



TIAA Customer Protection

Million Americans

Had their information exposed by hackers in 2016



Households notified that their information has been lost in a data breach



Of all breaches start with a phishing attack



Increase in number of stolen credentials available on the dark web



Number of cell phone vulnerabilities in 2016

Statistics Sources: Phishme, Armada Cloud Ransomware Statistics 2016. Krebsonsecurity.com



Privacy settings

How to customize any major social media site:

https://staysafeonline.org/dataprivacy-day/check-your-privacysettings/

Additional Resources

CommonSenseMedia.org StaySafeOnline.org www.ic3.gov www.netsmartz.org safeandsecureonline.org



What we do to keep you safe

We go to great lengths to protect your TIAA account from unauthorized access.



ENCRYPTION



ONLINE EXPERIENCE

You get a secure online experience whenever you're logged in



SECURE LOGIN

Enhanced login security through risk-based and opt-in multi-factor authentication

We keep the site secure through regular audits and security patches

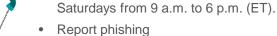
What you can do to support TIAA security

- Make sure all your contact information is accurate and up to date, including mailing and email addresses as well as phone numbers
- Enable Voice Biometrics for when you call our advisors
- Add a one-time PIN to your profile for all login attempts

What to do if you suspect you are a fraud victim

Call us at 800-842-2252.





To report a suspicious email, please email us at abuse@tiaa.org.

We're here every weekday from 8 a.m. to 10 p.m. (ET) and

Who to call

Federal Trade Commission www.ftc.gov

Equifax www.equifax.com 800-685-1111

Experian www.experian.com 888-397-3742

Transunion www.transunion.com 800-916-8800

Financial Fraud Enforcement Task Force www.stopfraud.gov Fraud hotline: 800-269-0271

National Do Not Call Registry www.donotcall.gov

Social Security Administration www.ssa.gov

To find out how we protect your account if unauthorized activity does occur, read our customer protection policy.