

Email delivery information

Updates to TIAA’s email delivery system

To continue to receive our emails in a timely manner, we’d like you to take a couple of minutes to make sure our communications are not being blocked or quarantined. To do so, TIAA email addresses and domain names must be included in your approved list so that email-blocking programs at your institution will allow our messages to continue to be successfully delivered. Please provide the following updated information to your IT department:

- Add **TIAA Email Service Provider Internet Protocol (IP) addresses** to your corporate email mail servers
- Add **TIAA Sender domains** to any email authentication filters

Please do not remove any domains or IP addresses that were already added to your approved list. This will ensure that emails from our servers are delivered to recipients as expected.

Here is the information to be added to your approved list.

Domains

- @e.Retirementatwork.org
- @e.tiaa-cref.org
- @e.tiaa.org
- @mg.tiaa.org
- @mg.tiaabank.com
- @rt.Retirementatwork.org
- @rt.tiaa.org
- @rt.tiaabank.com
- @tiaa-cref.org
- @tiaa.org

IP addresses

- 13.111.6.1
- 34.214.128.206
- 34.214.158.48
- 34.214.187.86
- 172.82.196.110
- 172.82.196.111
- 172.82.196.112
- 172.82.196.113
- 172.82.196.114
- 172.82.196.115
- 172.82.196.116
- 172.82.196.117
- 198.245.94.211
- 198.245.94.212

Institutions using email protection and management services, such as Mimecast, should contact their Internal Technology team or Service Account Representative about configuring the six send domains listed above. This will prevent TIAA emails from encountering any content examination delays.



For technical questions, please contact us at **ExternalEmailRequests@tiaa.org**.

For general questions about your plan, please contact your relationship team or the Administrator Telephone Center at **888-842-7782**, 8 a.m. to 8 p.m. (ET), weekdays.