

Michael's

Voya Financial  
Attn: Michaels Stores  
PO Box 389  
Hartford, CT 06141

Michael's Stores, Inc. Employees 401(k) Plan

Michael's

**Your Plan is now live  
at Voya Financial®**



# Access your account at Voya®

Your account is now live with Voya! During the blackout period, Michaels Stores partnered with Voya to ensure that all account balances, contributions, investments, and beneficiaries were transferred accurately from Vanguard to Voya.

1. Go to [michaels401k.voya.com](https://michaels401k.voya.com) and select **Register Now**.
2. Enter your security information:
  - Your Social Security number (SSN) and the Personal Identification Number (PIN) that was mailed to your address on file,**OR**
  - Your SSN and date of birth
3. Create a secure Username and Password to access your account via the website or **Voya Retire®** mobile app.
4. Provide an email address and your mobile phone number for future recovery of your Username and Password.

**Note:** You will always need your PIN to speak with a Voya customer service associate to make a transaction or to make automated transactions. If you do not have your PIN, visit [michaels401k.voya.com](https://michaels401k.voya.com) or call **833-39M-401K (833-396-4015)** to request a new one.

## Actions you can take, once you have registered your account at Voya:

- Review your account information.
- Confirm your mobile number is on file for security purposes.
- Make sure your beneficiary information is up to date.

Any banking information you entered with Vanguard **has not transferred** to Voya. To add your banking information, go to [michaels401k.voya.com](https://michaels401k.voya.com), find your name in the upper right corner, click on **Personal Information > Banking Information > Add/Edit**. You must add this information at least seven days before any future distribution/withdrawal.

## Access your Plan account

**CALL** **833-39M-401K (833-396-4015)**  
Hearing impaired: 800-579-5708

English and Spanish-speaking Voya customer service associates are available weekdays from 7 a.m. to 7 p.m. CT, excluding stock market holidays. You will need your personal identification number (PIN) to speak with an associate to make a transaction or to make automated transactions.

**CLICK** [michaels401k.voya.com](https://michaels401k.voya.com)

**TAP THE APP** Download the **Voya Retire** mobile app so you tap the app to save more in a snap!

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## About Voya

Voya Institutional Plan Services, LLC (VIPS), a member of the Voya family of companies, is the Plan's recordkeeper. VIPS provides you with Plan information, transaction processing, and saving and investing education on your journey to a secure retirement. Voya Financial (NYSE: VOYA) is a premier retirement, investment, and insurance company servicing the financial needs of millions of individual and institutional customers throughout the United States.

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