

THE CALIFORNIA STATE UNIVERSITY TAX SHELTERED ANNUITY (TSA) PROGRAM



THE POWER OF SAVING

How to Enroll

It only takes a few steps to enroll in the TSA Program.

- Step 1:** Go to the CSU's benefits portal at www.calstate.edu/hr/benefitsportal and click Retirement Manager. It will take you to Retirement Manager, AIG Retirement's enrollment web site for CSU participants. Once there, click I'm a new user. On the next screen, select California State University from the Group selection.
- Step 2:** Enter your last name, date of birth, and Social Security number in the designated fields and click Submit. Next you will be asked to create a secure password utilizing the password specifications listed. Once you create your password, click Enter.
- Step 3:** Your personal information and current total contribution (deferred amount) will be displayed. Remember: You can direct your contributions to up to five different fund sponsors at any time. Choose the fund sponsor(s) to which your contributions will be directed. Before you complete this step, you may want to visit each fund sponsor's web site and review the tools and resources offered by each fund sponsor (and, for some of the fund sponsors, talk with an on-campus representative). (See "Making the Most of the Fund Sponsors' Tools and Resources" on page 12 for an overview of the tools and resources available to you through the fund sponsors. Also see each fund sponsor's information insert in the right pocket of the enrollment folder.)
- Step 4:** Indicate the dollar amount you wish to allocate to each fund sponsor you just selected. Then submit your contribution elections. At this point, you'll be given the opportunity to print a final confirmation of the transaction.
- Step 5:** Now that you've completed the enrollment in the CSU TSA Program, you're almost done. The final step is to set up an account with each fund sponsor you selected. To set up an account, click each fund sponsor's enrollment link. Elect how that fund sponsor will invest your contributions. Again, the tools and resources offered by the fund sponsors can help you decide which investments are right for you. (See "Making the Most of the Fund Sponsors' Tools and Resources" on page 12 for an overview of the tools and resources available to you through the fund sponsors. Also see each fund sponsor's information insert in the right pocket of the enrollment folder.)

Take Control of Your Future with the TSA Program

Retirement should be the time in your life when you come first — and it can be. But it's up to you to figure out how to get there.

To maintain the lifestyle you're used to when you retire, a general rule of thumb is that you could need up to 80% of your annual preretirement income. So how do you get there? By saving before you retire — and the earlier you start saving, the better. That's because the longer you save, the more you benefit from "compounding." Compounding happens over time as your money generates earnings, which are then reinvested to generate more earnings. As a result, the longer you wait to start saving, the more you have to save to catch up.

You realize that it's important to begin saving and investing now, but knowing where to start can be overwhelming. That's why the California State University offers you the Tax Sheltered Annuity (TSA) Program. The program provides a straightforward, convenient way for you to harness the power of saving and compounding to invest for your future, so that you can have the retirement of your dreams.

This booklet is designed to give you information about enrolling and participating in the TSA Program, details about how the plan works and some general information about planning your retirement savings.

Who's Eligible for the TSA Program

The TSA Program is a voluntary benefit that the CSU offers to eligible employees. In general, if you're an employee of the CSU, you're eligible to participate in the program. There's no waiting period before you can start participating, and no requirement for minimum hours worked.

However, special consultants and employees in certain student classifications — such as resident assistants, graduate assistants and instructional student assistants — are not eligible to participate. Please refer to the official plan document for more information.

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And don't forget the enrollment instructions on the inside front cover!

MORE THAN ONE POSITION?

You're eligible to participate if you're employed at the same time in a position classified as eligible and one that's classified as ineligible.

MASTER ADMINISTRATOR AND FUND SPONSORS — WHAT'S THE DIFFERENCE?

While the Master Administrator and the fund sponsors work together to help you save in the TSA Program, each has a unique role. The Master Administrator is responsible for overall enrollment in the program. Once you enroll, the Master Administrator makes sure your contributions are directed to the fund sponsor(s) you select. And each quarter, the fund sponsor will provide you with a snapshot of your TSA Program account balance. In addition, you may print a copy of your overall TSA Program account balance by accessing the Master Administrator web site. You'll contact the Master Administrator if you want to change the amount you contribute or how your contributions are directed among the fund sponsors.

The role of the fund sponsors is to provide participants with a selection of quality investment options. The fund sponsors also provide information about each of the funds available to participants, including investment history and performance data; offer investment education, tools and resources to help you plan for retirement; and provide detailed information about your account. **You will contact the fund sponsor directly – not the Master Administrator – if you wish to reallocate your contributions within the fund sponsor's investment options.**

How the TSA Program Works

The TSA Program is designed to help you achieve your savings goals so you can enjoy the retirement you want. How does it do that? By letting you take control of your savings so you can plan your financial future.

Think of the TSA Program as an account for your money which you control. You put money into your TSA Program account, just as you would at a bank. But unlike the money in your bank account, your TSA money doesn't just sit there. Instead, it gets invested in the funds you select.

The Master Administrator

AIG Retirement Services Company (AIG Retirement) is the Master Administrator for the TSA Program. AIG Retirement is responsible for simplifying enrollment and providing a central place from which you can direct your contributions to the fund sponsor(s) you elect. In addition, AIG Retirement will provide you with a snapshot of your overall account information, no matter which fund sponsor(s) you choose. This includes indicating the amounts available to you for loans and hardship withdrawals.

The CSU chose AIG Retirement as the Master Administrator based on the company's proven track record in that role, especially with other institutions of higher learning. In addition, AIG Retirement has a well-established suite of technology tools to ensure a smooth experience for all participants.

Fund Sponsors

The TSA Program features five fund sponsors, each offering quality investment options:

- AIG Retirement,
- Fidelity Investments,
- ING Life Insurance and Annuity Company (ING),
- MetLife, and
- TIAA-CREF.

The CSU selected these five fund sponsors based on a number of criteria, including:

- Their experience in working with organizations like the CSU,
- The strength of their business,
- Services and education they offer,
- The flexibility of their fund options, and
- The fees they charge.

Each fund sponsor offers a wide selection of investment options from which you can choose if you enroll in the TSA Program. (For more information on your investment options, see each fund sponsor's informational insert in the right pocket of the enrollment folder.)

When you enroll in the TSA Program, you decide to which fund sponsor(s) you want your contributions directed and how you want your elected fund sponsor(s) to invest your contributions. You can change the fund sponsors to which you direct your contributions and how the fund sponsor invests your money at any time (subject to certain deadlines and limits).

Let's suppose that you contribute \$400 to the TSA Program each month. You can choose to direct that money to a single fund sponsor or to split your contributions among up to five fund sponsors.

- **If you direct your contributions to one fund sponsor** — for example, ING — all \$400 would go to that fund sponsor. You would then decide how to invest that \$400 among the ING investment options available to you.
- **If you decide to split your contributions among multiple fund sponsors** — for example, \$300 to TIAA-CREF and \$100 to ING — your contributions would be sent in the amount you request to each fund sponsor. You would then invest \$300 in the TIAA-CREF investment options available to you and \$100 in those offered by ING.

Remember: You can direct your contributions to any or all of the fund sponsors at any time, and then invest those contributions in any of the funds offered by the sponsor(s).

A Quick Look at the TSA Fund Sponsors

The following brief descriptions have been provided by each of the five TSA fund sponsors. More information is provided in the right pocket of the enrollment folder. Be sure to check out each fund sponsor's web site. (For details, see "TSA Master Administrator and Fund Sponsor Contacts" on page 16.)

AIG Retirement

AIG Retirement is the third-largest provider in the higher-education industry and has provided services in this market for more than 50 years. AIG Retirement currently provides retirement plan services to 1,294 higher-education plan sponsor clients, representing 224,224 participants and more than \$13 billion in assets.

AIG Retirement has developed specialized communication and education materials designed specifically for the higher-education market. As the needs of higher-education plan sponsor clients changed over the years, AIG Retirement responded by introducing a mutual fund investment platform that provides a diverse array of low-cost mutual funds and the stability of a fixed account option with guaranteed interest.





Fidelity Investments

Fidelity Investments is one of the world's largest providers of financial services and the leading provider of workplace retirement savings plans in the U.S.¹ Fidelity has state-of-the-art technology and a personalized approach to customer service that will help you make efficient and informed choices about your retirement benefits. When you harness the power of the Fidelity advantage, you get:

- More than 20 years of experience in helping people plan for retirement
- Over 60 years of investment experience
- Powerful online tools, specialized professional support, and award-winning communications and education to help you with your most important financial planning decisions.

¹ Source: FidelityFacts, FMR LLC, 2008.

ING Life Insurance and Annuity Company (ING)

ING is a leading provider of employer-sponsored retirement programs and is a top provider of defined contribution plans, including higher-education, K-12 education, and government and health care/nonprofit organizations. ING — through its principal operating company, ING Life Insurance and Annuity Company ("ILIAC") and ILIAC's broker-dealer affiliate, ING Financial Advisers, LLC — provides a full range of products for a lifetime of financial needs to participants. ING:

- Has been providing investment management, administrative and employee education services to defined contribution plans since 1967
- Since the recent acquisition of CitiStreet, LLC in July 2008, is the:
 - First in defined contribution business in the U.S., with approximately 60,000 plans¹,
 - Second-largest with approximately 9.8 million plan participants in the U.S.¹, and
 - Third-largest with approximately \$300 billion (as of March 31, 2008) combined assets under management (AUM) and assets under administration (AUA) in the U.S.¹
- Is a top four provider in the higher-education market², providing services to:
 - 1,267 higher-education institutions³,
 - 103,000 higher-education participants³, and
 - 17 state optional retirement plans³.

¹ From 2008 *PLAN SPONSOR* recordkeepers survey data.

² LIMRA International, Not-For-Profit Sales and Assets Survey, September – December 2006 results; ING has determined the rankings.

³ ING Internal Data.

MetLife

Metropolitan Life Insurance Company (MetLife) specializes in providing retirement programs and other financial solutions to educational, health care, governmental and other nonprofit employers and their employees, including several state universities in the U.S. MetLife:

- Has almost 140 years of experience as a financial services provider and 85 years' experience in benefits administration¹
- Serves approximately 70 million people worldwide, including 90 of the top 100 Fortune 500 companies.
- Offers products and services to 37 million employees and family members through employer-sponsored plan benefits²
- Is a service provider to over 21,000 403(b) plans.

For more information about MetLife's financial strength and stability, or to view our credit ratings, visit www.metlife.com.

¹ For more information, visit www.metlife.com, as of January 2008.

² 2007 MetLife Annual Review.

TIAA-CREF

For over 90 years, TIAA-CREF has been helping those in the academic, medical, cultural and research fields plan for and live in retirement. As a more than \$400 billion full-service financial services group of companies, TIAA-CREF does this with a complete array of financial products and services to help you live to and through retirement and invest for life's other goals along the way. TIAA-CREF paid \$10 billion in retirement to some 500,000 retirees in 2007 alone.

In keeping with their strong nonprofit heritage, TIAA-CREF offers:

- Low fees¹
- A long-term approach to investing
- Financial strength. TIAA-CREF is one of only three U.S. life insurance companies to receive the highest possible rating from each of the nation's four leading independent insurance company ratings agencies for its stability, sound investments, claims-paying ability and overall financial strength²
- Objective, personalized, comprehensive retirement planning and advice customized to your needs and life stage. TIAA-CREF Advice and Planning Services were praised by *Forbes* magazine as "the most extensive personalized workplace advice."³

¹ Morningstar Direct (February 2008) based on Morningstar's expense comparisons by category.

² A.M. Best Co.: A++ (September 2008); Fitch: AAA (August 2008); Moody's Investors Service: Aaa (July 2008); Standard & Poor's: AAA (August 2008). These ratings do not apply to variable annuities, mutual funds, or any other product or service not fully backed by TIAA's/TIAA-CREF Life's claims-paying ability.

³ "Got to Have a Plan," *Forbes*, December 10, 2007. Our Advisors are compensated through a salary plus incentive program that emphasizes client service excellence. This claim should not be seen as an endorsement by *Forbes*.

FEES

Participants in the TSA Program pay the costs of administering the program and funds. Each fund charges a fee for operational expenses and the cost of managing the investments. These fees are automatically calculated into the value of each fund. However, you can find the details of the fees for each of the funds offered in the information available from each fund sponsor.

In addition, each fund sponsor may have additional charges for certain services such as processing loans, processing qualified domestic relations orders (QDROs), offering investment advice, and maintaining mutual fund windows.

TIAA-CREF consultants work directly with you and they never receive commissions. Instead, they're compensated primarily on how well they serve you, not what they sell you. TIAA-CREF's clear and long-held commitment to serving the financial best interests of those who serve the benefit and enlightenment of others has never changed and will never change.

For more information about TIAA-CREF, visit tiaa-cref.org/csu.

Deciding How Much to Contribute

Before you choose your contribution amount, it's a good idea to determine how much you need to save. That decision depends on a number of factors, including:

- Your age,
- How close you are to retirement, and
- Other sources of income you expect to have when you retire.

A good place to start is to consider how much income you expect to need when you retire, to lead the lifestyle you want to live. Consider not only the essentials, but also discretionary expenses like travel and entertainment, and unexpected costs, such as replacing a car or making repairs to your home. And don't forget to factor in inflation.

Once you've figured how much income you'll need, examine how much you'll get from existing sources, such as pensions and Social Security. If you add those up and compare them to how much income you'll need to replace, there's a good chance that there's a gap — and that's where the TSA Program comes in to help.



Tools to Help You Plan

Need a little assistance sorting this out? AIG Retirement, the Master Administrator, has tools available on its web site to help you understand how much money you'll need for retirement and decide how much you should be saving now. The online calculator can be especially useful to help you model various scenarios (for example, if you were to change your retirement date) and plan for contingencies.

Each of the fund sponsors also has online tools to help you plan your savings. (See "Making the Most of the Fund Sponsors' Tools and Resources" on page 12 for an overview of the tools and resources available to you through the fund sponsors. Also see each fund sponsor's informational insert in the right pocket of the enrollment folder.)

Other good resources are the investment advisors that AIG Retirement, ING, Fidelity, MetLife and TIAA-CREF regularly make available on campus. Contact your campus benefits office for more information.

The Advantages of Contributing on a Pre-tax Basis

When you first enroll, you specify the flat dollar amount you want to contribute each pay period. The amount you elect to contribute is then automatically deducted from your paycheck. Once you choose your fund sponsor(s) and the options in which you wish to invest, your contributions are rolled into the investments you chose.

These automatic deductions are taken out of your paycheck before state and federal taxes are withheld. By making your program contributions on a pre-tax basis, you're reducing your current taxable income. Take a look at the following example to see how much you can save for your retirement with pre-tax money.



Meet Connie and Steve

Suppose Connie and Steve both earn \$50,000 this year and want to set aside \$5,000 this year for their retirement. Connie participates in the TSA Program and contributes \$5,000 to the program. Steve doesn't participate; instead, he puts a portion of each paycheck he receives into a savings account.



Because Connie participates in the TSA Program, she makes her retirement savings contributions with pre-tax money. Steve, however, saves money that has already been taxed. How much difference does it make? Let's take a look.

	Connie	Steve
Annual income	\$50,000	\$50,000
Pre-tax retirement deferral	\$5,000	\$0
Taxable pay (after TSA Program deferrals)	\$45,000	\$50,000
Estimated federal income taxes @ 25%	\$11,250	\$12,500
Estimated CA state income taxes @ 9%	\$4,050	\$4,500
After-tax retirement deferral	\$0	\$5,000
Net take-home pay	\$29,700	\$28,000
Extra money in Connie's pocket this year	\$1,700	

Note: This is a simplified example to show the benefits of making pre-tax plan contributions. Actual tax rates may vary, and many other factors can affect how much you pay in taxes.

Contribution Maximums


The maximum amount that you can contribute to the TSA Program each year is set by the IRS. If you're over age 50, the IRS allows you to contribute an additional amount (called a "catch-up contribution") over the annual maximum. Plus, if you have at least 15 years of service with the CSU, you may also be eligible for another type of catch-up contribution. Catch-up contribution information is available on the TSA Program web site at www.calstate.edu/hr/benefitsportal.

Directing Your Investment Options

No matter what your goals, the TSA Program has investment options that will fit your savings and investing style.

If you're nearing retirement, there are funds designed to offer a stable, steady return. If you're a younger investor, you may decide to put your money in more aggressive funds that may have a greater risk but the opportunity for a larger return. Want to sit back and relax, and let someone else take care of the fund selection? With the available lifecycle funds, you can pick funds that adjust over time to maintain a diverse portfolio of investments and become more conservative as you get closer to retirement.

While each of the fund sponsors provides its own selection of funds to TSA participants, they all offer a wide range of funds to meet your unique needs. The chart below shows the different types of funds available through each of the fund sponsors, and where they fall along the expected risk/return scale.

Investment Options	
Money market	
Bonds	
Treasury inflation-protected securities (TIPS)	
Balanced	
Domestic equity	
Large/mid/small cap value	
Large/mid/small cap blend	
Large/mid/small cap growth	
International equity	
Real estate	



A Closer Look at Your Investment Options

So what makes the investment options different from one another? The primary difference among the options is what each fund invests in. Each fund sponsor can provide information about the specific investments for each of the funds it offers, but here's a high-level overview of each of the types of investment options.



Money-Market Funds

Money-market mutual funds invest solely in short-term debt instruments. They can be converted quickly to cash.

Bonds

A bond is essentially an IOU, issued by a corporation, government, municipality or other organization, that promises to repay a given amount by a certain date. In exchange for your investment in its debt, the bond issuer pays you interest. This interest is the primary way a fund that invests in bonds earns a return.

Treasury Inflation-Protected Securities (TIPS)

TIPS are a special type of Treasury note or bond that offers protection from inflation. Like other Treasury securities, an inflation-indexed security pays interest every six months and pays the principal when the security matures. The difference is that the coupon payments and underlying principal are automatically increased to compensate for inflation as measured by the Consumer Price Index (CPI).

Balanced Fund

A balanced fund is a mutual fund that maintains a balanced portfolio of bonds, preferred stocks and common stocks or money-market instruments.

Domestic Equity Fund

A domestic equity fund is a mutual fund that invests principally in U.S. stocks. It can be actively or passively managed (like an index fund).

Value Fund

A value fund invests in large and mid-sized companies that appear to be overlooked or out of favor. These undervalued stocks tend to pay dividends.

Blend Fund

A blend fund is a category of equity mutual funds with portfolios that are made up of a mix of value and growth stocks.

Growth Fund

A growth fund is a mutual fund whose primary investment objective is long-term growth of capital. It invests principally in common stocks with significant growth potential.

International Equity Fund

There are several different types of international equity funds, including:

- Global funds, which invest in both U.S. and international stocks,
- Foreign funds, which invest primarily outside the U.S.,
- Country-specific funds, which focus on one country or region of the world, and
- Emerging markets funds, which focus on small, developing countries.

Real Estate Mutual Fund

A real estate mutual fund tends to focus its investing strategy on real estate investment trusts and real estate companies. Typically, this latter category would include large builders of real estate properties. The returns of these mutual funds will usually be influenced by economic factors such as the matching of supply and demand for commercial office space, as well as by interest rates.

Target-Year Lifestyle Funds

With target-year lifestyle funds, you select the fund to invest in based on the time when you expect to retire. The fund then takes care of rebalancing the investments (that is, making sure that the allocation mix doesn't drift over time from the intended mix) and reallocating your money to more conservative investments as you get closer to retirement.

WHAT'S THE DIFFERENCE IN CAPS?

“Cap” size refers to the size of the market value of the company a fund invests in. While the definitions may vary between funds, generally:

- **A large cap fund** invests in companies with a market value of at least \$5 billion – \$8 billion.
- **A mid cap fund** invests in companies with a market value of \$1 billion – \$5 billion.
- **A small cap fund** invests in companies with a market value of less than \$1 billion.

In general, large cap funds tend to have less volatility (or fluctuations in value) than small cap funds, but this isn't always the case.

Making the Most of the Fund Sponsors' Tools and Resources

All of the fund sponsors have a number of tools and resources to help you learn more about saving for your retirement and how the TSA Program can help. Keep in mind that to access some of these online resources, you may need to have an account with the fund sponsor. The following descriptions of tools and resources were provided by each of the five TSA fund sponsors.

AIG Retirement

AIG Retirement will have on-campus financial advisors, who will be ready to assist you in your decision-making by offering the following services:

- **Personal, face-to-face service**
- **Comprehensive financial planning**
- **Ongoing retirement plan review and guidance.**

In addition, AIG Retirement is an innovator in the use of information technology to enhance the quality of personal service. AIG Retirement Online is available 24 hours a day, 7 days a week, by accessing the web site at www.aigretirement.com/calstate. When participants log on to AIG Retirement's web site, they're greeted with a choice of links designed to assist in accessing the information that is most needed. AIG Retirement's web site also offers the following sections, which are conveniently accessed via navigation tabs across the top of the page.

- **Learning Center** helps participants learn about a wide range of financial products and services in diverse formats and includes links to various investment options, financial planning courses, multimedia resources and a glossary of financial terms.
- **Financial Planning** provides participants with access to tools, calculators, worksheets and reports specifically relating to life events, or on specific topics such as money management, estate planning, insurance planning, college planning and retirement planning.
- **Investment Products** provides information about the diverse array of investment products and services offered by AIG Retirement, including annuities, insurance, mutual funds, asset management, investment accounts, college savings plans, retirement plans and benefit plans.



Fidelity Investments

- **On-campus confidential consultations.** Schedule your complimentary consultation by calling (800) 642-7131 or go online at www.fidelity.com/atwork/reservations.
- **World-class customer service.** An experienced Fidelity representative is ready to help you determine the next best step for your finances. Call (800) 343-0860.
- **NetBenefits®.** Your online Fidelity account web site offers convenient account access virtually anytime, 24/7.
- **myPlan Snapshot®.** Fidelity's exciting interactive calculator can help you quickly and easily identify how much money you may need to save for retirement.
- **Fidelity Retirement Income Advantage®.** This exclusive Fidelity program helps you transition into retirement and maintain your income plan throughout.
- **Online tools.** Interactive tools and calculators can help you work out contribution rates, your investment strategy and whether you're on track to reach your retirement savings goals.
- **Online e-Learning.** At your own pace and convenience, Fidelity e-Learning workshops teach you the fundamentals of saving and investing successfully for your retirement.

Access the Fidelity Investments web site at www.fidelity.com/atwork.

ING

- **On-campus representatives.** Call (866) 770-1682 for more information or to schedule a visit with an ING representative.
- **INCOMEWIZARD calculator,** which provides an estimate of your assets at retirement and allows you to model different "what if..." scenarios.
- A **guidance tool** to help determine your asset allocation strategy based on your responses to a risk tolerance questionnaire.
- **In-person seminars** on a variety of topics.
- **Web-based Interactive Financial Calculators** to help you prepare to make financial decisions:
 - Determining your needs at retirement,
 - Saving through tax-deferred investments, and
 - Creating hypothetical scenarios to help you reach your investment goals.
- **Educator's Financial Analysis,** an interactive retirement planning software to help you understand how your defined benefit, Social Security and defined contribution options fit together.

Access the ING web site at www.ingretirementplans.com.





MetLife

- **Financial Services Representatives.** MetLife has a team of Financial Services Representatives dedicated to California State University employees. MetLife representatives are available on site at your campus to meet with you one on one. They can:
 - Assess your retirement savings profile against priorities and goals,
 - Help you define when you want to retire and what you want out of your retirement, then translate those goals into numbers,
 - Conduct a paycheck analysis,
 - Review investment asset allocation, and
 - Schedule portfolio reviews at least annually to help you stay on track.
- **Curriculum of Retirement Education (CORE).** In addition to conducting one-on-one meetings, your MetLife representative also delivers a quarterly Curriculum of Retirement Education, or CORE. MetLife's CORE program is a financial education seminar series designed around your changing lifestyle needs, encompassing the beginning, middle and end of the retirement planning process.
- **Online Tools.** To learn more about MetLife and the CSU TSA Program on your own, visit www.metlife.com/csu. Once you're enrolled in the MetLife program, you'll have access to a participant web site, where you can use additional online calculators, project your savings, change your deferral amount, and obtain performance and other information on the funding choices available in the MetLife program.

Access the MetLife web site at www.metlife.com/csu.

TIAA-CREF

- **Financial Education Series** to help you plan for retirement no matter where you are in your career, and understand other savings and investment topics
- **Objective, personalized, comprehensive retirement planning and advice** customized to your needs and life stage
- **Online asset allocation models** based on different levels of risk tolerance and investment timeframes
- **Calculators** to help you understand compound interest, evaluate your retirement goals and plan for college savings
- **Individual illustrations** to help you plan for retirement
- **Periodicals and booklets** on a variety of retirement planning topics
- **Around-the-clock automated phone service**, including up-to-the minute account information, fund performance, and transfers and allocation changes

- **Telephone Counseling Center** staffed by trained fully licensed representatives who can answer questions; help with enrollment; offer guidance on investment choices, distribution options and contributions; and assist with individual transactions.
- **Highly trained and educated Individual Consultants** who conduct on-campus meetings.

Access the TIAA-CREF web site at www.tiaa-cref.org/csu.

Making Rollovers and Transfers into the TSA Program

If you participated in another retirement plan prior to your employment with the CSU, you may elect to roll over your balance in that plan into the TSA Program. If you wish to make a rollover or transfer from a plan, contact the administrator or fund sponsor for that plan.

Accessing Your Money

You're eligible to begin receiving distributions from your account on the earliest of the following dates:

- The day you become disabled (as defined in the fund sponsor contract),
- The day you end your employment with the CSU, or
- The day you reach age 59-¹/₂.

All distributions will be considered taxable income. Your distribution options will vary by fund sponsor.

In addition, you also may be able to withdraw money from your account if you experience a financial hardship that meets guidelines set by the IRS. In the event that you make a hardship withdrawal from your account, you will not be eligible to make contributions to the TSA Program for six months after the withdrawal.



TSA Master Administrator and Fund Sponsor Contacts

You can direct any questions you have about the TSA Program to the appropriate contact below.

In addition, all fund sponsors have on-campus representatives available to answer your questions. Contact your campus benefits office for details. For additional information, visit the CSU's benefits portal at www.calstate.edu/hr/benefitsportal.

Name	Web Site	Phone Number
Master Administrator		
AIG Retirement	www.calstate.edu/hr/benefitsportal (select the "Retirement Manager" link)	Customer Service Call Center: (800) 975-7978: 5 a.m. – 6 p.m. PT (M – F) (Available only 11/3/08 – 11/28/08)
Fund Sponsors		
AIG Retirement	www.aigretirement.com/calstate	Customer Service Call Center: (888) 569-7055: 5 a.m. – 6 p.m. PT (M – F)
Fidelity Investments	www.fidelity.com/atwork http://enrollonline.fidelity.com to set up an account www.fidelity.com/atwork/reservations to schedule a confidential consultation	Customer Service Call Center: (800) 343-0860: 5 a.m. – 9 p.m. PT (M – F) (800) 642-7131 to schedule a confidential consultation
ING	www.ingretirementplans.com	Customer Service Call Center: (800) 262-3862: 5 a.m. – 7 p.m. PT (M – F); 5 a.m. – 1 p.m. PT (Sat – Sun) (866) 770-1682 to schedule a visit with an ING representative
MetLife	www.metlife.com/csu	Customer Service Call Center: (877) WITH MET (877-948-4638): 5 a.m. – 5 p.m. PT (M – F)
TIAA-CREF	www.tiaa-cref.org/csu	Customer Service Call Center: (800) 842-2776

