



# 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. For more information please visit [the Security Center](#).

**ENCRYPTION**  
We encrypt sensitive communications sent outside TIAA 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 authentication through text messages

**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 victim of fraud

If you think it might impact a TIAA account, 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](mailto:abuse@tiaa.org).

## Who to call if you suspect you are a victim of fraud



Federal Trade Commission  
[www.ftc.gov](http://www.ftc.gov)

Transunion  
[www.transunion.com](http://www.transunion.com)  
800-916-8800

Experian  
[www.experian.com](http://www.experian.com)  
888-397-3742

Equifax  
[www.equifax.com](http://www.equifax.com)  
800-685-1111

Financial Fraud Enforcement Task Force  
[www.stopfraud.gov](http://www.stopfraud.gov)  
Fraud hotline: 800-269-0271

National Do Not Call Registry  
[www.donotcall.gov](http://www.donotcall.gov)

Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)

To find out how we protect your account if unauthorized activity does occur, read our [customer protection policy](#).