



TIAA-CREF Individual & Institutional Services, LLC

Advice & Planning Services

Disclosure Brochure

Form ADV Part 2A

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June 26, 2020

This brochure (this “Disclosure Brochure”) provides information about the qualifications and business practices of Advice & Planning Services, a division of TIAA-CREF Individual & Institutional Services, LLC. If you have any questions about the contents of this Disclosure Brochure, please contact us at 212-490-9000. The information in this Disclosure Brochure has not been approved or verified by the United States Securities and Exchange Commission (the “SEC”) or by any state securities authority. Registration with the SEC does not imply a certain level of skill or training.

Additional information about Advice & Planning Services is also available on the SEC’s website at www.adviserinfo.sec.gov.

Item 2 – Material Changes

Item 2 contains a summary of the material changes made to the TIAA-CREF Individual & Institutional Services, LLC Advice & Planning Services Disclosure Brochure since March 27, 2019. Item 2 discusses only the material changes.

All capitalized terms used (but not defined) below have the same meaning as stated in the Disclosure Brochure.

As of June 26, 2020

Item 4 (Advisory Business)

This disclosure brochure was updated to reflect that, as of June 26, 2020, in addition to the Planning Services, TC Services offers the following services as a registered investment adviser: (i) recommendations to open, contribute or consolidate assets (through a rollover or transfer) into a TIAA Portfolio Advisor account; (ii) recommendations to contribute or consolidate assets into a client’s existing TIAA Personal Portfolio account (closed to new investors); and (iii) recommendations to open, contribute or consolidate assets (through a rollover or transfer) into a discretionary Private Asset Management (“PAM”) account (offered by TIAA, FSB). TIAA Portfolio Advisor, TIAA Personal Portfolio and PAM are collectively referred to as the “TIAA Managed Accounts.”

Offering these recommendations as registered investment adviser services means that Advisors that provide these services will be acting in their capacity as investment adviser representatives and held to a fiduciary duty standard of care instead of a broker-dealer suitability standard of care (or a broker-dealer best interest standard or care, as required under new Regulation Best Interest after June 30, 2020). A fiduciary duty is a broader duty than the broker-dealer best interest standard (and different from a broker-dealer suitability standard). A fiduciary duty includes, among other things, the duty to provide ongoing advice as defined in our disclosures and/or agreements for the advisory services. However, it is important to note that the scope of our investment advisory services and our fiduciary duty differs depending on the advisory service we provide.

The fiduciary duty that extends to our registered investment services is specific to each service and lasts for the duration of the service. Specifically:

- For the Planning Services, the fiduciary duty extends only to the provision of the financial plan and ends after an Advisor delivers the report generated in connection with the Planning Services.
- For the TIAA Portfolio Advisor and TIAA Personal Portfolio programs, the fiduciary duty extends to our recommendation of the program and the portfolio management of your enrolled assets and lasts for as long as you are enrolled in the program.
- For PAM, the fiduciary duty extends to our recommendation of PAM and our servicing of your PAM account for as long as you are enrolled in the account. Note that TIAA, FSB (and not TC Services or its Advisors) is responsible for the investment management services provided through PAM. TIAA, FSB has a fiduciary duty to clients under federal

and state laws that applies to the investment management services it provides for PAM accounts under its trust powers as a bank (and not as a registered investment adviser).

In adding these services to our registered investment adviser offer, we have updated this disclosure brochure to compare the TIAA Managed Accounts in terms of the following: investment types and availability, portfolio construction, minimums, fee types, cash, compensation to TC Services, sweep options, methods of analysis, brokerage practices, review of accounts, and custody, among other things. The disclosure brochure describes the conflicts of interest that TC Services and its Advisors have when providing these services to you and how we mitigate those conflicts.

Item 14 (Client Referrals and Other Compensation) and Item 5 (Fees and Compensation)

- Information about the compensation of TC Services Financial Professionals was moved from Item 14 to Item 5 in this brochure.

As of March 30, 2020

Item 4 (Advisory Business)

- *About Us.* Item 4 was revised to clarify that when planning jointly you and your spouse or domestic partner are collectively referred to as “you” in this brochure. Additionally, any notice delivered to one party when planning jointly will be deemed notice to both parties.
- *Scope of Service and Applicable Standards.* Item 4 was revised to clarify that during an interaction with TC Services, a dually registered investment adviser and broker-dealer, clients receive both advisory services (including the Planning Services) provided by TC Services’ advisory division and broker-dealer services provided by TC Services broker-dealer division. Item 4 explains the separate services provided by each division and the different standards of care that apply.
- *Separate Broker-Dealer Services.* Item 4 was also revised to clarify that the following are broker-dealer services subject to the broker-dealer suitability standard of care: (1) recommendations to roll over assets into a TIAA account; (2) fund and annuity specific recommendations for clients’ employer sponsored retirement plan(s) at TIAA, Investment Solutions IRA or TIAA IRA; (3) recommendations to enroll in the TIAA Portfolio Advisor or TIAA Personal Portfolio managed account programs offered by TC Services or the Private Asset Management managed account service offered by TIAA, FSB; and (4) education on various investing and retirement topics not covered by Planning Services, including retirement income options.

Item 14 (Client Referrals and Other Compensation)

- *Compensation of Advisory Consultants.* Item 14 was revised to provide the compensation arrangements for TC Services representatives that provide the Planning Services to clients by phone, referred to as Advisory Consultants, and the conflicts of interest related to those arrangements.

- *Managers of TC Services' Representatives.* Item 14 was also revised to reflect the compensation arrangements for managers of TC Services' representatives and the conflicts of interest related to those arrangements.

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Item 4 – Advisory Business

About Us

TIAA-CREF Individual & Institutional Services, LLC (“TC Services”, “we” or “our”), is registered with the Securities and Exchange Commission (the “SEC”) as a registered investment adviser offering services to individuals through its Advice and Planning Services division (“TC Services’ advisory division”) since 2004.

Different TC Services’ financial professionals can assist you. Wealth Management Advisors (“WMAs”) service clients in local TIAA offices. Advisory Consultants service clients by phone. Both WMAs and Advisory Consultants (referred to collectively as “Advisors”) are registered as both investment adviser representatives and broker-dealer representatives. All other TC Services representatives (referred to as “Representatives”) are registered only as broker-dealer representatives, not as investment adviser representatives and can refer you to an Advisor for advisory services.

TC Services’ advisory division offers the following registered investment adviser services:

- ***Financial Planning Services (referred to as the “Planning Services”).*** Planning Services are delivered to you or, when planning jointly, to you and your spouse or domestic partner (collectively referred to as “you” in this brochure), through TC Services Advisors, and are described in detail in this Item 4 below under “*About the Planning Services.*”
- ***The TIAA Portfolio Advisor and TIAA Personal Portfolio Managed Account Programs.*** The TIAA Portfolio Advisor and TIAA Personal Portfolio managed account programs provide discretionary investment management services through a centralized team of investment professionals for an asset-based “wrap” fee.

TIAA Portfolio Advisor is open to new investors. Where appropriate, Advisors can recommend that you open, contribute or consolidate assets (through a rollover or transfer) into a TIAA Portfolio Advisor account and provide assistance with enrollment for this program.

TIAA Personal Portfolio closed to new investors as of May 15, 2020. Where appropriate, Advisors can recommend current clients contribute or consolidate assets into their existing TIAA Personal Portfolio account. This service is provided through an online interface with assistance available from Advisory Consultants as needed.

Advisors may also help fulfill client service requests regarding the TIAA Portfolio Advisor and TIAA Personal Portfolio programs. These programs (including enrollment services, recommendations to open, contribute to or consolidate assets, client servicing, and associated conflicts) are described in further detail in their respective disclosure brochures, which you can request for review or find at https://www.tiaa.org/public/pdf/portfolio_advisor_wrap_fee_program_disclosure_form_adv.pdf and https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf. You will also receive the TIAA Portfolio Advisor

disclosure brochure prior to enrolling in the program. TIAA Personal Portfolio is closed to new investors.

- ***TIAA, FSB Personal Trust and Private Asset Management (“PAM”) Sales and Servicing.*** Where appropriate, Advisors can recommend that you open, contribute or consolidate assets (through a rollover or transfer) into a separate high net worth discretionary investment management account and/or trust service offered by our affiliated bank, TIAA, FSB. Advisors may also provide assistance with enrollment and may help fulfill client administrative requests regarding their PAM account. Recommendations, enrollments and client servicing for PAM are referred to as “PAM Sales and Servicing” in this brochure and is described in detail in this Item 4 below.

TIAA Portfolio Advisor, TIAA Personal Portfolio and PAM are collectively referred to as the “TIAA Managed Accounts” in this brochure.

TC Services is also registered with the SEC and Financial Industry Regulatory Authority (“FINRA”) as a broker-dealer and offers separate broker-dealer services to individuals through its TIAA Brokerage Services division (“TC Services’ broker-dealer division”), such as execution services and broker-dealer recommendations, and is described in detail in this Item 4 below under “*Separate Broker-Dealer Services.*”

TC Services is a subsidiary of Teachers Insurance and Annuity Association of America (“TIAA”), a life insurance company. TIAA administers one of the world’s largest retirement plan systems and since its founding in 1918 has helped people in the academic, research, medical and cultural fields plan for and live through retirement. Many of our clients have a pre-existing relationship with TIAA, often by participating in a TIAA administered employer sponsored retirement plan. TIAA is also the marketing name under which TIAA and its subsidiaries provide services.

Scope of Services and Applicable Standards

This section describes the scope of the registered investment adviser services provided by TC Services’ advisory division, the separate broker-dealer services provided by TC Services’ broker-dealer division and the standards of care that apply to each. Under both standards, we are required to act in your best interest and not put our interests ahead of yours, but there are also important differences in the standards and the way we make money for our services, as described here.

Registered Investment Advisory Services. TC Services and its Advisors have a fiduciary obligation under the Investment Advisers Act of 1940 when providing registered investment advisory services. While both the fiduciary duty standard and the broker-dealer best interest standard require us to act in your best interest and not put our interests ahead of yours, a fiduciary duty is a broader duty, which includes, among other things, the duty to provide ongoing advice as defined in our disclosures and/or agreements for the advisory services. However, it is important to note that the scope of our investment advisory services and our fiduciary duty differs depending on the advisory service we provide.

The fiduciary duty that extends to our registered investment services is specific to each service and lasts for the duration of the service. Specifically:

- For the Planning Services, the fiduciary duty extends only to the provision of the financial plan and ends after an Advisor delivers the report generated in connection with the Planning Services.
- For the TIAA Portfolio Advisor and TIAA Personal Portfolio programs, the fiduciary duty extends to our recommendation of the program and the portfolio management of your enrolled assets and lasts for as long as you are enrolled in the program.
- For our PAM Sales and Servicing, the fiduciary duty extends to our recommendation of PAM and our servicing of your PAM account for as long as you are enrolled in the account. Note that TIAA, FSB (and not TC Services or its Advisors) is responsible for the investment management services provided through PAM. TIAA, FSB has a fiduciary duty to clients under federal and state laws that applies to the investment management services it provides for PAM accounts under its trust powers as a bank (and not as a registered investment adviser).

Broker-Dealer Services. TC Services and financial professionals also provide broker-dealer services. Any securities transactions recommended after you receive the Planning Services (except for TIAA Managed Account recommendations) are provided to you by TC Services, through its representatives acting in their capacity as registered broker-dealer representatives. The recommendations and any subsequent implementation are separate and distinct from our registered investment advisory services (including the Planning Services, even if they are provided at the same meeting by the same financial professional as the one that delivered the Planning Services).

When acting in a broker-dealer capacity, the recommendations provided are subject to a best interest standard that requires us to act in your best interest at the time we make the recommendations without placing our interests ahead of yours. TC Services has no ongoing duties with respect to these recommendations. We must also observe high standards of commercial honor and just and equitable principles of trade under FINRA rules. We do not charge for the recommendations we provide as a broker-dealer, although you will bear the trading costs and underlying costs of the associated investments if you implement the recommendations.

Our financial professionals who recommend insurance products, such as annuities and life insurance, also are licensed insurance agents. Recommendations they make when acting in an insurance agency capacity are also subject to standards of care under state laws. We do not have a fiduciary obligation to you or an advisory relationship with you when acting as a broker-dealer or insurance agent.

Representatives Acting in Different Capacities with Same Client. As an example of how our financial professionals may act in different capacities, during your interaction you may receive:

- A Planning Service where your Advisor acts as an investment adviser representative,
- A broker-dealer recommendation where your Advisor or Representative acts as a broker-dealer representative (and insurance agent for annuity transactions), such as the recommendations in the Investment Plan (described in detail in this Item 4 below under “*Separate Broker-Dealer Services*”) on how to allocate assets within your employer sponsored retirement plan (for which TIAA serves as recordkeeper) or a

recommendation to roll over retirement plan assets into a non-managed individual retirement account (“IRA”); and/or

- A recommendation to open, contribute to or consolidate assets into a TIAA managed account where your Advisor acts as an investment adviser representative.

This chart below summarizes the types of investment advisory and broker-dealer services we provide:

We provide investment advisory services under a fiduciary duty when . . .	We provide recommendations to you as a broker-dealer service under a best interest standard* when . . .
<ul style="list-style-type: none"> • We provide you with the <i>Planning Services</i> described in this disclosure document. • You enroll in the <i>TIAA Portfolio Advisor</i> or <i>TIAA Personal Portfolio</i> wrap fee managed account services and we manage your account on an ongoing basis. • We recommend <i>that you open, contribute to, or consolidate assets into our TIAA Portfolio Advisor and TIAA Personal Portfolio wrap fee programs or TIAA, FSB’s PAM.</i> <p>Note: our affiliated bank, TIAA, FSB, provides investment management services for PAM as a fiduciary under its trust powers (and not as a registered investment adviser) when you enroll in PAM.</p>	<ul style="list-style-type: none"> • We provide you with an Investment Plan report or otherwise recommend you purchase or sell specific investments within your employer plans recordkept by TIAA (“TIAA Plan”), the TIAA IRAs or certain TIAA-CREF Life Insurance Company (“TIAA Life”) annuities; • We recommend you open, contribute or enroll in a brokerage account, self-directed IRA or variable annuity, including consolidating assets via an IRA or plan rollover or transfer; • We recommend you create a lifetime income stream by annuitizing affiliated variable annuity holdings at TIAA; or • We recommend you purchase third-party variable universal life insurance policies. <p>We offer broker-dealer educational services through TIAA client facing representatives that do not involve a recommendation, including:</p> <ul style="list-style-type: none"> • Information about investing; • Information about accounts/products available at TIAA; • Education and enrollment services, including help with contributions, servicing and distribution needs for your TIAA Plans and other TIAA accounts; and • Various online tools and calculators available through TIAA.org.

* Some states require that broker-dealer recommendations meet a fiduciary standard.

Compensation Conflicts of Interest. The way we are compensated for our services creates some conflicts with your interests. We have an incentive to recommend that clients invest in TIAA the TIAA Managed Accounts over a brokerage account sponsored by TC Services when the client is eligible for both. More revenue is generated for TIAA overall, and for TC Services in particular, when clients accept our recommendation to invest in TIAA Managed Accounts rather than a brokerage account because the asset-based fee you pay on a TIAA Managed Account likely is greater than the total fees, charges and other income that TC Services and other TIAA entities can earn when you invest via a brokerage account. You should understand and ask us about these conflicts as they can affect the investment advice and recommendations we provided to you. This disclosure brochure includes a discussion of conflicts associated with our Planning Services and PAM Sales and Servicing. If you enroll in a TIAA Managed Account, you will receive the separate disclosure document which includes a discussion of the conflicts associated with that program or service. Specifically, for TIAA Portfolio Advisor you will receive the brochure found at https://www.tiaa.org/public/pdf/portfolio_advisor_wrap_fee_program_disclosure_form_adv.pdf, for TIAA Personal Portfolio you will receive the brochure found at https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf, and for PAM you will receive the disclosure brochure found at <https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>. If you receive broker-dealer recommendations from us, you will receive a separate disclosure document that includes a discussion of the conflicts associated with such recommendation at the time of the recommendation, found at https://www.tiaa.org/public/pdf/support/regbi/TIAA_RegBIDisclosure.pdf.

About the Planning Services

The Planning Services include the following discrete services: (1) Life Goals Analysis, (2) Personal Financial Plan, and (3) Investment Review. Each Planning Service is described in detail here under “*Types of Planning Services.*”

As part of the Planning Services engagement, an Advisor will work with you to help identify and prioritize your goals. In the process, the Advisor will gather relevant documents from you such as bank and brokerage statements, retirement plan statements and other documents reflecting your assets and liabilities to help assess your financial situation and formulate the analysis to be provided through the Planning Services. The Advisor may ask you to complete a questionnaire to help you identify a risk tolerance level for your investment assets. This risk tolerance level will inform the asset allocation guidance provided through the Planning Services. The guidance assumes a long-term investment time horizon for such assets, unless we note otherwise. This information will be used to assess your financial situation and formulate the plan to be provided through the Planning Services described below.

The Planning Services are provided to you on a one-time or episodic basis, meaning they are provided to you based on your needs at a particular point in time. As a result, there is no ongoing monitoring of your situation or needs. The Planning Services end after the report generated in connection with the Planning Services has been delivered to you. After delivering this report to you, your Advisor ceases to provide Planning Services on behalf of TC Services’ advisory division. We reserve the right to limit, modify or discontinue offering these Planning Services, with or without notice to you. Any notice delivered to one party when planning jointly will be deemed notice to both parties. We do not provide legal or tax advice. You are under no obligation

to purchase or enroll in other products or services as a condition to obtaining the Planning Services.

Types of Planning Services:

The Planning Services provided to you may include one or more of the following discrete services:

Life Goals Analysis. A Life Goals Analysis assists you in developing a strategy to help achieve your financial goals. Essentially, it is intended to help address critical questions such as: whether you are on track to meet your financial goals; how should you allocate your investment assets; how should you take your retirement income; and how you can take action. The analysis, depending on which areas and goals you address, is based primarily on your risk tolerance, net worth, investment holdings, sources of income, goals and objectives. The analysis generally assumes a long-term investment time horizon for investment assets. You cannot impose restrictions on the asset classes that the analysis recommends.

The analysis will include a report with important disclosures that you should carefully review. The content and detail of the report may vary based on your needs and circumstances. You should carefully consider all relevant factors before deciding how or whether to implement strategies provided through the Planning Services, including consulting with a tax advisor on tax matters and an attorney on legal matters. If you elect to deviate from the report's recommendations, then the results and impacts described in the report (such as whether you are on track to meet your financial goals) will change.

We may also agree to discuss additional issues within the Life Goals Analysis, such as the adequacy of any assets you have allocated toward emergency savings or towards savings for the cost of college and the question of whether you have sufficient income, capital and life insurance in order to cover your surviving beneficiaries' cash flow needs. These evaluations are general in nature and are limited to a brief analysis of any funding shortfalls or surpluses you may face. If you have life insurance needs, you may also be referred to a licensed life insurance specialist who can discuss life insurance products offered through TIAA, described in detail below in this Item 4 under "*Separate Broker-Dealer Services.*"

The Life Goals Analysis may also provide projected rates of returns as a means of comparison. The analysis may rely upon assumptions about future events such as tax status and the rate of inflation. While these projections are based upon accepted principles of portfolio management, these projections are only estimates, and not a guarantee of future results. The projections and other information generated about the likelihood of various investment outcomes are hypothetical and may vary with each analysis over time. Moreover, actual results may vary significantly depending upon any changes in your circumstances and economic trends.

We do not monitor the recommendations provided by a Life Goals Analysis. As a general matter, upon your request and at our discretion, you may participate in a new analysis session on a periodic basis.

Personal Financial Plan. We may provide a Personal Financial Plan to certain clients that, like the Life Goals Analysis, is designed to address the client's financial goals, but also extends to general estate planning considerations and is intended for clients that have significant assets and complex planning needs. A Personal Financial Plan may be provided in addition to or in lieu of

the Life Goals Analysis and is offered on a limited basis at our discretion. If you receive this service, we will help you determine which topics to address in a comprehensive report, or choose from the following options: (1) retirement and other funding needs, (2) legacy life insurance consideration, (3) stock option and deferred compensation needs, (4) alternative cash flow scenarios, and (5) general estate planning considerations. The plan will provide a summary of topics addressed within and identify issues for your further consideration.

For any retirement or other goal, the plan will analyze your current asset allocation and funding strategy based on your objective and risk tolerance and propose an alternative planning strategy where appropriate. The analysis generally assumes a long-term investment time horizon for investment assets. Restrictions cannot be imposed on the asset classes presented. The plan will estimate the likelihood of success for both the current strategy and any alternative proposal.

The Personal Financial Plan may also provide projected rates of returns as a means of comparison. The analysis may rely upon assumptions about future events such as tax status and the rate of inflation. While these projections are based upon accepted principles of portfolio management, the projections are only estimates and not a guarantee of future results. The projections and other information generated about the likelihood of various investment outcomes are hypothetical and may vary with each analysis over time. Moreover, actual results may vary significantly depending upon any changes in your circumstances and economic trends.

The Personal Financial Plan may address legacy life insurance as one option to help fund legacy goals and still have sufficient assets to meet retirement income needs. This analysis is based upon numeric values and premium amounts of a hypothetical illustration using life insurance policies that we offer and based upon current age and gender. The purpose of this is not to promote life insurance or promote one type of life insurance policy over another.

The Personal Financial Plan may also address general estate planning considerations by illustrating the cumulative total of both lifetime and at death transfers to heirs and charities as of the date of death. This illustration makes certain assumptions which may or may not be appropriate for your circumstances. The terms of the estate plan and the order of death can impact federal and state inheritance and estate taxes differently and may not be accounted for in the illustration. Consult with your legal or tax advisor on your specific situation before making planning decisions.

For any stock option or deferred compensation issues, the plan discusses the estimated current value of the options or deferred compensation and proposed distribution strategies, based upon your feedback and retirement plan restrictions.

We do not monitor the plan's output, provide any updates or provide any reports other than the one written report associated with the Personal Financial Plan. As a general matter, upon your request and at our discretion, you may participate in a new analysis session on a periodic basis.

Investment Review. The Investment Review provides a detailed analysis of all or portions of your existing investment portfolio. It is designed to help you assess your current holdings (mutual funds, exchange traded funds, common stock, closed end funds and variable annuities, but not individual bonds, alternative investments or preferred stock) against a customized benchmark that is derived from your responses to a risk tolerance questionnaire.

Generally, this review is limited to a review of assets held outside of your employer sponsored retirement plan(s) held at TIAA. A report produced from the Investment Review analyzes your holdings by asset class, investment style, sector weighting, regional exposure, performance history, and risk analysis. The Investment Review is an analytical tool and does not provide investment recommendations. The Investment Review may be offered independently, or in connection with a Life Goals Analysis or Personal Financial Plan.

We do not monitor the Investment Review's guidance, provide any updates or provide any reports, other than the report associated with the Investment Review. The Investment Review's analysis is developed by and relies upon software developed by Morningstar, which is an independent provider of investment information.

About PAM Sales and Servicing and Role of WMAs

PAM Sales and Servicing includes recommendations by WMAs to open, contribute to or consolidate assets (through a rollover or transfer) into TIAA, FSB's PAM service, as well as enrollment assistance and fulfillment of client administrative service requests for the account. Recommendations to open, contribute to or consolidate assets (through rollover or transfer) into PAM typically occur alongside or after the delivery of the Planning Services and are made for clients with sufficient assets where enrollment in PAM can help meet the client's general investing and financial planning goals and is in the client's best interest.

A WMA will meet with you to assess whether the Program is in your best interest based on your investing needs, objectives and circumstances. See "*Methods of Analysis, Investment and Risk of Loss*" under Item 8 below for more information.

PAM Sales and Servicing is provided based on your expressed investing needs and financial planning goals and occurs upon the initial recommendation and enrollment into PAM or at a point in the future when you check-in with your WMA regarding your PAM account. At least annually, WMAs will attempt to contact you to review whether there have been any changes in your financial situation or investment objectives. See Item 14 "*Review of Accounts*" below for more information.

WMAs are providing this service on behalf of TC Services as a registered investment adviser. While they are able to assess your goals and make a recommendation for PAM, as well as assist you with enrollment and servicing, WMAs do not provide advice on how to invest assets within PAM nor manage the assets enrolled in PAM. PAM investment professionals are the only personnel who provide investment management and related services for PAM managed account clients. Clients with a PAM account are assigned a Portfolio Manager, employed by TIAA, FSB, to manage the investment of their PAM portfolio pursuant to an agreed upon investing plan as set forth in the client's Investment Policy Statement. Clients with a PAM account are also assigned a Trust Administrator, employed by TIAA, FSB, who will provide administrative services for the account.

PAM Sales and Servicing, also includes general support services such as transmitting documents including account opening, closing and disclosure documents, obtaining customer signatures, assisting with scheduling and arranging calls with you and TIAA, FSB employees (such as Portfolio Managers and Trust Administrators) and other administrative and support services for TIAA, FSB.

TC Services has a conflict of interest when providing PAM Sales and Servicing because: (i) the greater the market value of assets in your PAM account, the more its affiliate, TIAA, FSB will receive in fees; (ii) TC Services is compensated by TIAA, FSB for providing the PAM Sales and Servicing to clients and is paid for each account opened and maintained based on the market value of the asset invested as described in detail in Item 5 below under “*How TC Services is Compensated for the Registered Investment Adviser Services.*” WMAs have a conflict of interest in providing the PAM Sales and Servicing because they can receive higher compensation for recommending TIAA Managed Accounts and therefore have an incentive to encourage you to open and increase assets in PAM, as described in detail in Item 5 below under “*Compensation of TC Services Financial Professionals.*” These conflicts of interest create an incentive for TC Services and WMAs to recommend that you open, contribute to or consolidate assets into PAM. We mitigate these conflicts by disclosing them to you and by requiring that all recommendations to open, contribute or consolidate assets into a PAM account are reviewed in accordance with applicable regulatory standards, to determine whether they are appropriate for client’s financial needs.

Special Considerations regarding Individual Retirement Accounts. The recommendation by the TC Services’ WMAs also can include recommendations on how to fund the account – for example, through an asset transfer or rollover from another account into an IRA managed by PAM. While these recommendations are made in TC Services’ capacity as a registered investment adviser and subject to an advisory fiduciary standard, the recommendations are not intended and should not be construed as fiduciary investment advice under the Employee Retirement Income Security Act of 1974 (“ERISA”). Prior to rolling over or transferring assets into an IRA, you should consider the features, costs and surrender charges associated with consolidating the assets in one place. For instance, IRA rollovers and transfers may be subject to differences in features, costs and surrender charges. You should consider all the options prior to rolling over assets into an IRA. A detailed description of these considerations may be found at https://www.tiaa.org/public/pdf/Know_Your_Options_from_TIAA.pdf. You may be able to leave assets in your current plans, withdraw cash subject to potential penalties or rollover the assets into a new employer’s plan if one is available and rollovers are permitted. You should consult with a WMA for more information. However, please note that neither TC Services, nor its WMAs provide tax advice. TIAA, FSB, benefits when you move funds from your employer sponsored retirement plan to a PAM account because of the fee charged by the account, which would not be charged if your assets remain in an employer sponsored retirement plan. This creates a conflict of interest. TC Services seek to mitigate this conflict by disclosing it to you and by requiring its financial professionals to discuss your options when making a rollover recommendation. We also require that rollover transactions recommended by WMAs be reviewed as required by applicable regulatory standards to determine whether they are appropriate to meet client’s financial needs.

The Role of WMAs for PAM. Once you have decided to enroll in PAM, the role of the WMA is to help facilitate enrollment by: (i) introducing you to TIAA, FSB personnel, the Portfolio Manager that will be managing your assets and the Trust Administrator that will be providing administrative services for the account; (ii) assist with collecting pertinent information from you, including assisting you with completing risk tolerance questionnaires and other account opening documentation, such the account application and agreement for the service; (iii) discussing the needs and objectives identified by you with your Portfolio Manager; and (iv) attending the introductory call between you, the Portfolio Manager and Trust Administrator, whereby the Portfolio Manager discusses the relevant information learned to date in order to manage your portfolio in alignment with your goals and investment objective and where you and the Portfolio Manager agree on a proposed plan to establish your Investment Policy Statement.

WMAs will also attempt to contact you at least annually to meet and inquire as to whether your investment objectives, risk tolerance and needs have changed relative to your overall financial needs identified through the Planning Services and, if they have, will meet with you and the Portfolio Manager to discuss such changes so that the Portfolio Manager can work with you to amend the Investment Policy Statement for your account, as needed, or, where appropriate, terminate your enrollment in the service. WMAs may also attend periodic meetings with you and the Portfolio Manager regarding your investment objectives, risk tolerance and needs relative to your overall financial needs identified through the Planning Services.

The TIAA, FSB PAM Service. While PAM is recommended by TC Services' WMAs, it is operated by TIAA, FSB, a federal savings bank, under its trust powers. WMAs are employed by TIAA and are registered with and supervised by TC Services, not by TIAA, FSB.

TIAA, FSB provides the following services and options to its clients:

- PAM, a discretionary investment management account, subject to a fee based on the market value of the assets in the account plus transaction charges for each applicable transaction;
- A non-discretionary account that the client manages, which is optional for clients with a PAM account, subject to a separate fee schedule provided upon enrollment in this service (Note: WMAs can refer clients to TIAA, FSB to these accounts, but do not recommend them); and
- Fiduciary services whereby TIAA, FSB can act as the trustee or executor for the account, subject to a separate fee schedule provided upon enrollment in this service.

Discretionary investment management PAM accounts are typically appropriate for clients with at least \$1,000,000 in investable assets. These assets can be invested in mutual funds, exchange-traded funds ("ETFs"), stocks and/or bonds by a dedicated Portfolio Manager pursuant to an agreed upon investing plan as set forth in the client's Investment Policy Statement. Portfolio Managers are employees of TIAA, FSB. The PAM account is also supported by a Trust Administrator, also employed by TIAA, FSB, who assists with administrative services for the account.

PAM is described in further detail in the PAM disclosure brochure, which is delivered to you upon enrollment or which you can request for review or find at <https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>.

TC Services' advisory division periodically evaluates the quality of investment management services that TIAA, FSB provides for PAM and the investment performance of PAM. However, TC Services and WMAs do not monitor your individual account performance as part of the PAM Sales and Servicing. Clients should review the investments in their account and associated performance with the TIAA, FSB Portfolio Manager assigned to their account.

TC Services' advisory division has a conflict of interest performing this oversight function because: (i) the greater the market value of assets in a client's PAM account, the more its affiliate, TIAA, FSB will receive in fees, (ii) TC Services is compensated by TIAA, FSB for providing the PAM Sales and Servicing to clients and is paid for each account opened and maintained based on the market value of the asset invested as described in detail in Item 5 below under "*Compensation of TC Services Financial Professionals.*" These conflicts of interest create an

incentive for TC Services’ advisory division to continue offering the PAM service. We mitigate this conflict by disclosing it to you.

Key Differences in TIAA Managed Account Programs and Services

We refer to all the managed account programs and services offered by TC Services and TIAA, FSB described above (TIAA Portfolio Advisor, TIAA Personal Portfolio and PAM) collectively as the “TIAA Managed Accounts” in this brochure. An important distinction between wrap fee programs such as TIAA Portfolio Advisor and TIAA Personal Portfolio versus PAM is that the fees for the wrap fee programs are inclusive of most transaction costs and are generally lower than the fees for PAM. TIAA Portfolio Advisor and TIAA Personal Portfolio also use model portfolios that are constructed based on the client’s expressed risk tolerance, time horizon and investment preferences, whereas PAM’s discretionary account provides a customized portfolio based on the client’s investment plan set forth in the client’s Investment Policy Statement for the account and the investments are managed by a dedicated Portfolio Manager and administered by a Trust Administrator. WMAs will recommend the account that is in the client’s best interest.

Some key differences between the TIAA Managed Accounts are highlighted in this chart and are as of the date of this brochure (and are subject to change):

Account	<u>TIAA Personal Portfolio (closed to new accounts)</u>	<u>TIAA Portfolio Advisor</u>	<u>Private Asset Management discretionary investment management accounts</u>
Operated by	TC Services, a registered investment adviser	TC Services, a registered investment adviser	TIAA, FSB, a federal savings bank
Serviced by	Self-service online	WMAs and Advisory Consultants (collectively, “Advisors”)	WMAs and TIAA, FSB Investment Professionals, Portfolio Managers and Trust Administrators
Discretion	Discretionary management only	Discretionary management only	Discretionary management only
Investment types	Mutual funds and ETFs	Mutual funds and ETFs	Mutual funds, ETFs, stocks and bonds
Investments available	Investments available at Pershing, LLC (“Pershing”) that do not include a surcharge on purchases and sales and that meet TIAA, FSB’s (as sub-advisor) criteria for purchase and retention in discretionary client accounts	Investments available at Pershing that do not include a surcharge on purchases and sales and that meet TIAA, FSB’s (as subadvisor) criteria for purchase and retention in discretionary client accounts	Investments available at SEI Private Trust Company and that meet TIAA, FSB’s criteria for purchase and retention in discretionary client accounts
Portfolio Construction	Model portfolio based on risk, time and one client preference	Customized model portfolio based on risk, time and seven client	Customized portfolio with dedicated Portfolio Manager, managed

		preferences	based on client-approved Investment Policy Statement tailored to client's individual goals and objectives
Minimum Recommended	\$5,000	\$50,000 (or \$25,000 for TIAA employees)	\$1,000,000 of investable assets in all accounts in the client's relationship or "household" with the fiduciary division of TIAA, FSB
Fee Type	"wrap fee" of 30 basis points annually based on assets managed	"wrap fee" based on the market value of assets in the account pursuant to a blended fee schedule with brackets that range from 1.15% to 0.40% annually	Asset-based fee calculated on the market value of assets in the account pursuant to a fee schedule with brackets that range from 0.50% to 0.15% annually for a fixed income portfolio plus transaction costs for each applicable transaction; and from 0.90% to 0.40% for a blended portfolio of investable assets, plus transaction costs for each applicable transaction
Fees TC Services Earns	Asset-based advisory fees (which is a portion of the wrap fee less costs incurred, such as custody charges, trading costs and fees paid to sub-advisors) and a per account fee on all accounts for the TIAA, FSB Bank Sweep Product	Asset-based advisory fees (which is a portion of the wrap fee less costs incurred, such as custody charges, trading costs and fees paid to sub-advisors) and a per account fee on accounts that select the TIAA, FSB Bank Sweep Product	Portion of the asset-based fee that you pay to TIAA, FSB on assets invested in PAM
Cash	Target of 1% invested in cash at no charge	Target of 1% invested in cash at no charge	Level of investment in cash is discretionary with parameters based on asset allocation applicable to client's approved investment objective for client's account; cash is charged an asset-based fee in accordance with the

			applicable PAM fee schedule
Sweep Options	TIAA, FSB Bank Sweep Product with overflow to Liquid Insured Deposits (“LIDs”)	Default option of the TIAA, FSB Bank Sweep Product with overflow to LIDs or third-party money market mutual funds available per client’s selection	Default option of the TIAA, FSB Cash Deposit Account; third-party money market mutual fund may be selected in TIAA, FSB’s discretion
Treatment of securities transferred into the account	Can be sold at any time at TC Services’ discretion	Can be sold at any time at TC Services’ discretion	Can be sold at any time at TIAA, FSB’s discretion, while seeking to minimize tax impacts

Separate Broker-Dealer Services

As a separate broker-dealer service, our financial professionals may educate you regarding certain financial considerations or recommend or refer you to other products and services available through TIAA. These education, recommendation and referral services are provided in TC Services capacity as a broker-dealer and the financial professional’s capacity as a broker-dealer representative. Recommendations made are subject to the broker-dealer best interest standard of conduct described in detail in this Item 4 above under “*Scope of Services and Applicable Standards.*” These services are not intended to, and should not, serve as the sole or primary basis for your investment decisions. Our education, recommendation and referral services include the following:

Rollover Recommendations. Our financial professionals may recommend you roll over assets into TIAA accounts (other than TIAA Managed Accounts). Prior to rolling over retirement plan assets into an IRA, you should consider all your options. You may be able to leave assets in your current employer plan, withdraw cash or roll over the assets into a new employer’s plan if one is available and rollovers are permitted. You should compare the differences in investment options, services, fees and expenses, withdrawal options, required minimum distributions, other plan features and tax treatment. A detailed description of these considerations may be found at http://www.tiaa.org/public/pdf/Know_Your_Options_from_TIAA.pdf. You should speak with a financial professional for additional information. You should also consider consulting with your tax advisor regarding your situation. We do not act as fiduciaries under the Investment Advisers Act of 1940 or provide fiduciary investment advice under ERISA when recommending a rollover of your funds to a non-managed IRA.

Investment Plan Recommendations. You may receive a separate Investment Plan along with the Planning Services setting forth fund and annuity specific recommendations on the menu of investment options available in your employer sponsored retirement plan(s) at TIAA if the sponsor of your plan has authorized us to provide it. Additionally, if you have an Investment Solutions IRA (“IS IRA”) or a TIAA IRA (or have indicated a desire to open a TIAA IRA), the Investment Plan may also include recommendations on the core investment options under the

IRA. The recommendations are limited to TIAA annuities and mutual funds and are made by Morningstar, an independent third-party. The Investment Plan does not include recommendations on investment options available in a self-directed brokerage window to an employer sponsored retirement plan or an IRA, nor does it provide recommendations on other account types at TIAA (e.g., an IRA enrolled in a managed account program) or your external assets. The IS IRA is closed to new investors. You may accept, reject or deviate from the recommendations. In each case, you are solely responsible for implementing any advice provided. Although TC Services' advisory division acts as a fiduciary when initially selecting Morningstar to formulate the recommendations in the Investment Plan, neither TC Services nor its financial professionals act as fiduciaries with respect to those recommendations or their implementation. We do not exercise discretionary authority or responsibility with respect to the investments. The recommendations are provided based on your needs at the time of the recommendation. Neither TC Services nor its financial professionals review, assess, monitor or implement the recommendations in your Investment Plan. We do not provide any associated ongoing monitoring or rebalancing services in connection with the Investment Plan. You are responsible for periodically reviewing and rebalancing your holdings.

You can also receive these types of recommendations online through TC Services' Retirement Advisor tool. In some cases, the plan sponsor of your employer sponsored retirement plans at TIAA (if you have one) may authorize the provision of the Retirement Plan Portfolio Manager Service, which is a separate fee-based rebalancing service for plan participants. This service, where available and elected by you, is provided by TIAA, FSB (and not TC Services). Refer to the separate disclosure document for this service where available.

Education. Our financial professionals may provide you with education on various investing and retirement topics not covered by the registered investment adviser services or as a supplement to these services, such as retirement income illustrations and information about various retirement income options. In some cases, a Retirement Income Review report or Plan for Retirement Report may be provided to educate you about potential retirement income strategies, including annuitization. Education services may also include providing information about various TIAA account types and investment products such as brokerage accounts and IRAs, mutual funds, annuities and life insurance products and other investment options, including investment options in employer sponsored plans administered by TIAA.

Assets Under Management

As of May 29, 2020, TC Services' advisory division managed \$30,709,167,401 on a discretionary basis, and \$0 on a non-discretionary basis.

Item 5 – Fees and Compensation

How TC Services is Compensated for Registered Investment Adviser Services

Planning Services. We do not charge you a separate fee for the Planning Services, but reserve the right to do so in the future. However, TC Services, its financial professionals and TIAA affiliates receive compensation if you choose an account, product or buy or sell securities we recommend after receiving the Planning Services. You will pay the fees and costs associated with the account, product, purchase or sale.

If you choose a broker-dealer account or product you can find more information about their fees and how TC Services, its financial professionals and affiliates are compensated and the associated conflicts of interest in our Regulation Best Interest disclosure brochure available at https://www.tiaa.org/public/pdf/support/regbi/TIAA_RegBIDisclosure.pdf. TC Services and its affiliates provide distribution and administrative services to the mutual funds and variable annuities available through employer sponsored retirement plans at TIAA, the TIAA IRA and the IS IRA and receives shareholder servicing and other administrative fees in connection with these services.

If you choose a registered investment adviser account or product, you can find a summary about their fees and how TC Services, its financial professionals and affiliates are compensated as described in detail in this Item 5 below under “*Compensation of TC Services Financial Professionals*” and more information in the applicable disclosure brochure available at www.tiaa.org/regbi.

PAM Sales and Servicing. We do not charge you a separate fee for the PAM Sales and Servicing. However, you will pay all fees and costs associated with the PAM account as summarized below and described in detail in the PAM disclosure brochure available at <https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>.

TC Services is compensated by TIAA, FSB for PAM Sales and Servicing. For discretionary PAM accounts, TIAA, FSB pays TC Services 27.5% of the asset-based fee TIAA, FSB receives for the account for the duration of your investment in PAM. For PAM accounts for which TIAA, FSB acts as trustee or executor, TIAA, FSB pays TC Services an additional fee for serving as trustee or executor: TC Services receives 100% of the first-year trustee’s fees, but not any subsequent years’ trustee’s fees. All payments to TC Services take into account any fee discounts, fee reversals, fee rebates or similar accommodations made with respect to the account. These fees create a conflict of interest for TC Services to provide PAM Sales and Servicing, and specifically incentivizes TC Services and its WMAs to recommend that you open, contribute to or consolidate your assets into PAM. We mitigate this conflict by disclosing it to you and by requiring that all recommendations to open, contribute or consolidate assets into a PAM account are reviewed in accordance with applicable regulatory standards, to determine whether they are appropriate for client’s financial needs.

Fees and Costs Considerations for Managed Accounts

TIAA Managed Accounts charge advisory fees and have additional costs associated with them. Below is general description of the material differences in fees and costs you pay and the associated conflicts of interest that you should consider. For a detailed description of the fees, costs and associated conflicts of interest for the TIAA Managed Accounts, you can request for review a copy of their respective disclosure brochures or find them at www.tiaa.org/regbi.

Management Fees and Frequency. Each TIAA Managed Account charges an advisory management fee. For TIAA Portfolio Advisor and TIAA Personal Portfolio, this fee is a “wrap fee” charged quarterly based on the market value of the assets in the account inclusive of transaction costs for each trade made for the account through TC Services’ brokerage division and are non-negotiable. For PAM, this fee is charged monthly based on the market value of assets in the account plus transaction costs for each applicable trade made for the account through unaffiliated broker-dealers selected at TIAA, FSB’s discretion, and are negotiable. For PAM, the more trades that occur, the more you pay. Specific transaction costs for PAM are disclosed to you

at or before enrollment in the service, but are typically (a) \$0.004 per share for all domestic equity and ETF transactions, which may vary based on broker selection and trading practices (as described in detail in Item 12 below under “*Brokerage Practices*”); (b) a basis point fee that varies depending on the local market for each transaction in foreign ordinaries; and/or (c) \$13.00 for each sell transaction per million dollar of assets.

TIAA Personal Portfolio charges 30 basis points annually for the assets in the account. Both Portfolio Advisor and PAM use fee schedules to calculate the advisory management fee. The fee schedules for the discretionary accounts have been provided below for comparative purposes and are current as of the date of this brochure. They are subject to change with notice only to impacted clients enrolled in either Portfolio Advisor or PAM. Both Portfolio Advisor and PAM provide the benefit of householding accounts in each service for fee reduction purposes.

Portfolio Advisor Blended Fee Schedule	
Value Bracket	Annual Fee as %
First \$150,000	1.15%
Next \$150,001 - \$300,000	1.00%
Next \$300,001 - \$750,000	0.85%
Next \$750,001 - \$1,000,000	0.75%
Next \$1,000,001 - \$1,500,000	0.70%
Next \$1,500,001 - \$3,000,000	0.65%
Next \$3,000,001 - \$4,000,000	0.60%
Next \$4,000,001 - \$5,000,000	0.50%
Over \$5,000,000	0.40%

PAM Exclusively Fixed Income Fee Schedule		PAM Blended Fee Schedule	
Value Bracket	Annual Fee as %	Value Bracket	Annual Fee as %
First \$1,000,000 of market value	0.50%	First \$1,000,000 of market value	0.90%
Next \$2,000,000	0.35%	Next \$2,000,000	0.70%
Next \$2,000,000	0.25%	Next \$2,000,000	0.50%
Next \$5,000,000	0.20%	Over \$5,000,000	0.40%
Over \$10,000,000	0.15%		

Based on a comparison of advisory management fees and without regard to the cost of the additional services provided in the PAM program, including a dedicated Portfolio Manager, TIAA typically has an incentive for TC Services to recommend a PAM account, over a Portfolio Advisor account, when the client is eligible for both. This is because the blended fee rate that you

pay on a PAM account can be greater than the rate you would pay on a Portfolio Advisor account (depending on account size and mix of asset classes).

PAM also offers trust services and a supplemental non-discretionary account for an additional fee. TIAA Personal Portfolio and TIAA Portfolio Advisor do not offer trust services or non-discretionary accounts.

Other Fees. In addition to the advisory management fees and any transaction costs associated with PAM, clients pay additional fees that are largely similar among the TIAA Managed Accounts. These fees include: (i) investment expenses associated with the mutual funds and ETFs held in the account and are disclosed in each fund's prospectus, and (ii) contingent deferred sales charges or other charges that may be incurred upon the sale of a security transferred into an account at client's request. TIAA Portfolio Advisor and TIAA Personal Portfolio could also charge account fees that can include various account maintenance fees, transfer fees, a termination fee, distribution, shareholder servicing fees, and/or redemption fees.

The TIAA Managed Accounts have processes intended to select funds that do not charge distribution, administrative, sub-transfer agency, or shareholder services (such as 12b-1 fees). If funds with these fees are selected within TIAA Portfolio Advisor and TIAA Personal Portfolio they will be rebated to clients. If funds with these fees are selected within PAM they will be paid to SEI Private Trust Company.

For more information on these other fees and rebate practices, see each of the TIAA Managed Account's disclosure brochure, which you can request from our financial professionals or find at www.tiaa.org/regbi.

Affiliated Funds. TIAA Managed Accounts can invest in funds that are sponsored, managed, advised or manufactured by TIAA affiliates, such as the TIAA family of mutual funds and the various registered funds of Nuveen Investments, Inc. ("Affiliated Funds"). The amount of Affiliated Funds included in your account will vary among accounts.

TIAA and its affiliates have a conflict of interest in selecting Affiliated Funds for TIAA Managed Accounts because TIAA affiliates earn compensation for advisory, distribution and administrative services provided to the Affiliated Funds. This compensation is in addition to the fee associated with the TIAA Managed Account, resulting in the receipt of two levels of fees. We seek to address the conflict associated with investing TIAA Managed Accounts in Affiliated Funds in multiple ways, including disclosing them to clients and providing clients with detailed information about their account's allocation to individual positions. We also seek to mitigate this conflict for IRAs by providing certain fee credits for Affiliated Funds invested within the TIAA Managed Accounts. These additional fees may be significant, both in absolute dollar amounts and relative to TIAA's net income, and the receipt and retention by TIAA and its affiliates of these fees creates an incentive for TIAA to cause the TIAA Managed Accounts to select and continue to retain Affiliated Funds over unaffiliated Funds. A more detailed discussion of the additional fees that TIAA and its affiliates receive from the use of Affiliated Funds and the ways we address the associated conflicts of interest appear in each TIAA Managed Accounts' disclosure brochure, which you can request or find at www.tiaa.org/regbi. You should consider this additional Fund-related compensation when evaluating the amount and appropriateness of the fees we earn in connection with the TIAA Managed Accounts.

Cash Allocations. There are material differences among how cash balances are treated in the TIAA Managed Accounts. Below is general description of these material differences and the associated conflicts of interest that you should consider. For a detailed description of the cash in these accounts, you can request for review a copy of their applicable disclosure brochures or find them at www.tiaa.org/regbi.

TIAA Portfolio Advisor and TIAA Personal Portfolio programs do not charge on cash balances in the account and target cash allocations in the accounts at 1%, which will only shift based on clients' direction to deposit or withdraw cash or due to market fluctuations. PAM charges on cash balances and has limitations on the cash allocations in the account, which are pursuant to the client's Investment Policy Statement.

Additionally, the TIAA Managed Accounts have different sweep options for cash in the account. TIAA Portfolio Advisor and TIAA Personal Portfolio allow for all cash balances to be swept to the TIAA Bank Brokerage Sweep product, up to a maximum deposit amount (currently \$248,500). The TIAA Bank Brokerage Sweep product is a deposit account with TIAA, FSB. See the TIAA Bank Brokerage Sweep product terms and conditions found at https://www.tiaa.org/public/pdf/Bank_Sweep_TC_Final.pdf for more information. With that option, balances in excess of the maximum deposit amount are deposited into a separate overflow bank sweep product sponsored by Pershing and Reich & Tang Deposit Solutions, LLC – the Liquid Insured Deposits product (“LIDs”). Through LIDs, a variety of participating banks unaffiliated with TIAA may receive deposits. See the LIDs terms and conditions found at https://www.tiaa.org/public/pdf/pershing_fj_termsconditions.pdf for more information. PAM sweeps your cash balances into the TIAA Cash Deposit account. See the TIAA Cash Deposit Account deposit program terms and conditions found at <https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>. Rates among sweep vehicles differ, but rates for the TIAA Cash Deposit Account used for PAM accounts have historically been higher than rates for the TIAA Bank Brokerage Sweep product used in TIAA Portfolio Advisor and TIAA Personal Portfolio.

TIAA, FSB as well as other banks that may receive deposits through bank sweep vehicles and cash deposit accounts, earn net income from the difference between the amount that the bank pays to clients and the income the bank earns on loans, investments and other assets. Additionally, TIAA, FSB sets the interest rates for deposits through the TIAA Cash Deposit Account and the TIAA Bank Brokerage Sweep and earns more when there are higher deposit amounts and lower interest rates paid. As a result TIAA, FSB benefits when your cash is swept into either the TIAA Cash Deposit Account or the TIAA Bank Brokerage Sweep with LIDs overflow. Use of the bank sweep vehicles for TIAA Portfolio Advisor and TIAA Personal Portfolio also presents a conflict of interest for TC Services because it receives a flat fee from TIAA, FSB for each account that selects that option.

In addition to the bank sweep options described above, TIAA Portfolio Advisor and PAM also offer money market mutual fund sweep options. PAM only allows a money market mutual fund sweep option in limited circumstances at its discretion, whereas TIAA Portfolio Advisor allows a client to choose among two money market mutual funds. When money market mutual funds are selected, the fund typically deducts an advisory fee, which is part of the funds expense ratio that clients bear indirectly as shareholders of the money market mutual fund. TIAA and its affiliates earn more where the TIAA Cash Deposit Account or the TIAA Bank Brokerage Sweep are chosen as the sweep vehicle than it does where a money market mutual fund sweep vehicle is chosen. TC Services seek to address the conflicts of interest by disclosing them to you. For more

information, see the disclosure brochures for each of the TIAA Managed Accounts at www.tiaa.org/regbi. Current rates for money market mutual fund sweep options and the TIAA Bank Brokerage Sweep option offered for TIAA Portfolio Advisor and TIAA Personal Portfolio can be accessed at www.tiaa.org/BrokerageForms or by calling (800) 927-3059. Current rates for the TIAA Cash Deposit Account can be accessed by calling an Advisor, or the Portfolio Manager or Trust Administrator assigned to your PAM account.

Compensation of TC Services Financial Professionals

Where applicable, WMAs, Advisory Consultants and Representatives will receive compensation as a result of assisting you. Their compensation is comprised of a salary and annual variable bonus that is based on the financial performance of TIAA and its affiliates, as well as the individual's performance. When assessing performance for purposes of the annual variable bonus, this "individual performance" component is measured differently for WMAs, Advisory Consultants and Representatives, and is described in detail below.

Portfolio Managers and Trust Administrators are not supervised persons of TC Services, but rather TIAA, FSB, and are thereby compensated in accordance with TIAA, FSB's compensation plan. Portfolio Managers and Trust Administrators do not make referrals to TC Services.

While the Planning Services are provided to you at no additional charge and with no obligation to enroll in TIAA accounts or purchase products or services through TIAA, WMAs and Advisory Consultants receive compensation for the sales of new accounts and products and services at TIAA, and for the retention of client assets in accounts. Recommendations of accounts, products and services are referred to in this section of the brochure as "solutions."

Although WMAs and Advisory Consultants are acting as investment adviser representatives of TC Services for purposes of delivering the Planning Services and PAM Sales and Servicing, they act as broker-dealer registered representatives when discussing accounts, products, services (except for TIAA Managed Accounts) and/or providing brokerage execution services. WMAs and Advisory Consultants also may act as appointed insurance agents of TIAA affiliates in connection with the offering of insurance products. The capacity in which TC Services financial professionals are acting and the applicable standard of care is described in detail in Item 4 under "About Us."

When appropriate, WMAs, Advisory Consultants and Representatives may receive assistance on preparing your Planning Services from a centralized group of financial planners. This group does not make specific product recommendations or receive compensation or asset-based fees from the sale of any products. They are paid salary, and a bonus that is based on the financial performance of TIAA and its affiliates, as well as the individual's performance, among other factors.

This section describes how WMAs, Advisory Consultants and other TC Services representatives are compensated by TIAA.

Compensation of Wealth Management Advisors. When assessing performance for purposes of the individual performance component of the annual variable bonus for WMAs, TIAA primarily considers quantitative metrics such as the WMA's success in gathering, retaining and consolidating client assets on the TIAA platform. Several qualitative factors are also considered, such as leadership, teamwork, positive client experience and adherence to company policies and

regulatory standards. This compensation approach is directly linked to an ongoing performance management process that allows management to provide feedback to WMAs throughout the year.

TIAA's compensation philosophy aims to reward WMAs with appropriate compensation, recognizing the degree of effort generally required of the WMAs in gathering and retaining client assets in appropriate TIAA accounts, products and services offered by or through TIAA affiliates (referred to below generally as "solutions"). For compensation purposes, solutions are differentiated as follows:

- *Complex Needs Solutions:*
 - The TIAA Portfolio Advisor managed account program offered by TC Services;
 - The PAM managed account program and trust services offered by TIAA, FSB; and
 - The annuities issued by TIAA Life Insurance Company (an affiliate) and non-affiliated annuities and life insurance products offered by third parties.

- *Core Needs Solutions:*
 - Employer sponsored retirement plan accounts available to participants through TIAA; and
 - The TIAA Investment Solutions IRA and TIAA IRA, including the mutual funds, annuities and bank deposit account options offered by the TIAA affiliates through the IRAs and the optional brokerage window account.

- *Other Solutions:*
 - Brokerage accounts offered through TC Services (excluding brokerage window accounts to employer sponsored retirement plans at TIAA, the TIAA Investment Solutions and TIAA IRA which are treated as Core Needs Solutions); and
 - Clients referred to TIAA, FSB, for banking solutions, 529 accounts, TIAA Charitable for its Donor Advised Fund services, TIAA affiliates for endowment and foundation business and to online managed account programs offered through TIAA affiliates such as the TIAA Personal Portfolio Program (closed to new investors).

WMAs earn more credit towards the annual variable bonus, and thus more potential compensation, for enrolling you in TIAA's Complex Needs and Core Needs Solutions, than they do for enrolling you in or referring you to Other Solutions (and some WMAs also receive more credit, and thus more compensation for retaining your assets in Complex Solutions, than they do for Core Needs and Other Solutions). In addition, WMAs can earn compensation when you annuitize holdings within an employer sponsored retirement plan record kept by TIAA or within a TIAA IRA. They can also earn compensation when you transfer funds into Complex Needs Solutions from Core Needs Solutions and Other Solutions at TIAA or where you use assets from Complex Needs Solutions to purchase life insurance products. WMAs are also eligible to earn additional compensation when you purchase life insurance. The compensation does not differ based on the underlying investments chosen within the solution.

The annual variable bonus gives WMAs a financial incentive to enroll and retain your assets in solutions and compensates WMAs for doing so, as described above. For WMAs at senior levels,

the percentage of compensation represented by the annual variable bonus can be significantly higher compared to the salary portion of compensation.

The compensation payable under the annual variable bonus creates a conflict of interest by incentivizing WMAs to recommend Core Needs and Complex Needs Solutions. We address this conflict by disclosing it to you and requiring that transactions to purchase our solutions that are recommended by WMAs are reviewed, as required by applicable regulatory standards, to determine whether they are appropriate for client's financial needs. Additionally, recommendations concerning the investment options in employer sponsored retirement plans offered through TIAA and the mutual funds and annuities from TIAA affiliates available through the IS IRA and TIAA IRA are sourced from an independent third party.

Compensation of Advisory Consultants. When assessing performance for purposes of the individual performance component of the annual variable bonus for Advisory Consultants, TIAA primarily considers quantitative metrics such as number of referrals, client survey results, number of clients to whom investment advice is delivered, and financial results. Financial results consist of gathering and retaining client assets in appropriate TIAA products, services and accounts, and rewards them for successful enrollment or education, regardless of the TIAA product. Several qualitative factors are also considered, such as leadership, teamwork, and adherence to company policies and regulatory standards.

These compensation arrangements create conflicts of interest by incentivizing Advisory Consultants to refer you to or recommend TIAA accounts, products and services or take certain actions. We address the conflicts created by the Advisory Consultants' compensation arrangements by disclosing them to you and by requiring transactions recommended to purchase our solutions by Advisory Consultants be reviewed, as required by applicable regulatory standards, to determine whether they are appropriate for client's financial needs. Additionally, recommendations concerning the investment options in employer sponsored retirement plans offered through TIAA and the mutual funds and annuities from TIAA affiliates available through the IS IRA and TIAA IRA are sourced from an independent third party. Advisory Consultants cannot receive more compensation for recommending one product to you over another.

Compensation of Representatives for Referrals to Wealth Management Advisors and Advisory Consultants. Where appropriate, other client facing representatives associated with TC Services, including field consultants, national contact center financial consultants, and individual financial consultants (collectively, "Representatives"), acting in their capacity as broker-dealer representatives refer clients with more complex investment needs to WMAs. Representatives also refer clients to the Advisory Consultants. Referrals that result in clients enrolling in other products and services offered through TIAA are one factor that TIAA will consider in determining the referring employee's annual variable bonus among other qualitative and quantitative factors. These compensation arrangements create a conflict of interest by incentivizing these individuals to refer you to WMAs and Advisory Consultants. We mitigate this conflict by disclosing it to you and requiring that transactions recommended to purchase our solutions by WMAs and Advisory Consultants are reviewed, as required by applicable regulatory standards, to determine whether they are appropriate for client's financial needs.

Representatives may also refer you to a licensed life insurance specialist. These specialists perform various functions, including assisting clients with life insurance needs, such as term life, whole life, universal and variable universal life products and fixed and certain variable annuities. The annual discretionary bonus for these life insurance specialists is assessed using a scorecard

which measures qualitative and quantitative performance criteria, including client service excellence, product proficiency, and financial results. Financial results include successful sales, recurring premiums, and life insurance contracts issued.

Managers of TC Services' Financial Professionals. Managers of the TC Services' financial professionals described above are compensated based on qualitative metrics, such as their leadership abilities (which include training, monitoring, and oversight), as well as quantitative metrics, such as the performance (financial or otherwise) and productivity of their staff. This compensation arrangement creates a conflict of interest by incentivizing managers to encourage their staff to gather, retain and consolidate client assets on the TIAA platform. We mitigate this conflict by disclosing it to you.

Item 6 – Performance-Based Fees and Side-By-Side Management

We do not charge performance-based fees, which are fees based on a share of an account's capital gains or appreciation.

Item 7 – Types of Clients

Clients of the Registered Investment Adviser Services

We primarily provide the registered investment adviser services to individuals who have a pre-existing relationship with TIAA, often through their participation within a TIAA administered employer sponsored retirement plan such as a 403(b) plan. However, we also provide registered investment adviser services to other individuals without a pre-existing relationship with TIAA, and also to organizations such as trusts, estates, partnerships, corporate entities, and small retirement plans. We only provide registered investment adviser services to U.S. residents.

Requirements of the Registered Investment Adviser Services and TIAA Managed Accounts

Registered investment adviser services are subject to certain requirements:

Planning Services. The Planning Services are generally appropriate for individuals who have holistic planning needs not limited to retirement and/or more complex financial planning needs.

TIAA Managed Accounts. TIAA Managed Accounts are subject to certain minimums. As of the date of this brochure, (i) for TIAA Personal Portfolio there is a minimum investment amount of \$5,000; (ii) For TIAA Portfolio Advisor there is a minimum investment amount of \$50,000 (\$25,000 for TIAA employees); and PAM does not have a minimum investment amount, but charges a minimum fee of \$5,000 annually for exclusively fixed income portfolios and \$9,000 annually for blended portfolios, which makes the account appropriate for clients with at least \$1,000,000 available for investing within accounts that are part of their account relationship with PAM. These minimums are subject to change with notice only to impacted clients enrolled in the applicable program.

For more information about these requirements, you can request for review a copy of each TIAA Managed Account's disclosure brochures or find it at www.tiaa.org/regbi.

Item 8 – Methods of Analysis, Investment Strategies and Risk of Loss

Planning Services

The advice provided through the Planning Services is based on strategies consistent with prudent long term investing and diversification principals and on information you provide as well as certain assumptions (*e.g.*, life expectancy). The analysis includes projections regarding the likelihood of various investment incomes. These projections are hypothetical in nature, neither reflect investment results nor the deduction of investment fees and expenses and are not guarantees of future results. Any investment is subject to risk of loss that you should be prepared to bear. The rate of return for various portfolios reflects a composite rate for all the asset classes included in those portfolios. The projections are dependent in part on subjective assumptions about the rate of inflation and rates of return for different asset classes. It is difficult to predict these rates accurately and historical averages may not recur in the future. Changes in the law, financial markets, or your circumstances can each cause substantial deviations from the projections.

The asset allocation models used in connection with the Planning Services range from very conservative to very aggressive. These models include equities, fixed income, cash equivalents/money market funds and guaranteed income investments. Equities historically provide higher returns than other asset classes, but at considerable risk to principal. Fixed income investments historically provide lower returns than equities and are sensitive to interest rate changes, but provide less risk to principal. These risks are described in detail in the respective prospectus and statement of additional information for each security, which contains additional important information that investors should read carefully before investing. Guaranteed income investments (*e.g.*, fixed annuities) are subject to the claims paying ability of the insurance company issuing the annuity.

TIAA Managed Accounts

WMAs that provide the Planning Services can recommend the TIAA Managed Accounts. Advisory Consultants that provide the Planning Services can recommend only the TIAA Portfolio Advisor account or additional contributions to the TIAA Personal Portfolio Account. Advisory Consultants can refer you to WMAs for a recommendation to PAM. Advisors do not typically recommend both Portfolio Advisor and PAM accounts to you, but rather believe that it is in your best interest to have one or the other, particularly because as your assets in either of these accounts increase, your fees on additional assets may decrease.

When formulating a recommendation for a client to open, contribute or consolidate assets into either a PAM account or a Portfolio Advisor Account, our methods of analysis are based on the client's needs and circumstances, which may include the following: product minimums (whether a client can meet the applicable minimum investment requirement for the account), fees and expenses (the advisory fee and underlying expenses for the account), tax implications (potential tax consequences related to the account without providing tax advice), level of service needed (the client's desire to control their accounts or forego discretion), appropriate strategy (the type of strategy the client would receive in the account based on their age, net worth, needs and preferences), other alternatives (other account types that may be appropriate for the client) and, in the case of a rollover, any lost benefits in moving assets to the account.

Recommendations for current TIAA Personal Portfolio clients to contribute or rollover funds into an existing TIAA Personal Portfolio Account are also made based on the above factors. Given the lower minimum investment amount, low cost, digital nature of the account and that the account is a self-service account, TC Services clients may have both a TIAA Personal Portfolio account and either a TIAA Portfolio Advisor or PAM account.

All recommendations to open, contribute or consolidate assets into a TIAA Managed Account are reviewed by a centralized team at TC Services, in accordance with applicable regulatory standards, to determine whether they are appropriate for clients' financial needs.

As described in detail in Item 4 above under "*About PAM Sales and Servicing*," WMAs do not provide advice on how to invest assets within PAM nor manage the assets enrolled in PAM. TC Services and WMAs do not review individual account performance. Clients should review the investments in their account and associated performance with the TIAA, FSB Portfolio Manager assigned to their account.

Risk of Loss.

Any investment is subject to risk of loss that you should be prepared to bear. Risks associated with specific investments used in the TIAA Managed Accounts are described in detail in the respective prospectus and statement of additional information for each security, which contains additional important information that investors should read carefully before investing.

The methods of analysis for the investment strategies used in the TIAA Managed Accounts and associated risks are also described in detail in their respective brochure. You can also request for review a copy of each of the TIAA Managed Account's disclosure brochures or find them at www.tiaa.org/regbi.

Item 9 – Disciplinary Information

On March 11, 2019, the SEC issued an order regarding conduct TC Services had self-reported to the SEC in connection with the Share Class Selection Disclosure Initiative (the "Initiative"). Without admitting or denying the findings, TC Services consented to the entry of an order (the "Settlement Order") finding that it violated Sections 206(2) and 207 of the Advisers Act by not adequately disclosing to clients enrolled in the Portfolio Advisor and Portfolio Manager programs certain conflicts of interest related to the receipt of 12b-1 fees and selection of mutual fund share classes that pay such fees. Pursuant to the Settlement Order, TC Services consented to a censure and was ordered to cease and desist from committing or causing further violations of Sections 206(2) and 207 of the Advisers Act. TC Services also was ordered to disgorge a total of \$2,102,380.21 in 12b-1 fees received, plus \$293,342.08 in prejudgment interest, to affected investors and to notify affected investors of the Settlement Order's terms including the following undertakings: (1) review and correct as necessary all relevant disclosure documents concerning mutual fund share class selection and 12b-1 fees; (2) evaluate whether existing clients should be moved to a lower-cost share class and to move clients as necessary; and (3) evaluate, update and review for the effectiveness of their implementation, TC Services policies and procedures to ensure that they are reasonably designed to prevent violations of the Advisers Act in connection with disclosures regarding mutual fund share class selection. The SEC did not impose a civil penalty on TC Services based on TC Services self-reporting through the Initiative.

On November 22, 2016, TC Services entered into a settlement, known as a letter of acceptance, waiver and consent (“AWC”) with FINRA, a self-regulatory organization for broker-dealers. The settlement related to how TC Services confirmed transactions it effected between 2004 and 2015 for employer retirement plans record-kept by TIAA. TC Services accepted and consented to the entry of findings (without admitting or denying the findings) that it failed to deliver confirmations for certain transactions and delayed delivery of confirmations due to technological issues and ambiguities in a vendor contract, and did not denote the firm’s capacity as agent on certain confirmations, resulting in violations of Securities Exchange Act Rule 10b-10, NASD Rule 2230 and FINRA Rule 2232 related to customer confirmations, and NASD Rule 2110 and FINRA Rule 2010 related to standards of commercial honor and principles of trade. TC Services further consented to a censure and fine of \$275,000. In resolving the matter, FINRA recognized that TC Services: (1) timely self-reported the foregoing confirmation issues to FINRA; (2) prior to detection or intervention by a regulator, engaged outside counsel and an independent consultant to conduct an internal forensic investigation of the relevant issues; (3) promptly took corrective action and revised its policies and procedures regarding confirmation production and delivery; (4) hired additional staff dedicated to ensuring proper confirmation production and delivery; and (5) provided substantial assistance to FINRA by sharing the results of its internal investigation and voluntarily and promptly providing updates regarding additional confirmation delivery issues discovered during its internal investigation.

Item 10 – Other Financial Industry Activities and Affiliations

TC Services is also registered with the SEC as a broker-dealer and many of its management persons are registered with the Financial Industry Regulatory Authority as representatives of TC Services (if registration is necessary and appropriate to perform their responsibilities).

TC Services has certain relationships or arrangements with related persons that are material to its advisory business or its clients. Below is a description of such relationships and some of the conflicts of interest that arise from them.

TIAA is the sole owner of TC Services and provides a variety of services that are material to TC Services’ registered investment adviser services, including administrative, legal and marketing support. All TC Services financial professionals are employees of TIAA. Certain officers and directors of TC Services also serve in similar capacities with other affiliated investment advisers.

TC Services has an arrangement in place with TIAA, FSB whereby TIAA, FSB compensates TC Services for providing the PAM Sales and Servicing. More information about this arrangement and the related conflicts of interests are described in Item 5 above under “*How TC Services is Compensated for Registered Investment Adviser Services.*”

TC Services does not recommend or select other investment advisers for its clients.

Item 11 – Code of Ethics, Participation or Interest in Client

Transactions and Personal Trading

TC Services’ advisory division has a Code of Ethics and Personal Trading Policy that regulates the personal securities trading activities of investment personnel and other persons with access to confidential trading information (collectively “access persons”) and requires them to avoid

conflicts of interest, such as investing in or making additional contributions to investments that are branded, sponsored, advised or sub-advised by TIAA or its affiliates. All access persons and members of their households must report their personal holdings and transactions in covered securities. Certain access persons are subject to certain restrictions and prohibitions in trading for their own accounts and are subject to pre-clearance of certain securities transactions by a compliance unit. The Code of Ethics and Personal Trading Policy also prohibits the misuse of material nonpublic information and confidential information. TC Services' advisory division prohibits or limits the purchase of securities in initial public offerings and private placements. Our financial professionals may purchase or sell for their personal account securities recommended to you, subject to the limitations of the aforementioned Code of Ethics and Personal Trading Policy. You may request a copy of the Code of Ethics and Personal Trading Policy.

SEC rules require broker-dealers to maintain a minimum amount of working capital. TC Services may invest this working capital in money market mutual funds, mortgage backed securities, investment grade corporate bonds or U.S. Treasury Securities. Except for securities invested for this limited purpose, TC Services does not generally buy or sell its own portfolio securities that it may recommend to you.

As described in Item 5 above under *“How TC Services is Compensated for Registered Investment Adviser Services,”* TC Services and its affiliates receive compensation for services they provide to TIAA affiliated products, including variable annuities, mutual funds, including but not limited to distribution, administrative and advisory services. Refer to the prospectuses and statements of additional information of the applicable affiliated product for a complete description of these fees and payments. Recommending affiliated products poses a conflict of interest as the TIAA family of mutual funds receives more revenue than when recommending unaffiliated products. To address this potential conflict, the Planning Services and PAM Sales and Servicing do not recommend specific securities to you.

Item – 12 Brokerage Practices

Planning Services

The Planning Services do not provide investment recommendations and therefore do not select or recommend broker-dealers for client transactions. Neither TC Services nor TIAA, FSB engage in soft dollar practices or directed brokerage. No client referrals are received as a result of selecting or recommending a broker-dealer.

TIAA Managed Accounts

TIAA Managed Accounts execution and trade aggregation practices differ as described in this section. See the chart in Item 4 above under *“Key Differences in TIAA Managed Account Programs and Services”* for other key differences in practices among the TIAA Managed Accounts.

Execution and Trade Aggregation Practices for TIAA Portfolio Advisor and TIAA Personal Portfolio. TC Services advisory division directs that clients executes transactions through TC Services brokerage division and Pershing because any transaction costs incurred through other broker-dealers are in addition to, and not included within, the “wrap fee” for these accounts. Not

all advisers require their clients to direct brokerage. TC Services advisory division has an incentive to maintain Pershing as a clearing broker because Pershing provides TC Services with certain economic benefits by allowing TC Services to use its own brokerage division as the broker-dealer for its advisory program accounts, rather than an unaffiliated broker-dealer. This presents a conflict of interest for TC Services' advisory division because a greater portion of your fee remains within the TIAA family of companies than if TC Services' advisory division used a third party to provide these services. We mitigate this conflict by disclosing it to you and by reviewing TC Services' brokerage division's and Pershing's execution quality.

By executing exclusively through Pershing, TC Services may not be able to achieve most favorable execution on any given transaction, however, TC Services has adopted a Best Execution Policy to monitor Pershing's execution of its trades.

TC Service advisory division aims to aggregate client orders and allocate trades in a manner designed to achieve fair and equitable treatment of its clients. Where consistent with APS's duty to seek best execution, client orders will be aggregated for trading across both TIAA Portfolio Advisor and TIAA Personal Portfolio managed accounts. Where orders are aggregated, such orders will be allocated on a pro-rata, average price basis. Orders may be aggregated to facilitate seeking best execution, to negotiate more favorable commission rates, or to allocate equitably among TIAA clients the effects of any market fluctuations that might have otherwise occurred had these orders been placed independently.

More information about the execution and trade aggregation practices for these managed accounts can be found in the TIAA Portfolio Advisor disclosure brochure available at https://www.tiaa.org/public/pdf/portfolio_advisor_wrap_fee_program_disclosure_form_adv.pdf and the TIAA Personal Portfolio disclosure brochure available at https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf.

Execution and Trade Aggregation Practices for PAM. TIAA, FSB executes through unaffiliated broker-dealers that it selects at its discretion. In making this selection the primary objective is to seek to obtain the best execution of orders at the most favorable net price based on the circumstances prevailing at the time of the transaction. The selection may also be based on additional factors, including the ability to handle particular orders or special execution, competitiveness of commission rates, ability to execute transactions promptly, financial responsibility, quality of service provided, and general reputation in the industry. TIAA, FSB does not give consideration to broker-dealers who provide research services to it. TIAA, FSB may enter into cross trades on behalf of two or more clients in aiming to seek and obtain best execution. This represents a conflict of interest, which TIAA, FSB addresses by obtaining independent pricing information from at least one unaffiliated broker-dealer.

TIAA, FSB also aims to aggregate and allocate trading in a manner designed to achieve fair and equitable treatment of its clients. In certain circumstances it may not aggregate orders, which can result in higher costs and/or less flexibility in the execution of trades.

More information about the execution and trade aggregation practices for PAM is available at <https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>.

Item 13 – Review of Accounts

Planning Services

We offer the Planning Services on an episodic basis through the delivery of a report associated with the Planning Service. Once the report is provided, the advisory relationship ends. There is no ongoing monitoring of your circumstances or the advice provided, and you are solely responsible for implementing any advice provided. We do not monitor, review or update any advice, guidance or report provided as part of the Planning Services.

TIAA Managed Accounts

TC Services' advisory division has an ongoing obligation to consider whether prior recommendations to open, contribute to or consolidate assets (through a rollover or transfer) into the TIAA Managed Accounts remain appropriate for its clients. TC Services fulfills this obligation by requiring its Advisors to attempt to reach out to clients that have TIAA Portfolio Advisor and PAM at least annually. During this outreach Advisors focus on whether the client's financial circumstances or their individual preferences for advisory services have changed materially in a way that might suggest that the account they have is no longer appropriate. Advisors do not individually determine whether TC Services or TIAA, FSB continue to perform acceptably as investment managers, as that review is conducted by TC Services periodically and serves as the basis for making these account type recommendations to its clients.

In between annual inquiries, TIAA Portfolio Advisor and PAM clients are invited to contact an Advisor whenever a material change occurs in their financial situation or investment objective, as either may affect the continued appropriateness of the account in which they are enrolled. TIAA Personal Portfolio clients are invited quarterly via email to contact an Advisory Consultant whenever a material change occurs in their financial situation or investment objective, as either may affect the continued appropriateness of the account. A review of the continued appropriateness of the account will be conducted, as needed, whenever this information is brought to TC Services' attention. TC Services' will have no liability for your failure to provide the Program with accurate or complete information or to inform TC Services promptly of any changes in the information you previously provided. Examples of material changes include, but are not limited to changes in net worth, employment status, marital status, family size, occupation, residence, health or income level, investment objective or risk tolerance (for example, changes in your risk tolerance based on market events).

Any recommendations regarding the TIAA Managed Accounts that occur when clients reach out to the Advisor will be subject to the fiduciary duty described under "*Standards of Care*" in Item 4 above.

Note, however, that the TIAA Managed Accounts provide ongoing monitoring and discretion over assets being managed in the account and provide periodic reports. For more information about the ongoing nature of the account you can request a copy of each TIAA Managed Account's disclosure brochure or find them at www.tiaa.org/regbi.

Item 14 - Client Referrals and Other Compensation

As described in detail in Item 5 above under “*How TC Services is Compensated for Registered Investment Adviser Services*,” TC Services receives compensation from TIAA, FSB for providing PAM Sales and Servicing which creates a conflict of interest.

TC Services compensates field consultants, national contact center financial consultants, and individual financial consultants, who act as broker-dealer representatives for client referrals to TC Services advisory division. More information about how these financial professionals are compensated for these referrals is described in detail in Item 5 above under “*Compensation of TC Services Financial Professionals*.”

TC Services does not compensate any third-parties for referrals they make to TC Services’ advisory division.

Item 15 - Custody

TC Services advisory division does not have custody of assets when providing the Planning Services or PAM Sales and Servicing.

TC Services’ advisory division is deemed to have custody in connection with the TIAA Portfolio Advisor and TIAA Personal Portfolio managed accounts because of its ability to deduct fees from these accounts. Additionally, with respect to these managed accounts, TC Services brokerage division has custody because of its ability to receive checks and securities. Pershing, a subsidiary of The Bank of New York Mellon N.A. that is unaffiliated with TC Services, acts as qualified custodian and all checks and securities received by TC Services are sent to Pershing. With respect to individual retirement accounts (“IRA Assets”), other than SIMPLE IRA client assets, TIAA, FSB acts as trustee for the IRA Assets and is deemed to have constructive custody of IRA Assets through this role. You should compare the account statements received from Pershing with the quarterly reports received from TC Services. For more information see the TIAA Portfolio Advisor disclosure brochure available at https://www.tiaa.org/public/pdf/portfolio_advisor_wrap_fee_program_disclosure_form_adv.pdf and the TIAA Personal Portfolio disclosure brochure available at https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf.

TC Services’ advisory division does not have custody of assets enrolled in PAM. TIAA, FSB has constructive custody over those assets. For more information see the PAM disclosure brochure available at https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf.

Item 16 - Investment Discretion

TC Services does not have investment discretion with regard to the Planning Services or PAM Sales and Servicing. However, if you enroll in TIAA Managed Accounts (except for a PAM trust account), TC Services will exercise discretion over the assets in TIAA Portfolio Advisor and TIAA Personal Portfolio accounts and TIAA, FSB will exercise investment discretion over the assets in PAM accounts.

To authorize discretion to TC Services, clients in TIAA Portfolio Advisor and TIAA Personal Portfolio must enter into an advisory agreement. For TIAA Personal Portfolio they must also answer a series of questions in an online interface to provide their risk level, time horizon and client preference. For TIAA Portfolio Advisor clients work with an Advisor to answer a series of questions that provide their risk tolerance, time horizon and client preferences. Clients for these accounts also have the ability to impose reasonable restrictions on the management of their assets. More information regarding investment discretion and limitations for TIAA Portfolio Advisor can be found at

https://www.tiaa.org/public/pdf/portfolio_advisor_wrap_fee_program_disclosure_form_adv.pdf.

More information regarding investment discretion and limitations for TIAA Personal Portfolio can be found at

https://www.tiaa.org/public/pdf/TIAA_Personal_Portfolio_Fee_Wrap_Program_Disclosure_Brochure_FormADV.pdf.

To authorize discretion for TIAA, FSB, clients in PAM must similarly enter into an advisory agreement, referred to as the Investment Management Agreement (accounts for which TIAA, FSB services as trustee or executor are managed in accordance with the terms of the instrument governing the account, such as the trust agreement or Last Will and Testament, rather than the Investment Management Agreement). For PAM they must also work with the WMA to answer a series of questions that provide their risk tolerance and time horizon. The Portfolio Manager will review the client's responses and propose an investment objective for the client's account and create an Investment Policy Statement for the client's review and approval. Clients for these accounts also have the ability to impose limitations on the management of their assets, including types of assets they don't want in their portfolio. More information regarding investment discretion and limitations for PAM can be found at

<https://www.tiaa.org/public/pdf/PTandPAMDisclosures.pdf>.

Item 17 – Voting Client Securities

We do not vote or give advice about how to vote proxies in connection with the Planning Services or PAM Sales and Servicing. Additionally, we do not undertake to act on your behalf nor give advice with regards to class action claims or notices or any voluntary corporate action notices.

When you are enrolled in a TIAA Managed Accounts, all proxies are voted on your behalf unless you have requested to vote all proxies and take all corporate actions applicable to securities held in your account. For more information on voting practices related to the TIAA Managed Accounts, you can request for review each TIAA Managed Account's disclosure brochure or find it at www.tiaa.org/regbi.

Item 18 – Financial Information

We do not require or solicit prepayment of more than \$1,200 in fees per client six months or more in advance and, thus, have not included a balance sheet of its most recent fiscal year. We are not aware of any financial condition that is reasonably likely to impair TC Services' ability to meet its contractual commitments to clients, nor has TC Services been the subject of a bankruptcy petition at any time during the past ten years.

Item 19 – Requirements for State-Registered Advisers

TC Services is a federally registered investment adviser.