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# **Office of Participant Operations and Policy**

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**Presentation to FRTIB Board Members  
July 28, 2014**

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# OPOP Functional Statement

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*“We talk to our participants, efficiently execute their requests, help solve their problems, and continually improve the TSP experience through policy and process innovation.”*

*Possumus et Volumus*  
(We can, and We Will)

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# Achieving “We Can” and “We Will”

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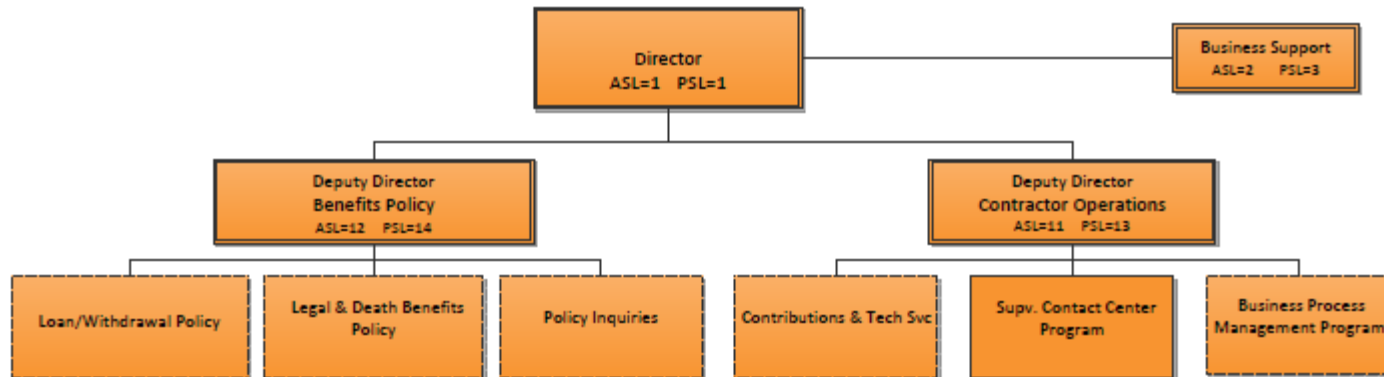
## **We Can:**

- **Establishing a new organizational structure**

## **We Will:**

- **Achieving an improved participant experience**
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# OPOP Organization



Authorized Staffing Level (ASL) = 26

Proposed Staffing Level (PSL) = 31

# OPOP Recent Accomplishments

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- Steady State
- Led Efforts to Deploy Stronger Passwords
- Designation of Beneficiary Enhancement Project
- Collaborative Approach at Call Centers – Pilot Program
- CAMS Implementation
- Annuity Contract Awarded
- Closed Ten Audit Recommendations

# Future Improvements

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- Provide Roth In-Plan Conversions & Other Changes
  - Streamline Roll-ins
  - Implement Adaptive Authentication
  - Finalize Participant Contact & Service Center Acquisition Strategy
  - Establish Deaccumulation Strategy
  - Introduce Automatic Restart After Hardship
  - Offer Investment Advice
  - Automate 70 ½ Rules for Beneficiary Participant Accounts
  - Allow Participants to Change Monthly Payments Anytime
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# Questions?