1. Why is Xavier making a change to the administrative services TIAA provides to participants?
TIAA and Xavier have been working for some time to add enhancements that will improve the administrative functions of the Xavier University Retirement Plan. These improvements will give participants new flexibility when making contributions to their retirement accounts.

2. What do the changes mean to participants?
The two biggest changes will be the ability to make online salary deferrals and a Roth option. To help simplify the management of accounts, participants will be able to go online to make changes to contributions and investment options. The additional Roth option allows for an after-tax contributions that has the potential to accumulate tax free.

3. Am I required to make changes to my accounts at this time?
No, participants can leave current elections as they are at this time.

4. What is a ‘Quiet Period’? What does that mean?
TIAA requires a brief Quiet Period from June 10 – June 22, 2020, to complete the implementation process that will enable employees to utilize TIAA’s administrative services. During this Quiet Period, participants are able to access their accounts, request fund transfers, update beneficiaries or review investment performance. Participants will not be able to change contribution rate or enroll in the plan during this time.

5. I want to start a supplemental account, what is the process?
After the ‘Quiet Period’ participants will be able to make contribution changes online. The current Supplemental Retirement Account form will no longer be used.

6. I have never logged into my TIAA account. How do I do that?
To enroll for the first time:
- Go to TIAA.org/Xavier
- Click on the enrollment button then follow the online instructions. First-time users will need to register to create a user ID and password
- Follow the prompts until reaching the confirmation page

7. I forgot my password? How do reset it?
To reset a password, contact TIAA at 800-842-2252, weekdays 8am to 10pm (ET) and Saturday 9am to 6pm (ET)
8. I need to change my beneficiary, how do I do that?

Once logged into your TIAA account, in the ACTIONS menu, select Add/Edit Beneficiaries and follow the prompts.

9. I would like to make changes to my account. What steps do I need to take?

Once logged into your TIAA account, in the ACTIONS menu, select the appropriate action (Change your contribution amount, Change your investments, etc) and follow the prompts.