

*Please do not respond directly to this email. This email is sent from an unmonitored account. Any responses or inquiries should be made directly to your ESC regional representative or by calling 1.866.353.1844 or 717.787.1755.*

Good Afternoon Employers,

As a follow-up to our previous SOA and DC Transactions email from 3/12/25. When you receive your March SOA, please be aware that we continue to work on resolving the Voya file issue from 2/28/2025 to 3/3/2025.

The amount visible in Voya's system equals what was submitted on your Voya file but the DC employer share credit shown in ESS may not be the full amount you reported. It appears that the financial file Voya sent to PSERS is missing records which is impacting the DC credit showing for the 3/3/25 post date. Please check your financial records to see if you are one of the employers impacted. If you are, know that Voya's system does have the correct information saved and money was properly invested, but it will take PSERS and Voya some time to make the corrections.

As a result, your March PSERS Employer Statement of Account documents will reflect what is currently listed in PSERS system and may not match your payroll records or what is showing in Transaction History with Voya.

Thank you,