

Committee on Faculty Benefits and Housing

The C-FSC, T-FSC, and AMC Benefits Committees met jointly with representatives from TIAA on November 30, 2017. Present for the C-FSC were Michael Ferguson, Vincent Renzi, and Ezra Sacks.

Present from TIAA were: Douglas Chittenden, President, Institutional Retirement; Michael Noone, Managing Director and Regional General Manager, Institutional Retirement; Stephen Campbell, Senior Relationship Manager, Institutional Retirement; Selina Urbina, Managing Director, Institutional Retirement (by telephone).

The committees had asked the Benefits Office to arrange the meeting in order to address with the company the allegations reported in three recent articles in the *New York Times*.

<https://www.nytimes.com/2017/10/21/business/the-finger-pointing-at-the-finance-firm-tiaa.html>
<https://www.nytimes.com/2017/11/09/business/tiaa-subpoena.html>
<https://www.nytimes.com/2017/11/13/your-money/tiaa-403b.html>

The committees expressed their deep concern about these allegations, which were particularly jarring because TIAA will be taking over as the sole retirement record-keeper in Spring 2018. We received TIAA's assurances that some parts of the stories were factually inaccurate. In the case of the sales training materials the existence of which TIAA acknowledged, we received assurances that these did not represent the company's values, and that the firm was making a thorough review of all its training programs to assure that the incident was isolated and that similar instances will not reoccur.

We emphasized the need for the firm to maintain the highest reputation for integrity, as well as to continue to invest in improving its business technology infrastructure.

Overall, we are satisfied that TIAA heard our concerns and takes them seriously; and we are optimistic that our continued confidence in them is warranted.

In addition, the committees raised the issue of account security and TIAA's current lack of multi-factor authentication for use of its web portal. We received assurances that the firm is very seriously concerned about fraud and about account security and will put us in touch with their point-person on these issues to come to meet with us to discuss their current practices and future plans.

Respectfully submitted,

Vincent Renzi,
chair