



TIAA
P.O. Box 1289
Charlotte, NC 28201-1289

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Dear participant,

We are writing to ensure your awareness of a recent data security incident that occurred at Pension Benefit Information, LLC ("PBI"), a vendor to TIAA. TIAA uses PBI to identify, in a timely manner, participants who might have passed away so we can implement beneficiary processes.

The data security incident resulted in the exposure of your first and last name, address, date of birth, gender and Social Security Number to an unauthorized actor. To protect your personal information, PBI has agreed to provide you with identity monitoring at no cost to you. This coverage will be supplied through Kroll, LLC, a cybersecurity consulting firm that, among other things, specializes in incident response services and related notifications.

You may already have received – or soon will receive – a letter by mail from PBI providing instructions and a unique code to reference when registering for the free identity monitoring. The letter also will include a telephone number you may call to learn more or ask questions about the identity monitoring service. In the meantime, you may want to consider placing a freeze on credit reports issued by credit reporting agencies, which will prevent unauthorized parties from opening credit lines using your information.

You can learn more about this process at <https://www.usa.gov/credit-freeze>. The contact information for the credit reporting agencies is below:

Equifax

<https://www.equifax.com/personal/credit-report-services/>

1-888-298-0045

Equifax Fraud Alert,

P.O. Box 105069 Atlanta, GA 30348-5069

Experian

<https://www.experian.com/help/>

1-888-397-3742

Experian Fraud Alert, P.O.

Box 9554, Allen, TX 75013

TransUnion

<https://www.transunion.com/credit-help>

1-800-916-8800

TransUnion Fraud Alert, P.O.

Box 2000, Chester, PA 19016

You may also want to check your financial accounts for any unauthorized activity, ensure that each of your online accounts have unique, randomized credentials and keep your home network and individual devices current with vendor updates and malware protection. You can find more recommended actions in these [TIAA online safety tips](#).

The exposure was part of a global data security incident involving MOVEit, a type of file transfer software used by thousands of organizations around the globe, including PBI. As has been reported in the press, this MOVEit incident has impacted state and federal government agencies, financial services firms, pension funds, and many other types of companies and not-for-profit organizations.

Please note that the information systems at TIAA were not compromised by this event. TIAA continuously monitors participant accounts for unusual activity and has not detected any as a result of this incident. For more information on TIAA's security controls, please visit TIAA's Security Center at <https://www.tiaa.org/public/support/security-center>.

TIAA sincerely regrets the inconvenience and concern that this incident is likely causing. Thank you.

Sincerely,
TIAA

