

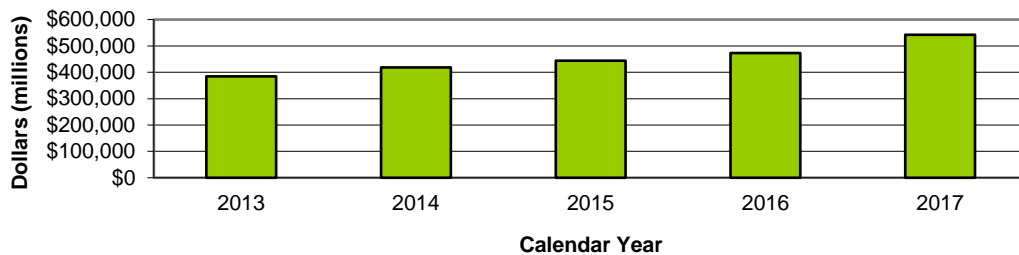
# Thrift Savings Fund Statistics

June 2018

## Highlights

The total number of plan participants passed the 5.3 million mark while the FERS and Active Duty participation rates have remained fairly steady in June. As predicted, the contact center written correspondence unit has exceeded Service Level Requirement (SLR), answering 91.3% of correspondence within 4 business days.

## Historical Plan Balances (in millions)



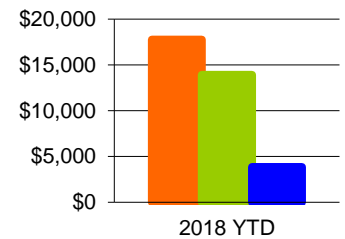
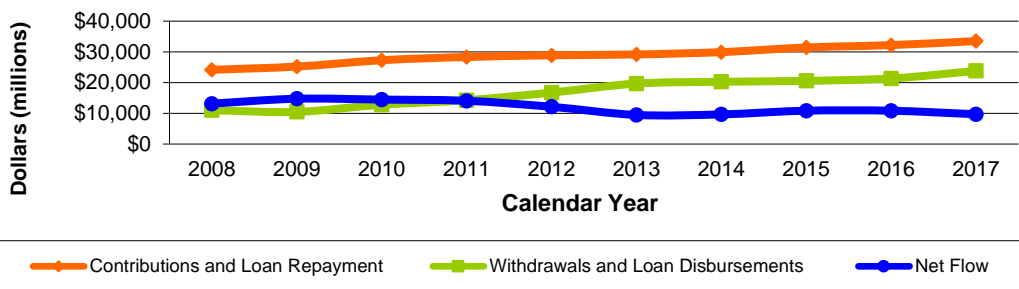
## Plan Balance

## Roth

Jun	\$556,674	\$11,259
May	\$553,837	\$10,963
Apr	\$545,533	\$10,531

(in millions)

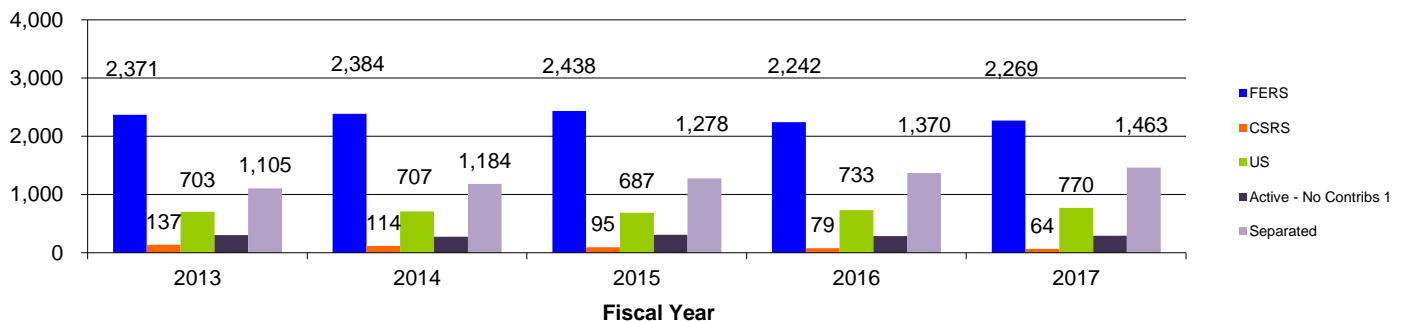
## Cash Flow Attributes



## Participants and Average Balance (current month)

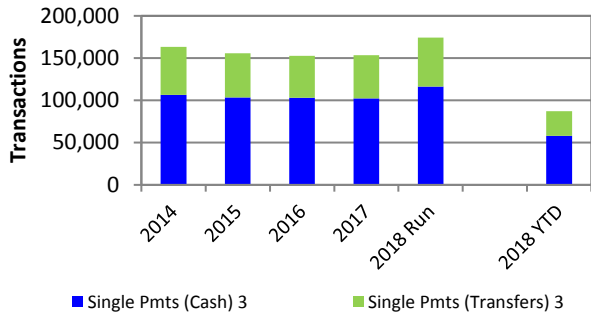
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,322,569	\$140,639	490,496	\$12,414
CSRS	324,663	\$145,713	9,981	\$19,191
Uniformed Services	1,409,679	\$24,414	546,550	\$7,439
BRS Participants	228,962	\$6,550	140,138	\$5,563
Bene Participants	23,672	\$106,841	N/A	N/A
Total	5,309,545	N/A	1,187,165	N/A

## Historical Participant Counts (in thousands)

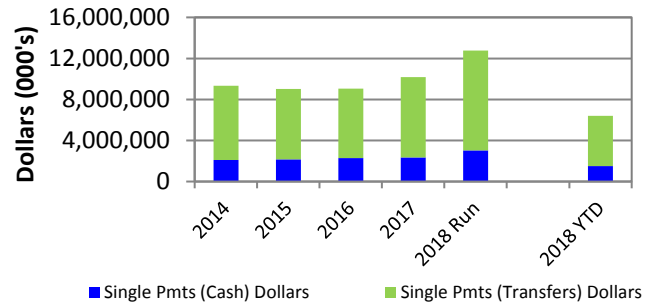




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

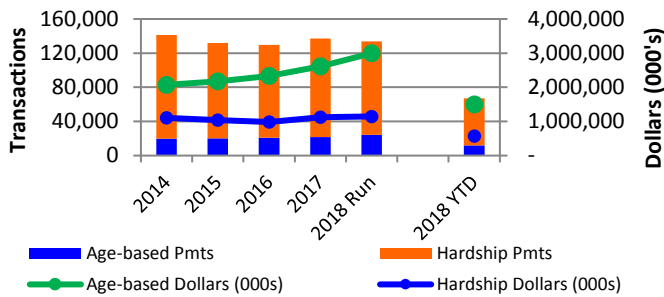


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

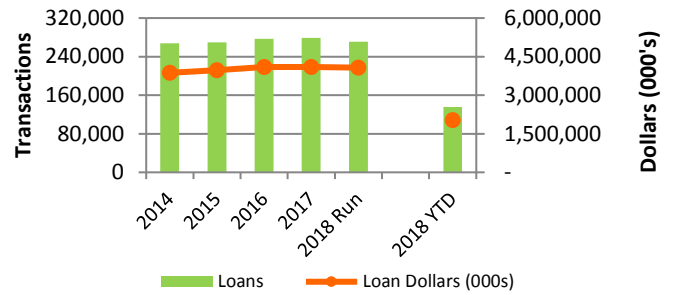


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

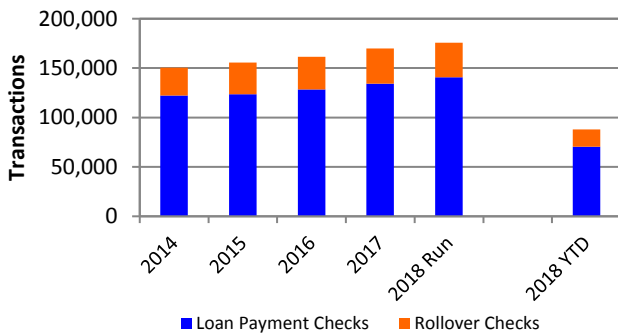


### Loans

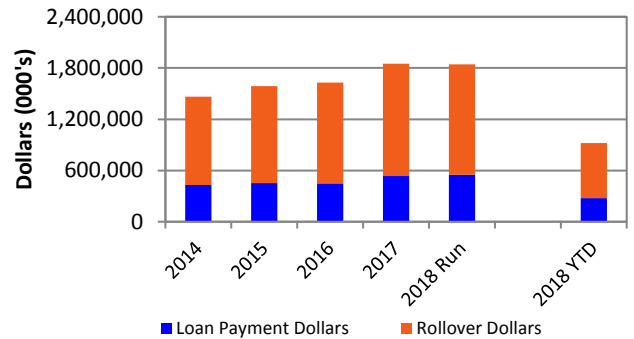


## Other Activity

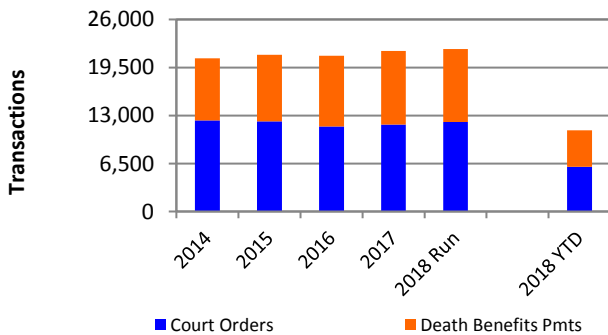
### Participant-Submitted Checks



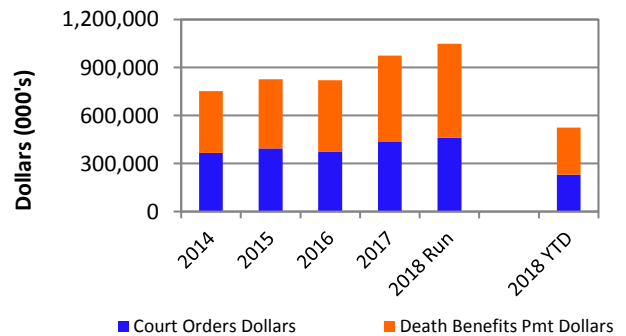
### Participant-Submitted Checks



### Legal Processing

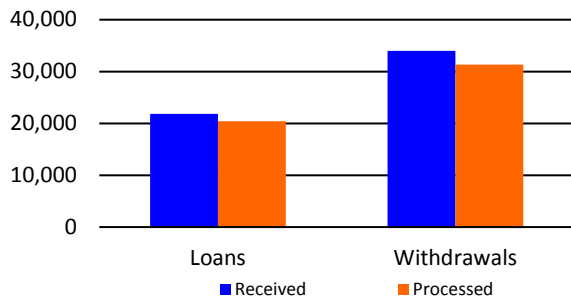


### Legal Processing

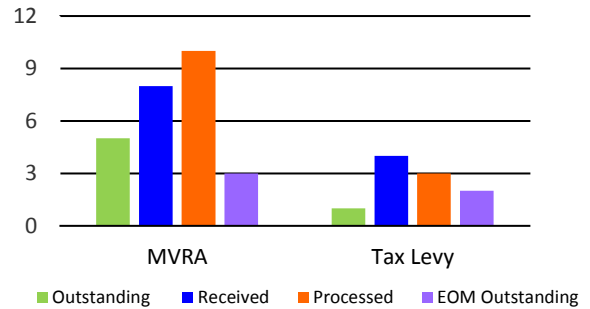


## Forms Processing (current month)

**Service Bureau Activity <sup>4</sup>**



**MVRA & Tax Levy <sup>5</sup>**



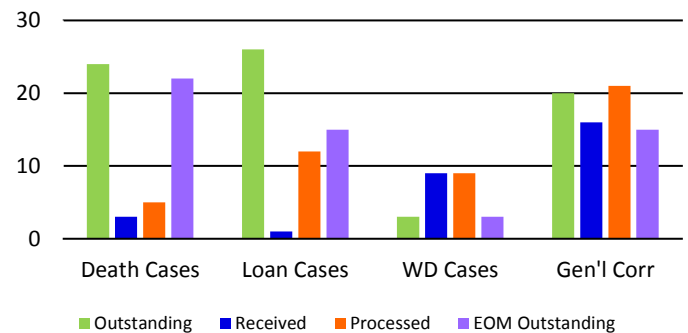
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	39,114	22.09%
2	In-Service Withdrawal Program	18,625	10.52%
3	Password	17,295	9.77%
4	Loan Program	15,453	8.73%
5	Loan Application / Loan Agreement	14,433	8.15%

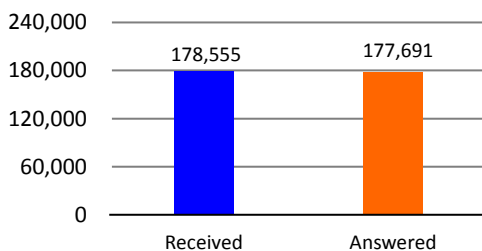
## OPS Casework (current month)

**Issue Management**

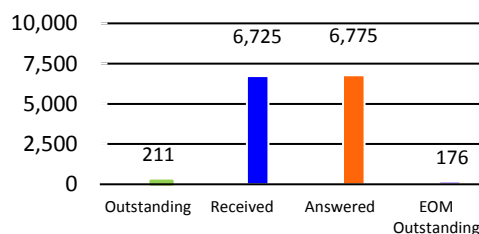


## Contact Center Activity (current month)

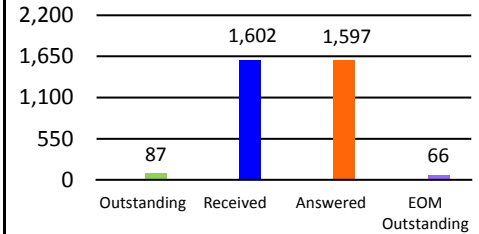
**Calls**



**E-Messages \***



**Written Correspondence \***



1. Active participants with no current contributions include non-separated CSRS and uniformed services participants who have terminated contributions or had them suspended because of hardship withdrawal, participants whose employing agencies have not submitted their separation status, and beneficiary participants.

2. In addition to the initial monthly payments, 222,556 ongoing monthly payments were disbursed in June 2018.

3. Participants may elect to transfer all or part of their single payments. If only a portion is transferred, each portion (cash and transfer) is counted separately.

4. Forms Processed includes accepted and rejected forms.

5. Mandatory Victims Restitution Act and Tax Levy Processed means that the decision letter has been sent, but payment has not been made.

\* Previous Month Outstanding + Received = Processed + Current Month Outstanding. Slight discrepancy due to times when reports are run and real time tasks are entered.