



SUNY Office of University-Wide Benefits Announces a New TIAA-CREF SUNY Help Line for the SUNY ORP and 403(B) Programs

We are pleased to announce the launch of a new TIAA-CREF dedicated SUNY phone center. This new dedicated SUNY phone center is staffed with TIAA-CREF representatives who have been trained to assist our employees and retirees with questions specifically related to the SUNY Optional Retirement Program (ORP) and the SUNY Voluntary Tax Deferred 403(b) Savings Program.

The new TIAA-CREF SUNY Help Line number is: **1-800-842-2252**. You will be asked to enter either your Social Security Number or your TIAA-CREF contract number in order to be directed to the new SUNY customer service team.

The new SUNY Help Line is now active and will be available Monday through Friday from 8 a.m. to 10 p.m. and Saturday from 9 a.m. to 6 p.m.

We hope that this new dedicated SUNY Help Line helps further improve the quality, reliability, and speed of service that you receive from TIAA-CREF related to your SUNY Optional Retirement Program (ORP) or SUNY Voluntary Savings 403(b) contracts.