

Internet Explorer 11 Support Sunset



What is changing?

As previously communicated, Voya websites (including Voya.com, Voya Enroll, Participant Web, Sponsor Web, TPA Web and Voya for Professionals) no longer support the Internet Explorer 11 browser as of March 22, 2021. Users are currently able to access Voya websites on Internet Explorer 11; however, overtime many components, pages and functionality will continue to degrade. This results in features that may not work as expected or designed and the potential for significant performance delays. These issues will no longer be investigated nor fixed.

Effective April 2022, Voya websites will block users from accessing on Internet Explorer 11.

Why are you making this change?

Microsoft will end support for Internet Explorer 11 (including all prior versions) across its Microsoft 365 apps and services in 2021. Voya has also seen usage of this browser continue to decrease over time as users migrate to other browsers such as Google Chrome and Microsoft Edge. To ensure account access security, Voya has made the decision to stop its support of this browser. For more information visit: <https://docs.microsoft.com/en-us/lifecycle/faq/internet-explorer-microsoft-edge>.

How will site users know about this change?

The following messaging was first introduced in March 2021 and will be strengthened throughout 2021. It will display at the top of the site if a user accesses one of our sites using Internet Explorer 11:

"You are using an unsupported browser that may limit access to certain website applications. If you continue, you may not be able to access certain pages or process requests. You will no longer be able to access this website using Internet Explorer after April 2022. Please use one of our recommended browsers to experience the website properly."

What browsers are supported?

Voya typically supports most current browser versions, including the most recently released version. Voya strives to support a new version within six months of its release unless there are issues with stability and/or major compatibility issues. A list of supported browsers can be found here: <https://www.voya.com/browsers-mobile-os-support>.

What if the user only has access to Internet Explorer?

Most computers and operating systems come packaged with a browser that Voya supports (Microsoft Edge on Windows and Safari on Apple computers). Other supported browsers, such as Google Chrome, are available for free. Voya is recommending that users of our websites use one of our supported browsers. Users will be able to access Voya websites on Internet Explorer 11 until April 2022.



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