ARM (01/2018)

NetXInvestor

Registration and Setup Guide

OVERVIEW

NetXInvestor is a platform for users to view their Pershing accounts and review account statements online. This user guide will provide instructions for the key categories below for using the platform. *(Click hyperlink to jump to section)*

- Self-Registration Instructions
- Enroll In E-Delivery
- Linking Additional Accounts
- Password Resets

To access NetXInvestor use the below URL web addresses:

- Vendor site
- Voya internal website interface
- iPad/iPhone users

Note: Both sites are the same platform, however, when using www.netxinvestor.com please type **3Z1** in the financial Org# box located above the user ID box

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SELF-REGISTRATION INSTRUCTIONS

OVERVIEW

This is an overview of how to online self-registration for NetxInvestor for the following registration types:

- Retirement Accounts
- Individual Accounts
- Joint Accounts (where the primary owner is the one registering for access)

SUPPORTED BROWSERS

- **Windows browsers**: Microsoft® Internet Explorer 11 and higher, Google Chrome™ Version 52.x and higher and Mozilla® Firefox® Version 48.x and higher
- **Mac OS X 10.5+ browsers**: Apple® Safari Version 6.x and higher
- **Mac OS X 10.6+ browsers**: Google Chrome Version 52.x and higher, Mozilla® Firefox® Version 48.x and higher and Apple® Safari Version 6.x and higher
- **Apple® iOS 7+ browsers**: Apple® Safari Version 6.x and higher
- **Android browsers**: Google Chrome Version 52.x and higher

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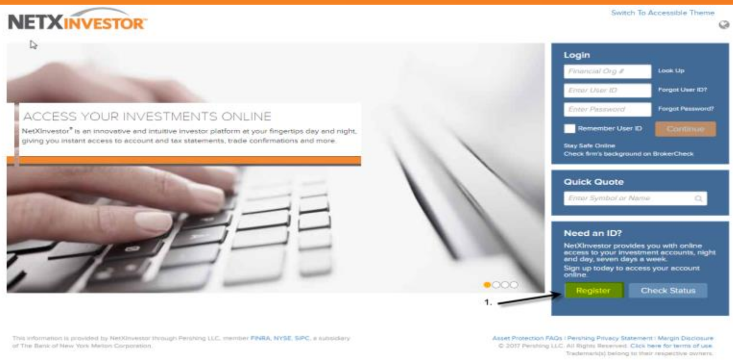
STEP 1

Go to: netxinvestor.com and click **Register Now**



STEP 2

Review the Welcome Screen and click **Start Registration**

VOYA FINANCIAL

Online Registration

1. Welcome   2. Terms & Conditions   3. Profile Information   4. Identity Verification   5. User ID & Password   6. Confirmation

Welcome

The registration process will allow you to create a new user ID and password with which to access your investment information on this site.

Please contact Voya Financial Advisors, Inc. if you have an existing user ID and wish to link additional accounts.

You will be guided through 4 simple steps to complete your registration, during which you will be asked to:

1. Review and agree to the Terms and Conditions regarding the use of this website
2. Provide user information, including an e-mail address
3. Verify your identity
4. Create a user ID and secure password

At the end of the process you will have to activate your account by clicking a link in an e-mail that will be sent to the e-mail address you provided.

Start Registration   Cancel

STEP 3

Review the terms and conditions regarding identity verification and check **I Agree,** then click **Continue**

Online Registration

1. Welcome   2. Terms & Conditions   3. Profile Information   4. Identity Verification   5. User ID &

Terms & Conditions

Read and agree to the terms and conditions of the Identity Verification Agreement before proceeding.

Identity Verification Agreement

You must have a Social Security number to register on this site. If you do not have a Social Security number, please contact your f

In addition, you must register using an account for which your Social Security number is primary on the account. For example, you ca the primary account holder.

When registering on this site, **you will be asked a series of multiple-choice questions**. The questions have been developed by a t private and public databases. Your answers are compared by the vendor to the information available from these sources.

You may be asked questions about yourself, people you know or were once associated with, places you have lived or worked, and th related in any way to the information on the specific account(s) held at your financial organization.

We strongly encourage you to review the Frequently Asked Questions about online registration, which provide greater detail about th

Successful online registration will provide immediate access to your accounts. At this time, accounts without a Social Security numbe Social Security number is not recognized as being associated with the account number you enter into the system, your online registr

To continue with online registration, **please click I Agree below.**

If you are ineligible for online registration, or you do not want to complete the registration process online, click Cancel below and con

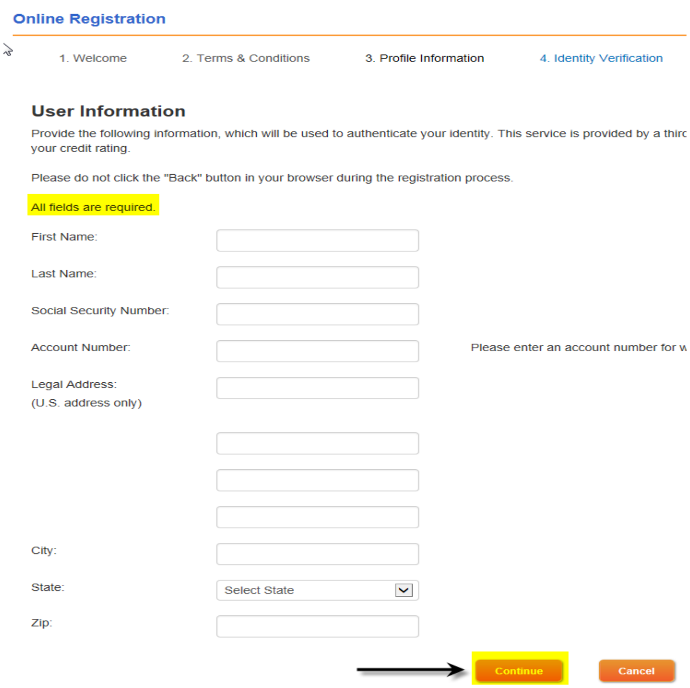
By accepting this Agreement, **you affirm that you are at least 18 years of age.**

☑ I agree

Continue   Cancel

STEP 4

Provide user information, including your **Name**, a **Valid Email Address**, **Social Security Number**, **Legal U.S. Address**, and **Account Number** on which you are listed as the primary account holder. Please note that all fields are required.


Online Registration

1. Welcome 2. Terms & Conditions 3. Profile Information 4. Identity Verification

User Information

Provide the following information, which will be used to authenticate your identity. This service is provided by a thirc your credit rating.

Please do not click the "Back" button in your browser during the registration process.

All fields are required.

First Name:

Last Name:

Social Security Number:

Account Number: Please enter an account number for w

Legal Address:
(U.S. address only)

City:

State: Select State

Zip:

Continue Cancel

STEP 5

Verify your identity and proceed

To verify your identity and for the safety and security of your information, you will be asked three questions.

- If you provide the correct answer to all three questions, you will be taken to the next step.
- If you fail to provide the correct answer for one question, the fourth question will be displayed. If your answer to the fourth question is correct, you will be taken to the next step.
- If you fail to provide the correct answer for more than two questions, a message displays indicating you have failed to verify your identity. You can try again later to complete the identity verification steps.

STEP 6

Create a **Temporary User ID** and **Password**

Enter **Email Address, Date of Birth** and **Mother's Maiden Name**

STEP 7

An email with further instructions is sent to the entered email address. Action should be taken within **Three Days** of receiving the email. Click the link in the email within **Three Days** to make the user ID permanent.

Create personalized security questions when prompted.

The self-registration for online access is complete.

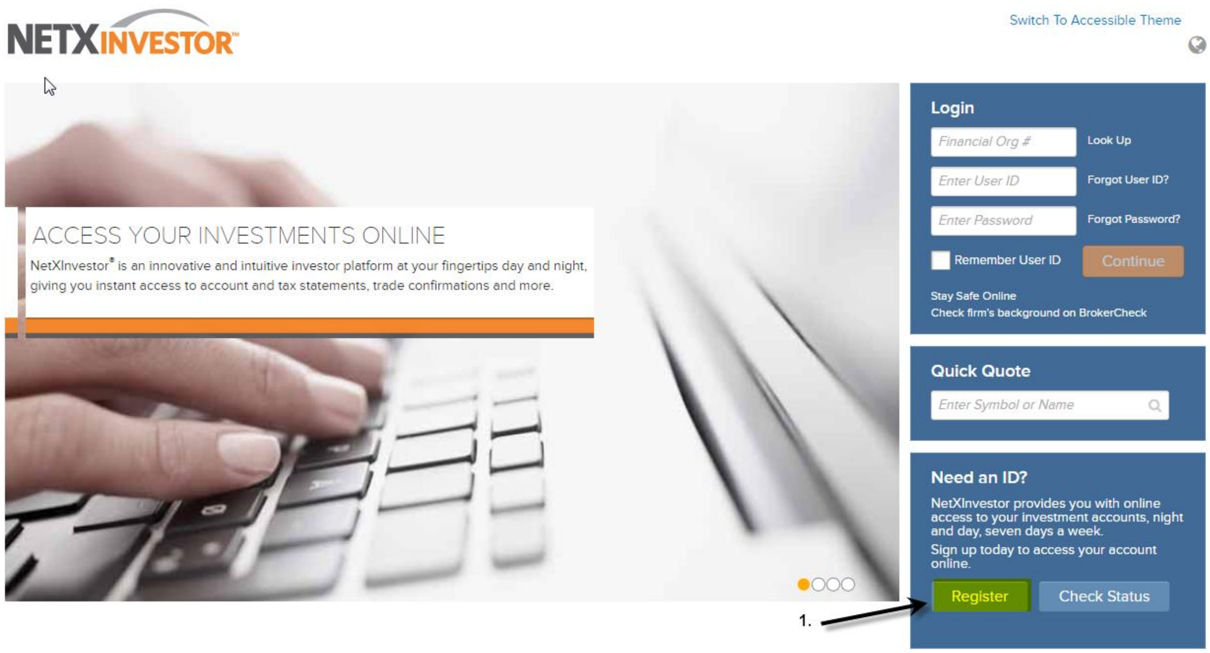
ENROLL IN E-DELIVERY

OVERVIEW

E-Delivery allows statements, reports, trade confirmations, and tax documents to be sent electronically to the registered email address. This allows users to receive information quickly in an electronic format. The steps below will guide users to setting up this feature.

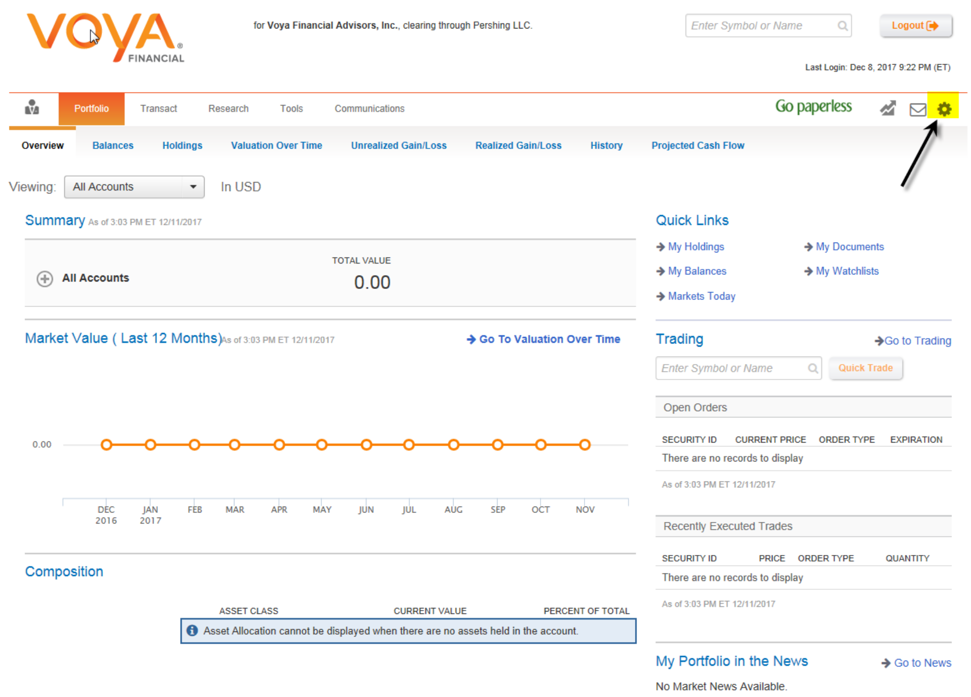
STEP 1

Go to: netxinvestor.com and log into your account



STEP 2

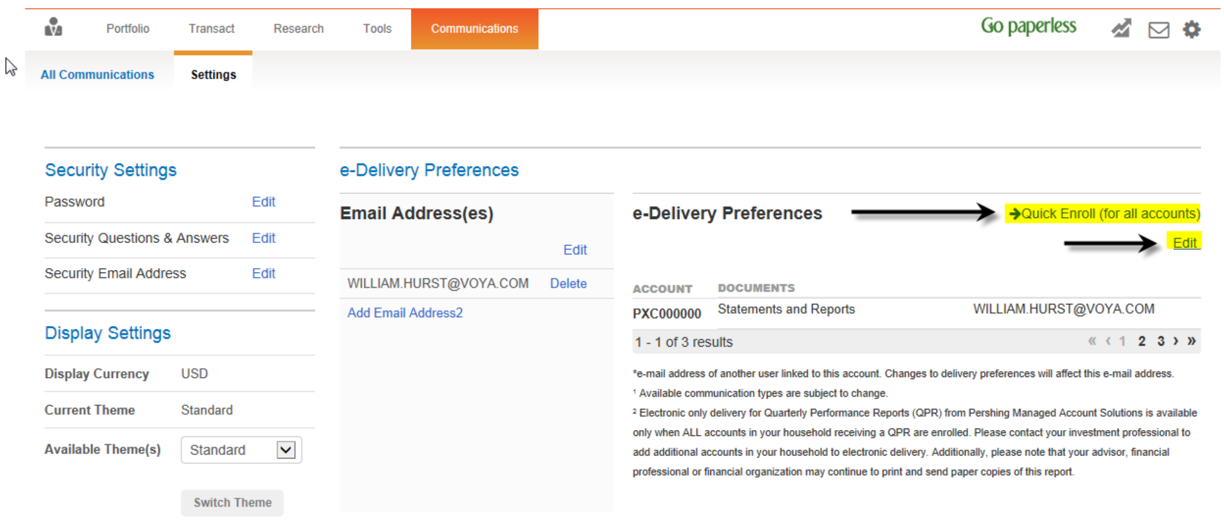
Upon signing in select the profile settings in the upper right corner of your screen



STEP 3

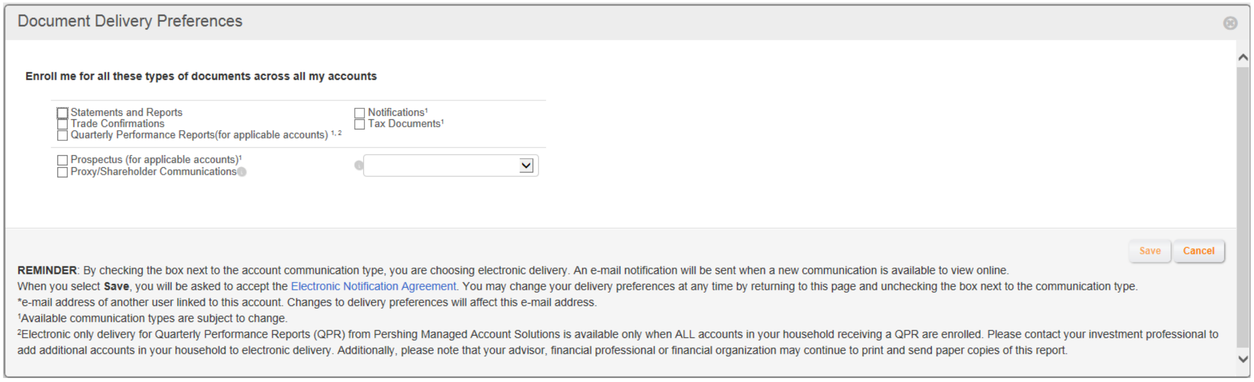
To set up all accounts for e-Delivery click **Quick Enroll**

To set up accounts individually click **Edit**

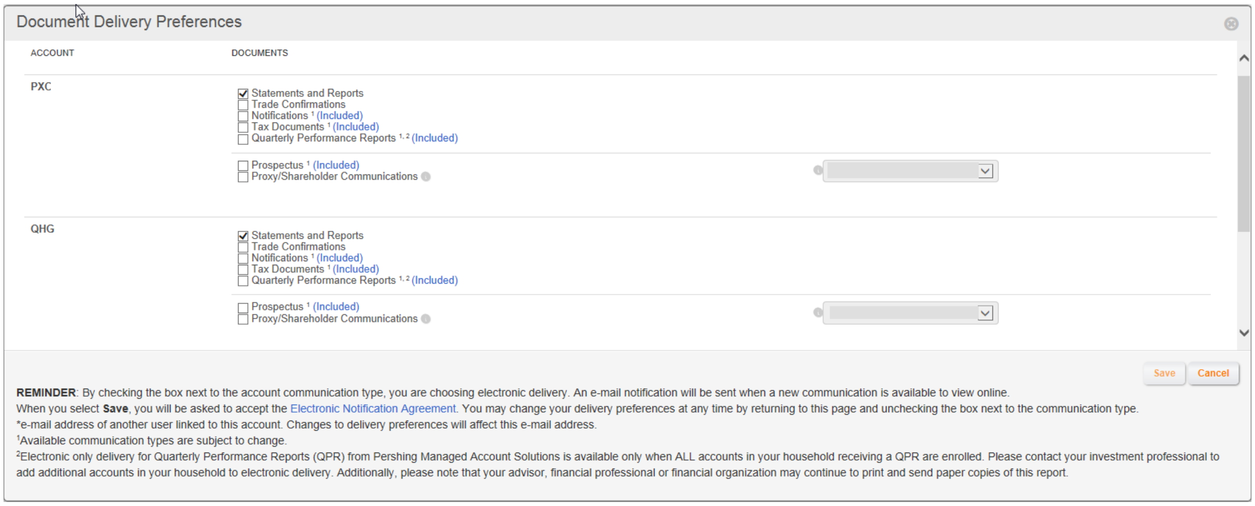


STEP 4

Select the boxes next to the documents to opt-in for e-Delivery.
If **Quick Enroll** was selected all accounts will opt-in



If **Edit** was selected, selections will need to be made by each account listed on this screen



STEP 5

Click **Save**. A window displays the terms and conditions. Read through the terms and conditions and click **I Agree**. A window displays stating the e-delivery preferences have been saved. Click **OK** to continue.

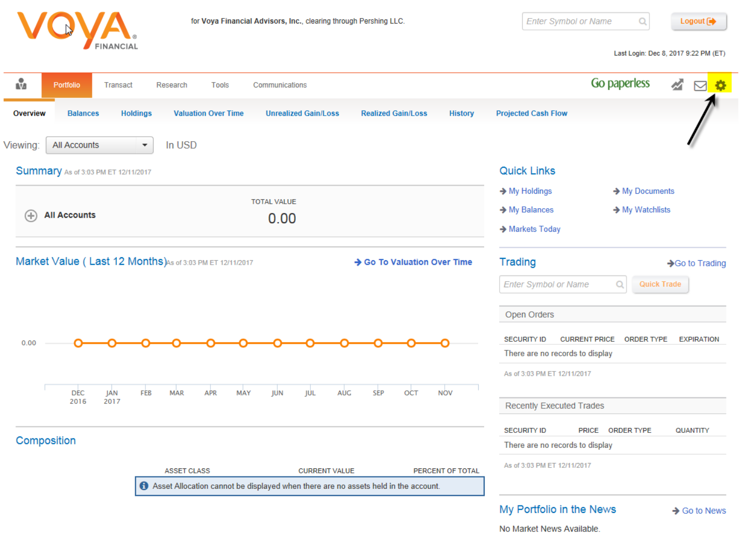
LINKING ADDITIONAL ACCOUNTS

OVERVIEW

Account linking enables you to link all accounts which have the same Social Security number as yours. Through account linking, you can access all your account information from one place. You can link account (s) only if you had created your user ID via online self-registration.

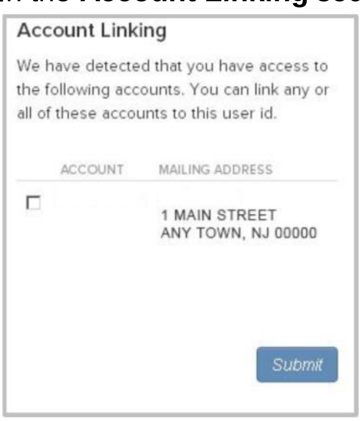
STEP 1

On the NetXInvestor home page, click **Settings**.



STEP 2

In the **Account Linking** section, select the account to link by clicking on the check box and click **submit**.



PASSWORD RESET

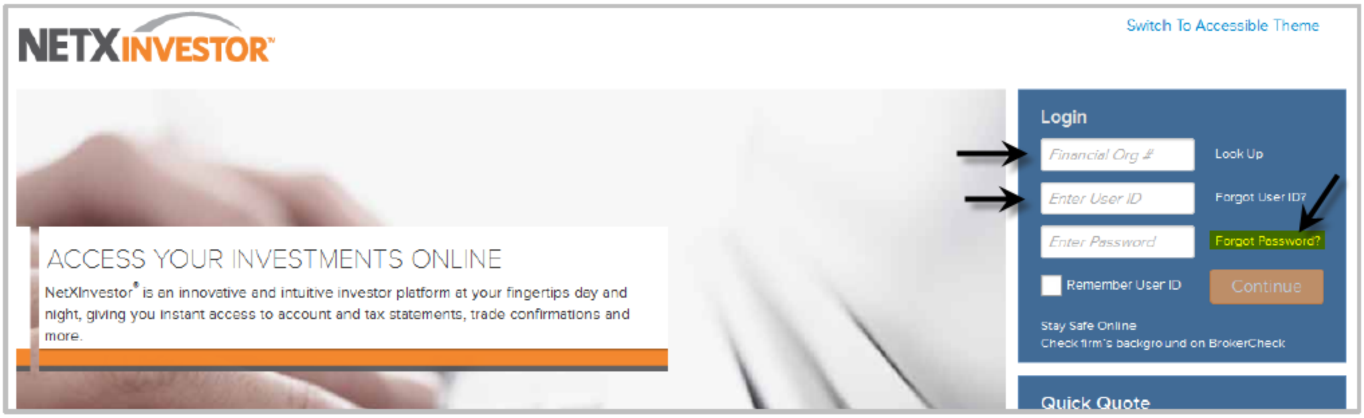
OVERVIEW

NetXInvestor is enabled for users to reset their password directly through the website. The following guide will outlines the steps for online access users to do password resets on the NetXInvestor platform.

Note: If using the www.netxinvestor.com link please type **3Z1** in the Financial Org # box located above the user ID box.

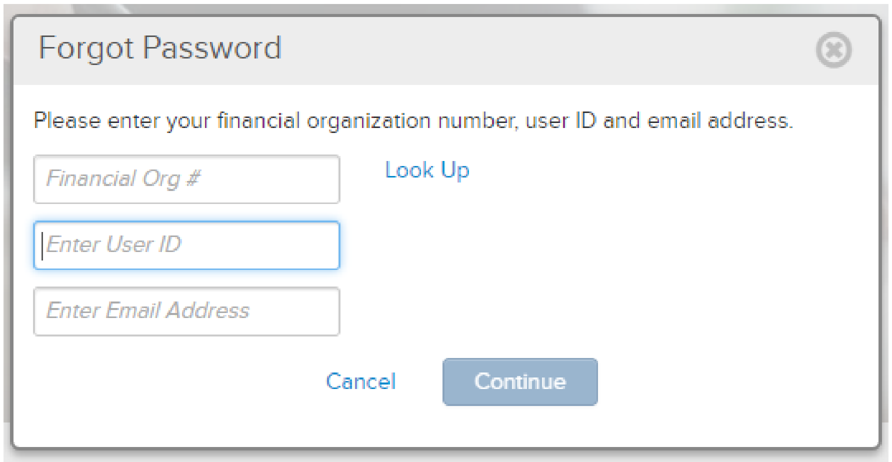
STEP 1

On the NetXInvestor home page, enter the Financial Org # (3Z1) and user ID you would like to reset. Click **Forgot Password**



STEP 2

After clicking **Forgot Password**, a screen will display to confirm financial Org # (which is 3Z1), user ID and registered email address.



STEP 3

After completing verification and answering challenge questions you will be prompted to reset your password. Please note the requirement below for the new password. After successfully setting up a new password you will be able to access NetXInvestor.com

- Cannot contain VOYA FINANCIAL ADVISORS, INC. ID
- Must contain a minimum of 8 and a maximum of 12 characters
- Cannot contain any special characters. For example, AA-BB-CC
- Must contain at least one alpha and one numeric character. For example, 1redcar2
- Cannot contain your first, last or middle name