

VoicelD

VoicelD uses your voiceprint which is a combination of your physical and behavioral voice patterns. Like a fingerprint, it's unique to you. Not only is it secure, it is simple, because it makes your voice your password.



Simple – There's nothing you need to do — we can create your voiceprint the next time you call. Once your voiceprint is created, we can quickly verify it's you and focus on why you called.



Secure – Your voiceprint is digitally encrypted — and because it uses the unique combination of the physical and behavioral characteristics of your voice, VoicelD is designed to safeguard against fraudulent activities.



Enroll – Call us today and let us know you are interested in VoicelD. All you have to do is speak with one of our representatives and VoicelD will automatically create a unique voiceprint for you.

TO GET STARTED

**Call us at 800.543.0407, Monday through Friday between 8:30 am and 7:00 pm EST.
Our representatives are happy to assist you with the process.**

VoicelD FAQ's

What is VoicelD?

VoicelD is a security feature that verifies you by the sound of your voice when you call us, allowing fast and secure access to your accounts.

How does VoicelD work?

When you enroll in VoicelD, your unique and secure voiceprint is created from more than 100 different physical and behavioral characteristics such as pitch, accent, shape of your mouth and vocal tract. Once your VoicelD is created, the next time you call we can use your voice to quickly verify it's you.

Why should I enroll in VoicelD?

We know that you have a lot of passwords and PINs to remember. VoicelD allows our representatives to verify you by the sound of your voice. VoicelD is a great security measure to help protect you and your accounts against fraud. You are not required to participate in VoicelD. If you elect not to participate, you will need to provide additional information about your identity and account.

How do I start using VoicelD?

You can enroll by simply speaking naturally to one of our representatives and your unique voiceprint will be created. Once you enroll, you can start using VoicelD straight away.

Is VoicelD secure?

Your voiceprint is securely stored and only works for verification within our system.

What if I have a cold?

Hundreds of voice characteristics represent your voiceprint, only a few of which are affected by a cold. A health condition that severely affects your voice, such as laryngitis, will lead to a failed authentication - in this case, we will verify you by asking security questions.

What happens if it does not work?

If you ever have problems, a representative can authenticate you with security questions. If your voiceprint fails to work repeatedly, we can delete your existing voiceprint and let you enroll again.

I enrolled in VoicelD so why are you still asking multiple security questions?

There may be instances, like too much noise in the background, for us to make a positive verification using VoicelD. In that case, our representatives will ask you security questions to protect you and your accounts.

What if I don't enroll?

VoicelD is a faster security option for speaking with a representative. If you do not enroll, you will have to continue to answer multiple security questions every time you call — even for routine inquiries.

What if I enroll in VoicelD but decide I do not want to keep it?

If you find that you don't enjoy quick, secure account access with VoicelD we can always un-enroll your voiceprint. On future calls, you will need to speak to a representative who will ask multiple security questions before giving you any account information.

I'm concerned about privacy. I do not like the idea of you recording my voice.

Currently, all calls are being recorded for quality and training purposes. We have a comprehensive information program in place, which is subject to internal and external benchmarking and audit. The program has been designed to protect, detect, and react to threats based on industry best practices using written policies, processes and procedures. It is entirely your decision as to whether or not you use VoicelD which seeks to protect you with the same secure measures we use for your other private information.

Please consider the investment objectives, risks, charges and expenses of the Fund carefully before investing. The prospectus and the summary prospectus contain this and other information about the Fund. To obtain a prospectus or a summary prospectus, contact your financial professional or download and/or request one at TouchstoneInvestments.com/resources or call Touchstone at 800.543.0407. Please read the prospectus and/or summary prospectus carefully before investing.

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