



TIAA Customer Protection

110 Million Americans Had their information exposed by hackers in 2016

1 in 5 Households notified that their information has been lost in a data breach

91% Of all breaches start with a phishing attack

547% Increase in number of stolen credentials available on the dark web from 2013-2016

5,585 Number of cell phone vulnerabilities in 2016

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

Privacy settings

How to customize any major social media site:

<https://staysafeonline.org/data-privacy-day/check-your-privacy-settings/>

Additional Resources

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



What we do to keep you safe

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

ENCRYPTION
We encrypt all communications between us to protect your data.

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

MONITORING
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](tel:800-842-2252).



- We're here every weekday from 8 a.m. to 10 p.m. (ET) and Saturdays from 9 a.m. to 6 p.m. (ET).
- Report phishing
- To report a suspicious email, please email us at abuse@tiaa.org.

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](tel: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](#).