Frequently asked employee questions related to Voya Flexible Spending Accounts

General

Who is Voya?

Voya Financial, Inc. (NYSE: VOYA), helps Americans plan, invest and protect their savings — to get ready to retire better.

What do I do if my debit card declines or doesn't work?

Ensure you have activated the card and have logged into the online portal to accept your terms and conditions. Within your profile, confirm you have the correct and most recent card by verifying the last four digits. Check your balance and verify via your activity that there are no pending transactions you have not accounted for. If you are using the card at a retail pharmacy, ensure the item is coded as FSA eligible. Still unable to determine the cause? Contact the Voya Health Account Services team at **(833) 232-4673** or **HASinfo@voya.com** to verify the cause and best solution.

Once I request reimbursement, how long does it take for my funds to be available?

In general, if you have a bank account linked to your account this can take as little as 3 business days for the reimbursement to be posted. However, a check can take up to 7 business days to arrive. Reimbursement is dependent on if the claim documentation is approved for FSA and Commuter accounts.

How can I grant my spouse access to my account?

You may submit a Power of Attorney Form or an Authorized Representative Form. These forms can be found via the consumer portal or through your employer.

Can I use my FSA to pay for medical expenses for a spouse or dependent?

Yes, you may use your FSA funds without penalty to pay for qualified medical expenses for yourself, spouse, or dependent even if they are covered under another health plan. Please consult a qualified tax advisor for advice.

Flexible Spending Accounts (FSA)

What are the current IRS contribution limits for FSAs?

The IRS sets contribution limits annually. The 2027 maximum annual Healthcare FSA contribution limit is $3,500; Planet Fitness Allows a maximum of $3,400.

2027 Commuter Benefits, the IRS allows a monthly maximum of $350 for transit and $350 for parking

How do I change my FSA payroll deduction amount?

FSA plans only allow changes to your election (that would in turn update your payroll amount) with a qualifying life event, such as the addition or loss of a qualifying dependent, or during your annual open enrollment period. Contact the Benefits department at your employer for more information.

Will my FSA funds rollover at the end of the year?

Health FSAs are use-it-or-lose-it plans. If the funds are not used by 12/31 they are forfeited.

Who qualifies as a dependent?

A person generally qualifies as your dependent for FSA purposes if you claim them as an exemption on your Federal tax return, even if they are covered under another health plan. Please see **IRS Publication 502** (www.irs.gov/pub/irs-pdf/p502.pdf); for exceptions. Consult a qualified tax advisor for advice.

Flexible Spending Accounts offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC).

This highlights some of the benefits of a Flexible Spending Account. If there is a discrepancy between this material and the plan documents, the plan documents will govern. Subject to any applicable agreements, Voya and its subcontractors reserve the right to amend or modify the services at any time.

The amount saved in taxes will vary depending on the amount set aside in the account, annual earnings, whether or not Social Security taxes are paid, the number of exemptions and deductions claimed, tax bracket and state and local tax regulations. Check with a tax advisor for information on whether your participation will affect tax savings. None of the information provided should be considered tax or legal advice.

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