

Frequently Asked Questions

University of Delaware Retirement Program Transition Overview

Q1: What changes will be made to the University of Delaware Retirement Program?

A: The University of Delaware sponsors the Primary Retirement Plan, the Voluntary Plan and the 457(b) Deferred Compensation Plan (Retirement Program). Starting next summer, the University is making enhancements to these plans to better help you save for retirement:

- **Streamlined, best-in-class investment options.** The Retirement Program currently offers more than 150 investment options. A new streamlined investment lineup was carefully selected to give you the opportunity to choose a mix of investments based on your financial goals and preferences. Several of the investment options may have reduced fees compared to other investments in their peer groups.
- **Simplified investing.** TIAA will become the single administrative services provider to simplify the investment process. If you invest with Fidelity, you will have the option to keep your current balance(s) with Fidelity, but all future contributions will be directed to TIAA.
- **Consolidating the Primary Retirement Plan and the Voluntary Retirement Plan.** The University will combine these plans into a single plan called the University of Delaware Retirement Plan to simplify your choices. Please note: The 457(b) plan will remain a separate plan under the Retirement Program.
- **Online salary reduction agreements.** You can easily update your salary reduction agreements online if you wish to make changes to your retirement account(s).
- **New 403(b) Roth after-tax contribution option.** With a 403(b) Roth option, you contribute after-tax money and it potentially grows tax free. In retirement, you don't pay taxes if you withdraw your money after age 59½.
- **New Brokerage option.** For participants who are experienced investors looking for investment options outside the core investment line-up, the University has decided to add a Brokerage option¹ to provide the opportunity to build and adjust an investment portfolio based on your goals. With the brokerage account you can choose from over 4,000 mutual funds from a number of well-known firms. You can invest on your own, take advantage of resources and tools, or have it managed for you.

¹TIAA Brokerage Services is a division of TIAA-CREF Individual & Institutional Services, LLC, member FINRA. Some securities may not be suitable for all investors. Brokerage accounts are carried by Pershing, LLC, a subsidiary of The Bank of New York Company, Inc. Member FINRA, NYSE, SIPC.

Q2: Are all plans affected by this change?

A: Yes. These changes apply to the three plans in the Retirement Program sponsored by the University of Delaware. These include the Primary Retirement Plan, the Voluntary Retirement Plan and the 457(b) Deferred Compensation Plan (Retirement Program). These changes do not apply to 529 Plans.

Q3: Why is the University of Delaware making this change?

A: The University is committed to providing you with competitive retirement benefits. Based on this commitment, the University conducted an 18-month strategic review of the Retirement Program. The goal was to determine the best way to enhance services, reduce costs for participants where possible, and increase administrative efficiency.

Q4: How did the University of Delaware make this decision?

A: The Retirement Plan Administrative Committee and Retirement Plan Investment Committee (Committees) were established with representatives from human resources, finance, legal, faculty affairs, the investments office, as well as faculty and staff members.

The University and Committees entrusted Aon Hewitt Investment Consulting (AHIC), an unbiased, independent consultant, to evaluate the Retirement Program's administrative service providers (Fidelity and TIAA) and the investments in the Retirement Program. The University and Committees used AHIC's analysis and recommendations to help determine what enhancements needed to be made to the Retirement Program.

Q5: Why did the University of Delaware select TIAA as the single administrative service provider?

A: A Fortune 100 financial services organization, TIAA, formerly TIAA-CREF, has been helping those who serve others achieve financial well-being for nearly 100 years and has been a University partner since 1972. TIAA is committed to making the process of managing your money less complicated and make it simpler to do business with TIAA, starting with a new name and simplified web experience.

TIAA was selected in order to simplify the investment lineup while offering an effective mix of investments that includes best-in-class mutual funds and annuity options. Consolidating to one provider will allow participants and their beneficiaries to view all account balances in one place and to take advantage of online tools and resources.

Q6: What benefits will I see as part of these changes?

A: With the new University of Delaware Retirement Program, you will have:

- A new investment lineup with best-in-class mutual fund and annuity options
- Opportunity for reduced fees for some investments
- Brokerage Services option
- Roth after-tax contribution feature
- One phone number for plan inquiries and assistance
- One website to manage your new retirement plan investments
- Access to all account balance totals, the new investment lineup, plan highlights, tools and resources in one convenient place

Q7: What are the benefits the University of Delaware will see as part of these changes?

A: The changes make it easier for the University and the Committees entrusted to manage the Retirement Program to monitor plan fees and investment performance and make changes to the investment lineup. It also helps streamline fiduciary, compliance and plan reporting functions.

Q8: Will TIAA only offer TIAA funds?

A: No. The new streamlined investment lineup will offer investments from leading fund families and give you the opportunity to choose a mix of investments based on your financial goals and preferences. Several of the investment options will have reduced fees. The new investment options will be outlined in the Transition Guide.

Q9: Will I still be able get help with my investments?

A: Yes, TIAA and Fidelity representatives will continue to be available for meetings this fall.

TIAA: Investment advice is available online, by phone or through a One-on-One Advice Session. You can call **800-732-8353**, weekdays 8 a.m. to 8 p.m. (ET) to schedule a consultation.

Fidelity: You can contact a Fidelity representative at **800-343-0860**.

After the transition, you can get personalized advice on all of the investment options in the University of Delaware Retirement Program from TIAA financial consultants. This service will continue to be available at no additional cost.

Q10: If I am retired and receiving a distribution, how will this affect me?

A: These plan changes do not affect your distributions and you do not have to take any action.

Q11: Are there any withdrawal restrictions as a result of these changes?

A: The withdrawal rules are not changing. Distributions from the University of Delaware Retirement Program before age 59½, severance from employment, death or disability may be prohibited, limited and/or subject to substantial tax penalties. Different restrictions may apply to other types of plans.

Q12: How will this affect any existing loans I have taken out?

A: These changes will not affect existing loans.

Q13: When will I learn more about the changes?

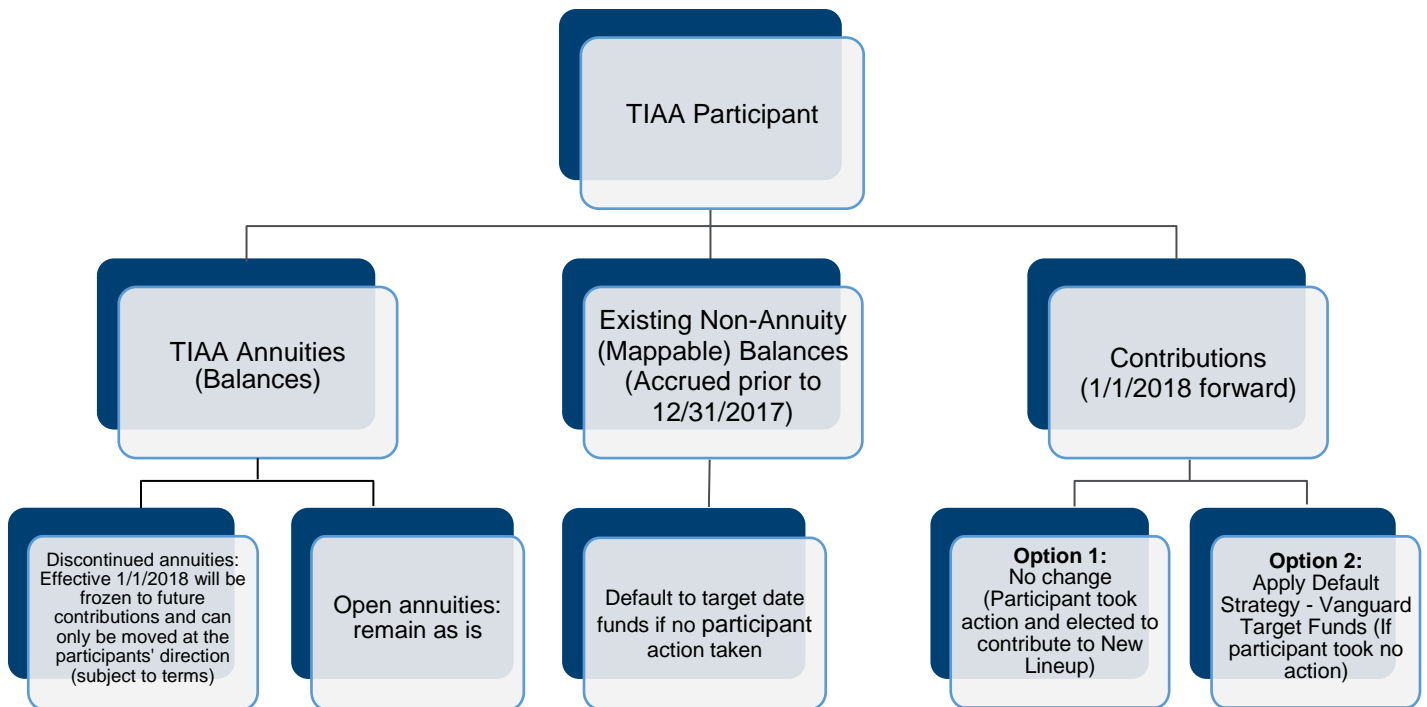
A: The University will provide you ample opportunity to learn more about the Retirement Program changes before the transition. The table below highlights the education and information sessions scheduled for the coming months. As a reminder, TIAA representatives are on campus holding individual counseling sessions. View the scheduled dates at <http://www1.udel.edu/Benefits/>

Dates	Event
Ongoing	Brief information and education sessions. Check the Retirement Transition website for updates.
Fall 2017	A comprehensive Transition Guide will be sent to your mailing address on file with the University with details about the coming changes and steps you can take.
Fall 2017	On-campus seminars will provide an overview of plan enhancements and the steps you can take as part of this change. An information desk will provide an opportunity to ask questions and get help with account actions.

TIAA Participants

Q14: I am a current TIAA participant. What impact does this have on me?

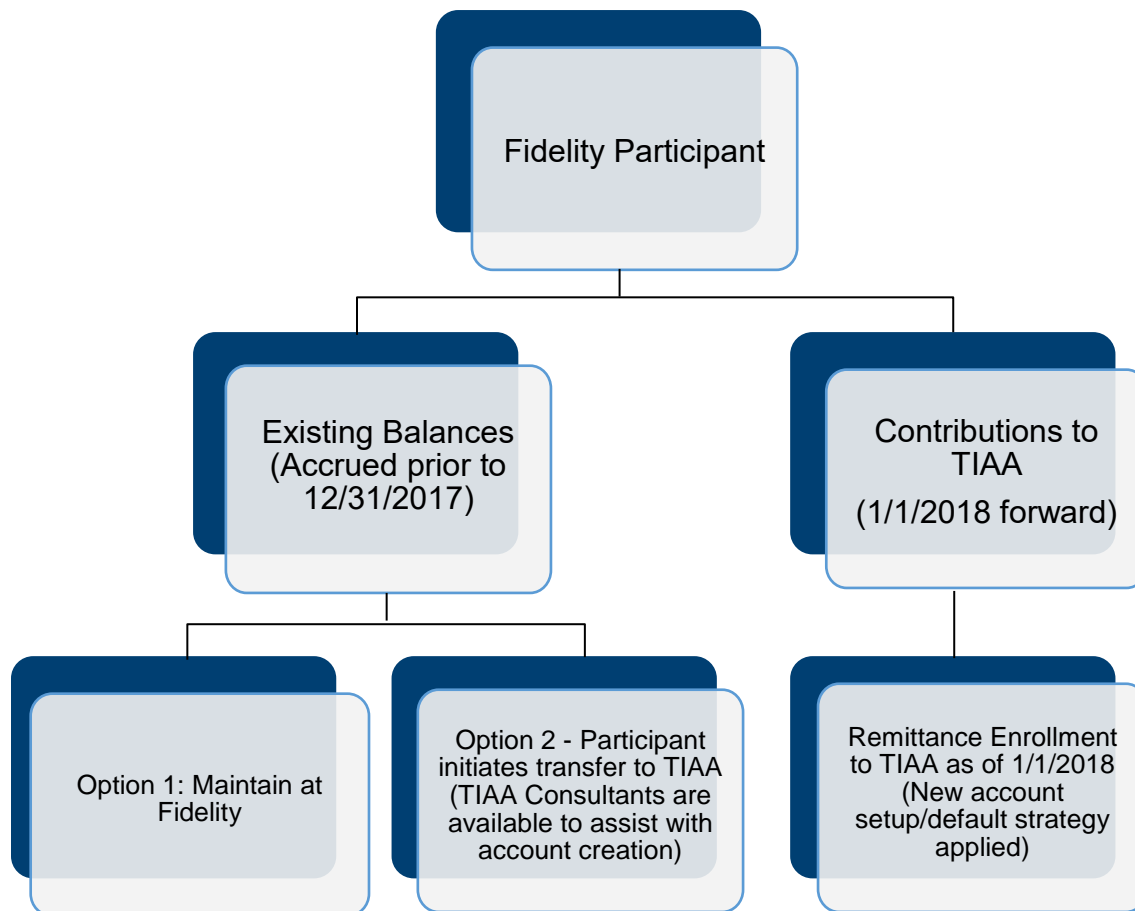
A: Starting with the first January 2018 payroll, your contributions will be directed to investment options in the new lineup. Any annuity balances you have will remain in their current options, but your mutual fund balances will be transferred to the new investment options. You will have the opportunity to select from the new investment menu. Details will be included in the Transition Guide.



Fidelity Participants

Q15: I am a current Fidelity participant. What impact does this have on me?

A: Starting with the first January 2018 payroll, your contributions will be directed to investment options in the new lineup on the TIAA platform. Your existing balances will remain in the current investment options with Fidelity Investments. You can transfer your balances to TIAA if you choose, or you can keep them in your current account with Fidelity. Details will be included in the Transition Guide.



Q16: If I want to continue to invest in Fidelity funds, what are my options?

A: If you wish to continue investing in Fidelity funds after the transition, you may have that option through the new Brokerage option. A brokerage account offers experienced investors access to more than 4,000 mutual funds from a number of well-known firms. You can invest on your own, take advantage of resources and tools, or have it managed for you. Details of this option, as well as restrictions, will be included in the Transition Guide.

Q17: If I wish to move my balances from Fidelity to TIAA now, what do I need to do?

A: To move your balance from Fidelity to TIAA, contact a TIAA financial consultant at **800-842-2252** for assistance. Details will also be included in the Transition Guide.

Reminder: To direct current payroll contributions to TIAA, please update your **Salary Reduction Agreement** form found on the HR forms page: <http://www1.udel.edu/hr/forms.html>.

Q18: Will my beneficiary information from Fidelity automatically transfer to my TIAA account?

A: Your beneficiary at Fidelity will not transfer. When your account is set up with TIAA, your beneficiary will default to ‘estate’ and you will have the option to add your beneficiary.

Q19: If I am retired (or no longer employed with the University of Delaware) and have an account with Fidelity, can I transfer my balances over to an IRA?

A: Your existing balance(s) will remain in the current investment options with Fidelity Investments. You may have the option to transfer your balances to TIAA, maintain your account with Fidelity Investments, or rollover to an IRA, if eligible. The Transition Guide will outline your options in more detail.

Q20: Is there anything I can do now?

A: Yes. You don’t have to wait for these changes to focus on your future. Attend one of the monthly, on-campus and online financial education seminars offered through the University. You can also meet with a TIAA Financial Consultant or Fidelity financial representative. Visit <http://www1.udel.edu/Benefits/> and look under “What’s New” for dates and times.

Q21: Who can I call if I have questions?

A: Contact a TIAA financial consultant at **800-842-2252**. Consultants are available weekdays, 8 a.m. to 10 p.m. and Saturday, 9 a.m. to 6 p.m. (ET).