

# Business Continuity Update: A Message From Christine Hurtsellers

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March 17, 2020

As the novel coronavirus (COVID-19) begins to have an increased impact on our communities, I wanted to personally update you on the steps we are taking at Voya Investment Management to ensure we continue to serve our clients and maintain the health and well-being of our employees, contractors and visitors.

As the situation develops, we want you to know that we are well prepared to maintain the same level of service our clients have come to expect from us. While this will certainly not be “business as usual” over the next few months as our families, communities and clients adapt to the pressures from this emergency, Voya has and continues to respond to this pressure, manage our business and serve our clients with no meaningful disruption.

The situation remains dynamic, and we continue to bolster our already comprehensive business continuity plan to reflect the latest guidance from the CDC and local health authorities, adapting as new information is made available. Through June 30, we will postpone or modify large meetings as well as non-essential travel between Voya offices. Additionally, we are offering all of our clients the option of phone and video conference meetings as an alternative to in-person meetings. We will fully respect any policies or procedures you have put in place to protect the wellbeing of your own employees.

As efforts to contain COVID-19 continue to develop, we recognize that for many of our employees, the disruption to their daily life has been unprecedented. Our technology team has prepared and implemented capabilities to allow our employees to fully work remotely. We are 100% cloud based—this means that capacity can be scaled quickly to meet the needs of a remote work force. Trading and portfolio management functions have been tested and our investment teams are fully prepared to operate remotely.

Communication during this difficult time is critical. To keep you informed, our investment professionals are delivering daily market updates and will continue to do so until volatility subsides. In addition, our investment and distribution teams remain on standby to answer your questions and share portfolio updates as new developments occur.

To date, I am also happy to report that our investment strategies are performing as we would expect them to in this type of extreme environment. As we noted in a recent communication to clients, “this is exactly why you prepare for tail risk.”

This is an unprecedented time for all of us, and the situation is fast-changing. And while we are humble and realistic in the face of the challenges ahead, we are well prepared for and fully committed to maintaining our business operations and serving our clients without disruption.

*Thank you for your continued trust in Voya Investment Management.*



Christine Hurtsellers  
Chief Executive Officer,  
Voya Investment Management