

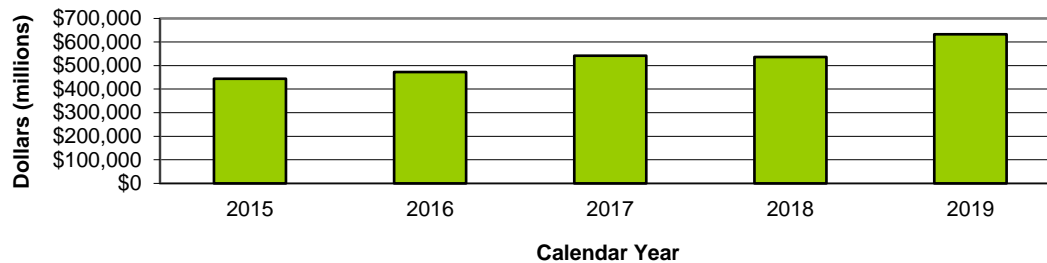
Thrift Savings Fund Statistics

March 2020

Highlights

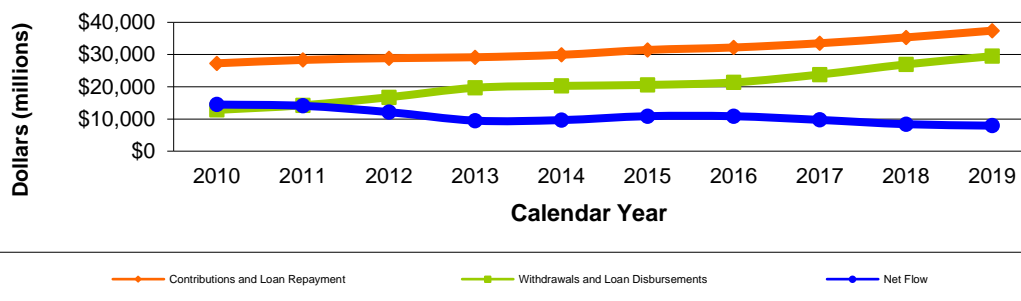
Participation rates continued the rising trend setting new plan highs with the FERS participation rate of 92.9% and the Uniformed Services active duty participation rate with 70.4% respectively. In response to the COVID-19 virus social distancing imperative, FRTIB provided guidance and IT support to the TSP contractor sites enabling over 600 contractor employees to work from alternative sites as well as maintaining volunteer skeleton crews on-site utilizing social distancing strategies. As a result of these efforts, there have been no service interruptions, impacts to SLAs, or disruptions to transaction processing.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Mar	\$557,265	\$16,524
Feb	\$601,448	\$17,955
Jan	\$631,358	\$18,613
(in millions)		

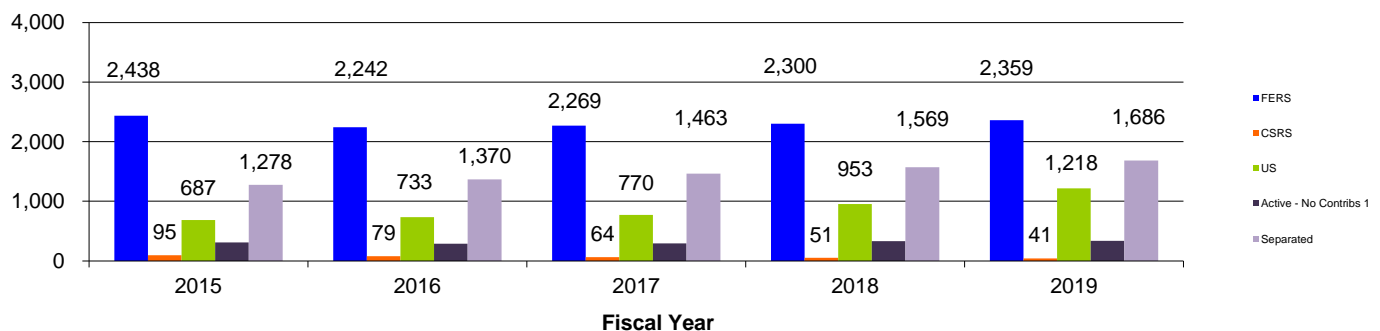
Cash Flow Attributes

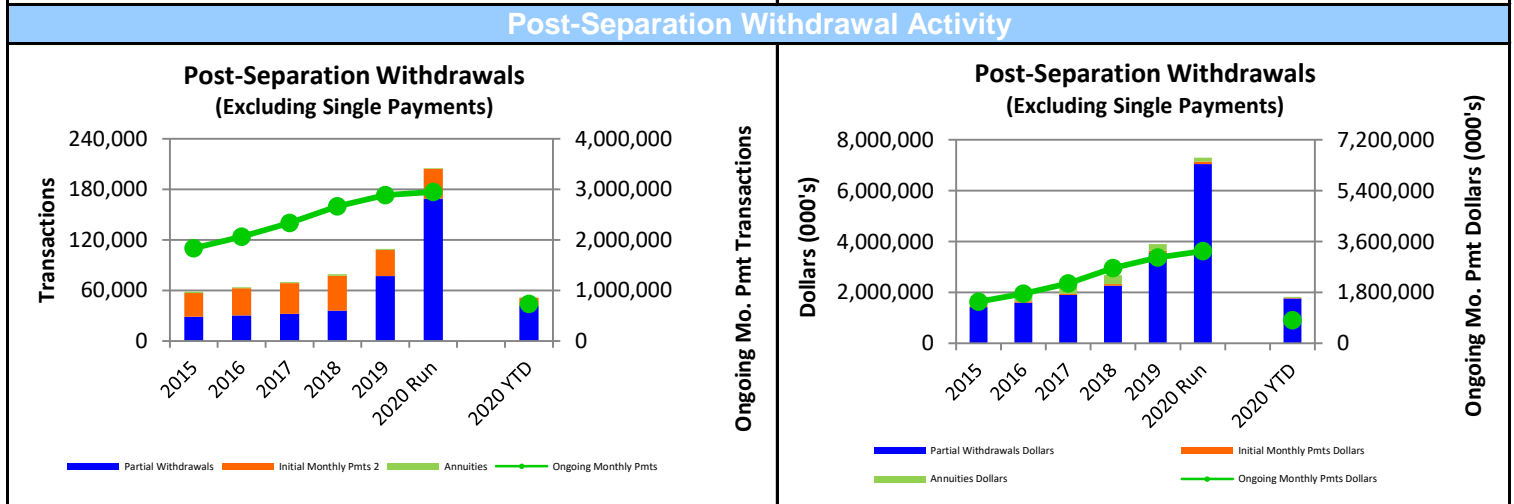
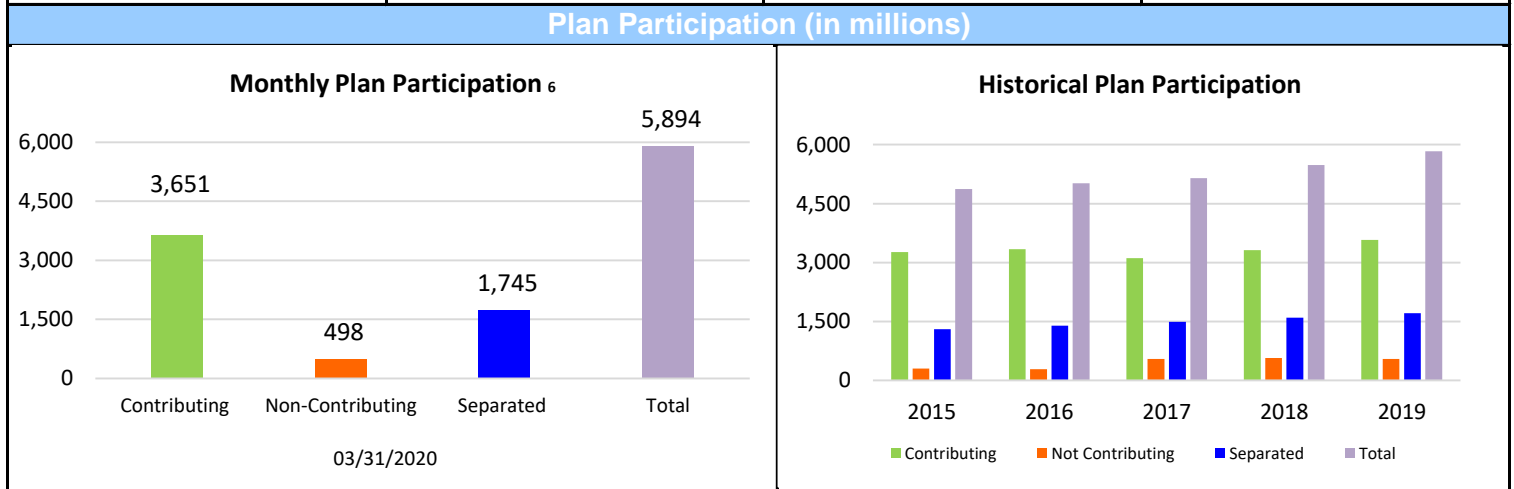
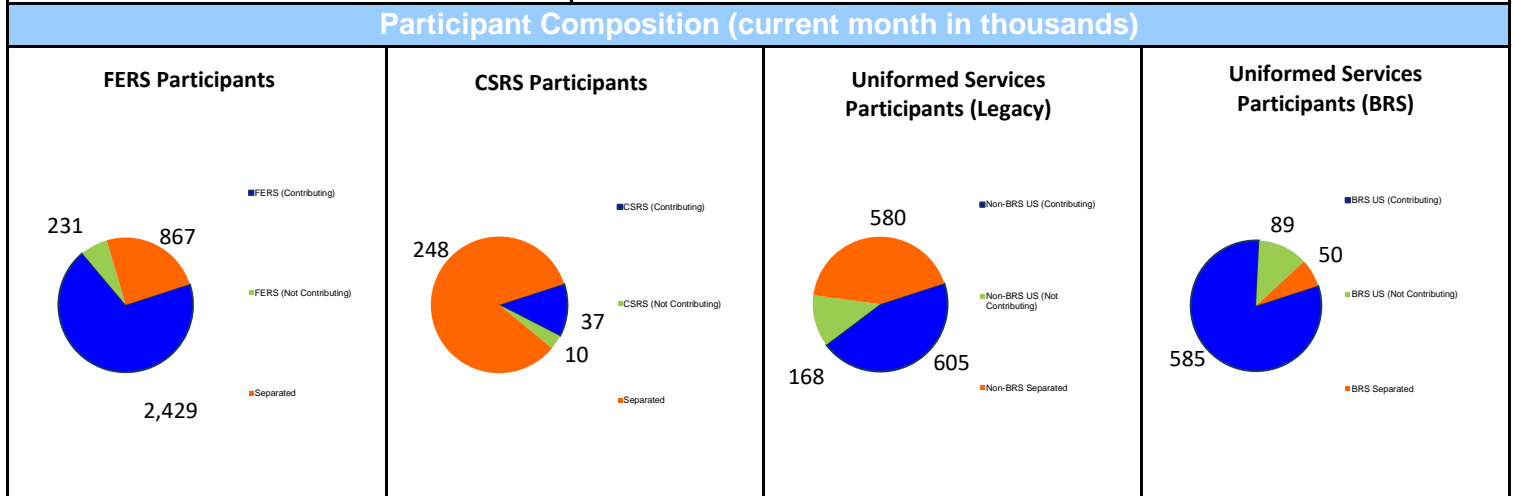
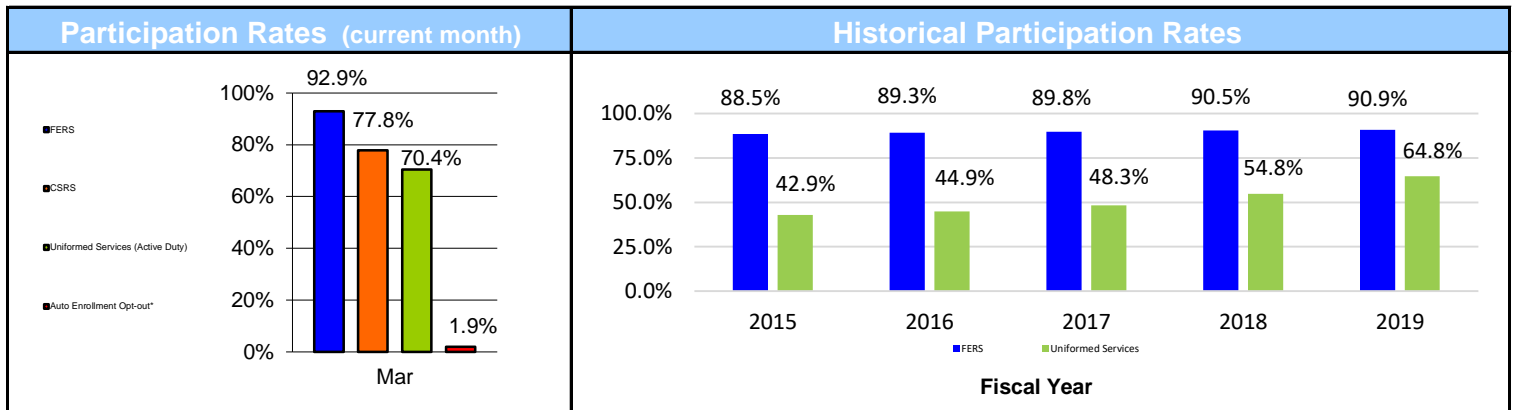


Participants and Average Balance (current month)

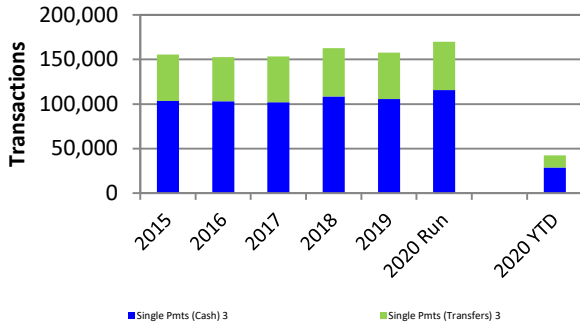
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,527,462	\$133,183	647,129	\$13,386
CSRS	295,277	\$145,028	10,188	\$20,707
Uniformed Services	1,354,019	\$25,439	569,016	\$9,546
BRS Participants	724,264	\$5,878	418,648	\$5,301
Bene Participants	28,646	\$112,535	1,302	\$9,612
Total	5,929,668	\$93,979	1,646,283	\$10,037

Historical Participant Counts (in thousands)

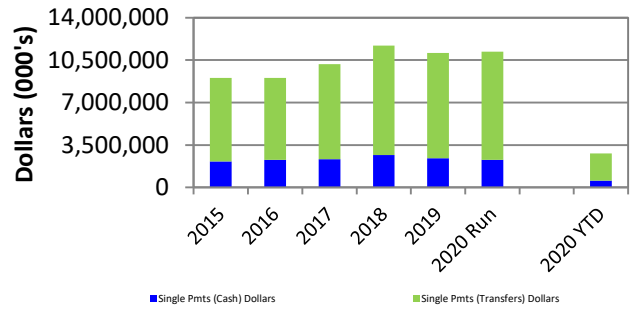




Post-Separation Withdrawals Single Payments (Cash & Transfers)

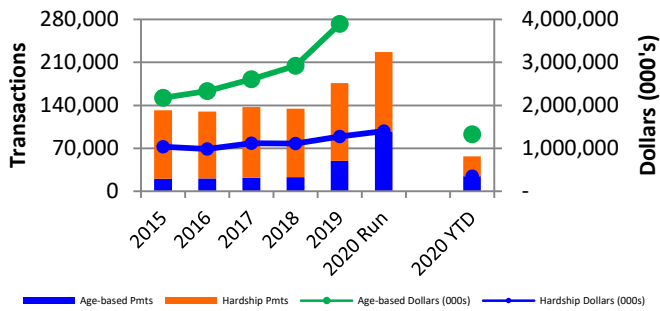


Post-Separation Withdrawals Single Payments (Cash & Transfers)

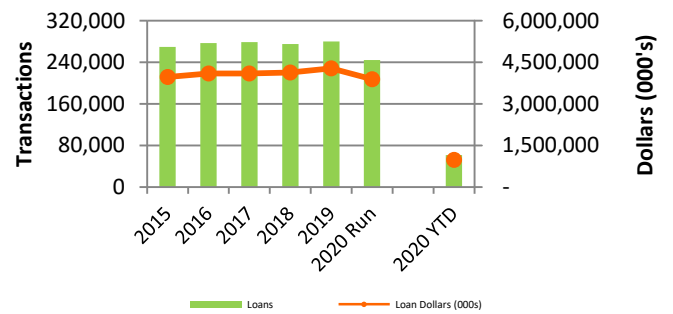


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

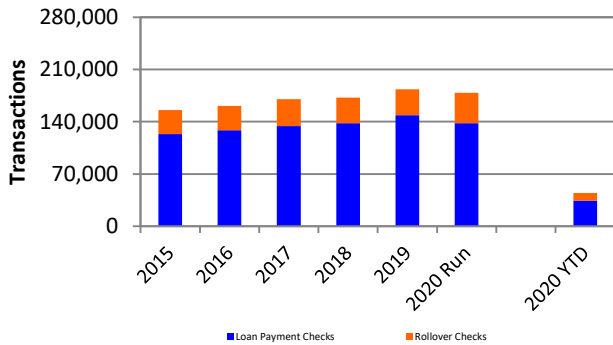


Loans

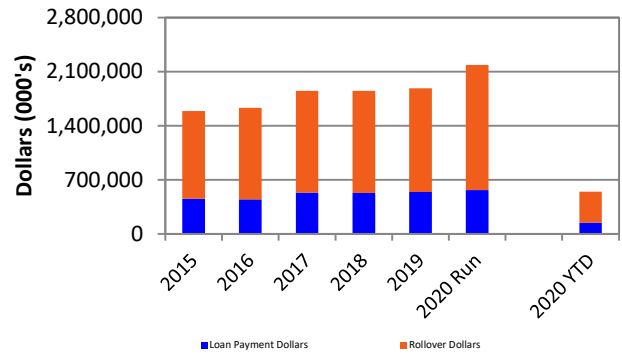


Other Activity

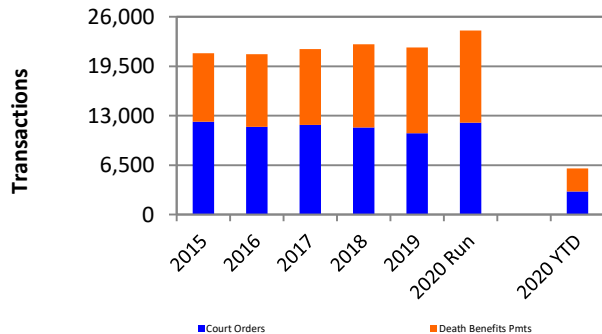
Participant-Submitted Checks



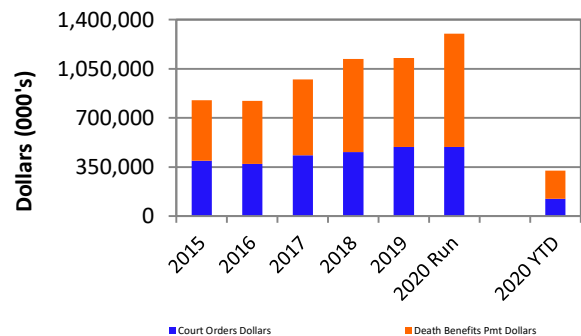
Participant-Submitted Checks



Legal Processing

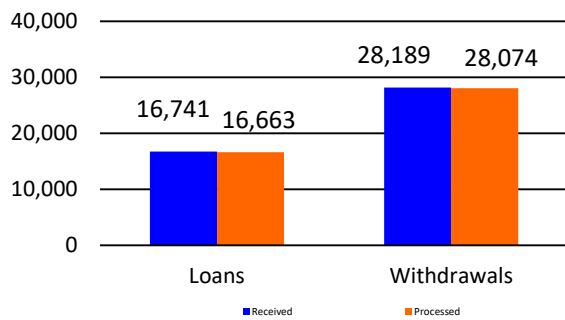


Legal Processing

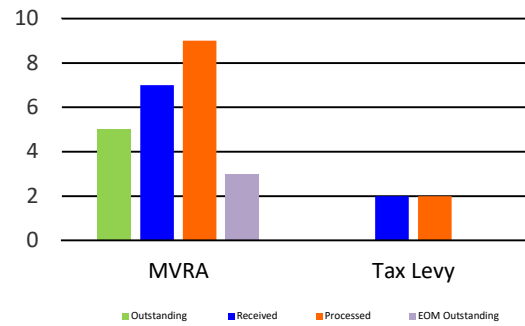


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



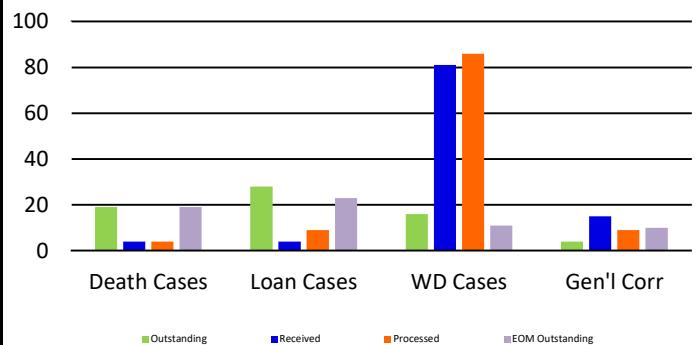
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	30,735	15.37%
2	Password reset vocally	26,407	13.21%
3	Interfund Transfer	18,928	9.47%
4	In-Service Withdrawal Program	13,444	6.72%
5	EDR, Contributions, Neg. Adjustments, Acct.	12,587	6.29%

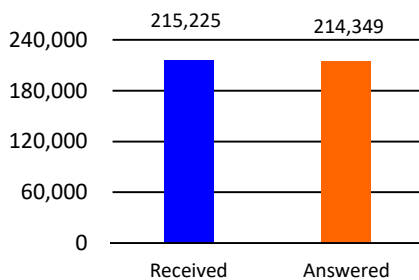
OPS Casework (current month)

Issue Management

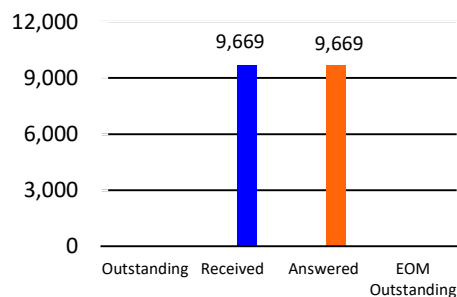


Contact Center Activity (current month)

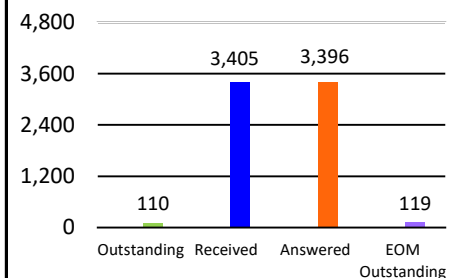
Calls



E-Messages *



Written Correspondence *



- 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.
 - In addition to the initial monthly payments, 246,558 ongoing monthly payments were disbursed in March, 2020.
 - 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.
 - Forms Processed includes accepted and rejected forms.
 - 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.
- This number does not include the FERS Agency Contributions only.