



South-East
Planview Virtual Customer Forum

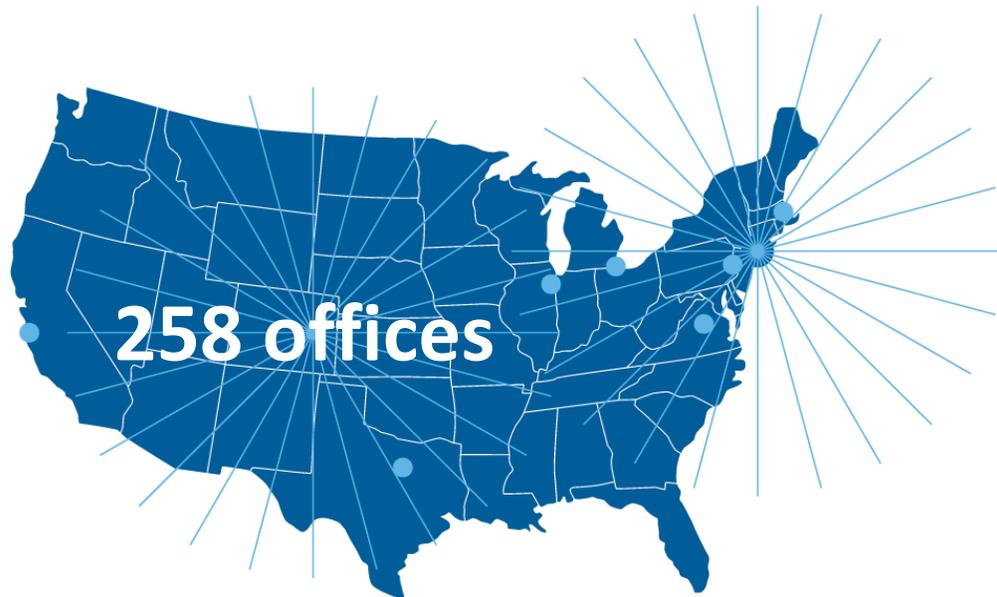
TIAA Leveraging Spigit in response to Covid-19

Matt Wackerhage, Innovation and Transformation Manager



About TIAA

The vision of Andrew Carnegie



\$1.1 Trillion¹

assets under management



over

16,500

employees²



Serving

5M

individuals

TIAA PUBLIC

15,000



Institutions serviced by TIAA

1: As of 03.31.2020

2: As of 03.31.2020

How Spigit is used before the pandemic and still today



Voice of the front-line

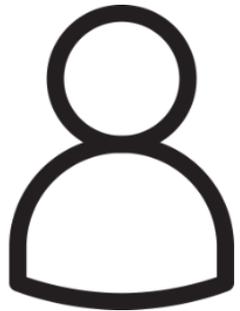


Voice of the customer

Since 2017 to March 2020



45 Campaigns



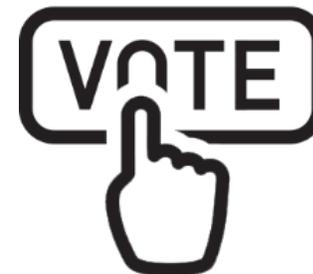
7,200 Engaged Employees



3,600 Ideas



4,700 Comments



20,000 Votes

COVID-19

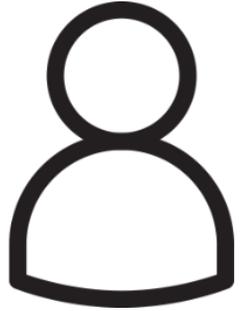
Then the pandemic changed everything...

Utilizing the ingenuity of our people



**Save to
Win!**

Save to Win results in two months



9,251 Engaged Employees



2,831 Ideas



1,045 Comments



54,062 Votes

Save to Win results in two months



131 ideas will be implemented

Disclosures

- Includes TIAA affiliate companies.
- Includes unique institutional clients serviced by TIAA for either retirement or Keogh plans (prior versions of this fact-sheet utilized a more broadly inclusive definition of "institutions").
- As of March 31, 2020 assets under management across Nuveen Investments affiliates and TIAA investment management teams are \$1,055 billion.
- Includes all Wealth Management Advisors and Financial Consultants
- As of December 31, 2019. Other benefits from TIAA include: surrender benefits and other withdrawals, death benefits, health insurance and disability insurance benefits, and all other policy proceeds paid.
- Source: LIMRA 3Q4Q 2019 Stable Value and Funding Agreement Product Survey. Based on a survey of 18 insurance companies and 2 banks reporting \$726.5 billion in stable value amounts associated with qualified stable value assets. TIAA ranked first in total values.
- Based on data from 56 providers in PLANSPONSOR magazine's 2019 DC Recordkeeping Survey, combined 457, 403(b) and money purchase plan data as of December 31, 2018.
- Past performance is no guarantee of future results. Any guarantees under annuities issued by TIAA are subject to TIAA's claims-paying ability. TIAA Traditional is a guaranteed insurance contract and not an investment for federal securities law purposes. Interest in excess of the guaranteed amount is not guaranteed for periods other than the periods for which it is declared.
- Based on Morningstar Direct (as of March 31, 2020) expense comparisons by category, excluding Money Market products. Actual percentage is 96.02%. TIAA-CREF mutual fund and CREF variable annuity products are subject to various fees and expenses, including but not limited to management, administrative, and distribution fees; our variable annuity products have an additional mortality and expense risk charge. Excludes the class W shares, which are not available for purchase by retail investors.
- Pensions & Investments, September 30, 2019. Rankings based on institutional tax-exempt assets under management as of June 30, 2019 reported by each responding asset manager.
- Based on total assets under management as of December 31, 2018, according to INREV, the European Association for investors in non-listed real estate vehicles for institutional investors.
- Morningstar ratings are based on each mutual fund (institutional share class) or variable annuity account's (lowest cost) share class and include U.S. open-end mutual funds, CREF Variable Accounts and the Life Funds. The Morningstar Rating™—or "star rating"—is calculated for managed products (including mutual funds, variable annuity and variable life subaccounts, exchange-traded funds, closed-end funds and separate accounts) with at least a three-year history. Exchange-traded funds and open-ended mutual funds are considered a single population for comparative purposes. The rating is calculated based on a Morningstar Risk-Adjusted Return measure that accounts for variation in a managed product's monthly excess performance, placing more emphasis on downward variations and rewarding consistent performance. Morningstar ratings may be higher or lower on a monthly basis. The top 10% of funds or accounts in each product category receive five stars, the next 22.5% receive four stars and the next 35% receive three stars. The overall star ratings are Morningstar's published ratings, which are derived from weighted averages of the performance figures associated with the three-, five-, and 10-year (if applicable) Morningstar rating metrics for the period ended March 31, 2020. Morningstar is an independent service that rates mutual funds. Past performance cannot guarantee future results. For current performance and ratings, please visit [TIAA.org/public/investment-performance](https://www.tiaa.org/public/investment-performance).
- For stability, claims-paying ability and overall financial strength, Teachers Insurance and Annuity Association of America (TIAA) and TIAA-CREF Life Insurance Company (TIAA Life) are one of only three insurance groups in the United States to currently hold the highest possible rating from three of the four leading insurance company rating agencies: A.M. Best (A++ rating affirmed as of June 2019), Fitch (AAA rating affirmed as of May 2019) and Standard & Poor's (AA+ rating affirmed as of December 2019) and the second-highest possible rating from Moody's Investors Service (Aa1 rating affirmed as of August 2019). There is no guarantee that current ratings will be maintained. Ratings represent a company's ability to meet policyholders' obligations and do not apply to any product or service not fully backed by the issuer's claims-paying ability. The ratings also do not apply to the safety or the performance of the variable accounts or mutual funds, which will fluctuate in value.
- 100 Best Companies for Working Mothers by Working Mother magazine, 2007-2019.
- Top 70 Companies for Executive Women by National Association of Female Executives, 2020.
- One of DiversityInc's Top 50 Companies for the seventh year in a row.
- Based on the Human Rights Campaign Foundation's Corporate Equality Index 2020.
- 5,012 hours served by U.S.-based associates from January 1, 2020 – March 31, 2020.
- The Refinitiv Lipper Fund Awards are based on the Lipper Leader for Consistent Return rating, which is a risk-adjusted performance measure calculated over 36, 60 and 120 months. Lipper Leaders fund ratings do not constitute and are not intended to constitute investment advice or an offer to sell or the solicitation of an offer to buy any security of any entity in any jurisdiction. For more information, see [lipperfundawards.com](https://www.lipperfundawards.com). Lipper Fund Awards from Refinitiv, ©2020 Refinitiv. All rights reserved. Used under license. The award pertains only to the TIAA-CREF mutual funds in the mixed-asset category. Certain funds have fee waivers in effect. Without such waivers ratings could be lower. Past performance does not guarantee future results. For current performance, rankings and prospectuses, please visit the Research and Performance section on [TIAA.org](https://www.tiaa.org). The investment advisory services, strategies and expertise of TIAA Investments, a division of Nuveen, are provided by Teachers Advisors, LLC and TIAA-CREF Investment Management, LLC. TIAA-CREF Individual & Institutional Services, LLC, Teachers Personal Investors Services, Inc., and Nuveen Securities, LLC, Members FINRA, distribute securities products.
- 2015-2020. The World's Most Ethical Company assessment is based upon the Ethisphere Institute's Ethics Quotient® (EQ) framework which offers a quantitative way to assess a company's performance in an objective, consistent and standardized way. The information collected provides a comprehensive sampling of definitive criteria of core competencies, rather than all aspects of corporate governance, risk, sustainability, compliance and ethics. Scores are generated in five key categories: ethics and compliance program (35%), corporate citizenship and responsibility (20%), culture of ethics (20%), governance (15%) and leadership, innovation and reputation (10%) and provided to all companies who participate in the process. The full list of the 2020 World's Most Ethical Companies can be found at: <https://www.worldsmostethicalcompanies.com/honorees/>
- DALBAR's WebMonitor program continuously analyzes financial services websites to evaluate their effectiveness in maximizing their online presence by incorporating content and functionality in a consistent, appealing and user-friendly manner. DALBAR regularly publishes key findings of competitive intelligence and benchmarking data, spotlighting notable trends, best practices, and industry leaders, as of end of Q4 2019.

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2020 Q1 Facts and Stats (04/20)