

TIAA-CREF: UPDATING PERSONAL INFORMATION

How do I update my personal information online? To change your address, telephone number and/or email address online, log in to your TIAA-CREF account and select the "My Profile" tab. Then click on the "Address, Telephone Numbers, Email address" link. Enter your new information on the following page, and then submit your changes. Your new information will be effective immediately. If you want to change your address on fewer than ALL contracts, or to enter a foreign address, you will need to select "click here" located under the email section of the page.

I was recently married; how can I change my name? You can change your name on an Annuity contract funded with a TIAA-CREF Retirement Annuity account by sending your request in writing.

Include the following information in your letter:

- Old name with signature
- New name with signature
- Social Security number
- Contract/account numbers

The letter should be mailed to:

TIAA-CREF
P.O. Box 1259
Charlotte, N.C. 28262

If you own a Mutual Fund account, you will need to complete a new application to change the registration on your account. In addition to the revised application, also include a letter of instruction stating the change of name and a signature in both your former and new name with a signature guarantee by an official bank representative who can verify your signature to one that is on file.

How do I update my address? You can change your address by logging into your account. Click on "My Profile" and then select the "Address, Telephone Numbers, Email address" link.

If you don't want your address changed for all contracts or you're entering a foreign address, you'll need to select "click here" located under the email section of the page.

Our Telephone Counseling Center can also update your address; please call **1 800 842-2776** weekdays from 8 a.m. to 10 p.m. (ET) and on Saturdays from 9 a.m. to 6 p.m. (ET).

Certain changes must be processed by mail, such as accounts from which you are receiving annuity income.

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Please note your contract number(s) in your request.

When I change the address on one of my accounts, does it affect the address listed for my other accounts? Address changes are made according to the Social Security number (SSN) associated with an account. When you change the address on one of your accounts, it changes the address for all the accounts registered under that SSN. If you have family members with accounts registered under a separate SSN, you will need to update these accounts separately.