

# Frequently Asked Questions



**Q: What is a share class?**

A: The term “share class” derives from a classification system established to identify the fee structure of a mutual fund. A mutual fund may offer more than one share “class” to its investors. Each share class represents a pro rata interest in the mutual fund’s investment portfolio.

**Q: Is the new share class of funds managed differently from those I have now? Do they earn more or less?**

A: The principal difference between share classes is that a mutual fund will charge different fees and expenses depending on the class offered to the plans. There is no difference in the investment strategy between share classes.

**Q: If the new share class charges less, what does this mean for me?**

A: Like most investments, all mutual funds charge fees and expenses that are paid by investors. These fees and expenses can vary widely from fund to fund, or from fund class to fund class. Even small differences in expenses can make a big difference in your investment returns over time; when you invest in lower-cost funds, more of your money goes to purchasing investments and you keep a higher percentage of the potential returns generated by every fund in your portfolio.

**Q: Are the new share class funds actually different funds from those available now?**

A: No. Regardless of share class, each shareholder owns a pro rata share of the fund’s investment portfolio. Also, the funds in each share class of TIAA-CREF mutual funds have unique ticker symbols.

**Q: Why can’t I just keep my current funds?**

A: There will be no change in the funds in your current investment portfolio, except for the fund’s share class, if applicable. The investment strategies for the existing TIAA-CREF funds will remain the same. TIAA-CREF will convert affected TIAA-CREF funds to the Premier share class. If you invest in any of the affected TIAA-CREF funds, your portfolio will automatically be converted to the lower-cost Premier share class.

**Q: What if I am not invested in any of the affected TIAA-CREF mutual funds being converted?**

A: Your account will remain unchanged. The allocation and balances within your account will continue to be invested as you have directed.

**Q: Do I have to do anything for this share class conversion?**

A: No action is required by participants during the share class conversion. If applicable, your current assets and future allocations will be transitioned automatically to the new share class.

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**Q: Can I move money into a different fund before conversion to the new share class?**

A: You can change allocations at any time before or after the conversion. If you want to make a transfer, consultants are available at **800 842-2252**, Monday to Friday from 8 a.m. to 10 p.m. and Saturday from 9 a.m. to 6 p.m. (ET) for assistance. You can also make transfers through the dedicated retirement plan website at [www.tiaa-cref.org/gvsu](http://www.tiaa-cref.org/gvsu). Once you've logged on, enter your user ID and password, select Manage My Portfolio and go to the Take Action section to transfer funds. You can also make changes 24 hours a day, 7 days a week using the Automated Telephone Service line at **800 842-2252**.

**Q: When should I expect the changes to be effective?**

A: On the evening of *February 1, 2012*, TIAA-CREF will transition the current assets and allocations to the new share class of funds.

**Q: Will I receive a confirmation statement of the changes to my portfolio?**

A: You will receive a confirmation of all asset movement and allocation changes. These transactions will also be displayed on the quarterly statements and on your account online.

**Q: Can I get advice or guidance on whether the new share class is compatible with my savings goals?**

A: Yes. TIAA-CREF offers objective investment advice at no additional cost to participants in the plans. You can schedule a one-on-one counseling session by calling **800 732-8353**, Monday through Friday from 8 a.m. to 8 p.m. (ET).

**Q: Whom can I contact if I have additional questions?**

A: If you have questions about changes to the plans, you can speak with a TIAA-CREF Consultant at **800 842-2252**, Monday to Friday from 8 a.m. to 10 p.m. and Saturday from 9 a.m. to 6 p.m. (ET).



TIAA-CREF products may be subject to market and other risk factors. See the applicable product literature or visit [tiaa-cref.org](http://tiaa-cref.org) for details.

*You should consider the investment objectives, risks, charges and expenses carefully before investing. Please call 877 518-9161 or go to [tiaa-cref.org](http://tiaa-cref.org) for a current prospectus that contains this and other information. Please read the prospectus carefully before investing.*

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