



U.S. Securities and Exchange Commission

Dear Investor:

Thank you for contacting the SEC.

This acknowledges that we have received your complaint. **Please do not send us another copy of your complaint by mail or fax as this will only delay the complaint process.** Click on the button below to print a copy of this acknowledgement.

Your complaint will be assigned to one of our investor assistance specialists who will respond to you within a few days. In the meantime, we encourage you to visit the Investor Information section of our website at www.sec.gov/investor.shtml. You may find a quick answer there to your questions or concerns. If you do, please let us know that you've found what you're looking for and don't need a response from us.

Once again, thank you for contacting us. We hope our services will prove helpful to you.

Sincerely,

Office of Investor Education and Assistance
U.S. Securities and Exchange Commission

[Print Complaint Summary](#)

You told us that we may, if appropriate, send your complaint to the firm or company involved.

Tell Us About Yourself

Name Dr. Albert P Hickman

Address 1735 Cloverleaf Street
Bethlehem, PENNSYLVANIA 18017 UNITED STATES

Daytime Phone 610-758-3917

Alternate Phone 610-807-0242

Fax

Email aph2@lehigh.edu

You are a Academic/Researcher/Student

Tell Us About the Firm or Individual You Have a Complaint Against

Name TIAA-CREF

Type Insurance Company

Broker, Adviser,
or Salesperson

Address 730 Third Avenue
New York, NEW YORK 10017-3206 UNITED STATES

Tell Us About Your Investment

Type of Security Mutual Funds (general)

Name of Issuer or Security CREF Stock Fund, TIAA Traditional

Security Symbol

Tell Us About Your Complaint

TIAA-CREF (Teachers Insurance and Annuity Association - College Retirement Equities Fund) has taken over a month to transfer assets from one of my retirement accounts to an IRA. Both accounts are at TIAA-CREF. As of today (January 10, 2006), the funds (over \$200,000) still have not been transferred. Here are more details:

I have part of my 403(b) retirement funds at TIAA-CREF. In November, 2005, I submitted the paperwork to roll over part of my assets to an IRA. (The accounts involved were those that I built up while working for a previous employer, so they are eligible for rollover to an IRA.) This process is fairly routine. What is supposed to happen is that the assets (mutual funds) are sold one day in the 403(b) account, and they are repurchased at the same share price the next day in the IRA. Unfortunately, TIAA-CREF has been having computer problems for several weeks. The assets were sold on Dec. 1, 2005, and the funds have been taken out of my 403(b) account, but the funds have not yet arrived in the new IRA. The money is in limbo.

Name on the account: Albert P. Hickman

Representatives at TIAA-CREF I have spoken with: Steve McCarthy (primary contact, telephone 800-842-2638 ext 4001), also Lance Farr, Susan Jenkins, Lora Klee, Michael Walser, Jeff Clark

Names of securities involved: CREF stock fund, TIAA Traditional (a fixed income fund that invests in long term bonds and pays relatively high interest).

Can you provide
cancelled checks?

Can you provide correspondence to and from Firm? **Yes**

Can you provide advertising or marketing materials?

Can you provide notes of conversation with Firm? **Yes**

Can you provide other materials?

Tell Us What Action You Have Taken

Have you complained to the firm? **Yes**

Regulators Contacted

Action Taken

<https://tts.sec.gov/acts-ics/do/complaint/confirm>

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