

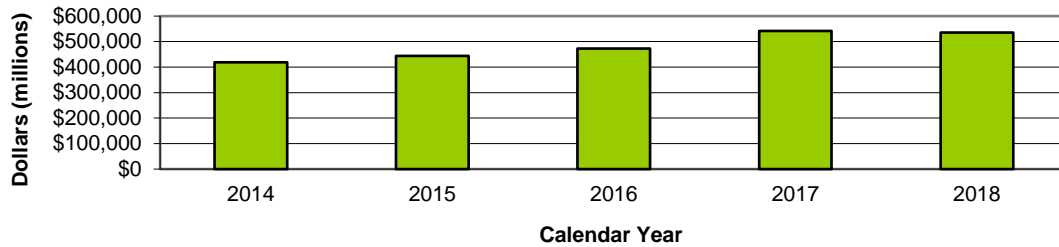
# Thrift Savings Fund Statistics

April 2019

## Highlights

The total number of participants is now over 5.6 million and the FERS and active duty uniformed services participation rates have continued to increase to 90.9% and 61.6%, respectively. The number of participants opting into two-factor authentication, since the mid-April rollout, is now over 133,000. April is traditionally the start of increased volumes of loan requests lasting through the end of the summer; loans have increased by 24% over last month.

## Thrift Savings Fund Statistics



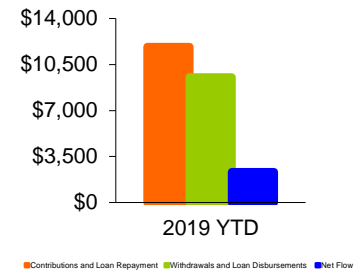
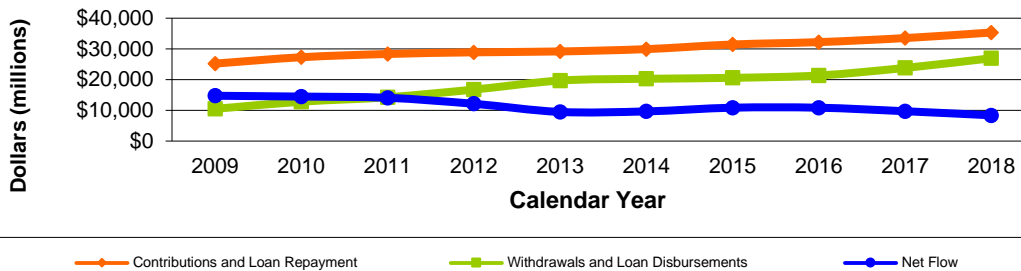
## Plan Balance

## Roth

Apr	\$590,807	\$14,682
Mar	\$577,771	\$14,027
Feb	\$572,853	\$13,622

(in millions)

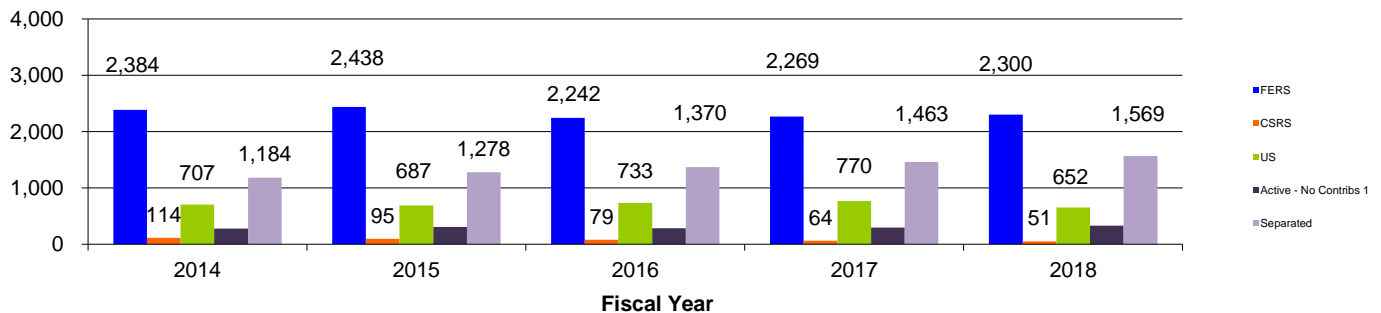
## Cash Flow Attributes

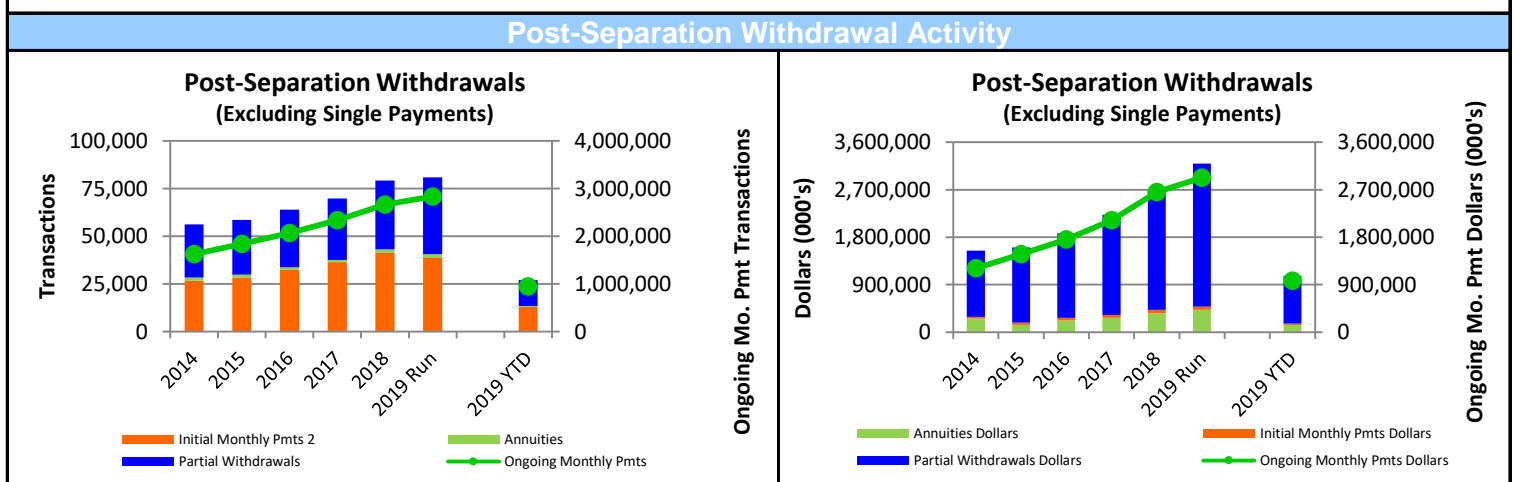
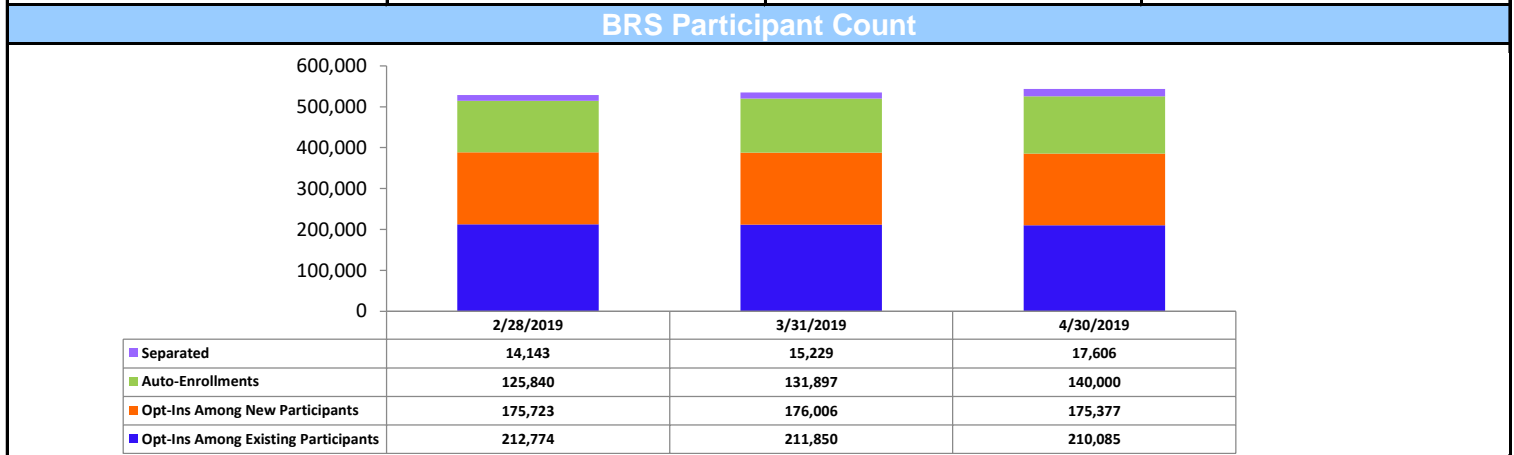
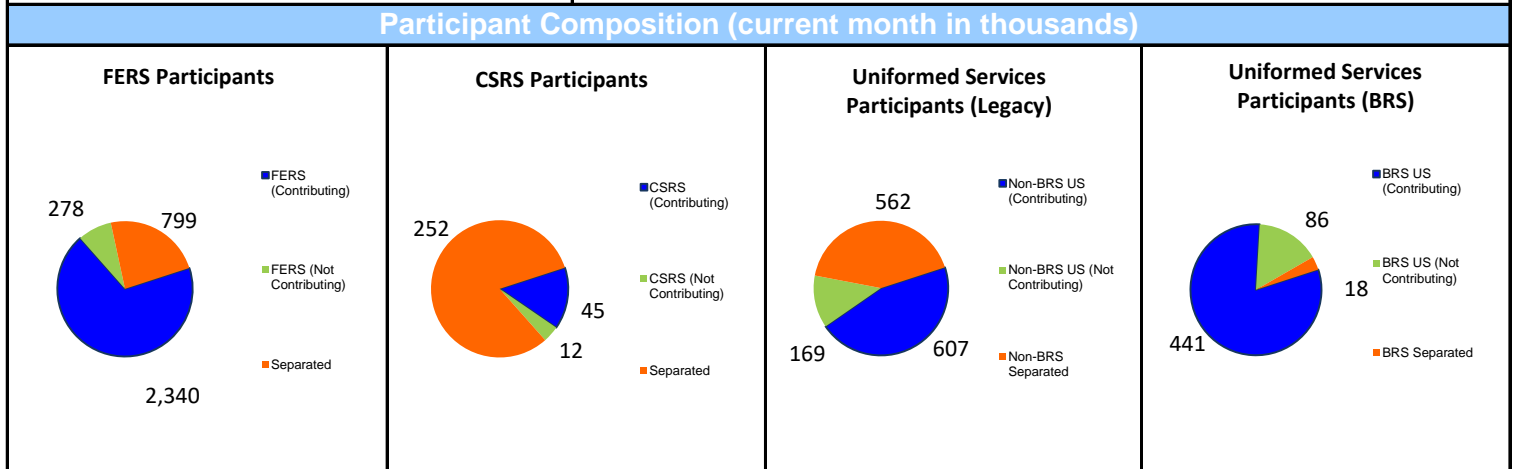
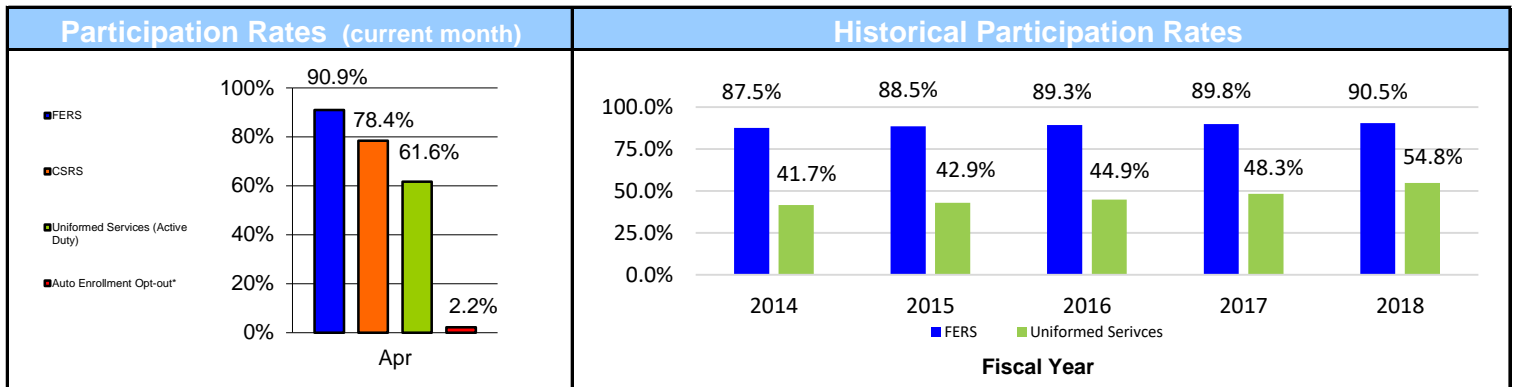


## Participants and Average Balance (current month)

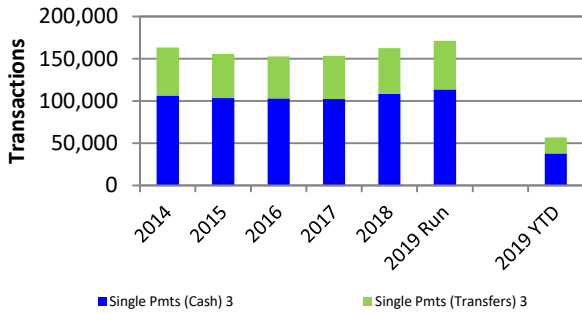
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,417,433	\$145,423	560,625	\$13,941
CSRS	309,151	\$153,391	10,085	\$21,379
Uniformed Services	1,339,631	\$27,327	526,306	\$9,342
BRS Participants	543,068	\$5,937	325,052	\$9,100
Bene Participants	26,074	\$113,468	985	\$5,333
Total	5,635,357	\$104,809	1,423,053	\$10,317

## Historical Participant Counts (in thousands)

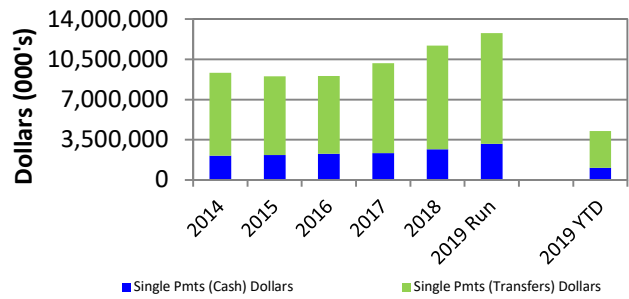




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

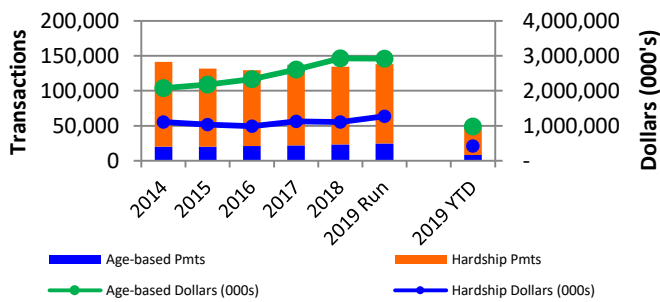


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

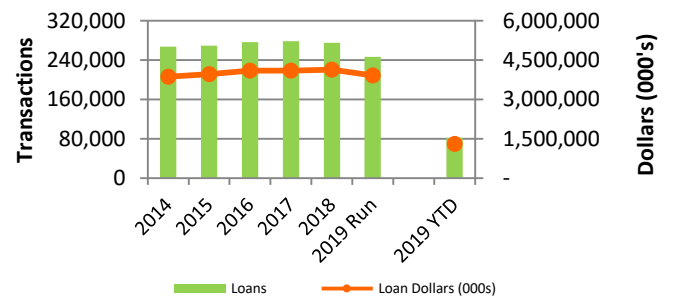


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

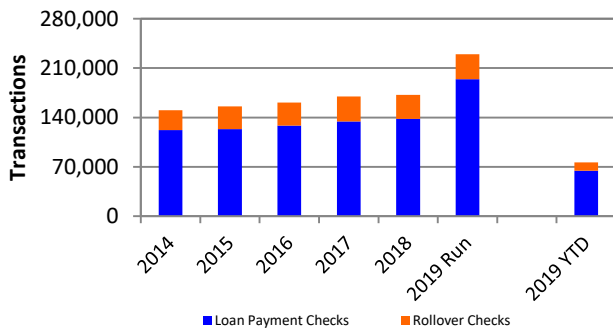


### Loans

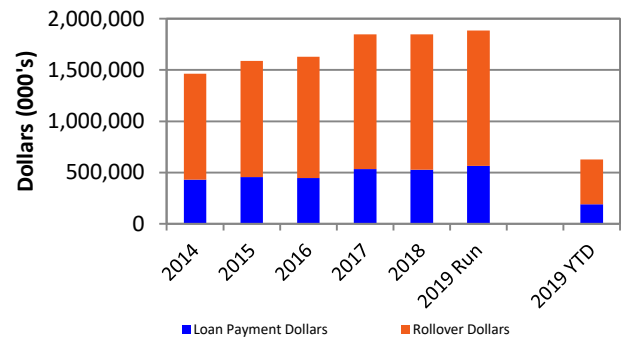


## Other Activity

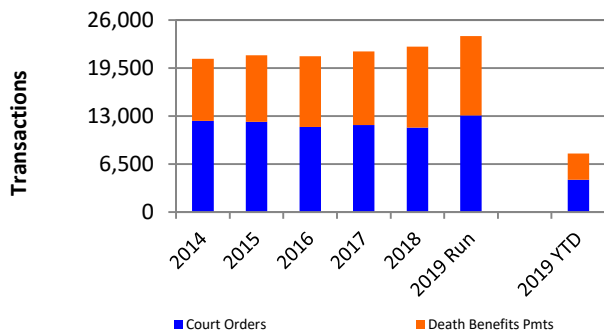
### Participant-Submitted Checks



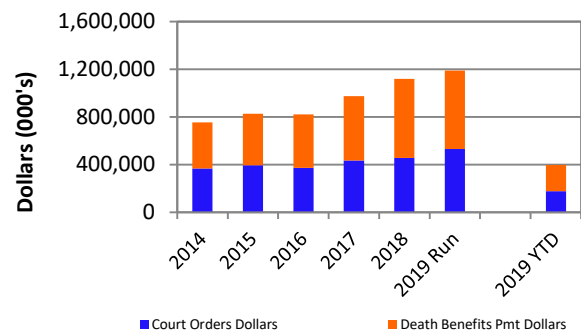
### Participant-Submitted Checks



### Legal Processing

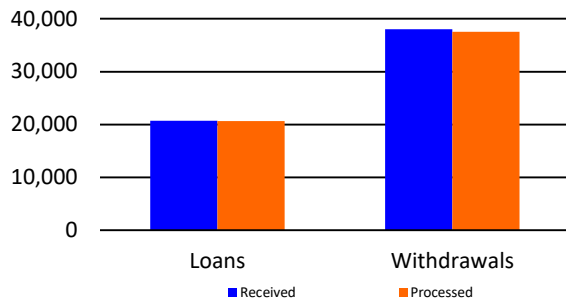


### Legal Processing

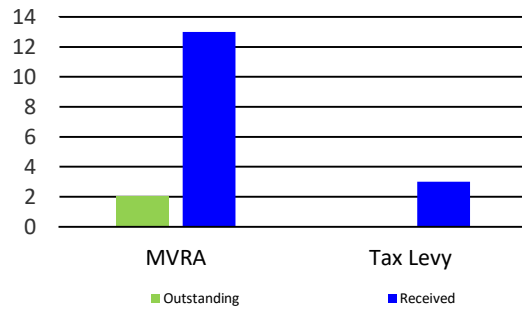


## Forms Processing (current month)

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



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



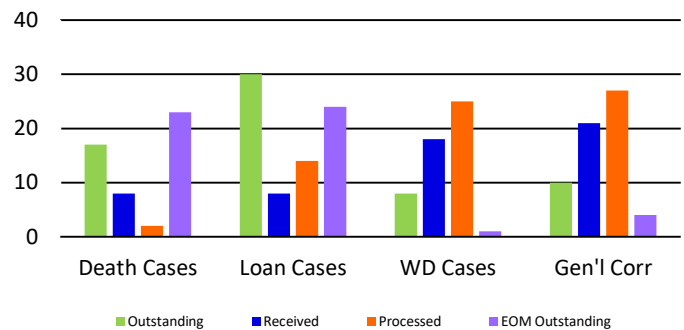
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	89,887	19.54%
2	Other	53,700	11.68%
3	Password reset vocally	42,793	9.30%
4	Loan Program	40,512	8.81%
5	In-Service Withdrawal Program	31,750	6.90%

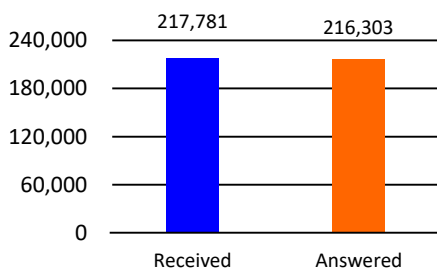
## OPS Casework (current month)

**Issue Management**

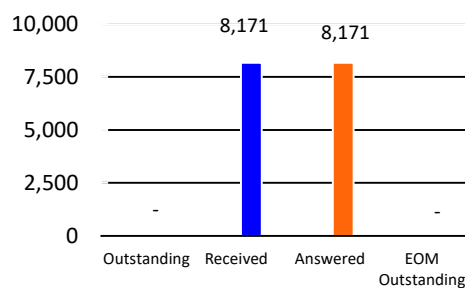


## Contact Center Activity (current month)

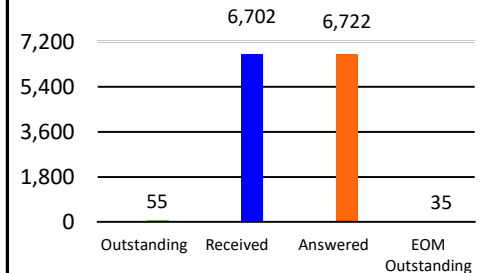
**Calls**



**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, 239,325 ongoing monthly payments were disbursed in April 2019.

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.