

## VOKA FAQ

### **Who is Kistler Tiffany Benefits and why does their name appear on my commission statements?**

[Kistler Tiffany Benefits](#) is ExpressLink's general agency partner and the owner of the VOKA platform. We have partnered with Kistler Tiffany Benefits to provide you with enhanced payment processing and commission statement generation through their proprietary VOKA platform. As a result, you will see "Kistler Tiffany Benefits" or "Kistler Tiffany Commissions" listed on your commission statements and direct deposit payments. This partnership allows us to deliver a more streamlined, transparent, and user-friendly experience for managing your commissions.

### **How can I access my commission statements?**

All commission statements and reports are only available through VOKA. You need an account (login and password) to access VOKA. If you've been actively checking your commission statements in the last six months, your VOKA account has already been created.

### **How do I get a login and password to access VOKA?**

Your login is the email address you used to access the legacy broker portal. However, you will need to set a new password. Please visit the [First Time User / Reset Password page](#), type in the email address, and follow the directions. You should receive an email with the instructions on how to set the password.

### **I've set my password. What's next?**

Go to the [VOKA homepage](#) and enter your login and password to log in. VOKA has two-factor authentication (2FA) built in for enhanced security. You will receive a one-time code via email after you hit 'Log in'. Copy the code from the email and paste it on the 2FA page to access VOKA. Upon login, you will see various commission reports. Also, take a moment to confirm or update your contact details under your name at the top right -> My Account.

### **I already have a VOKA account but don't see commission statements. Why is that?**

Not all users have access to commission data. If you believe your account should have access to commission statements, go to Support -> Feedback /Technical Support to submit a ticket. You will receive an answer from the VOKA support team within 3 business days.

### **What if my email has changed?**

You must let us know your new email address to get your VOKA account linked to it. To get the fastest service, go to the [VOKA homepage](#), click 'Having trouble logging in?', and then 'Feedback form.' Fill in the feedback form fields and hit 'Submit.' You will receive an answer from the VOKA support team within 3 business days.

### **I followed the instructions but still can't access my VOKA account. What do I do?**

Please read through the FAQ again and carefully follow the steps needed. If you still need help setting a new password or logging in to VOKA, please contact your ExpressLink Representative or Account Manager and provide a detailed explanation of your issue.

### **Can I receive paper statements?**

Your commission statements will be available through VOKA only. No paper statements will be sent.