

Voya Financial Appoints Chief Digital Officer

Joseph Miranda to lead design, implementation and sustainability of expanding digital experience for customers
NEW YORK, Jan. 11, 2016 /PRNewswire/ -- Voya Financial, Inc. (NYSE: VOYA), announced today that Joseph Miranda has joined the company in the newly created position of Chief Digital Officer. In this role, Miranda will lead the design, implementation and sustainability of improved digital customer experiences at Voya. He will work closely with Voya's five segments – Retirement, Annuities, Investment Management, Individual Life and Employee Benefits – as well as marketing, operations, analytics and information technology leaders to accelerate the transformation of the digital experience for Voya customers and help ensure Voya delivers best-in-class digital solutions that help Americans plan, invest and protect their retirement savings.

"Voya is redefining the customer experience and streamlining processes, operations and technology to become more digitized, improve costs and provide a broad spectrum of Americans with simpler solutions to get ready to retire better," said Alain Karaoglan, Voya chief operating officer and chief executive officer, Retirement and Investment Solutions. "Joe brings to Voya a unique set of capabilities in customer relationship management and digital sales and analytics, along with expertise in research and marketing. He will play an important leadership role in our journey to provide an effortless experience for our customers."

Miranda joins Voya from GE Capital, where he held roles as vice president, global digital strategy and vice president, commercial excellence, marketing and technology. At GE Capital, Miranda directed the development and execution of the company's global digital portfolio, aligning marketing, sales and IT to deliver end-to-end customer engagement initiatives and experiences, simplifying digital processes and driving customer acquisition and retention. Previously, Miranda was vice president, global digital marketing and vice president, channel development at Nielsen.

Miranda is based in Voya's Windsor, Conn., office, reporting to Karaoglan. He will join the company's Operating Committee, which is responsible for setting and leading Voya's growth strategy.

"This is a transformative time for the U.S. retirement industry," said Miranda. "I am excited to be part of a company that understands the unique set of challenges before us and is truly driving to become a data-empowered, customer-centric solutions provider."

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About Voya Financial®

Voya Financial, Inc. (NYSE: VOYA), helps Americans plan, invest and protect their savings — to get ready to retire better. Serving the financial needs of approximately 13 million individual and institutional customers in the United States, Voya is a Fortune 500 company that had \$11 billion in revenue in 2014. The company had \$450 billion in total assets under management and administration as of September 30, 2015. With a clear mission to make a secure financial future possible — one person, one family, one institution at a time — Voya's vision is to be America's Retirement Company™. The company is equally committed to conducting business in a way that is socially, environmentally, economically and ethically responsible — Voya has been recognized as one of the World's Most Ethical Companies, by the Ethisphere Institute, and as one of the Top Green Companies in the U.S., by Newsweek magazine. For more information, visit voya.com or view the company's **2014 annual report**. Follow Voya Financial on **Facebook** and Twitter **@Voya**.

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