

## **Answers to Some Basic Participant Questions**

### **Q: What is changing?**

A: Effective April 24, 2015, all eight CREF Accounts will be expanded to three classes: the current class (being renamed to R1) plus two new classes—R2 and R3. Each class will have different expense ratios. However, the investment strategy, objective and risk profile for each CREF Account will remain the same.

### **Q: When will the change take place?**

A: April 24, 2015 is the effective date of the change.

### **Q: Why is this change being made?**

A: CREF currently has a single-class structure, which means that it charges the same expense ratios across employer-sponsored and individual plans/products of all sizes. We are creating multiple classes to better align our expense structure with the costs of serving a wide range of clients and participants. With a desire to be at the forefront of market trends, this transformation of CREF to a multi-class structure will make us more competitive.

### **Q. What criteria were used to determine the CREF class for an institution?**

A: CREF class designations are based on an institution's total assets in CREF Accounts across all plans as follows:

<b>Total CREF Assets</b>	<b>CREF Class</b>
Less than \$20 million	R1 – Increase in expense ratio
\$20 million up to \$400 million	R2 – Slight change in expense ratio
\$400 million or more	R3 – Decrease in expense ratio

### **Q. How are the fees for the CREF Accounts changing?**

A: The overall expense ratios for the CREF Accounts are changing due to the differentiation in administrative and distribution expenses between CREF classes. Investment Advisory expenses and the Mortality & Expense risk charge will not change.

### **Q: Do I need to do anything before the class change?**

A: No action is required on your part. If you have assets in a CREF Account at the time of the change, those assets automatically will be placed into their newly designated class. If you participate in a retirement plan or own other individual product(s), any future contributions to your plan(s) or other individual plan(s)/product(s) after the date of the change also will be in the newly designated class.

### **Q: I just received information about changes to CREF. Can you explain the information that is included in the package?**

A: TIAA-CREF is required to send you a notice explaining the changes that are being made to the CREF Accounts on April 24, 2015. You should have received information about the changes affecting our institution's retirement plan as well as information about any other employer-sponsored retirement plan in which you participated that offers the CREF Accounts. You should also have received information about any individual plans/products, e.g., IRAs, Keoghs, etc., you own. The packet of information also includes answers to many of the questions you may have about the changes.

**Q: I am not a TIAA-CREF participant; I currently do not have balances in any CREF Account. Why am I receiving this notice?**

A: TIAA-CREF is required to send you this notice for information purposes because you are eligible to contribute to CREF Accounts and/or you have had some activity in the last 24 months. If you invest in CREF in the future, you will receive additional information about the designated class.

**Q: Where can I find more information about the upcoming change?**

A: Details regarding approved class eligibility criteria and other information related to the multi-class structure is currently available at [www.tiaa-cref.org/crefclass](http://www.tiaa-cref.org/crefclass). You can also find details in the CREF prospectus supplement. Details will also be provided in the CREF prospectus available on April 24, 2015.

**Q: How will I know the change has been implemented?**

A: *For R1 class designations:* The name of your CREF Account(s) will be updated to include the new class designation on your Account online and your 2nd quarter 2015 statement. You will not receive a separate confirmation because your Account balances are not being moved and no asset transfer is taking place.

A: *For R2 and R3 class designations:* Changes to your Account(s) will be noted on your Account online and on your 2nd quarter 2015 statement. For each Account, you will see a sale and a subsequent purchase noted, as well as an allocation change, if applicable. The balance in each Account will not change as a result of the transaction(s). You also will receive a confirmation of the transaction(s).

**Q. Will any of TIAA-CREF's individual products be affected?**

A: Yes. The new CREF classes will affect CREF assets held in retirement plans at current and previous employers, as well as any individual plans/products employees may have as shown below:

Plan/Product	New Class
Investment Solutions IRA	R1 – Increase in expense ratio
Keogh	R1 – Increase in expense ratio
After-Tax Retirement Annuity (ATRA)	R2 – Slight change in expense ratio
Savings and Investment Plan (SIP)	R3 – Decrease in expense ratio
Accumulation Unit Deposit Option (AUDO)	R3 – Decrease in expense ratio

**Q: Will this change affect all my CREF Accounts from which I currently receive annuity income payments?**

A: Yes. All CREF Accounts from which you currently receive annuity income payments will be affected. CREF Accounts from which annuitants receive annuity income will be placed in R3, which is the least expensive class, no matter what the class designation was before you annuitized.

**Q: Whom may I contact if I have additional questions?**

A: You can log in to your account at [tiaa-cref.org](http://tiaa-cref.org) or you can call 888 211-3850. Financial Consultants are available Monday to Friday, 8 a.m. to 10 p.m. and Saturday, 9 a.m. to 6 p.m. (ET).

TIAA-CREF products may be subject to market and other risk factors. See the applicable product literature, or visit [www.tiaa-cref.org](http://www.tiaa-cref.org) for details.

***You should consider the investment objectives, risks, charges and expenses carefully before investing. Please call 877-518-9161 or log on to [www.tiaa-cref.org](http://www.tiaa-cref.org) for product and fund prospectuses that contain this and other information. Please read the prospectuses carefully before investing.***

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