

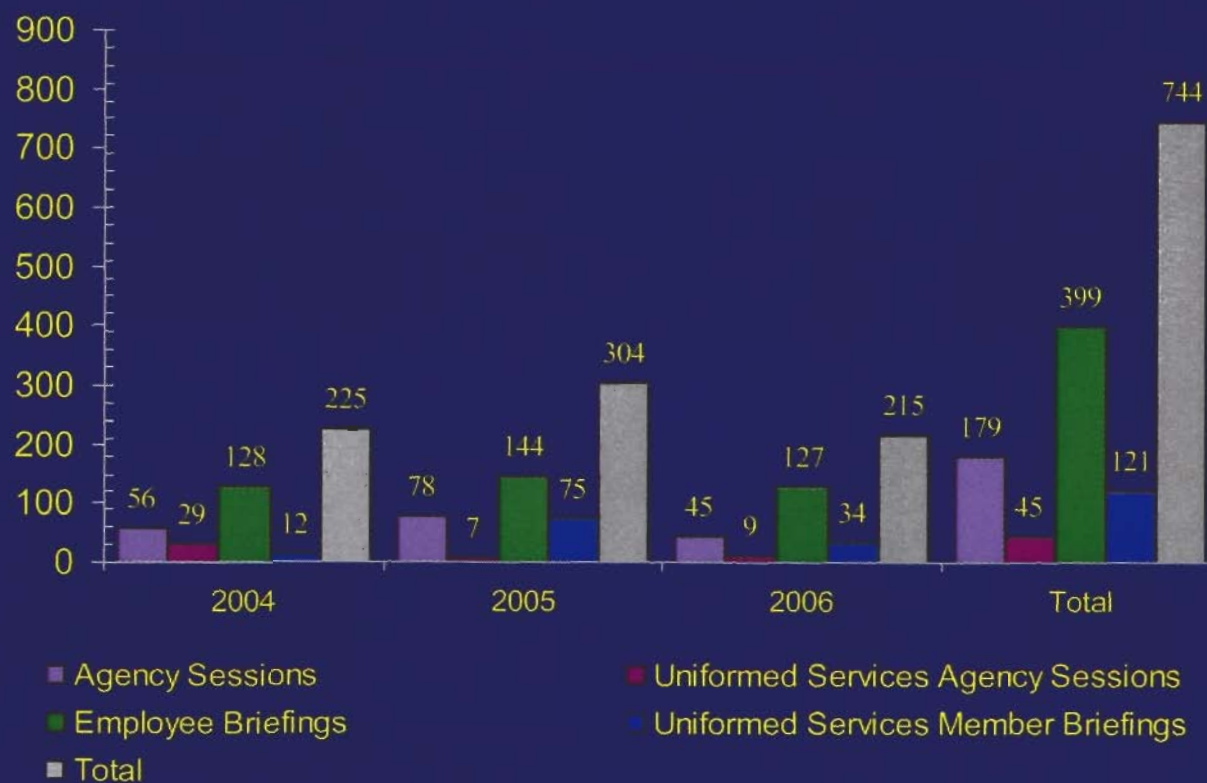
Board Presentation

TSP Operations and Communications

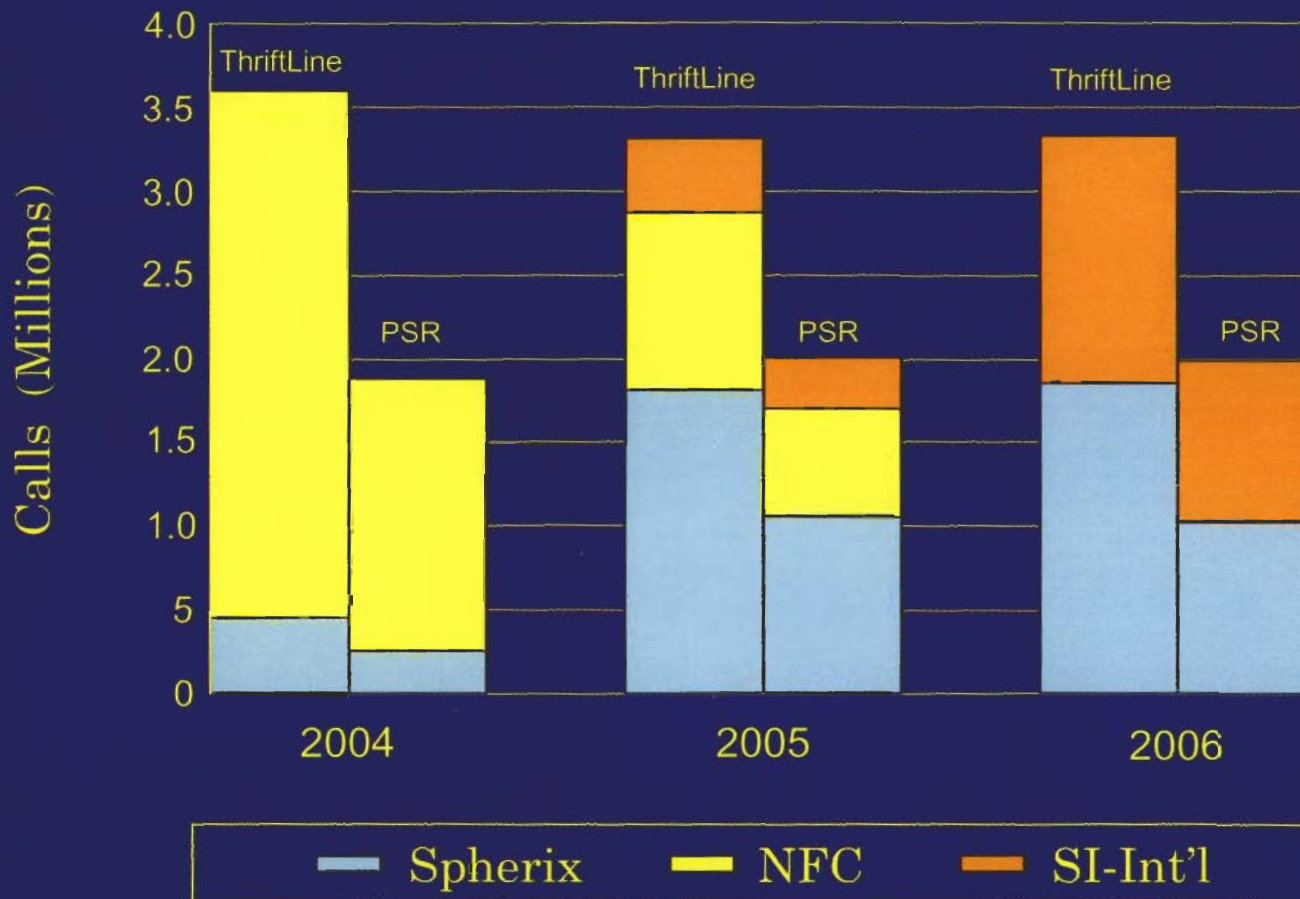
February 20, 2007



TSP Education Activities 2004-2006

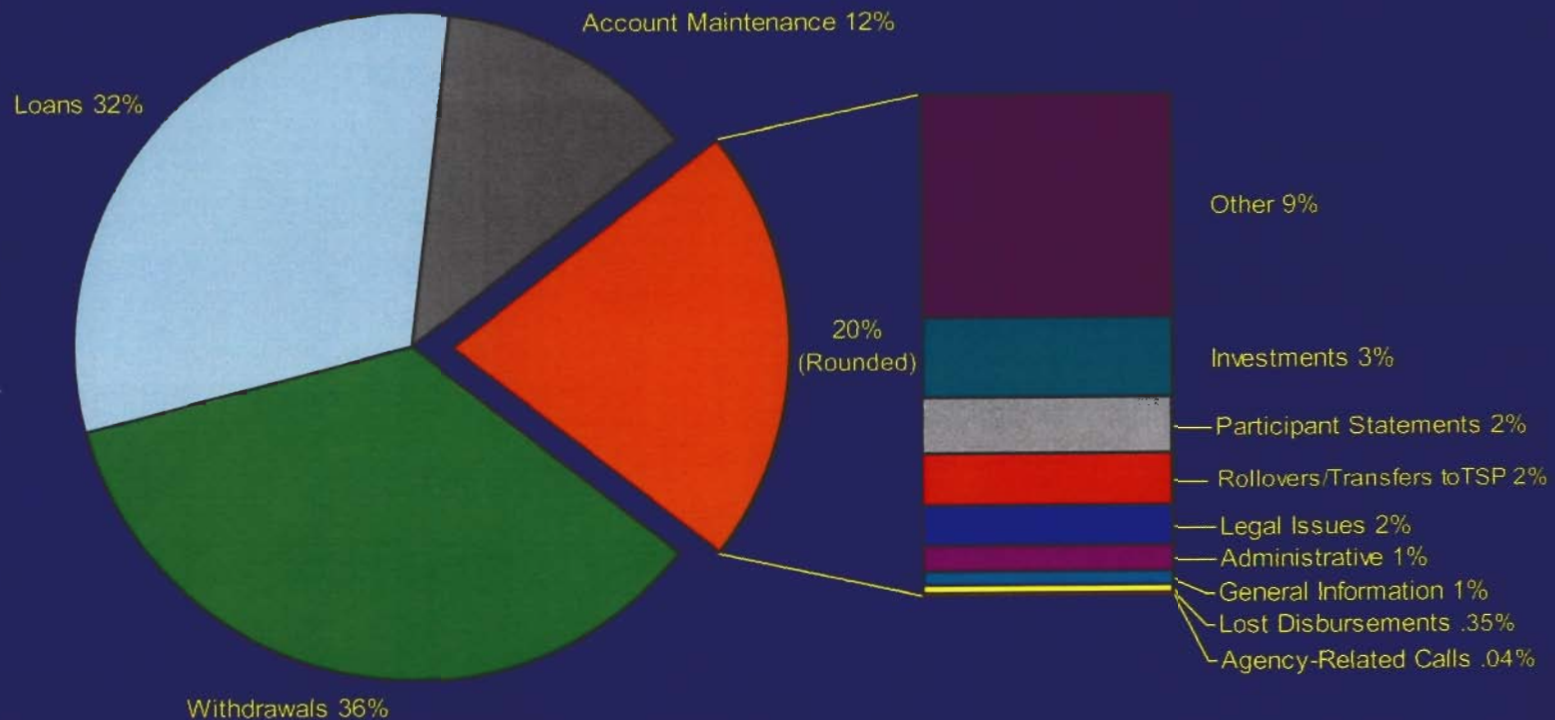


Call Center Calls 2004 - 2006



Thrift Savings Plan Phone Inquiry Report

2006



Total Calls: 1,811,401

Transaction Totals

Contribution Allocations, Interfund Transfers, Loans,
and Participant-Initiated Withdrawals



- 2004 – 3.53 million



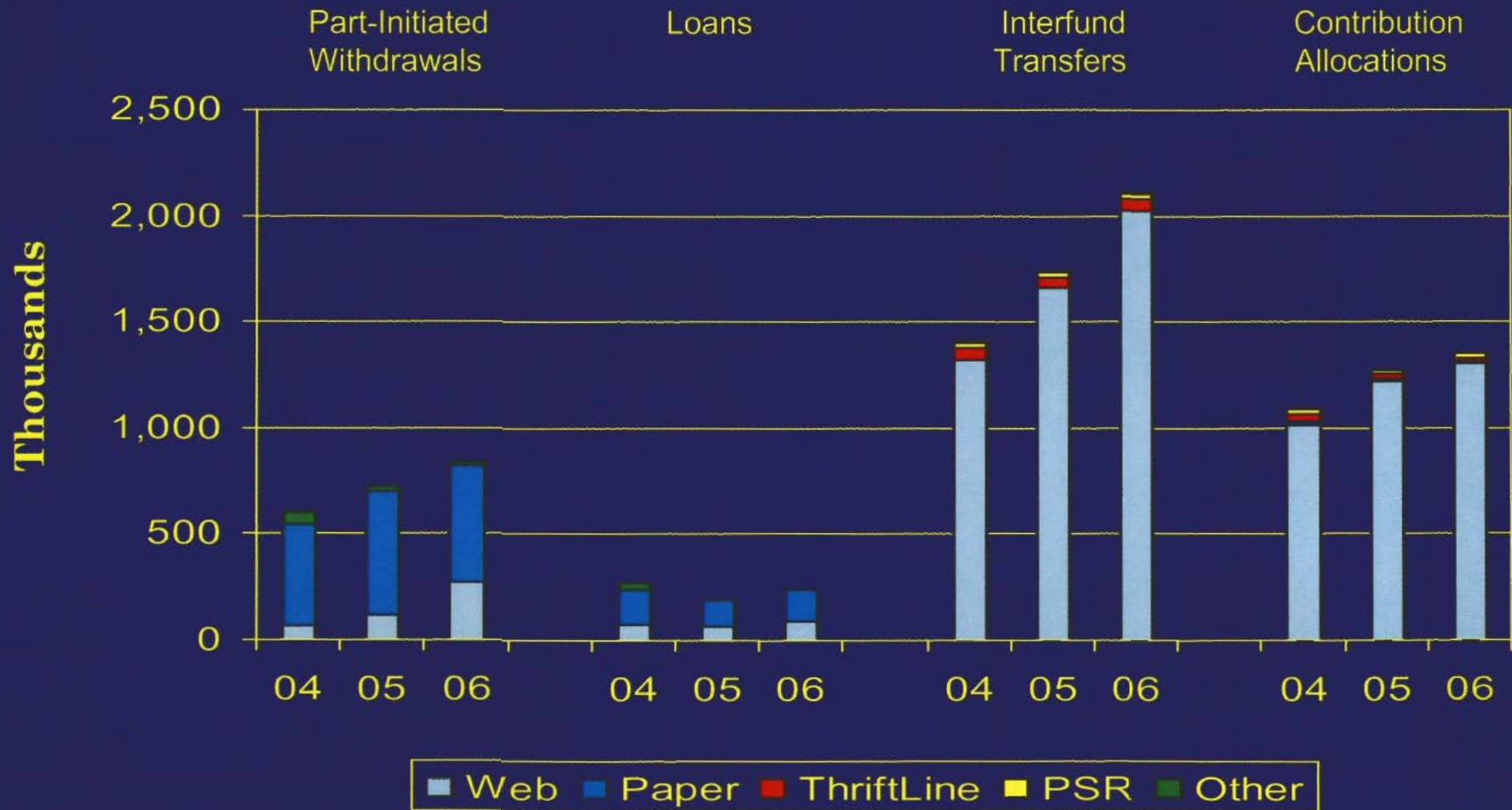
- 2005 – 4.08 million



- 2006 – 4.72 million



Transaction Activity Counts by Submission Type



Service Bureau 2006

- 1.1 million forms and letters received
- 40% by fax
- 80% processed
- 20% rejected
- Standards:
 - Mail: 48 hours
 - Data entry: generally 5-7 business days depending upon form



Rollover Processing

(April to December 2006)

Staffing: 3

Processing

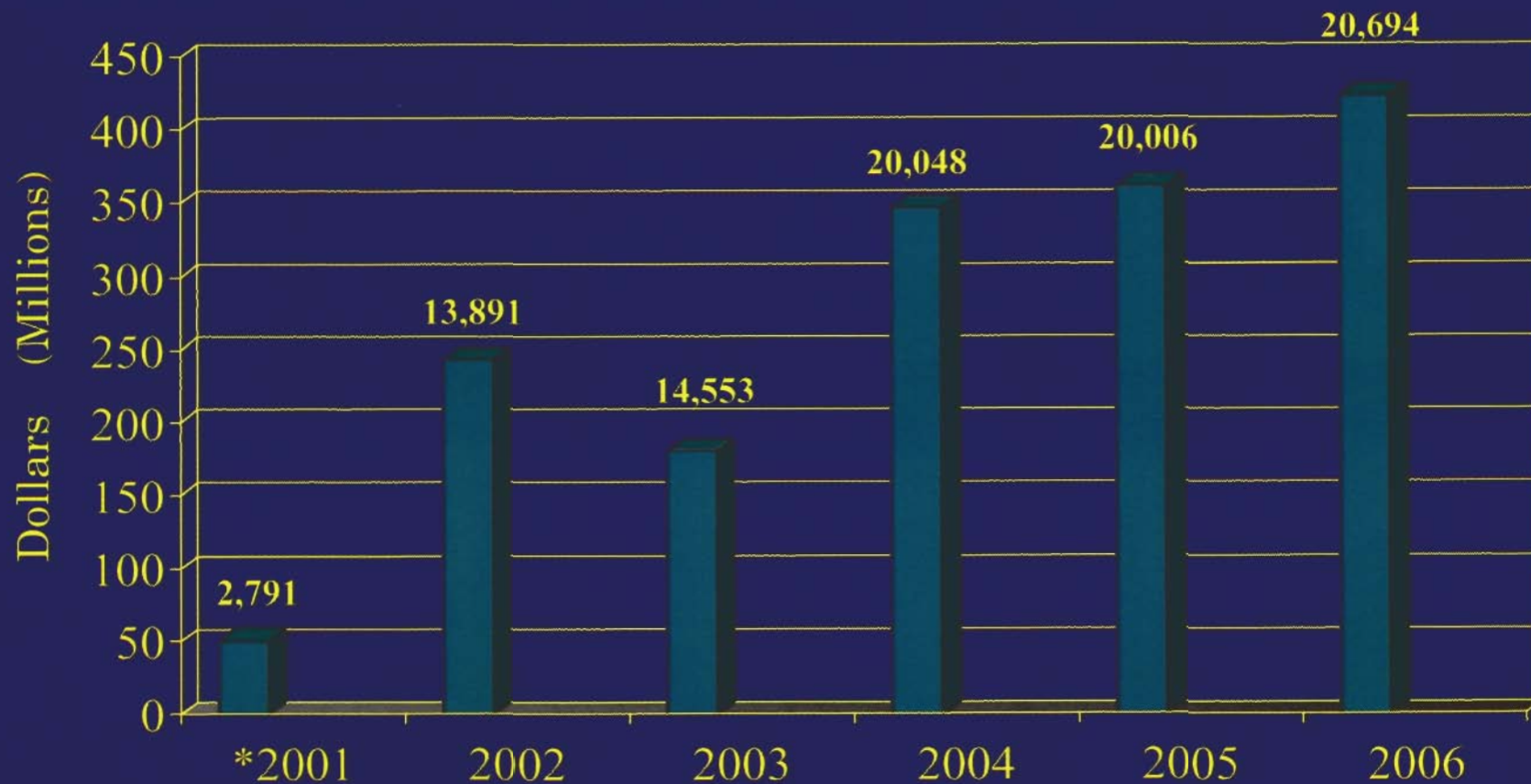
- After transition: 16,105
- 2006: 20,694

Standards

- Check & documentation:
2 day turnaround
- Immediate contact if
package is incomplete
- Checks returned in 15 days
if documentation not
provided

Rollovers to the TSP

(Dollars & Checks)



*The figures for 2001 are from July 1-December 31, 2001

Legal Processing Unit

(June to December 2006)

Staffing: 8

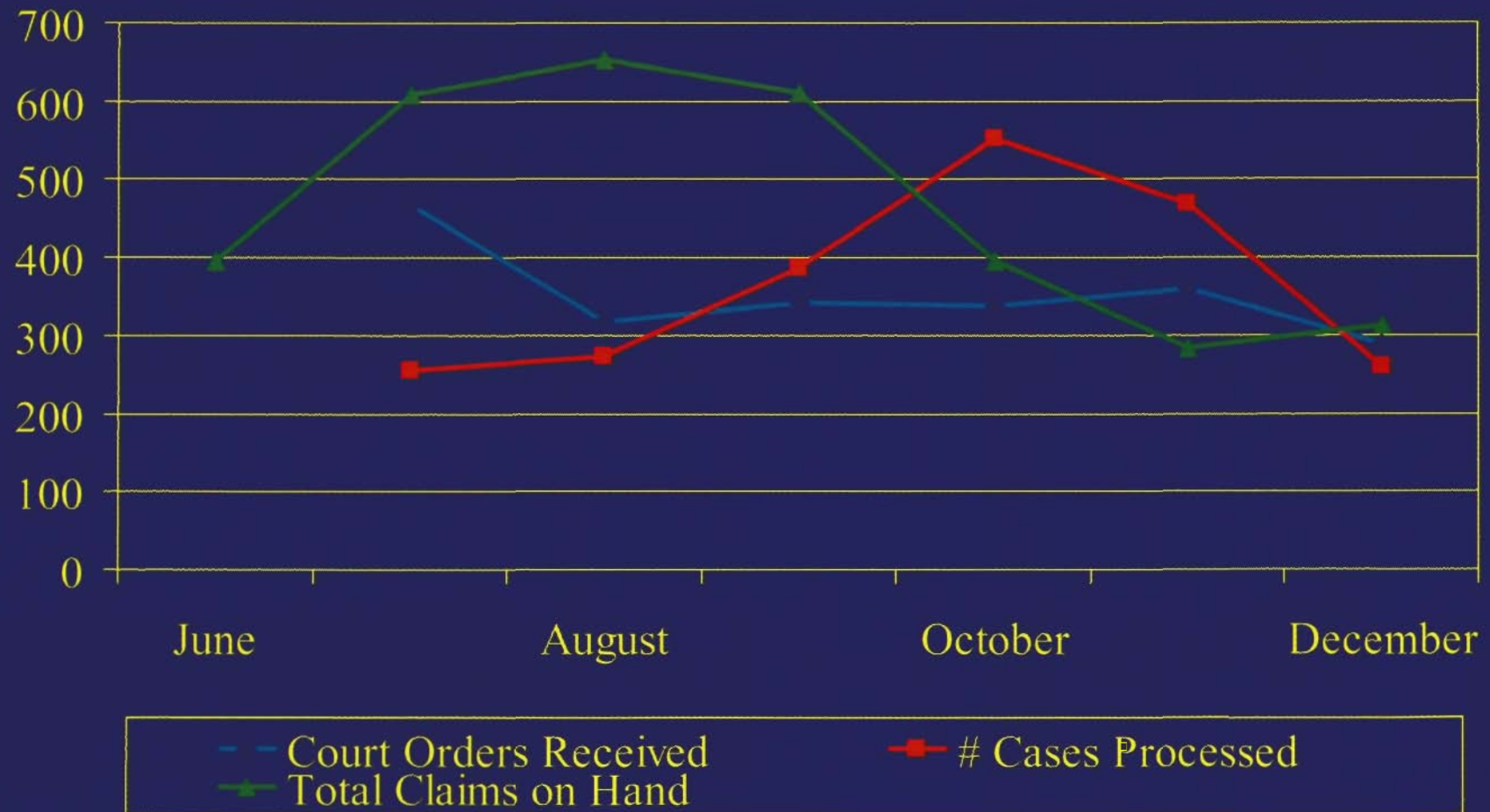
Processing Times:

Transactions:

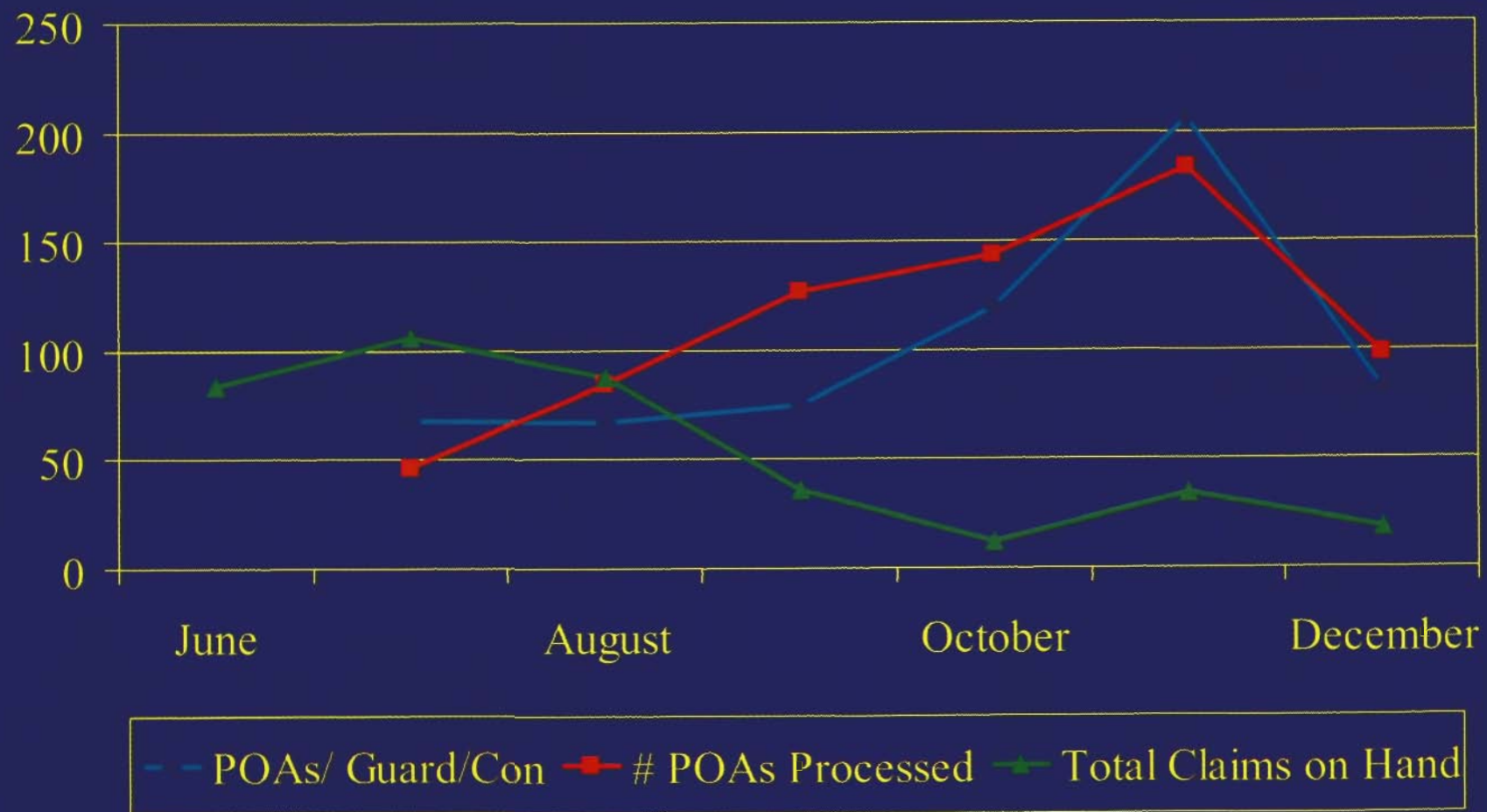
- Court Orders – 2,194
 - Powers of Attorney – 684
 - Exception to Spouse Rights (TSP-16s) – 1,166
 - 2006 Payments: 3,027
- Court Orders – 15 days
 - POAs – 15 days
 - 2007 Target: 10-15 days
 - TSP-16's – 5 days
 - 2007 Target: 3-5 days

Court Order Cases Processed

June to December 2006

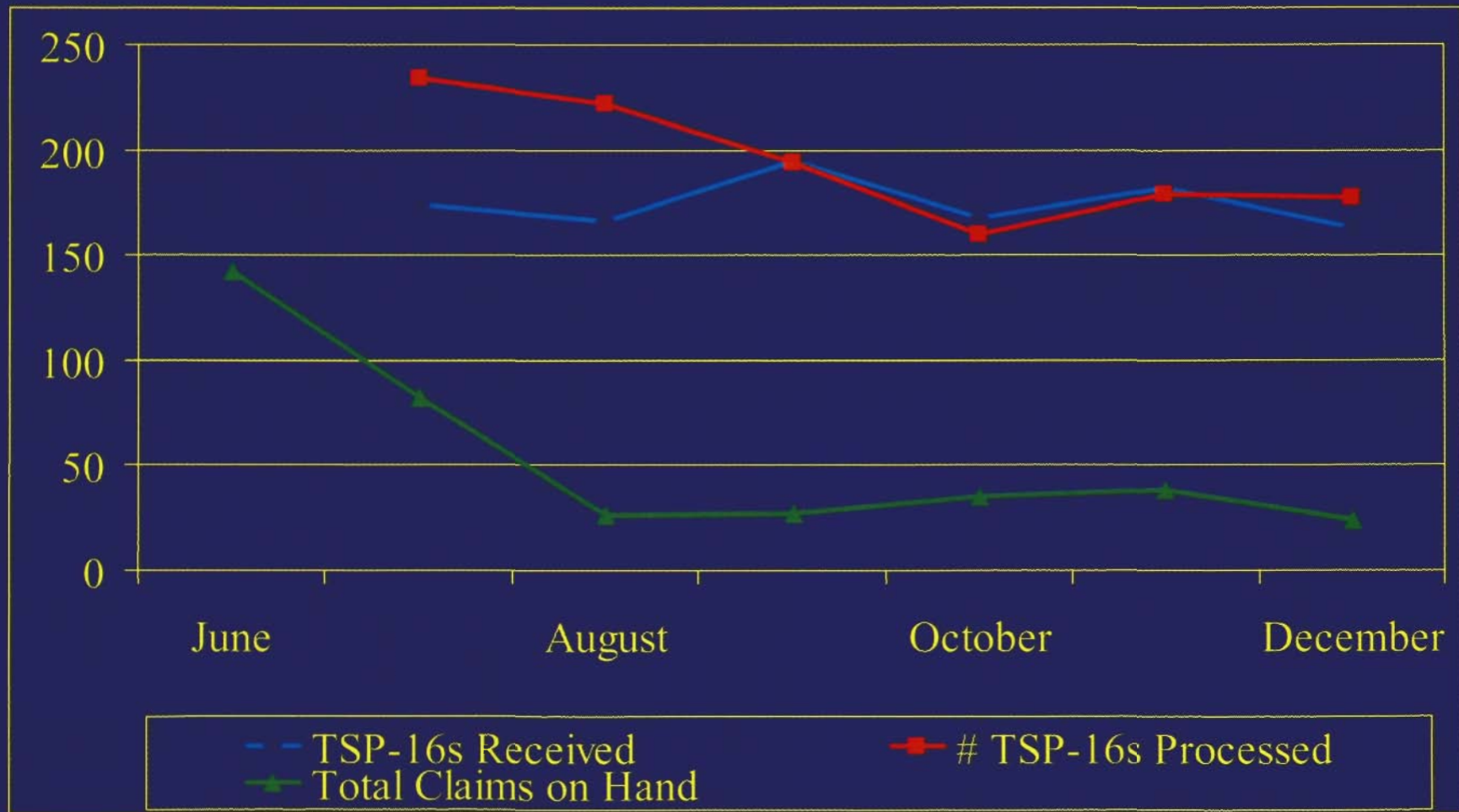


Power of Attorney Requests Processed June to December 2006



TSP-16s Processed

June to December 2006



Death Benefits Processing Unit

(June to December 2006)

Staffing: 8

Transactions:

- Claims received: 5,222
- Claims processed: 4,240
- Payments: 3,709
- 2006 payments: 10,307

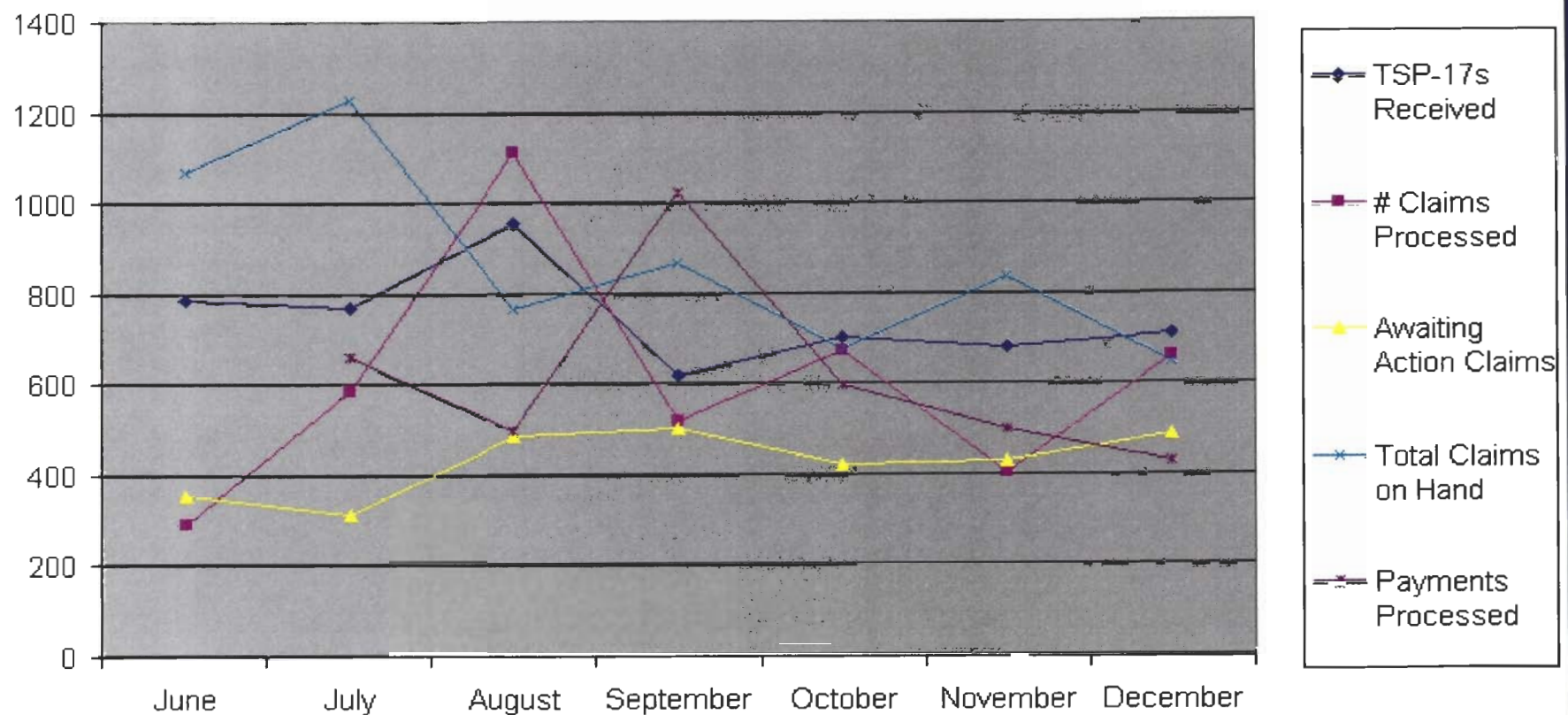
Processing Times:

- Claims: 6 days
 - 2007 Target: 5 days
- Disbursements: 3 days



DEDIS

Death Benefits Claims Processing Status June to December 2006



Agency Technical Services

(June to December 2006)

Staffing: 10

Journal vouchers:

- After transition: 5,726
- 2006: 9,884

2006 Contributions: \$19.5 billion

2006 Loan payments: \$1.6 billion

Reports Distribution:

- Web reports: 76%
- Electronic transmission: 23%
- Paper: 2%

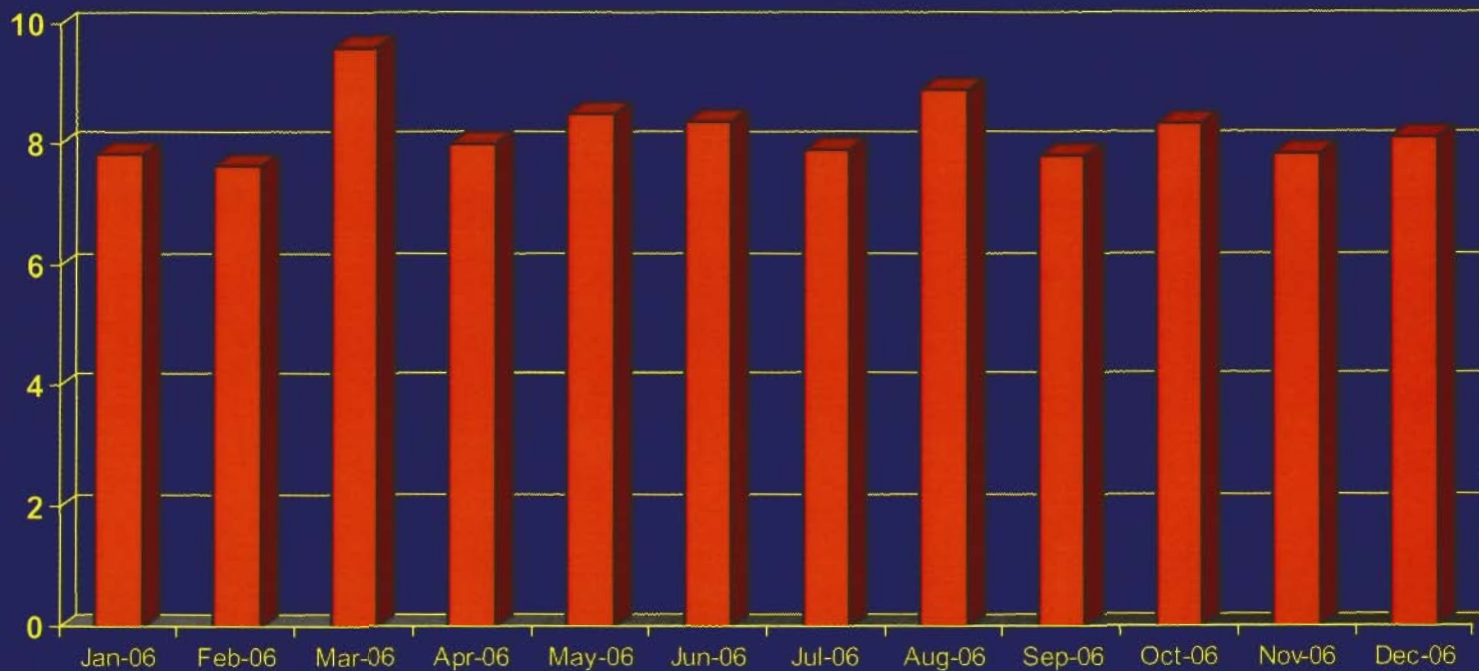
Standard processing: 2 day
turnaround for payroll
submissions

Significant enhancements:

- Web-based data entry/
journal vouchers and reports
retrieval
- ATS Customer Satisfaction
Survey (September)

Total Journal Vouchers Processed 2006

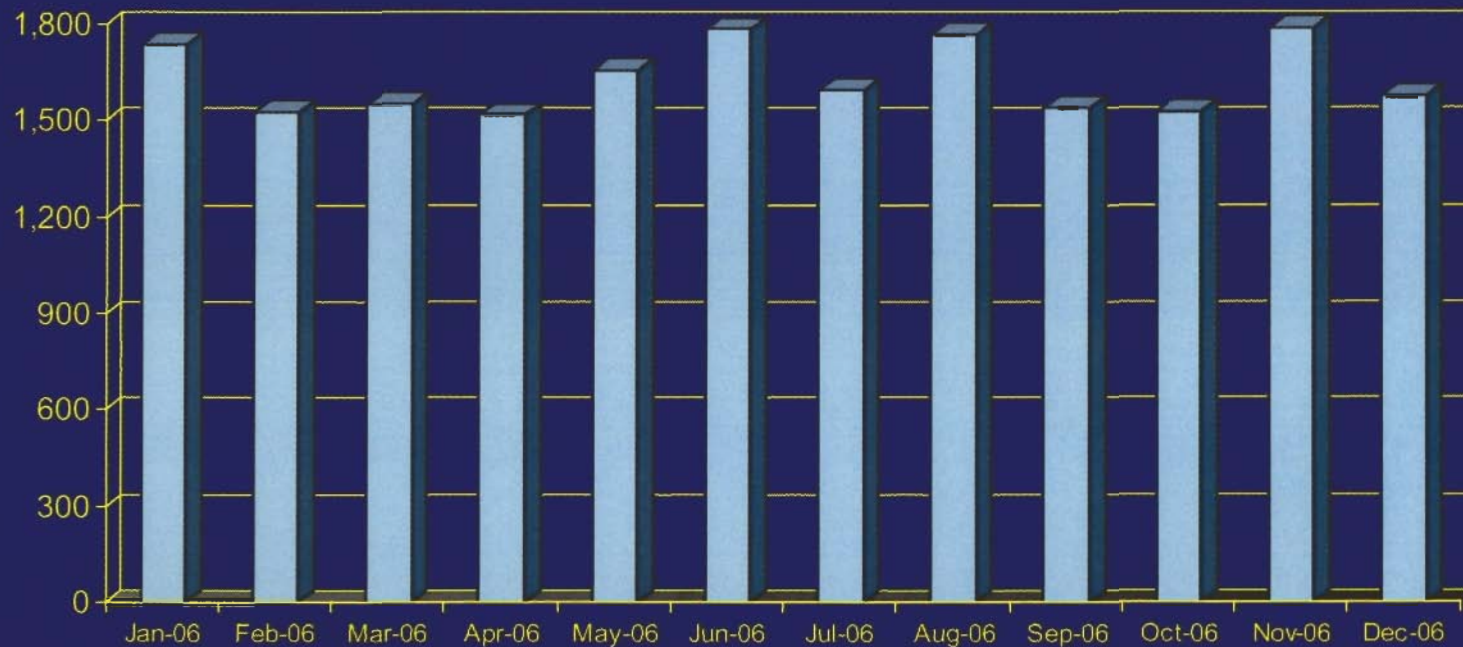
Hundreds



The current average number of journal vouchers processed monthly is 828.

ATS – Total Dollars Processed (by Journal Vouchers) 2006

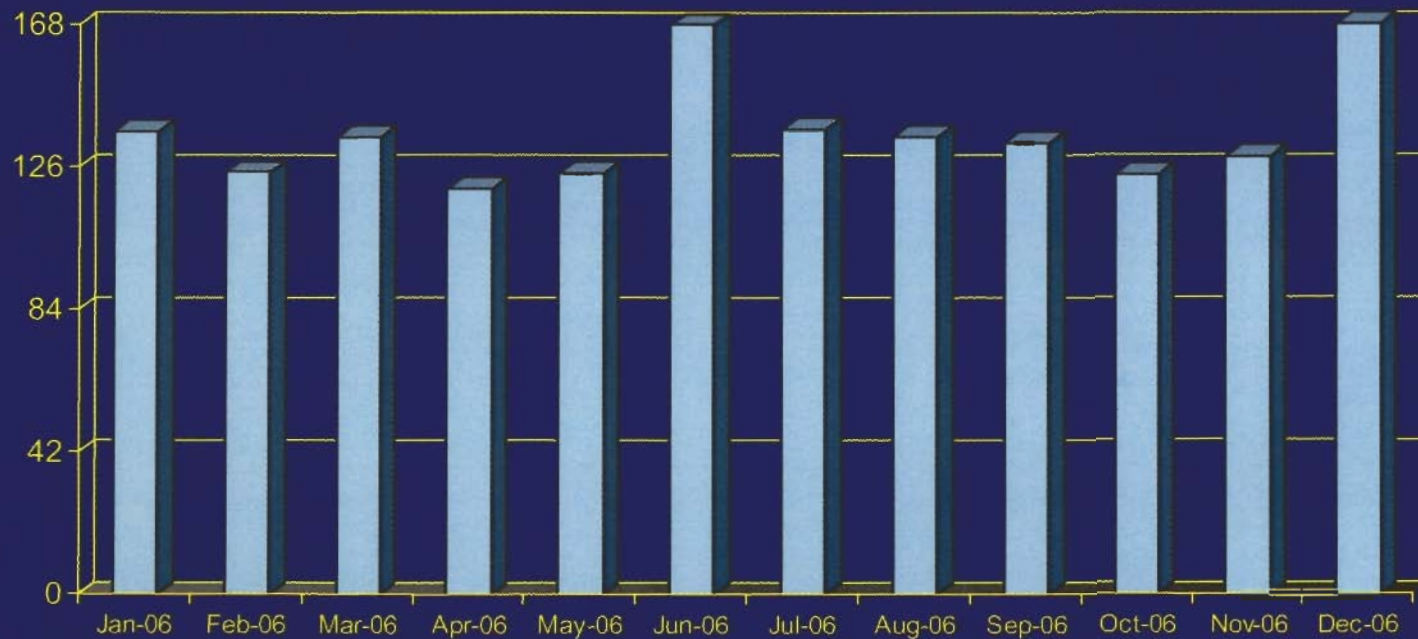
Millions



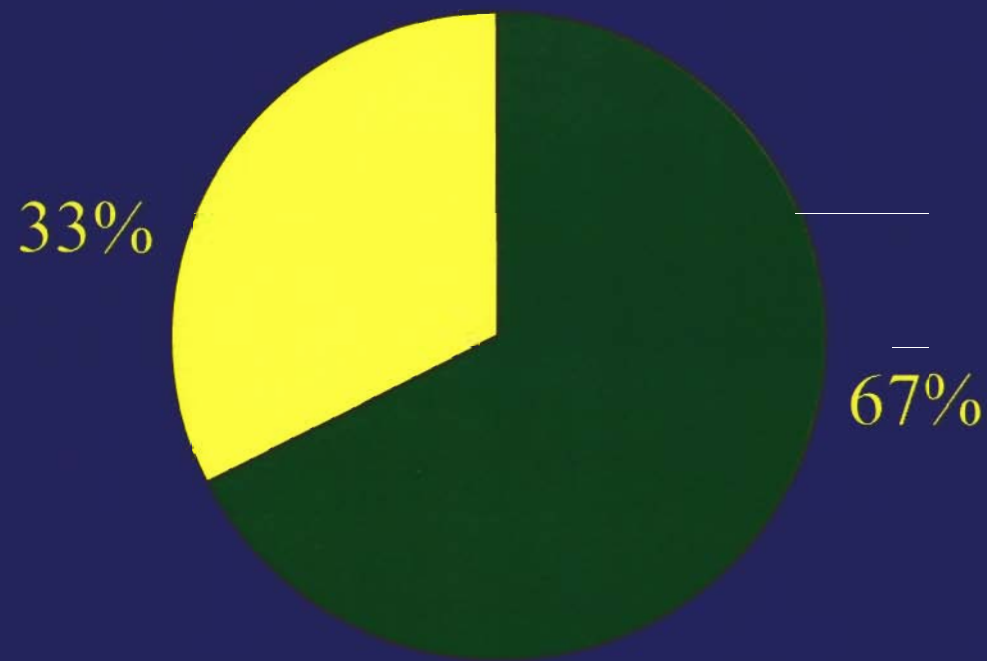
Total Loan Payments Processed (via the FRB)

2006

Millions



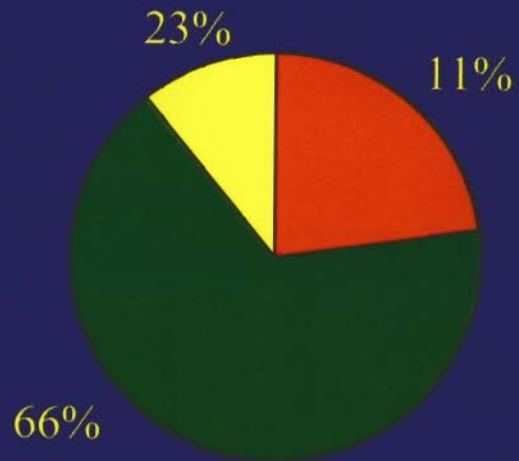
Total Dollars Processed by Journal Voucher Method December 2006



■ Web JV Dollars ■ Other Agency Dollars

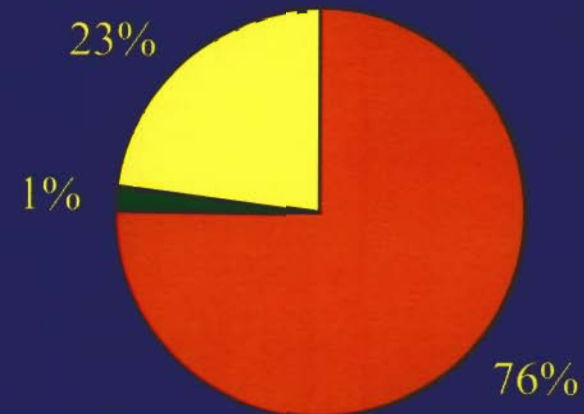
Agency Reports Distribution Method

June 2006



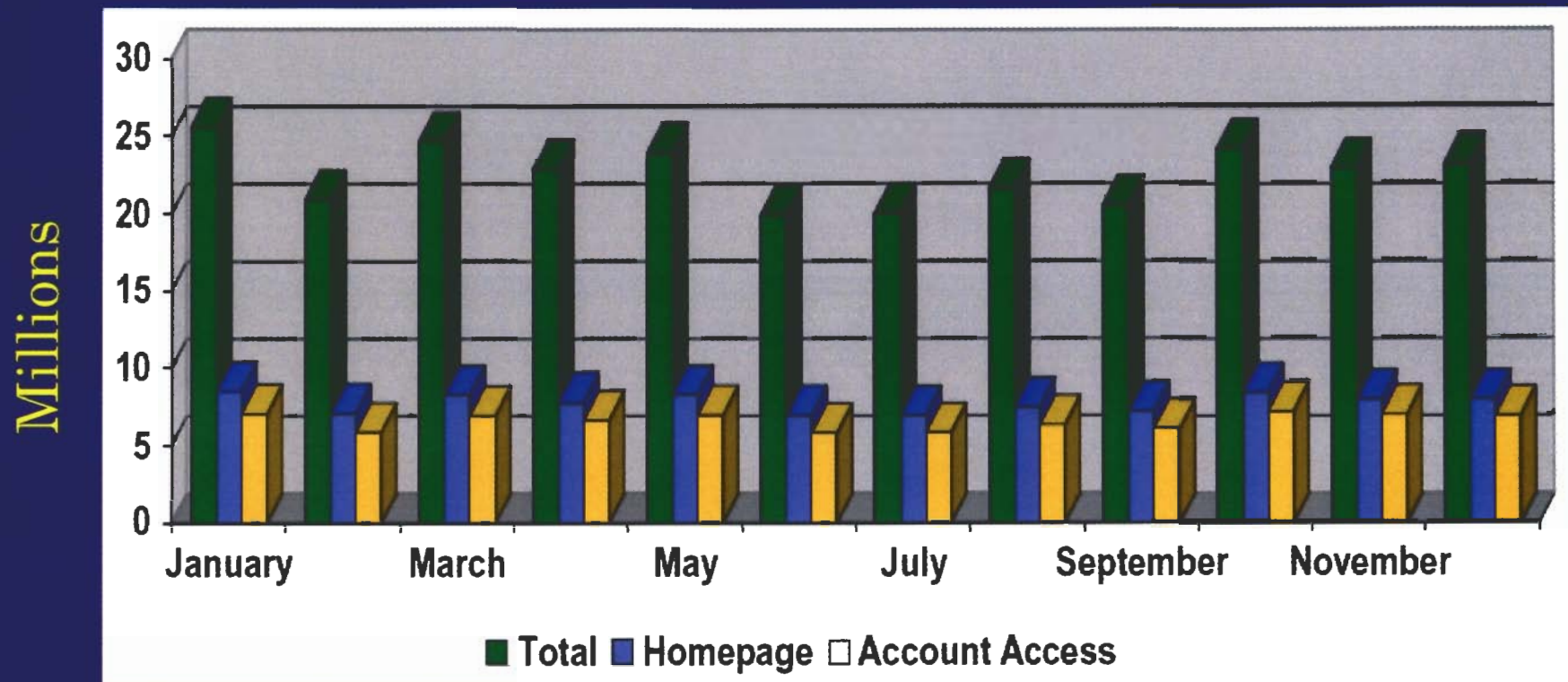
■ Mainframe ■ Paper ■ EDTS

December 2006



■ Web ■ Paper ■ EDTS

2006 Summary of Web Page Views



Communications in 2006

- Transition support from NFC
 - Complete update of almost all of the TSP written materials and web site revisions
 - Devised new notices and forms for the Operations units
- Transition to Moore Wallace in July
 - Multi-color participant statements introduced in October
 - USPS CAPS account for postage
 - Contract management

Communications in 2006 (cont'd)

- L Fund communications – Follow up postcard mailing
- Support for the Pension Protection Act of 2006
- Ongoing program support:
 - New notices, forms,
 - Tailored publications (e.g., uniformed services complementary recruitment pamphlets)
 - Enhanced reporting capabilities to track notices
 - Enhanced online fulfillment support for the agencies and services
- Technical changes to enhance design and production

Communications in 2007

- Security program enhancement support
 - Web password announcement and mailer
 - Account number initiative
 - Security education (leaflet, web articles)
- Forms and notice redesign projects will touch all print materials and affect the web
 - New software to improve optical character recognition on forms and notice production
 - Barcoding for forms and notices
- Web site enhancements and redesign project

Communications in 2007 (cont'd)

- Continued L Funds communications strategy
 - Tailored mailings (e.g., to G Fund only participants; older participants who might benefit from the L Income fund)
- Revised publications (PPA, program changes)
- Annual Participant Statement
- DVD/CD for new participants and other educational materials