
DECEMBER 13, 2012

**AGENDA ITEM 7
INFORMATION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Review of TIAA-CREF Tuition Financing, Inc.'s Administrative Performance for the ScholarShare Plan for Third Quarter 2012

Background

The ScholarShare Investment Board (SIB or Board) reviews TIAA-CREF Tuition Financing, Inc.'s (TFI) administrative performance for the ScholarShare College Savings Plan (Plan) relative to pre-established performance criteria. These administrative performance criteria (Benchmarks) serve as performance goals for customer service areas such as correspondence and customer relationships, confirmations and statements, enrollment kit processing, check processing, account processing, website, call center, tax reporting, and systems.

TFI has provided its quarterly administrative performance report comparing its performance during the third quarter of 2012 to the Benchmarks adopted by the Board. For the third quarter, TFI underperformed (by more than two percent) in one performance area. The area of underperformance was Quarterly/Annual Account Statements – Accuracy. TFI has provided a memo that addresses this area of underperformance.

Presenter

Laura Moewe, Director, TIAA-CREF Tuition Financing, Inc.