



# Document Center: Safeguard the information you share with TIAA

Keeping plan information secure is a top priority. With the Document Center, you can securely and immediately share both sensitive plan information and operational communications in one central location.

## Document Center

The Document Center is located within *Forms & documents* on PlanFocus. You can securely upload documents here to share with TIAA or view documents added by TIAA. Recipients will be notified by email when a document has been uploaded and is ready to be viewed.

MOVE	FILE NAME	DESCRIPTION	DATE ADDED	ADDED BY
	Group Annuity Payment Register - As of 05/2019 (TXT)	Group Annuity Payment Register	05/06/2019 01:24 AM	TIAA
	402(g) notice	Contributions relative to 402(g) limit	05/06/2019 01:24 AM	Adam CSC

These folders will appear based on your entitlements. Contact your Plan Sponsor to modify your access rights if you need to view more.

Documents that you upload or receive from TIAA are stored within one of five folders.

The folders are organized into the following categories.

- 1. Administration:** Documents related to the day-to-day administration of your plans, such as plan adjustment confirmations.
- 2. Employee Communications:** Documents to support your employee communications and campaigns, such as QDIA notices and new fund announcement letters.
- 3. Employee Engagement:** Reports highlighting results of employee communications and education campaigns.
- 4. Plan Documentation:** Documents related to plan rules, agreements, provisions and amendments. (This folder is only accessible to Plan Sponsors.)
- 5. Plan Review:** An electronic copy of your annual Plan Review report. (This folder is only accessible to Plan Sponsors.)

## Uploading a file

To upload a file to the Document Center:

1. Click *Upload Files*.
2. Select the file(s) you want to upload.

3. Choose the applicable Document Center folder.
4. If applicable, you can select the person at TIAA who should be notified that a file was added by checking the box next to their name.
5. Accept the terms of use and click *Upload*.
6. You will be asked if the uploaded form is needed to process a transaction.
7. Once you select Yes or No, the file will be uploaded, appropriately routed and selected users will be automatically notified.

A maximum of six documents are allowed per upload. Individual .txt/.csv files are allowed up to a 50 MB limit. Other file formats/extensions include pdf, jpg, jpeg, png, bmp, xls/xlsx, ppt/pptx, doc/docx. These file sizes are limited to 16 MB each and cannot exceed 50 MB per upload.

**Upload File(s)** ✕

Select the files you would like to upload.  
[Upload Instructions](#)

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**Step 1: Select Files**

**Step 2: Select Folder**

Select the folder you would like to upload the file(s) to.

Administration ▼

**Step 3: Select Users**

Select the users you would like to have access to these documents.

	NAME	ROLE
<input type="checkbox"/>	Adam, Smith	Relationship Manager
<input type="checkbox"/>	Charles, Lee	Client Service Manager
<input type="checkbox"/>	Edward, Johnson	Client Service Manager
<input type="checkbox"/>	Jane, Dhoe	Financial Consultant

**Step 4: Accept Terms of Use**

In the event you are uploading files required by TIAA to process a transaction, you agree to continue to be bound by the terms and conditions that were explained to you, and you accepted, when you initiated the transaction. If you have any questions, please call your assigned TIAA contact person or if none, the Administrator Telephone Center at 888 842-7782

[Shared Files Terms and Conditions](#) [FAQs](#)

I have read and accept these Terms of Use.

Document Center

Your secure repository for files exchanged between you and TIAA. You can delete files from Document Center until you delete them.

Upload Files

Administration

Upload Files

Are these forms being used to process a transaction? Only one transaction form can be uploaded at a time.

YES NO

Select Yes if you are uploading forms needed for TIAA to process a transaction on behalf of a participant (e.g. cash withdrawal, required minimum distribution option, rollover, etc.).

Transaction forms must be one of the following file types: .pdf, .jpg/jpeg, .tif/tiff, .png, .bmp. Other file types will not be processed.

Select No if you are only sharing forms with a TIAA team member you are working with.

402(g) notice	Contributions relative to 402(g) limit	05/16/2020 01:24 AM	Adam CSC
ABC Organization 402(g) Report	ABC Organization 402(g) Report	07/01/2017 01:24 AM	TIAA
Ad hoc custom report	Requested report is ready	05/11/2020 11:56 PM	ADAM CSC

## FAQs

**Q:** When should I use the Document Center?

**A:** When you need to exchange information with confidential plan-specific information such as.

- Data containing personally identifiable information
- Documents related to the day-to-day administration of your plans
- Information and distribution lists supporting upcoming implementations, employee communications and campaigns such as fee disclosure or QDIA notices
- Documents related to plan rules, agreements, provisions and amendments

**Q:** How long is the information stored?

**A:** You can retain documents for an unlimited period of time.

**Q:** Are there any file restrictions that I need be aware of?

**A:** A maximum of six documents are allowed per upload. Each file cannot exceed 16 MB in size. The total size per upload cannot exceed 50 MB. Acceptable file formats/extensions include pdf, tif/tiff, jpg, jpeg, png, bmp, xls/xlsx, ppt/pptx, doc/docx. For txt/csv, individual files are allowed up to a 50 MB limit.

**Q:** Why don't I see all five file folders?

**A:** You will only see those folders that you have access to, based on your role.

**Q:** When and how is a TIAA associate notified that a file has been uploaded?

**A:** When you select the TIAA associate's name in Step 4 and complete the file upload process, the associate will automatically be sent an email, notifying them that a file has been uploaded and requires their attention.

**IMPORTANT:** Do not submit contribution lists, remittance files and census data through the Document Center.



For more information, call your TIAA representative or contact the Administrator Telephone Center at **888-842-7782**, weekdays, 8 a.m. to 8 p.m. (ET).



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(07/24)