

Guide to online withdrawals



Streamlined withdrawal processing

The online withdrawal process on the secure My TIAA-CREF website has the same easy-to-use navigation and functionality as other websites that you visit regularly to shop, pay bills or apply for credit cards. Submitting withdrawals through this streamlined approach saves time and eliminates the need for paper forms.

This guide is designed to help you request withdrawals from your My TIAA-CREF retirement accounts. It includes helpful tips and step-by-step instructions for completing a transaction from either an employer-sponsored retirement plan (retirement plan account) or an Individual Retirement Account (IRA). We encourage you to keep it close at hand for easy reference if you need to take a withdrawal.

Click on a topic to be taken to that topic.

Overview and helpful tips

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Take time to consider

- ▶ There's another option if you are changing jobs. In most cases, you can simply leave your money in your TIAA-CREF retirement account; no withdrawal is required.
- ▶ A loan, if available under your employer's retirement plan, may make more sense economically than a cash withdrawal, depending on your situation.

Types of withdrawals

Below are the types of withdrawals you can request through your My TIAA-CREF account. **Please note:** Not all of your retirement plan accounts may offer online withdrawals at this time. You can view which retirement plans have this feature as part of the submission process.

Before requesting a withdrawal, it's extremely important to understand the different options and the potential tax consequences.

- **Direct transfer:** This option is only available when your employer's retirement plan includes other service providers in addition to TIAA-CREF. It allows you to move money in your TIAA-CREF retirement plan account to one of the other providers. Direct transfers are **not** taxable.
- **Rollover:** This type of withdrawal is often used when people retire, change jobs or want to consolidate their retirement assets. The available rollover options depend on the type of account from which you are withdrawing your money (see page 7 for complete information).

Like direct transfers, rollovers are **not** taxable. Before requesting a rollover from a retirement plan account to a new employer's plan, you should check to make sure the new plan will accept it. (During the rollover request process, you will have the option to establish a new IRA with TIAA-CREF, if you don't already have one.)
- **Cash withdrawal:** With this option, you take either a one-time payment or a series of systematic payments from your retirement plan account or IRA. The payments are usually deposited directly into your bank account, but you can also request a physical check. Depending on your situation, the withdrawal may be taxable, and additional tax penalties may apply if you are under age 59½.

When you log in to your My TIAA-CREF account and initiate a request, you will see the amount available for your withdrawal. You may not see all of the above withdrawal options. You'll only see the ones you are eligible to take. For example, the rollover option for retirement plan accounts will generally not appear unless you are separating from service (e.g., retiring or changing jobs), and the direct transfer option isn't included for IRAs.¹

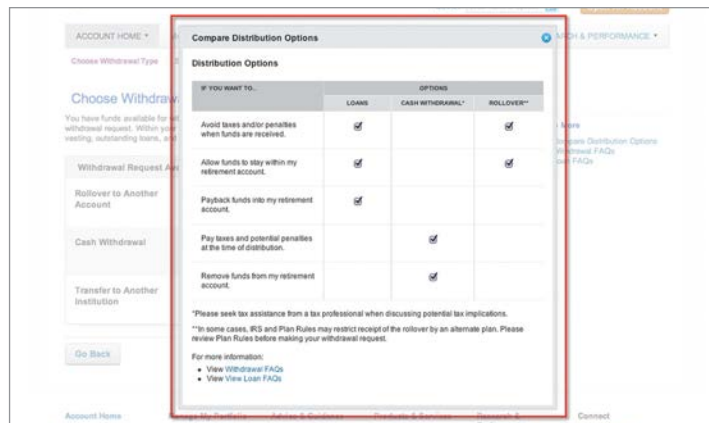
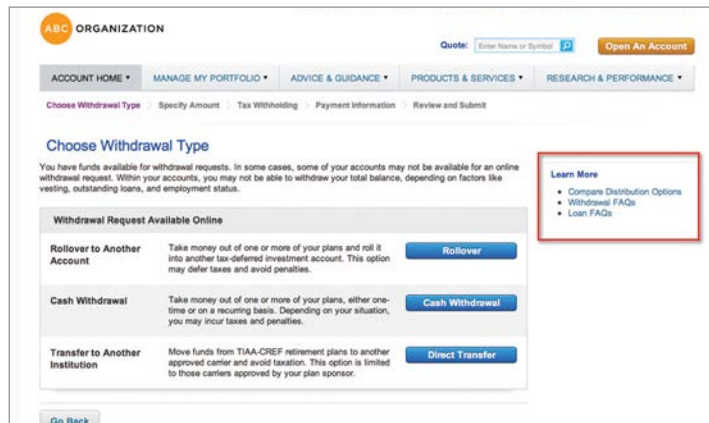
If you are not sure which type of withdrawal you may need or if you need to take one at all, please call us at 800 842-2252 to discuss your options with one of our consultants.

¹ Participants over age 59½ may be eligible for a rollover while still working for their employer, depending on the terms of the retirement plan document.

How to compare different withdrawal options

A side-by-side comparison of the different types of withdrawals and their taxation is available in the **Choose Withdrawal Type** section of the site and may help you decide which option is most appropriate based on your needs.

- To view the chart, simply click **Compare Distribution Options** under **Learn More**.
- The comparison may include loans if your employer’s retirement plan offers this feature.
- You can also view **frequently asked questions** for more detailed information before proceeding with your withdrawal or loan request, if available.



Important deadlines for retirement plan withdrawals

Once you have submitted a withdrawal request, it is automatically sent to your employer for review if they need to confirm information or approve the transaction.

To help ensure timely processing of your requests, we need to receive any supporting documentation and approvals within the following time frames:

- Your employer must review the pending transaction and provide the required information and/or approval within **five business days**. They can also request a **five-business-day extension** if they need more time to complete their review.
- You must send a spousal waiver form, if required, to TIAA-CREF within **10 days**.² If your plan requires withdrawals to be approved, the five-business-day review period begins once we receive the waiver.

TIAA-CREF sends daily email reminders to your employer if there are transactions requiring review. However, if TIAA-CREF does not receive the required documentation or approvals from your employer within the designated time frames, your withdrawal will expire and you'll need to start the request over again from the beginning. This also applies if we do not receive a completed spousal waiver form, if required.

Requesting a rollover

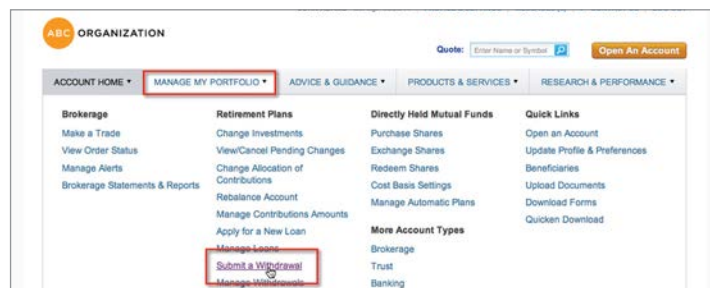
You'll want to select the rollover withdrawal option if your intention is to:

- Move all or portion of your TIAA-CREF retirement plan account to an IRA or your new employer's retirement plan
- Move all or a portion of your TIAA-CREF IRA to another IRA³

You may direct rollover proceeds from your TIAA-CREF IRA or retirement plan account to a new or existing Investment Solutions IRA or an existing TIAA-CREF brokerage, mutual fund or trust IRA.

After logging in to your My TIAA-CREF account, follow these steps to submit your request:

Step 1: Select **Submit a Withdrawal** from the **Manage My Portfolio** menu. This will bring you to the **Get Started** page.



² Spousal waiver forms are required for cash withdrawals.

³ Requests to move money from an IRA to another IRA are coded as direct transfers to avoid possible taxation issues and restrictions for IRA rollovers.

Quick tip:

If you answer “no” to any of the questions on this page, you may be asked to provide additional information. You may also be asked to verify a one-time passcode, which TIAA-CREF will send to you via email or postal mail based on your communication preferences on file.

Step 2: Confirm your employment status and personal information, and indicate if you want to receive account information electronically. Please note: You will not need to verify your employment information if you have only an IRA. Then click **Next** to continue.

Step 3: Choose **Rollover** from the list of available withdrawal options.

Step 4: Specify your rollover amount.

- Follow **Step 4A** for a **simple rollover** if you want to roll over a specific dollar amount and have it divided among your accounts and investments to maintain your current asset allocation.
- Follow **Step 4B** for a **custom rollover** if you want to take your rollover amount from specific contracts or investments.
- Follow **Step 4C** for a **maximum rollover** if you want to roll over the maximum amount available for a single transaction.

Step 4A: Choose **Simple Rollover** and enter the dollar amount you want to withdraw. Then click **Calculate** and go to Step 5.

Specify Amount

IMPORTANT INFORMATION REGARDING YOUR WITHDRAWAL:

- Before taking a withdrawal from a plan sponsored by your private employer, you should be aware of your alternative options for receiving income. Please review the Relative Value Disclosure (RVD).
- You have a Special Tax Notice available about your withdrawal for your review. Please read carefully. [Highlights of the Special Tax Notice](#)

Tell us how you would like to rollover funds from your plans. You can take money from one or more plans, or you can specify the amount to Rollover by contract or at the investment level.

Simple Rollover
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

[Choose Simple](#)

Custom Rollover
Review a list of your available contracts and investments and decide which to rollover from.

[Choose Custom](#)

Maximum Rollover
Rollover the maximum amount available from your plans.

[Choose Maximum](#)

You have a total of \$20,000.00 available for rollover.

Enter the total amount you would like to rollover: [Calculate](#)

Quick tips:

- ▶ You can calculate the withdrawal either as a dollar amount or percentage.
- ▶ The amounts entered should equal the total rollover requested (or 100% if using a percentage).

Step 4B: Choose **Custom Rollover** and fill in specific amounts next to the investment(s) you want to use. Then click **Calculate** and go to Step 5.

Specify Amount

IMPORTANT INFORMATION REGARDING YOUR WITHDRAWAL:

- Before taking a withdrawal from a plan sponsored by your private employer, you should be aware of your alternative options for receiving income. Please review the Relative Value Disclosure (RVD).
- You have a Special Tax Notice available about your withdrawal for your review. Please read carefully. [Highlights of the Special Tax Notice](#)

Tell us how you would like to rollover funds from your plans. You can take money from one or more plans, or you can specify the amount to Rollover by contract or at the investment level.

Simple Rollover
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

[Choose Simple](#)

Custom Rollover
Review a list of your available contracts and investments and decide which to rollover from.

[Choose Custom](#)

Maximum Rollover
Rollover the maximum amount available from your savings with one click.

[Choose Maximum](#)

Enter the amount you would like to rollover from your individual investments. then click the Calculate button at the bottom of the page to see the results of your rollover request.

Calculate withdrawal using: Dollar OR Percent

Plan	Total Balance	Amount Available	After Tax Dollars	Reason Funds Not Available
APL ORGANIZATION	\$90,000.00	\$90,000.00	\$90,000.00	
APL ORGANIZATION ROTH(10/1/01) 401(K) DEFINED CONTRIBUTION RETIREMENT PLAN	\$90,000.00	\$90,000.00	\$90,000.00	SDA funds not available
GSRA (TAA V123456/7)CR2P V2345678	\$45,000.00	\$30,000.00	\$2,500.00	SDA funds not available
Investment				
TIAA-CREF Social Choice Bond Fund	\$12,000.00	<input type="text" value="0.00"/>	0.00%	
TIAA-CREF Lifecycle Fund 2015	\$12,000.00	<input type="text" value="0.00"/>	0.00%	
TIAA Access Large-Cap Value	\$6,000.00	<input type="text" value="0.00"/>	0.00%	
GSRA (TAA V1234567)CREF V2345678	\$45,000.00	\$30,000.00	\$2,500.00	SDA funds not available
Investment				
	Balance	Dollars	% of Total	

Step 4C: Choose **Maximum Rollover** and go to Step 5.

Specify Amount

IMPORTANT INFORMATION REGARDING YOUR WITHDRAWAL:

- Before taking a withdrawal from a plan sponsored by your private employer, you should be aware of your alternative options for receiving income. Please review the Relative Value Disclosure (RVD).
- You have a Special Tax Notice available about your withdrawal for your review. Please read carefully. [Highlights of the Special Tax Notice](#)

Tell us how you would like to rollover funds from your plans. You can take money from one or more plans, or you can specify the amount to Rollover by contract or at the investment level.

Simple Rollover
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

[Choose Simple](#)

Custom Rollover
Review a list of your available contracts and investments and decide which to rollover from.

[Choose Custom](#)

Maximum Rollover
Rollover the maximum amount available from your plans.

[Choose Maximum](#)

Withdrawing maximum amount available: \$20,000.00

Quick tip:

If you choose recurring payment, you'll need to indicate:

- ▶ Start date
- ▶ Day of month for subsequent payments
- ▶ When payment should end
- ▶ Frequency

Step 5: Scroll to the bottom of the page and indicate if this is a one-time or recurring payment and when the transaction should be processed. Click **Next** to continue.

[View included plans](#)

[View plans not available for online withdrawal](#)

Is this withdrawal a one-time payment or recurring payment?

One-Time Recurring

When would you like this payment to be issued?

Immediately, once the transaction is in good order On a future date

[Go Back](#) [Save & Return Later](#) [Cancel](#) [Next](#)

General information about rollovers

You will be taxed on a withdrawal from your IRA or retirement account if you do not roll it over. If you are under age 59½, you will also be subject to a 10% additional income tax on early distributions (unless an exception applies). However, if you do a rollover, you will not have to pay tax until you receive payments later, and the 10% additional income tax will not apply if those payments are made after you are age 59½ (or if an exception applies).

Step 6: Select one of the following options to indicate where you want your rollover sent:

- For IRAs and retirement plans:
 - My existing TIAA-CREF IRA
 - A new TIAA-CREF IRA account
 - Existing IRA **not** administered by TIAA-CREF
 - My existing brokerage IRA with TIAA-CREF
 - My existing mutual fund IRA with TIAA-CREF
 - TIAA-CREF Trust Company IRA
- For retirement plans only:
 - Another retirement plan administered by TIAA-CREF
 - Another retirement plan **not** administered by TIAA-CREF

Payment Information

Where would you like to roll these funds over to? Amount Requested: \$15,000.00

My existing TIAA-CREF IRA or Pension plan administered by TIAA-CREF
 A new TIAA-CREF IRA account

 Note: The rollover will be processed once your new TIAA-CREF IRA is established. Once you have submitted your rollover request, you will be given a link to open your new TIAA-CREF IRA online. The new IRA must be established within 30 days of this request or else the transaction will be cancelled.

 An IRA or Pension plan NOT ADMINISTERED by TIAA-CREF
 My existing Brokerage Account with TIAA-CREF
 My existing Mutual Fund Account with TIAA-CREF
 TIAA-CREF Trust Company

Where would you like the after-tax funds sent? After-Tax Amount: \$5,000.00

A portion of the rollover request contains after-tax funds. [What are after-tax funds?](#)

Indicate where the after-tax funds should be sent.

Include the after-tax funds with the rollover
 Exclude the after-tax funds from the rollover and send to the Participant's address of record
 Exclude the after-tax funds from the rollover and send to the Participant's bank via EFT

Destination for your rollover

- If you select an **existing** TIAA-CREF IRA and have more than one, you'll be prompted to confirm which IRA you want to use.
- If you select a **new** TIAA-CREF IRA, the rollover will be processed once your new IRA account is established. Your new account must be created within 30 days after submitting your rollover request or the transaction will be cancelled. You'll find a link to open the account in the **Required Actions** section of the confirmation page.
- If you are rolling the money into a TIAA-CREF retirement plan account, you'll also need to confirm your investment options. You can either keep your existing allocations or create a custom allocation (see example on next page).
- For rollovers to an existing IRA or pension plan not administered by TIAA-CREF, you can have the proceeds sent either directly to the new provider or to you.

For retirement plan withdrawals, you'll also need to tell us what to do with your after-tax balance, if you have one. We can include it in your rollover or send it to you. Then click **Next** to continue.

Example: Rolling money into a TIAA-CREF retirement plan account

Payment Information

Where would you like to roll these funds over to? Amount Requested: \$15,000.00

My existing TIAA-CREF IRA or Pension plan administered by TIAA-CREF

[TIAA-CREF IRA 1234567]

How would you like the proceeds invested?

Like to Like: Keep the same investments

Use the allocation that is currently on file for the receiving plan

Specify how the proceeds will be invested

Please select how the proceeds should be invested based on the following investments that are available:

FUND NAME	SYMBOL	SPECIFY AMOUNT	
		<input type="radio"/> DOLLAR	<input type="radio"/> PERCENT
TIAA CREF STOCK FUND	TCSFX	<input type="text" value="0.00"/>	0.00%
TIAACREF BOND FUND	TMBFX	<input type="text" value="0.00"/>	0.00%

Step 7: Review your rollover request and the Terms and Conditions. If you agree with the terms, mark the box and click **Submit Request**.

Account type: rollover

Terms & Conditions

I have read and agree to Terms and Conditions

To protect your account information, you'll be asked a few questions to verify your identity. After answering the questions, click **Next** to submit your transaction.

Payment type: Rollover

KBA Questionnaire

Please answer a few questions to verify your identity

Your correct answers help to ensure that no one else is trying to access your account. If none of the answers are correct, please select "none of the above" as your answer.

Which street have you lived on?

Elm St

Ance St

Ortega Ave

Karen Way

None of the above

Quick tip:

The **Required Actions** section of this page will show any tasks you need to perform to complete the transaction, such as opening a new TIAA-CREF IRA account.

Review and Confirm

You're almost done. Please review the details of your request and agree to the Terms and Conditions below before you Submit your transaction.

Withdrawal Request

Note: All amounts shown are estimated and based on prior day market close.

\$20,000.00	-	\$0.00	-	N/A	=	\$20,000.00
GROSS AMOUNT		FEES		ESTIMATED TAXES		NET WITHDRAWAL

Required Actions

Once you submit this request, the following items are required before payment can be issued:

- Set up your new TIAA-CREF IRA: You will need to open a new IRA within 30 days. Upon clicking submit, we will provide a link for you to complete this process.
- Return your signed and notarized Spousal Waiver within 10 days for:
 - ABC ORGANIZATION
- Employer Verification: Your Employer needs to verify information for:
 - ABC ORGANIZATION

Once you have submitted this transaction, the employer will be contacted to provide the required approval.

Your data will be verified within 5-10 business days from the date submitted in good order, and you will be notified of your approval status.

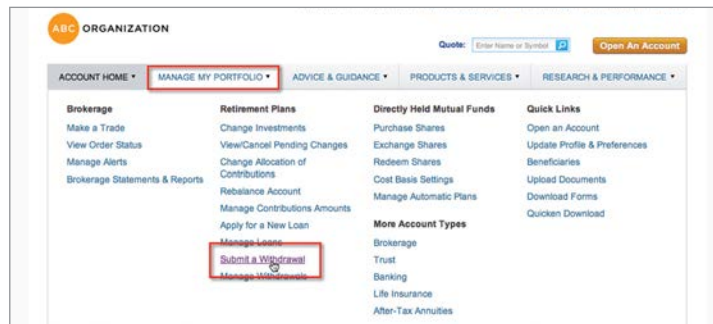
At this point, your request has been successfully submitted and you can print a copy of the confirmation page for your records. See [page 17](#) for instructions on how to check the status of your request.

Requesting a cash withdrawal

If your intention is to take some or all of your money out of your TIAA-CREF retirement plan account or IRA and receive the proceeds directly, you'll want to select the cash withdrawal option. Depending on your situation, the withdrawal may be taxable, and additional tax penalties may apply if you are under age 59½.

After logging in to your My TIAA-CREF account, follow these steps to submit your request:

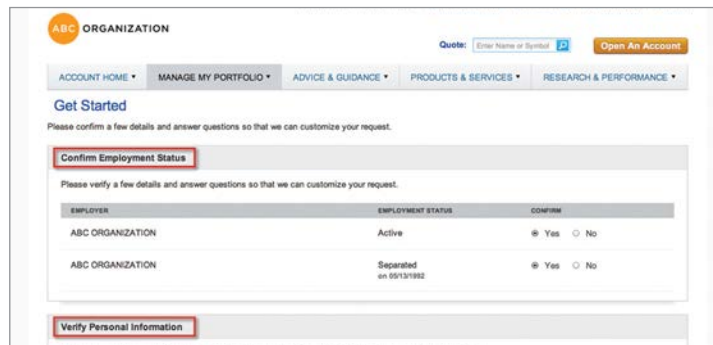
Step 1: Select **Submit a Withdrawal** from the **Manage My Portfolio** menu. This will bring you to the **Get Started** page.



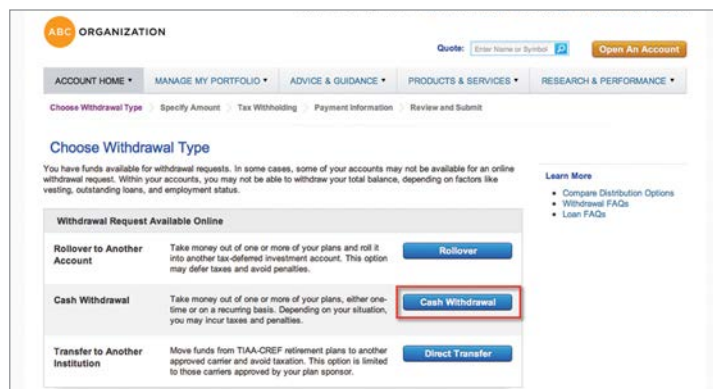
Quick tip:

If you answer “no” to any of the questions on this page, you may be asked to provide additional information. You may also be asked to verify a one-time passcode, which TIAA-CREF will send to you via email or postal mail based on your communication preferences on file.

Step 2: Confirm your employment status and personal information, and indicate if you want to receive account information electronically. Please note: You won't need to verify your employment information if you have only an IRA. Then click **Next** to continue.

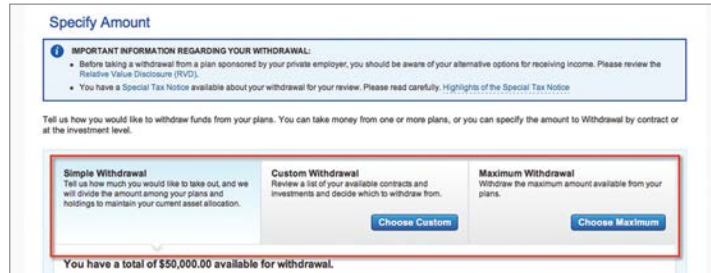


Step 3: Choose **Cash Withdrawal** from the list of available withdrawal options.

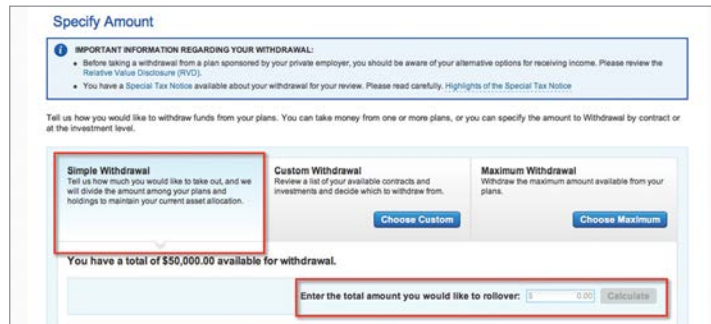


Step 4: Specify your withdrawal amount.

- Follow **Step 4A** for a **simple withdrawal** if you want to take out a specific dollar amount and have it divided among your accounts and investments to maintain your current asset allocation.
- Follow **Step 4B** for a **custom withdrawal** if you want to take the amount from specific contracts or investments.
- Follow **Step 4C** for a **maximum withdrawal** if you want to take out the largest amount available for a single transaction.



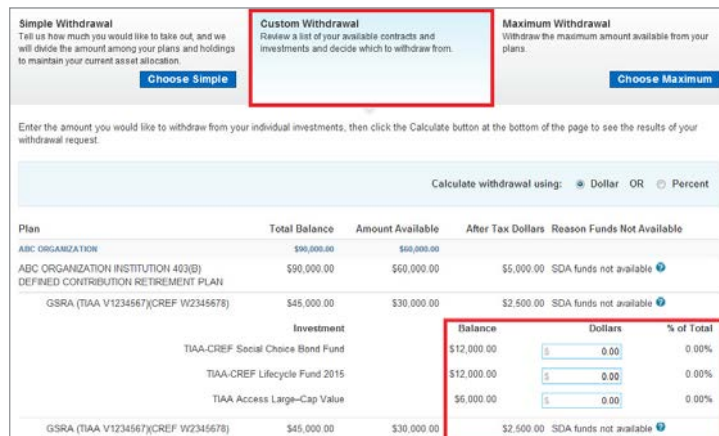
Step 4A: Choose **Simple Withdrawal** and enter the dollar amount you want to withdraw. Then click **Calculate** and go to Step 5.



Step 4B: Choose **Custom Withdrawal** and fill in specific amounts next to the investment(s) you want to use. Then click **Calculate** and go to Step 5.

Quick tips:

- ▶ You can calculate the withdrawal either as a dollar amount or percentage.
- ▶ The amounts entered should equal the total withdrawal requested (or 100% if using a percentage).



Step 4C: Choose **Maximum Withdrawal** and go to Step 5.

Specify Amount

IMPORTANT INFORMATION REGARDING YOUR WITHDRAWAL:

- Before taking a withdrawal from a plan sponsored by your private employer, you should be aware of your alternative options for receiving income. Please review the Relative Value Disclosure (RVD).
- You have a Special Tax Notice available about your withdrawal for your review. Please read carefully. Highlights of the Special Tax Notice

Tell us how you would like to withdraw funds from your plans. You can take money from one or more plans, or you can specify the amount to Withdraw by contract or at the investment level.

Simple Withdrawal
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

[Choose Simple](#)

Custom Withdrawal
Review a list of your available contracts and investments and decide which to withdraw from.

[Choose Custom](#)

Maximum Withdrawal
Withdraw the maximum amount available from your plans.

Withdrawing maximum amount available: \$50,000.00

Step 5: Scroll to the bottom of the page and indicate if this is a one-time or recurring payment and when the transaction should be processed. Click **Next** to continue.

One-Time Recurring
 When would you like this payment to be issued?
 Immediately, once the transaction is in good order On a future date

[Go Back](#) [Save & Return Later](#) [Cancel](#) [Next](#)

Quick tip:

If you choose recurring payment, you'll need to indicate:

- ▶ Start date
- ▶ Day of month for subsequent payments
- ▶ When payment should end
- ▶ Frequency

Step 6: Review the mandatory federal and state taxes that will be withheld, and increase the amount if necessary. Then click **Next** to continue.

Tax Withholding

Mandatory Tax withholding for each of the contracts you have selected is shown below. For contracts where mandatory tax withholding is not required, a default percentage is also shown. Please enter any additional percentages you would like to have withheld for federal, state and penalties for each of the contracts you have selected for withdrawal.

Calculate tax withholding using: Percent OR Dollar

PLAN NAME	GROSS AMOUNT REQUESTED	TAXABLE AMOUNT	TAX TYPE (DEFAULT/MANDATORY)	WITHHOLDING AMOUNT
ABC ORGANIZATION				
ABC ORGANIZATION INSTITUTION 403(B) DEFINED CONTRIBUTION RETIREMENT PLAN	\$50,000.00	\$50,000.00	Mandatory Federal	20.00% \$10,000.00 Minimum Withholding required is 20%
			Mandatory State	5.00% \$2,500.00 Minimum Withholding required is 5%
Total				\$12,500.00
			TOTAL TAX WITHHELD	\$12,500.00

Quick tips:

- ▶ You cannot decrease the mandatory withholding percentage.
- ▶ If your withdrawal does not require withholding, a default amount will appear, which you can change based on your needs.

Quick tips:

- ▶ For direct deposit, you can use either a bank account already on file with TIAA-CREF or add a new one.
- ▶ If you use a new bank account, for added security, you'll need a one-time passcode to complete the transaction. TIAA-CREF will send you the passcode via email or postal mail (based on your communication preferences on file) after validating the banking information.

Step 7: Choose how you want to receive the proceeds – direct deposit into your bank account or a physical check sent to your mailing address.

Payment Information
Please indicate where you would like us to send the money:

Choose Payment Information

Direct deposit to my bank account
I want to choose the bank account where the withdrawal money will be sent. Funds are usually received within 2 business days after approvals and documentation are processed in good order.

Listed Bank Accounts

BANK NAME	ROUTING #	ACCOUNT #	ACCOUNT TYPE	UPDATED ON	ACTION
<input type="radio"/> AMERICAN COMMUNITY BANK, DIV OF YADKIN VALLEY BANK AND TRUST	234567890	*****2345	Checking	06/11/2014	Remove
<input type="radio"/> ATLANTIC SOUTH BANK, DIV OF WHEELER COUNTY STATE BANK	345678902	*****3456	Checking	05/26/2014	Remove

Mail a check to my address
I want a check of the withdrawal funds sent to my current address.

Step 8: Review your withdrawal request and the Terms and Conditions. If you agree with the terms, mark the box and click **Submit Request**.

If you added a new bank account, go to **Step 9**. If you didn't, your submission is complete.

ABC ORGANIZATION INSTITUTION 457(F) SUPPLEMENTAL RETIREMENT PLAN

Funds will be sent to the following carrier via Direct Transfer. Please verify the address for this carrier.

Ameritrade
ABC ORGANIZATION INSTITUTION 457(F) SUPPLEMENTAL RETIREMENT PLAN
FBO John Adams
P.O. Box 949
Worcester MA 05597 - 1245

Terms & Conditions

I have read and agree to Terms and Conditions

Go Back Save & Return Later Cancel Submit Request

Quick tip:

The **Required Actions** section of this page will show any tasks you need to perform to complete the transaction.

Review and Confirm

You're almost done. Please review the details of your request and agree to the Terms and Conditions below before you Submit your transaction.

Withdrawal Request

Note: All amounts shown are estimated and based on prior day market close.

\$50,000.00	-	\$0.00	-	\$12,500.00	=	\$37,500.00
GROSS AMOUNT		FEES		ESTIMATED TAXES		NET WITHDRAWAL

Required Actions

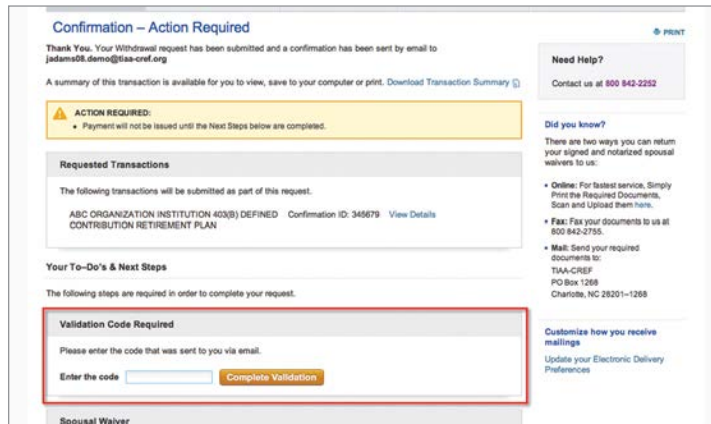
Once you submit this request, the following items are required before payment can be issued:

- Return your signed and notarized Spousal Waiver within 10 days for:
 - ABC ORGANIZATION
- Employer Verification: Your Employer needs to verify information for:
 - ABC ORGANIZATION
 Once you have submitted this transaction, the employer will be contacted to provide the required approval.
 - Your data will be verified within 5-10 business days from the date submitted in good order, and you will be notified of your approval status.
- One-Time Passcode Authentication
 - Upon clicking submit, a passcode will be sent to you based upon your selected delivery preferences. You must authenticate your passcode within 2 days if e-Delivery is selected, or within 10 days if mail preference, or your request will expire.

Quick tip:

If you have not yet received your passcode, you can still submit your request. You'll simply need to enter the passcode through the **Manage Withdrawals** section of the site once you get it.

Step 9: Enter the one-time passcode, if you have already received it via email, and click **Complete Validation**.



At this point, your request has been successfully submitted and you can print a copy of the confirmation page for your records. See [page 17](#) for instructions on how to check the status of your request.

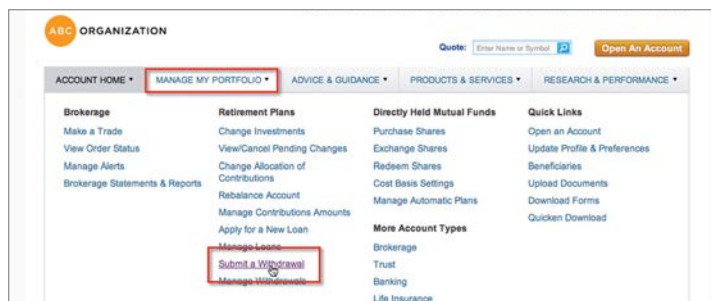
Requesting a direct transfer

If your intention is to move all or a portion of your TIAA-CREF retirement account to an account with another service provider offered by your plan, you'll want to select the direct transfer withdrawal option.

Important: Refer to "Requesting a rollover" in this guide if you want to move money from your IRA or if TIAA-CREF is the only provider for your employer's retirement plan.

After logging in to your My TIAA-CREF account, follow these steps to submit your request:

Step 1: Select **Submit a Withdrawal** from the **Manage My Portfolio** menu. This will bring you to the **Get Started** page.



Quick tip:

If you answer “no” to any of the questions on this page, you may be asked to provide additional information. You may also be asked to verify a one-time passcode, which TIAA-CREF will send to you via email or postal mail based on your communication preferences on file.

Step 2: Confirm your employment status and personal information, and indicate if you want to receive account information electronically. Please note: You won’t need to verify your employment information if you have only an IRA. Then click **Next** to continue.

Step 3: Choose **Direct Transfer** from the list of available withdrawal options.

Step 4: Specify your transfer amount.

- Follow **Step 4A** for a **simple transfer** if you want to transfer a specific dollar amount and have it divided among your accounts and investments to maintain your current asset allocation.
- Follow **Step 4B** for a **custom transfer** if you want to take the amount from specific contracts or investment(s).
- Follow **Step 4C** for a **maximum transfer** if you want to transfer the maximum amount available for a single transaction.

Step 4A: Choose **Simple Transfer** and enter the dollar amount you want to withdraw. Then click **Calculate** and go to Step 5.

Specify Amount
Tell us how you would like to transfer funds from your plans. You can take money from one or more plans, or you can specify the amount to Transfer by contract or at the investment level.

Simple Transfer
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

Custom Transfer
Review a list of your available contracts and investments and decide which to transfer from.

Maximum Transfer
Transfer the maximum amount available from your plans.

You have a total of \$50,000.00 available for transfer.

Enter the total amount you would like to transfer: **Calculate**

Note: Liquidation will be made proportionately across all investment options based on the available balance in each option as of the market close on the business day before liquidation.

Step 4B: Choose **Custom Transfer** and fill in specific amounts next to the investment options you want to use. Then click **Calculate** and go to Step 5.

Specify Amount
Tell us how you would like to transfer funds from your plans. You can take money from one or more plans, or you can specify the amount to Transfer by contract or at the investment level.

Simple Transfer
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

Custom Transfer
Review a list of your available contracts and investments and decide which to transfer from.

Maximum Transfer
Transfer the maximum amount available from your plans.

Enter the amount you would like to transfer from your individual investments, then click the Calculate button at the bottom of the page to see the results of your transfer request.

Calculate withdrawal using: Dollar OR Percent

Plan	Total Balance	Amount Available	After Tax Dollars	Reason Funds Not Available
ABC ORGANIZATION	\$50,000.00	\$50,000.00		
ABC ORGANIZATION INSTITUTION 403(B) DEFERRED CONTRIBUTION HOLDINGS PLAN	\$50,000.00	\$50,000.00	\$5,000.00	EDA funds not available
GSRA (TAA V124657) (REF W234567)	\$45,000.00	\$30,000.00	\$2,500.00	TDA limits not available
Investment	Balance	Dollars	% of Total	
TAA-CREF Social Choice Bond Fund	\$17,000.00	<input type="text" value="0.00"/>	0.00%	
TAA-CREF Lifecycle Fund 2015	\$12,000.00	<input type="text" value="0.00"/>	0.00%	
TAA Access Large-Cap Value	\$8,000.00	<input type="text" value="0.00"/>	0.00%	
GSRA (TAA V123456) (REF W234567)	\$45,000.00	\$30,000.00	\$2,500.00	EDA funds not available

Calculate

Quick tips:

- ▶ You can calculate the withdrawal either as a dollar amount or percentage.
- ▶ The amounts entered should equal the total transfer requested (or 100% if using a percentage).

Step 4C: Choose **Maximum Transfer** and go to Step 5.

Specify Amount
Tell us how you would like to transfer funds from your plans. You can take money from one or more plans, or you can specify the amount to Transfer by contract or at the investment level.

Simple Transfer
Tell us how much you would like to take out, and we will divide the amount among your plans and holdings to maintain your current asset allocation.

Custom Transfer
Review a list of your available contracts and investments and decide which to transfer from.

Maximum Transfer
Transfer the maximum amount available from your plans.

Withdrawing maximum amount available: \$50,000.00

Note: Your Withdrawal will include both Roth and Non-Roth accumulations. If you want to specify Roth or Non-Roth only or request a specific amount for Roth and Non-Roth please select the Custom Withdrawal option.

Calculate

Quick tip:

If you choose recurring payment, you'll need to indicate:

- ▶ Start date
- ▶ Day of month for subsequent payments
- ▶ When payment should end
- ▶ Frequency

Step 5: Scroll to the bottom of the page and indicate if this is a one-time or recurring payment and when the transaction should be processed. Click **Next** to continue.

\$20,000.00	\$10.00	NONE	\$20,000.00
GROSS AMOUNT	FEES	ESTIMATED TAXES	NET WITHDRAWAL
<ul style="list-style-type: none"> • View included plans • View plans not available for online withdrawal 			
<p>Is this withdrawal a one-time payment or recurring payment?</p> <p><input type="radio"/> One-Time <input type="radio"/> Recurring</p> <p>When would you like this payment to be issued?</p> <p><input type="radio"/> Immediately, once the transaction is in good order <input type="radio"/> On a future date</p>			
<p>Go Back Save & Return Later Cancel</p>			<p>Next</p>

Quick tips:

- ▶ Once you've made your selection, the delivery instructions for that provider will be displayed on the page. You can edit this information, if necessary.
- ▶ Your account number with the other provider is required to complete the request.

Step 6: Click the drop-down menu to select the provider to whom you want the direct transfer sent.

The screenshot shows the 'Payment Information' section. It lists two retirement plans: 'ABC ORGANIZATION INSTITUTION 403(B) DEFINED CONTRIBUTION RETIREMENT PLAN' with an amount requested of \$35,000.00, and 'ABC ORGANIZATION INSTITUTION 457(F) SUPPLEMENTAL RETIREMENT PLAN' with an amount requested of \$15,000.00. A red box highlights the first plan and a drop-down menu that is open, showing 'Ameritrade' and 'First Fidelity' as options.

This screenshot shows the same 'Payment Information' page, but now the carrier 'Ameritrade' is selected in the drop-down menu. A red box highlights the delivery address information for the selected carrier: 'ABC ORGANIZATION INSTITUTION 403(B) DEFINED CONTRIBUTION RETIREMENT PLAN', 'FBO John Adams', 'P.O. Box 949', 'Worcester MA 05597 - 1245'. There is also an 'Account No.' field with a text input box.

Step 7: Review your direct transfer request and the Terms and Conditions. If you agree with the terms, mark the box and click **Submit Request**.

The screenshot shows the 'Terms & Conditions' section. A red box highlights the checkbox labeled 'I have read and agree to Terms and Conditions'. Below this are three buttons: 'Go Back', 'Save & Return Later', and 'Cancel'. A red box also highlights the 'Submit Request' button on the right side of the page.

To protect your account information, you'll be asked a few questions to verify your identity. After answering the questions, click **Next** to submit your transaction.

The screenshot shows the 'KBA Questionnaire' page. It asks the user to 'Please answer a few questions to verify your identity'. The first question is 'Which street have you lived on?' with radio button options: 'Blen St', 'Arca St', 'Ortega Ave', 'Kane Way', and 'None of the above'. A red box highlights the 'Next' button at the bottom of the page.

Quick tip:

The **Required Actions** section of this page will show any tasks you need to perform to complete the transaction.

At this point, your request has been successfully submitted and you can print a copy of the confirmation page for your records. See below for instructions on how to check the status of your request.

Review and Confirm
 You're almost done. Please review the details of your request and agree to the Terms and Conditions below before you Submit your transaction.

Withdrawal Request
 Note: All amounts shown are estimated and based on prior day market close.

\$20,000.00 GROSS AMOUNT - \$0.00 FEES - N/A ESTIMATED TAXES = \$20,000.00 NET WITHDRAWAL

Required Actions
 Once you submit this request the following items are required before payment can be issued.

- Set up your new TIAA-CREF IRA: You will need to open a new IRA within 30 days. Upon clicking submit, we will provide a link for you to complete this process.
- Return your signed and notarized Spousal Waiver within 10 days for:
 - ABC ORGANIZATION
- Employer Verification: Your Employer needs to verify information for:
 - ABC ORGANIZATION

Once you have submitted this transaction the employer will be contacted to provide the required approval.
 Your data will be verified within 5-10 days from the date submitted in good order and you will be notified of your approval status.

Checking the status of a withdrawal

You can check the status of your withdrawal request at any time through your My TIAA-CREF account.

Quick tips:

- Requests that have a status of “pending processing” cannot be modified or cancelled.
- You'll also find information on this page about recurring payments and requests that have been declined or cancelled.

Step 1: Select **Manage Withdrawals** from the **Manage My Portfolio** menu. This will bring you to the **Manage Withdrawals** page, which shows any saved requests that have not been submitted and any pending transactions.

ABC ORGANIZATION

Quote: [Enter Name or Symbol] [FD] [Open An Account]

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Brokerage Retirement Plans Directly Held Mutual Funds Quick Links

Make a Trade Change Investments Purchase Shares Open an Account

View Order Status View/Cancel Pending Changes Exchange Shares Update Profile & Preferences

Manage Alerts Change Allocation of Contributions Redeem Shares Beneficiaries

Brokerage Statements & Reports Rebalance Account Cost Basis Settings Upload Documents

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Brokerage

Trust

Banking

Life Insurance

Submit a Withdrawal

Manage Withdrawals

Step 2: Go to the status column for the transaction you want to check.

ABC ORGANIZATION

Quote: [Enter Name or Symbol] [FD] [Open An Account]

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Manage Withdrawals

Get a snapshot of your current withdrawal and distribution requests, as well as information about withdrawals and distributions you have taken over the past year.

Learn More

- Compare Distribution Options
- Withdrawal FAQs
- Loan FAQs

View Recent Activity to view withdrawal requests or plans that have not converted to the new platform and are not shown below.

Request a New Withdrawal

Saved Withdrawals/Distribution Requests

The following is a list of pending/submitted requests.

REQUEST NUMBER / DATE	TRANSACTION TYPE / FREQUENCY	GROSS AMOUNT OF REQUEST	NET AMOUNT OF REQUEST	REQUEST EXPIRATION	ACTION
234567 06/26/2014	Cash Withdrawal One Time	\$60,000.00	\$37,500.00	07/01/2015	SELECT View/Modify Request Cancel Request SELECT
234568	Rollover	\$2,500.00	\$2,500.00	07/01/2015	SELECT

Step 3: If you need to modify or cancel a request, click the applicable option from the **Actions** drop-down menu.

TIAA-CREF is here to help.

We are committed to helping you use My TIAA-CREF effectively to make your account management easier.

If you have any questions or need assistance submitting a withdrawal request, please call us at **800 842-2252**, Monday to Friday, 8 a.m. to 10 p.m. (ET), and Saturday, 9 a.m. to 6 p.m. (ET) to speak with one of our experienced consultants.



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