

TIAA-CREF works closely with you to ensure a smooth transition process for both your institution and your employees. Our implementation approach is thorough, and you can rest assured the experienced TIAA-CREF implementation team takes the lead wherever possible, reducing your administrative burden.

Milestone	Action	Assigned To
Logistics management	<ul style="list-style-type: none"> ✓ Estimate launch and prerequisite dates ✓ Finalize schedule ✓ Identify members of implementation team ✓ Finalized Fund Lineup and Pricing ✓ Remittance / Payroll Provider 	TIAA-CREF + Plan Sponsor
Prerequisites	<ul style="list-style-type: none"> ✓ All prerequisites submitted by Plan Sponsor to TIAA-CREF: <ul style="list-style-type: none"> - Plan documents or Adoption Agreement - Endorse RC/RCP employer applications - Endorse recordkeeping amendment - Endorse custodial amendment - Endorse trust agreement (401(a) plans only) - Endorse statement of work (SOW) - Endorse institutional set up and design document (ISDD) - Participant Loans (12-month pay period required) - Form 5500 agreement (if necessary) - 	Plan Sponsor
Implementation process initiated	<ul style="list-style-type: none"> ✓ Set up new plan in pre-production environment ✓ Begin development of employee communication and education materials 	TIAA-CREF
Plan set up validation	<ul style="list-style-type: none"> ✓ Review/validate contract and plan set up reports ✓ Provide plan sponsor with plan set up report to review/endorse 	Plan Sponsor TIAA-CREF
Plan pushed to internal systems	<ul style="list-style-type: none"> ✓ Endorse plan set up report ✓ Review plan details on internal systems ✓ Ensure plan investment menu is on platform ✓ Push plan to production 	Plan Sponsor TIAA-CREF

Remittance test file due + current participant enrollment begins	<ul style="list-style-type: none"> ✓ Submit remittance test file ✓ Begin tasks to enroll current participants into new retirement plan 	Payroll Service/ Plan Sponsor TIAA-CREF
Remittance test file testing begins	<ul style="list-style-type: none"> ✓ Remittance test file process begins (7 weeks) ✓ Iterative process to confirm file specs, and match enrollments and remittance information 	TIAA-CREF
Communications finalized	<ul style="list-style-type: none"> ✓ Review/approve employee education/ announcement materials 	TIAA-CREF + Plan Sponsor
Test results and production environment validated	<ul style="list-style-type: none"> ✓ Online enrollment update validation 	TIAA-CREF
Employer contract delivered	<ul style="list-style-type: none"> ✓ New employer group contracts delivered ✓ Signed recordkeeping and custodial amendments delivered 	TIAA-CREF
First remittance received	<ul style="list-style-type: none"> ✓ Approve to proceed and “go live” provided 	TIAA-CREF
Plan live + new enrollment begins	<ul style="list-style-type: none"> ✓ Communication and education strategy realized ✓ Participants go online to set investment allocations ✓ New plan in production 	Plan Sponsor
Post-implementation service monitoring	<ul style="list-style-type: none"> ✓ Ongoing service monitoring 	TIAA-CREF + Plan Sponsor

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