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**.
- 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

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<thead>
<tr>
<th>Federal Trade Commission</th>
<th>Equifax</th>
<th>Experian</th>
<th>Transunion</th>
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<tbody>
<tr>
<td>800-685-1111</td>
<td>888-397-3742</td>
<td>888-916-8800</td>
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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.