navigation menu (Home, Plan Information, Resource Center, Contact Us), and a search icon. The main content area is titled "Clackamas County 457 Deferred Compensation Plan" and features a "Log In" section with fields for Username and Password, and buttons for "Log In" and "Register Now". To the right of the login section are two cards: "Enrollment" and "Did You Know?". Below the login section is a large banner titled "Where do you stand?" with a yoga image and a "Log In" button. At the bottom is a "Message Center" section with a "2023 COLA limits" link and other news items.

New participant experience

- Consistent look/navigation as post-login experience
- No change to functionality



Improved report readability

Clackamas County Deferred Compensation Plan Enrollment

Plan Overview | Investment Options | Investment Performance | Changing Your Investment Options | FAQs

Investment Performance

Average Annual Total Returns as of 05/31/2023 (shown in percentages)

Investment Options	Asset Class	1 - Mo	3 - Mo	YTD	1 - Yr	3 - Yr	5 - Yr	10 - Yr	Incept	Fund Inception Date	Gross Fund Exp %*
BlackRock Liquid Federal Trust Fund - Instl - 2574 (W/2)(8)	Stability of Principal	0.41	1.17	1.84	3.23	1.11	1.38	0.84		12/03/1990	0.23
Voya Stable Value Fund - Fee Class 35 CIT - 7333	Stability of Principal	0.21	0.60	0.95	2.05	1.77	1.90		1.82	05/17/2016	0.35
Vanguard® Total International Bond Index Fund-Admiral™ Sh - 6552	Bonds	-0.01	2.53	3.76	-1.45	-3.21	0.34	1.90		05/31/2013	0.11
Lord Abbett High Yield Fund - Class R6 - 8703 (3)	Bonds	-1.20	1.02	2.43	-2.68	2.60	1.86	3.75		12/31/1998	0.60
Vanguard® Total Bond Market Index Fund - Institutional - 799	Bonds	-1.08	2.03	2.62	-2.01	-3.66	0.87	1.37		09/18/1995	0.04

Intuitive navigation consistent with post-login experience

Home | Plan Information | Resource Center | Contact Us

Clackamas County Deferred Compensation Plan Enrollment

Plan Overview | Investment Options | Investment Performance | Changing Your Investment Options | FAQs

Clackamas County Deferred Compensation Plan

Below are the important features about the plan. This website is intended to be a summary of the plan provisions. In the event that a conflict exists between the information contained within this website and the plan document, the [plan document](#) provisions prevail. For more information, please contact your [local financial professional](#).

[View Plan Highlights](#)

Online enrollment access

Home | Plan Information | Resource Center | Contact Us

Clackamas County Deferred Compensation Plan Enrollment

Enrollment

Ready to Enroll? Get started today!

[Enroll Now](#)

Enrollment meetings will be held on an ongoing basis. These meetings will provide information about the benefits of participation in the Plan, the features of the Plan, investment options and Voya Financial® services. You will also be able to complete enrollment materials. Your local Voya® financial professional is also available for one-on-one meetings if you have specific questions that you would like answered in a more comfortable setting.

Who Should Join the 457(b) Plan?

The 457(b) Plan is designed to supplement retirement income. It is not an ordinary savings account that allows withdrawals at any time. Once you join the Plan, there are restrictions on when you can withdraw your account balance. Therefore, before deciding whether to join the Plan, you should answer the following questions:

- Do I have adequate savings for emergencies?
- Do I have adequate savings for other financial goals (e.g., purchase of a home, children's college expenses)?
- Am I current with my bills and credit cards?
- Can I afford to reduce my take-home pay?
- Would I like to pay less income tax in the current year?
- Do I want to increase my retirement income?

If you can answer "yes" to all of these questions, you should think about joining the 457(b) Plan. But if your financial situation is such that you should not join at this



Digital engagement campaign – June launch

Previously registered users
 clackamas.beready2retire.com
 Enter your username and password to access your account.
 If you have forgotten your username or password, select the appropriate link and follow the instructions to recover your credentials.

Access your account on the go
 The Voya Retire mobile app is an easy, secure and convenient way to access and manage your retirement account all in one place – so you can help boost your retirement savings and manage your money all while on the go.

Access your account by phone
 1-800-584-6001
 You can access your account by phone 24 hours a day, seven days a week.
 Keep in mind when calling you may need your PIN. If you're calling and have lost or misplaced your PIN, request a PIN reminder through the automated system or hold for a Customer Service Associate. Associates are available weekdays, 8:00 a.m. - 6:00 p.m. Pacific Time.

Online capabilities:
 • Account balances
 • Investment options
 • Tools and resources

Have questions?
 Contact your local advisor.

Simple, intuitive and always accessible

Clackamas County and Clackamas County Housing Authority 457(b) Deferred Compensation Plan

We've made it easy, intuitive and secure for you to manage your account. Log in to access account information, such as account balances, investment option information and quarterly statements, as well as conduct transactions including how your contributions are invested and maintaining your beneficiary information. Be sure to check out the tools and resources that will help you confidently take control of your finances.

Take advantage of myOrangeMoney®, an interactive educational experience to help you estimate savings scenarios and make sure you're on track for the future you envision.

For a comprehensive view of your finances, we invite you to start your journey with the Financial Wellness Experience. This personalized and guided experience helps you think about your financial priorities and learn how to take meaningful actions.

First time users
 clackamas.beready2retire.com

- Click Register Now**
 - Select the way you would like to create your online access.
 - If you select Social Security number and date of birth, follow the instructions including the security questions to confirm your identity.
 - You can also use your Personal Identification Number (PIN) and Social Security number; you should have received your PIN in the mail after you were enrolled. If you can't locate your PIN, you can request a PIN reminder on the website or by calling 800.584.6001.
- Set up a unique username and password for use on the website and the Voya Retire mobile app.**
- Provide your mobile number or an alternate email address to ensure the security of your account.** We will use this for the future recovery of your username or password, as needed, or if you login using a computer or device that is not recognized.

Please retain your PIN. If using the phone services you will need that same Voya-issued PIN for detailed account information and to perform certain transactions. If helpful, you can customize your PIN through the automated system to something you will more easily remember. To keep your information secure, please avoid writing down your login credentials. Don't allow social networking sites to memorize this information and never put them in an e-mail.


CLACKAMAS COUNTY HOUSING AUTHORITY
 PLAN INVEST PROTECT
 VOYA FINANCIAL

Flyer/mailer

Download the app in a snap [\[weblinkHTML\]](#)

VOYA FINANCIAL

Download the Voya Retire mobile app to save in a snap



By using our app, you can quickly help boost your retirement savings and manage your money while on the go.
 We've made it easy, intuitive and secure for you to save all in one place

You'll have quick access to your retirement plan, health savings and investment accounts, smart learning tools, resources and more...everything you need to confidently take control of your finances – all in the palm of your hand.

And, with its clean design and intuitive global navigation, everything you can do now on your retirement savings plan website...you can do on the app...easy, breezy. And, all while helping you save more, securely and keeping you on track and coming back.

Wherever life takes you, take the Voya Retire mobile app with you, so you can retire well – with confidence.

Go mobile. Download the app to save in a snap
 The Voya Retire app is available from the App store or Google Play (Keyword: Retire)

Available for iPhone® and Android™ devices

Apple, the Apple logo, and iPhone, are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android is a trademark of Google LLC and Google Play is a service provided by Google LLC.

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

[Voya.com](#)

Facebook, Twitter, LinkedIn, Instagram icons

Email

Flyer/mailer

- Explains how to register account online
- Provides information on other account access options (mobile app, local service)
- mail to all participants with a balance

Email

- Encourages mobile app download
- Deploy to all participants who have registered their account online

