

St. Jude Children's Research Hospital Frequently Asked Questions

1. What changes are being made to the St. Jude Children's Research Hospital Defined Contribution Retirement Plan?

- Salary deferrals and salary deferral agreements will be managed from TIAA.org/stjude as opposed to the myBenefits portal.
- Beginning April 20, 2021, all salary deferrals will be made based on all paychecks (26) in a biweekly pay schedule rather than 24 (what is done for other benefit deductions).
- You will also now have the ability to customize auto increase.

2. When are these changes effective?

April 20, 2021.

3. What is the last day to make a change to my salary deferral election on the myBenefits portal?

The last day to update your salary deferral election on myBenefits is April 1, 2021. The election you have in place as of that date will be effective for the April 9 and April 23 paychecks.

4. If I am not currently participating in the auto increase feature, what is the date I can enroll and when would I see the first deductions taken out?

Auto increase salary deferrals can be made on TIAA.org/stjude following April 20, 2021.

5. What are the tax benefits of contributing to the Plan?

Your contributions to the Plan will be taken out of your salary and are not subject to federal or state income tax until the time in which you make withdrawals.

6. How often will contributions be deducted?

Contributions will be made for each biweekly payroll period (26 pay periods a year). If you have specific payroll questions, please contact the St. Jude Payroll Office.

7. Do I have to participate in the auto increase?

You are not required to participate. However, St. Jude and TIAA are offering this feature because of how it will enable you to get closer to your retirement readiness goals. You may start, stop, or change the frequency of the increases when the time is right for you.

8. Am I able to change my retirement contribution at any time during the year? Or do I have to wait for open enrollment?

You may change the amount you are saving for retirement at any time throughout the year.

9. Can TIAA provide guidance on which plan to invest in?

Schedule an appointment with a TIAA financial consultant to discuss your goals, risk tolerance, current savings, and other factors. Using independent third party, Morningstar Investment Management, LLC, technology, a TIAA financial consultant can show you which plan investment options to select. You can schedule an appointment on TIAA.org/stjude.

10. Can I consolidate my retirement account from a prior employer into my St. Jude 403(b) account?

Normally, yes, you can move or "roll over" retirement accounts from prior employers into the St. Jude 403(b) Retirement Savings Plan. Keep in mind that a rollover may not always be possible or advisable, but a TIAA financial consultant can help you think through what's best for your situation. You can schedule an appointment with a TIAA financial consultant on TIAA.org/stjude. Call TIAA at **800-842-2776**, weekdays, 7 a.m. to 9 p.m. (CT).

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11. Does TIAA have an app that I can use to access my account from my phone?

- Yes. The “TIAA” app is available to check your balances, details, contributions, and more.
- On the app, you are also able to complete certain tasks such as transferring money between investments and updating personal information. Download the “TIAA” mobile app from the App Store or Google Play.

Note: There are multiple TIAA apps available, but use the app called “TIAA” to access your St. Jude 403(b) Retirement Savings Plan account(s).

12. Is TIAA managing my account for me?

Not unless you sign up for it. If you would like help with the ongoing management of your investments, TIAA offers Retirement Plan Portfolio Manager, an optional service that’s available for a 0.25% annual fee. Retirement Plan Portfolio Manager analyzes your portfolio on a quarterly basis—and adjusts it as needed—to help keep it aligned with your retirement goals, investment time frame, and target retirement income. Retirement Plan Portfolio Manager is different from investing in a target-date fund (e.g., the 2030 Fund). If you’d like help understanding the difference between these two options, schedule an appointment with a TIAA financial consultant, on [TIAA.org/stjude](https://www.tiaa.org/stjude), so they can assist you.

13. Need help?

If you have any questions or would like assistance, call TIAA at **800-842-2776**, weekdays, 7 a.m. to 9 p.m. (CT). Schedule a virtual one-on-one session with TIAA financial consultant Reagan Blissard by calling **901-801-6210**, or email at reagan.blissard@tiaa.org.