
MARCH 14, 2013

**AGENDA ITEM 7
INFORMATION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Review of TIAA-CREF Tuition Financing, Inc.'s Administrative Performance for the ScholarShare Plan for Fourth 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, confirmation 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 fourth quarter of 2012 to the Benchmarks adopted by the Board. For the fourth quarter, TFI underperformed (by more than two percent) in three performance areas:

- Enrollment Kit Processing: Timeliness,
- Call Center: Answer Time, and
- Call Center: Abandonment Rate

TFI has provided a memo with an explanation on its underperformance in the three areas listed above.

Presenter

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