
DECEMBER 12, 2013

**AGENDA ITEM 10
INFORMATION ITEM**

SCHOLARSHARE INVESTMENT BOARD

*Review of Administrative Performance for the ScholarShare College Savings Plan for
Third 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 third quarter 2013 to the Benchmarks adopted by the Board. For the third quarter, there were no areas where TFI underperformed (by more than two percent).

Presenter

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