

## **Employee Hardship Withdrawal Administration Procedures from 403 (b) Voluntary Retirement Plan**

1. The employee must have a Group Supplemental Annuity, 403 (b), in place before applying for a hardship.
2. Employees must apply for a loan and be turned down prior to requesting a hardship withdrawal.
3. The employee must contact TIAA-CREF, at 1-800-842-2776, in order to request the loan/hardship, whichever is applicable.
4. Hardships are issued for the following reasons: Medical expenses incurred by the employee, spouse, dependents or primary beneficiaries; Purchase of the employee's primary residence; Payment of the next 12 months of post-secondary tuition and related educational fees, including books; Preventing eviction/foreclosure from the employee's principal residence; Funeral expenses and Expenses related to major natural catastrophes.
5. TIAA-CREF will verify if the employee is eligible for a loan based upon outstanding loan balance and account fund availability. If the employee is not eligible for a loan, then a hardship can be processed. If the employee is eligible for the loan, please see Procedures for Loans.
6. After availability verification, TIAA-CREF will provide the employee with the hardship application.
7. The employee must complete the hardship application and have a designated person in the Benefits Office sign off on the application.
8. The employee then submits the application to TIAA-CREF.
9. Upon receiving the notification from TIAA-CREF of the hardship approval, the Benefits Office will end the employee's voluntary 403 (b) supplemental retirement deduction in Banner and then set it up to begin again in six (6) months.