

Good morning all! As many of you know there has been increased fraud activity during the covid pandemic. We know that many KBOR participants have been affected by the Unemployment Claim scam among other. This change is not directly related to that fraud activity but good timing anyway! PWE is tightening their security protocols. Longer term they will be implementing the 2 part authentication procedure that is used by Voya but that is not scheduled until third quarter of 2021. In the interim, they are implementing a new security procedure for registering an account on PWE.

Effective Friday 11/13 the process for a participant to register with PWE was updated. In the past it had been a participant's SSN and their birth MM/YY as username and password. As of Friday, all *KBOR participants with a balance* on PWE will be generated a random 8 digit password. ***If someone has already registered they will not be affected. This will only affect those that have not already registered their PWE account.***

PWE has mailed the attached letter with the participant's random PIN to all those affected this week. We are hopeful the participants will receive their PIN letters by Thanksgiving. However, during the interim period of time, prior to receipt of their PIN, anyone not currently registered who needs to access PWE will need to contact the PWE call center. (855) 464-6928) The participants will need the standard Name/SSN/DOB for authenticating, if they have an immediate need for a certificate, the PWE team will also need the participant to provide confirmation of either their date of hire or date of termination. Upon that confirmation, the PWE team will assist with obtaining the needed certificate and mail it to the participant via expedited delivery.

We know that many KBOR participants will not even know what PWE is as it's a system that is only needed when access funds. We did state PWE's purpose in the letter and let participants know that ***do not need to do anything*** in hopes it will keep the extra calls down but we know it will likely generate a few calls. If they need immediate access to PWE and cannot wait until their pin is received the call center number is (855) 464-6928 and they will be able to assist.

This is the link to the updated [Login instructions](#) that might be helpful if you want to have something to email to an employee. This link and the link to the updated PWE [Participant User Guide](#) are in the process of being updated on the [Kansas Board of Regents site](#). Many of your campus websites link directly to this KBOR site, this is the best option as they are using links that will be automatically updated if there are any changes. If you have your own information posted, please use these links instead of pdfs and your information will update automatically as well. I will be sending a separate email out to a few of you, I found a few campus custom pdfs that included the PWE log in instructions that will need to be updated. Please forward to others within your teams that need this information as I know I did not have

contact information for all. Please let me know if you have additional questions. Thanks and have a great weekend!
Cindy

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