
JUNE 13, 2013

**AGENDA ITEM 5
INFORMATION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Review of TIAA-CREF Tuition Financing, Inc.'s Administrative Performance for the ScholarShare Plan for First Quarter 2013

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 first quarter of 2013 to the Benchmarks adopted by the Board. For the first quarter, TFI underperformed (by more than two percent) in one performance area. The area of underperformance during the fourth quarter was Account Processing - Accuracy. Explanations for underperformance in this area are included in the memo provided by TFI (Exhibit A).

Presenter

Chris Lynch, Director, TIAA-CREF Tuition Financing, Inc.