

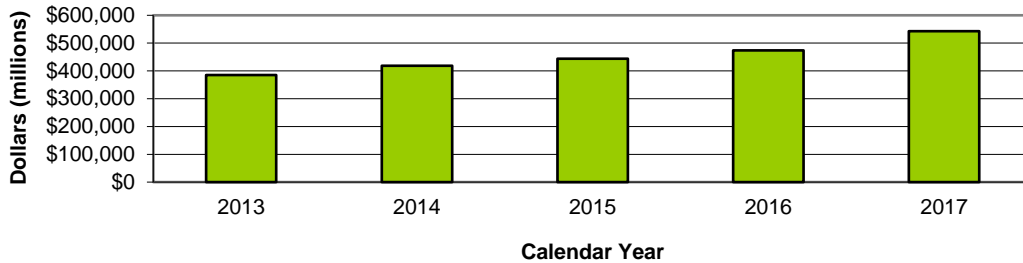
Thrift Savings Fund Statistics

May 2018

Highlights

The FERS participation rate remained at 90.7%; participation rate for active duty members of the Uniformed Services increased again setting a new plan high of 52.2%. At the end of May we had a total of 205,274 BRS Opt-ins. Contact Center operations have fully stabilized and we have returned to meeting the majority of our service levels with 98.1% of call answered within 20 seconds, a 0.5% abandonment rate, and 99.9% of E-messages answered within 2 business days. Written correspondence is still slightly lagging with 87% answered within 5 business days as opposed to our standard of 90%.

Historic Plan Balances (in millions)



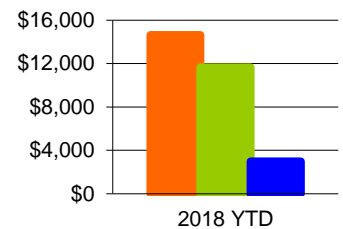
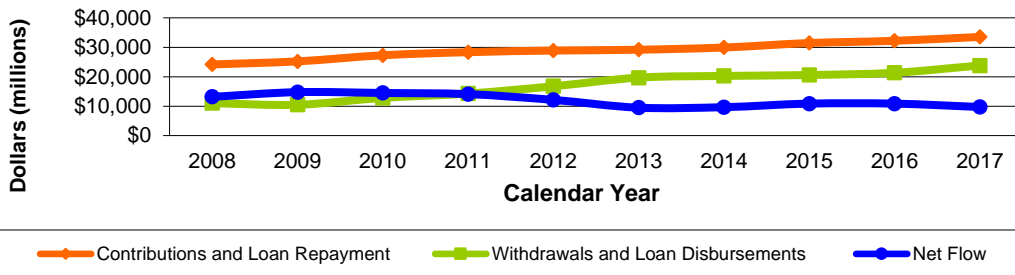
Plan Balance

Roth

May	\$553,837	\$10,963
Apr	\$545,533	\$10,531
Mar	\$542,745	\$10,227

(in millions)

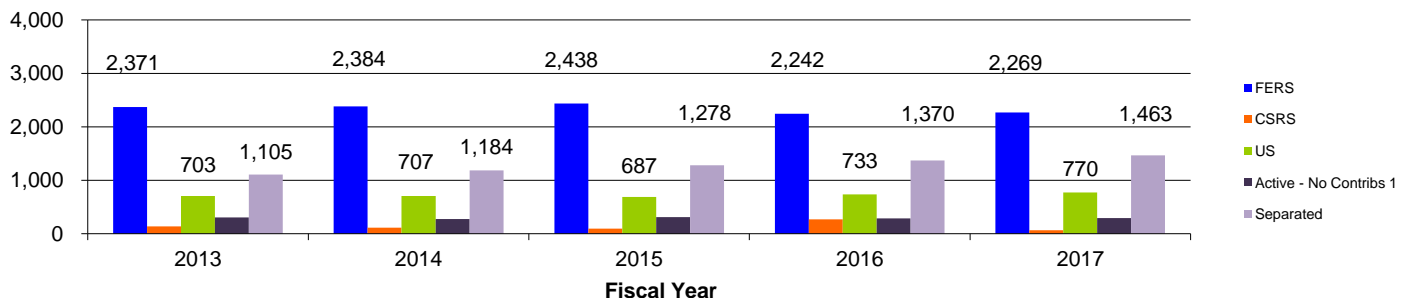
Cash Flow Attributes



Participants and Average Balance (current month)

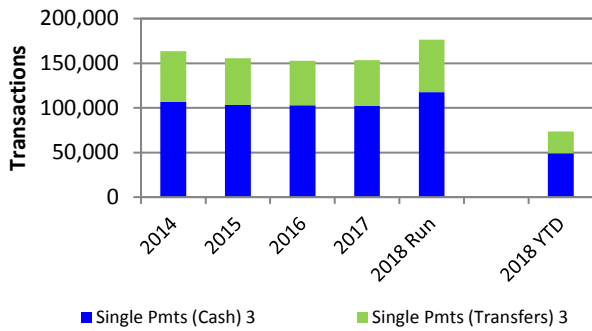
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,313,024	\$140,387	490,496	\$12,249
CSRS	326,317	\$145,061	9,981	\$18,826
Uniformed Services	1,414,770	\$24,198	546,550	\$7,285
BRS Participants	205,437	\$6,701	140,138	\$5,604
Bene Participants	23,274	\$106,841	N/A	N/A
Total	5,282,822	N/A	1,187,165	N/A

Historic Participant Counts (in thousands)

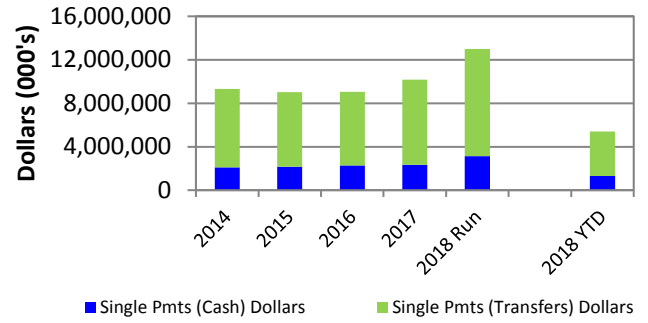




Post-Separation Withdrawals Single Payments (Cash & Transfers)

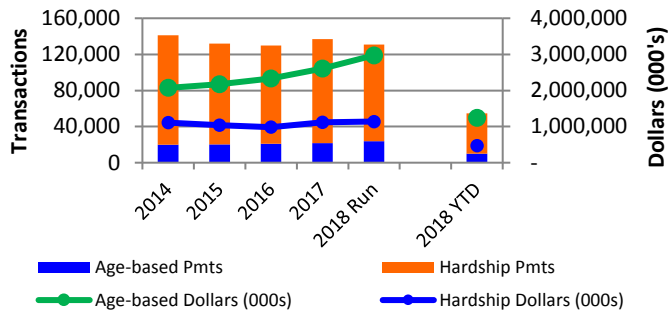


Post-Separation Withdrawals Single Payments (Cash & Transfers)

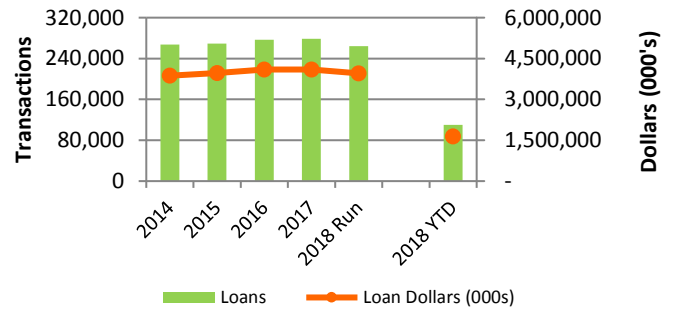


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

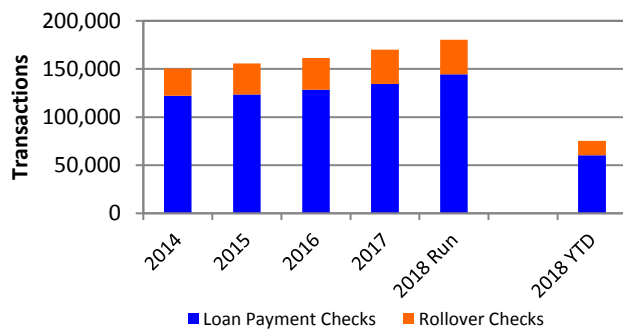


Loans

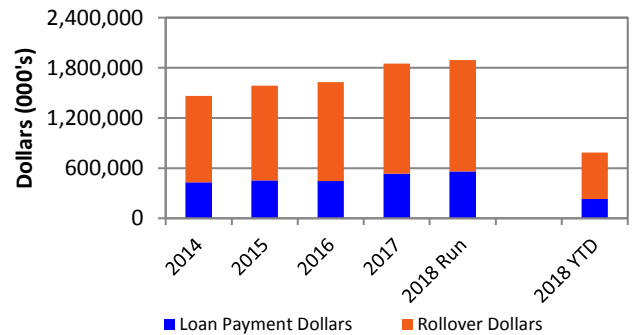


Other Activity

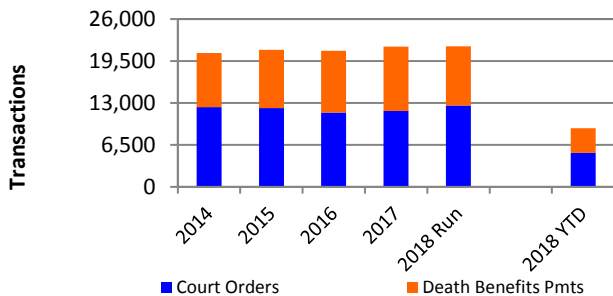
Participant-Submitted Checks



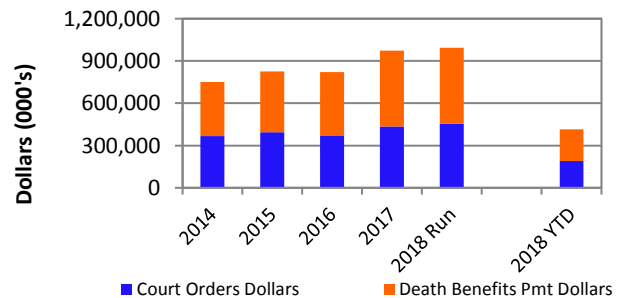
Participant-Submitted Checks



Legal Processing

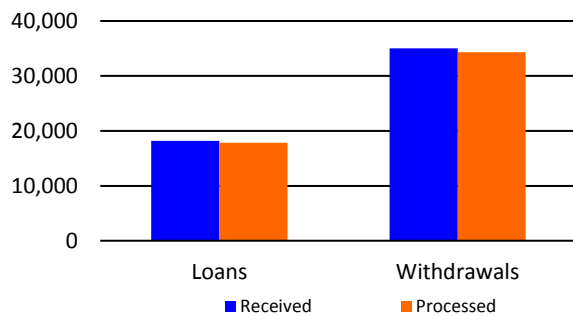


Legal Processing

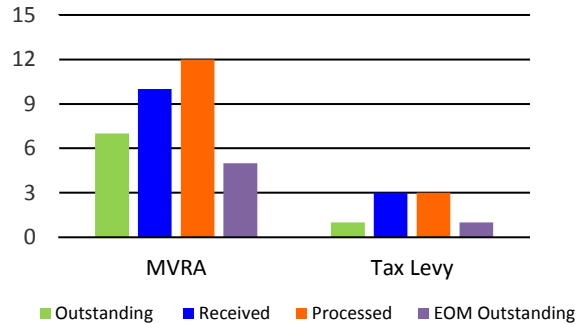


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



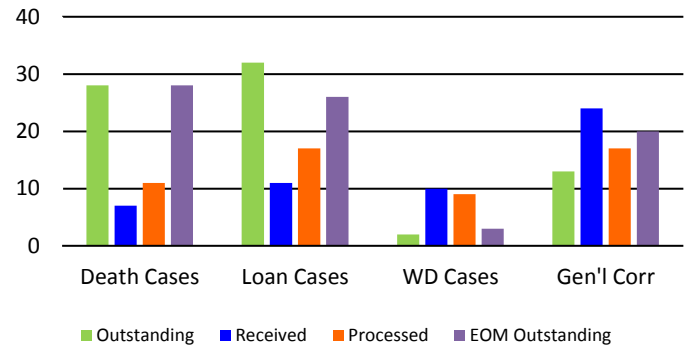
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	42,058	23.04%
2	In-Service Withdrawal Program	18,445	10.10%
3	Password	18,233	9.99%
4	Loan Program	16,084	8.81%
5	Loan Application / Loan Agreement	14,416	7.90%

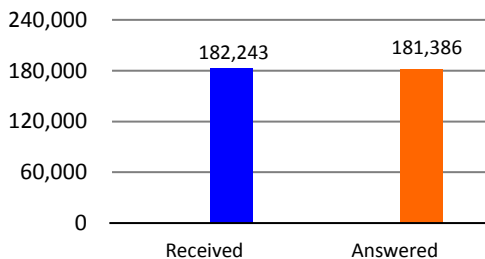
OPS Casework (current month)

Issue Management

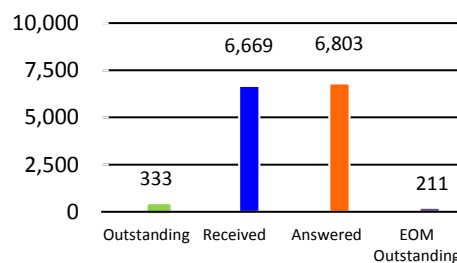


Contact Center Activity (current month)

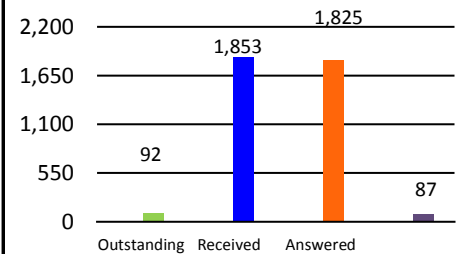
Calls



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, 221,193 ongoing monthly payments were disbursed in May 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.