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 preestablished 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.