

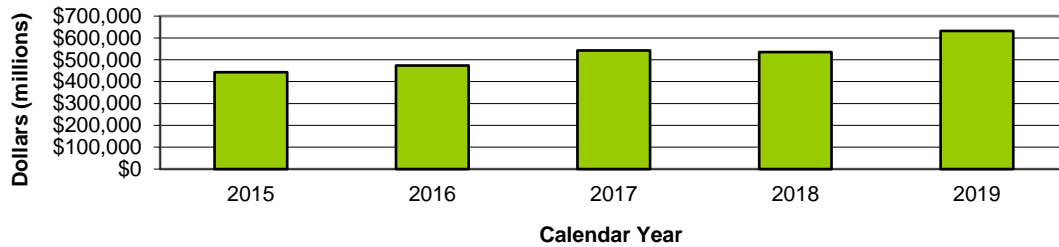
# Thrift Savings Fund Statistics

January 2020

## Highlights

In January, both the FERS participation rate and the uniformed services participation rate made small increases to 92.4% and 69.5%, respectively. Our withdrawal numbers continue to fluctuate, partial withdrawals increased 64% from last month and hardship withdrawals experienced a 17% increase, while new Loan requests remained level. Roll-ins reached record highs for the second straight month, we processed over 4,000 requests totaling 160.5 million.

## Thrift Savings Fund Statistics



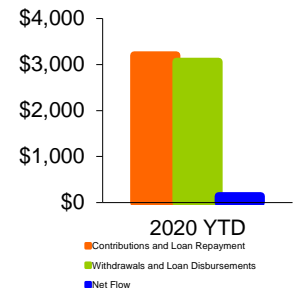
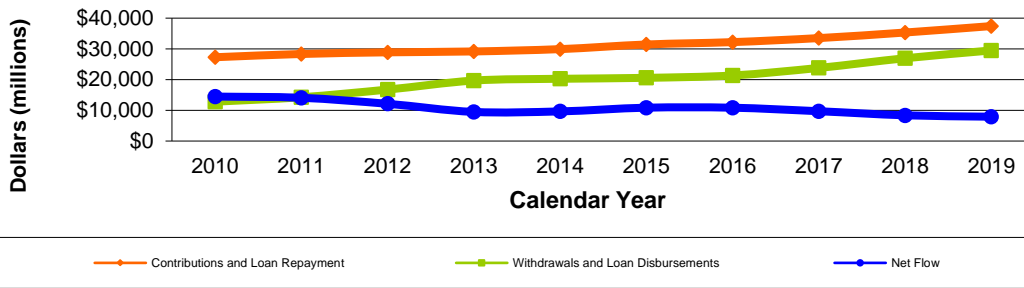
## Plan Balance

## Roth

Jan	\$631,358	\$18,613
Dec	\$632,620	\$18,372
Nov	\$621,341	\$17,717

(in millions)

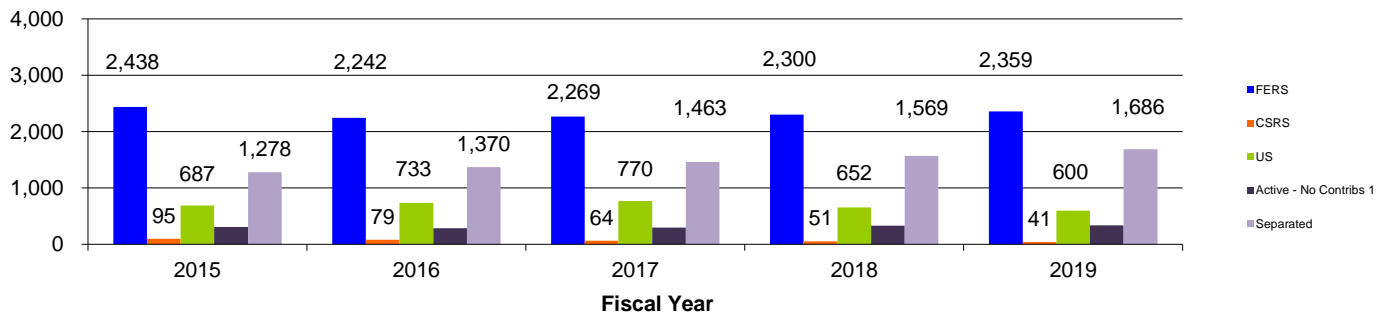
## Cash Flow Attributes

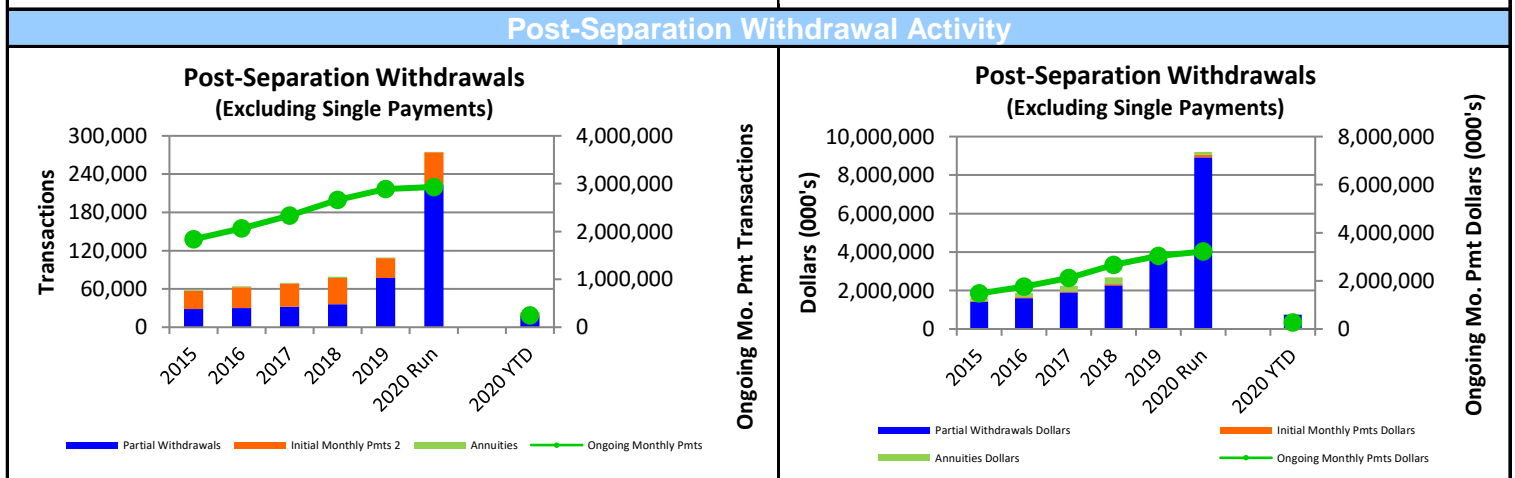
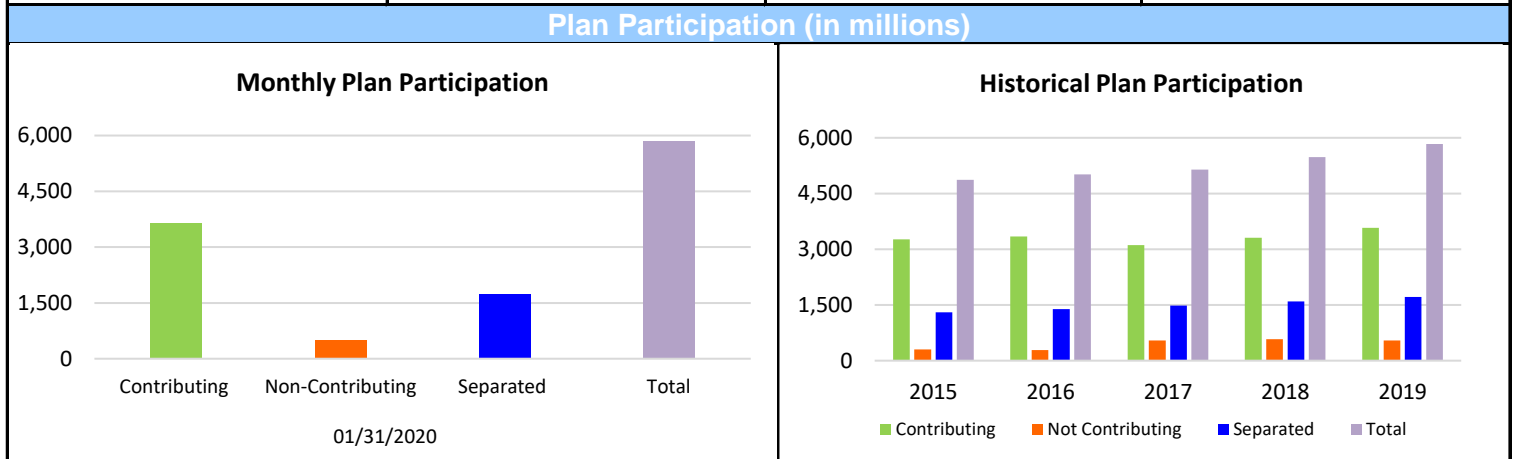
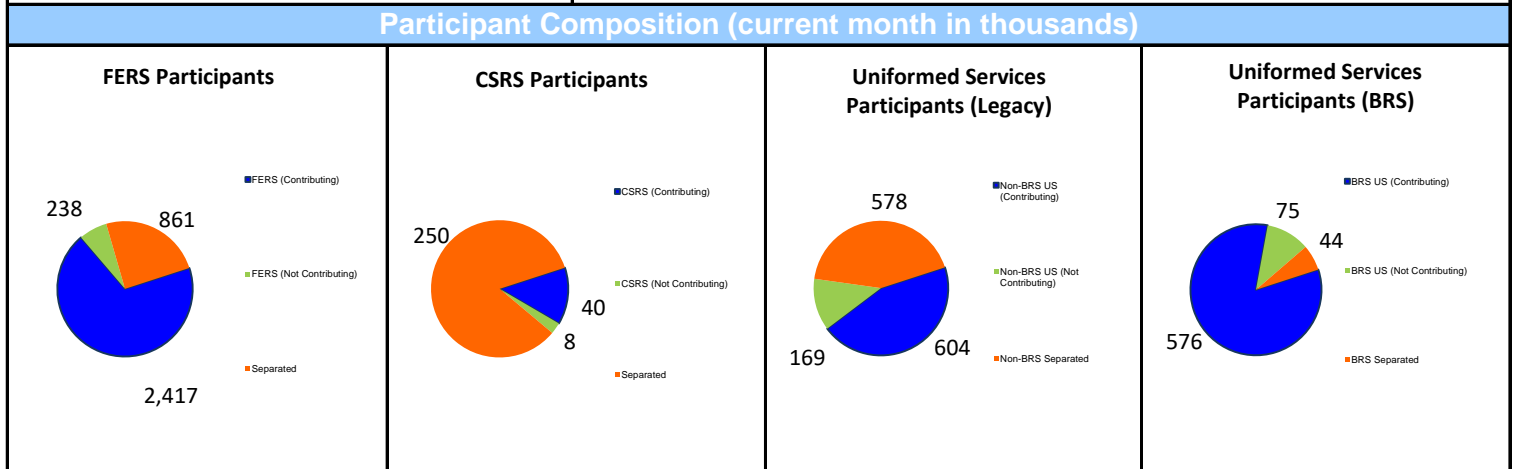
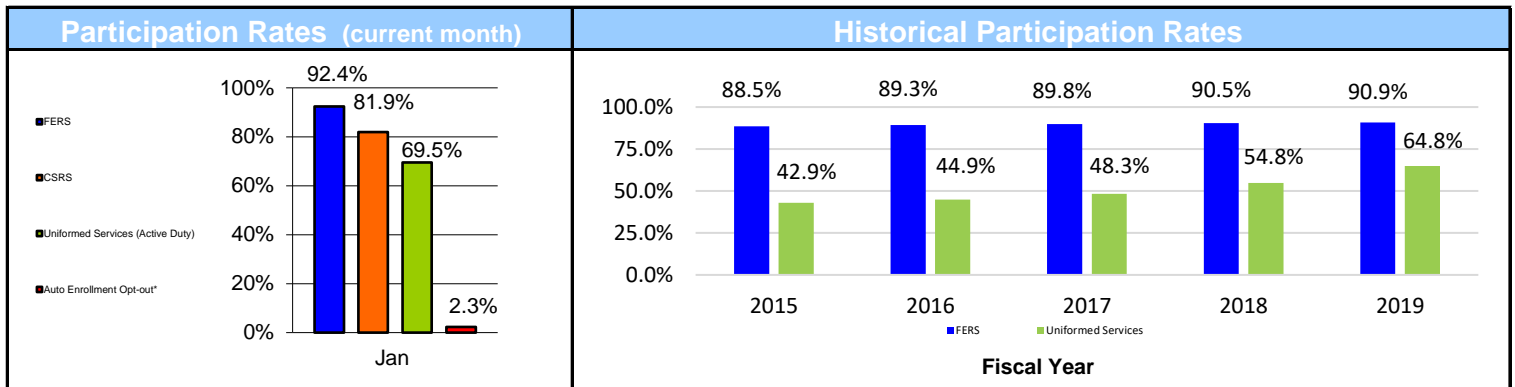


## Participants and Average Balance (current month)

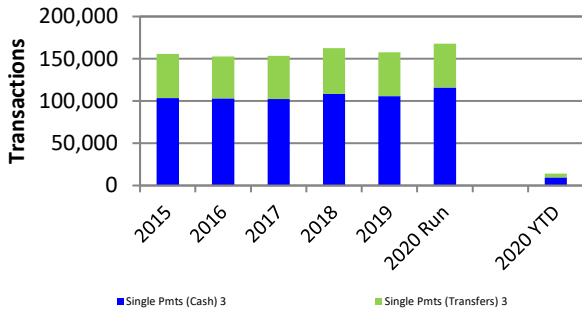
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,515,975	\$151,306	629,756	\$15,523
CSRS	298,072	\$160,970	10,165	\$23,301
Uniformed Services	1,352,563	\$29,394	560,448	\$10,889
BRS Participants	694,424	\$6,850	400,162	\$8,241
Bene Participants	28,138	\$117,655	1,237	\$10,359
Total	5,889,172	\$107,721	1,601,768	\$11,620

## Historical Participant Counts (in thousands)

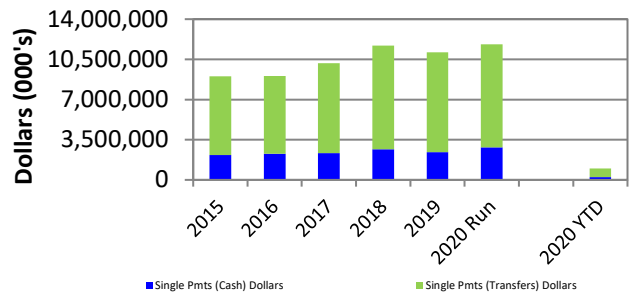




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

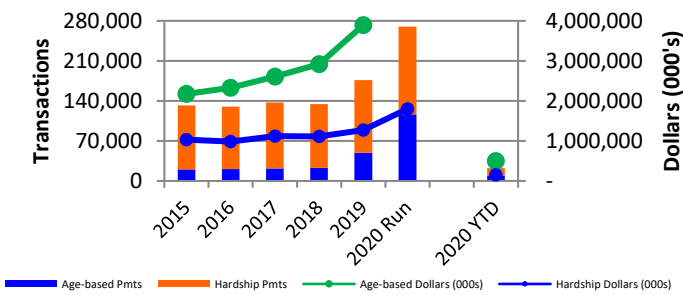


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

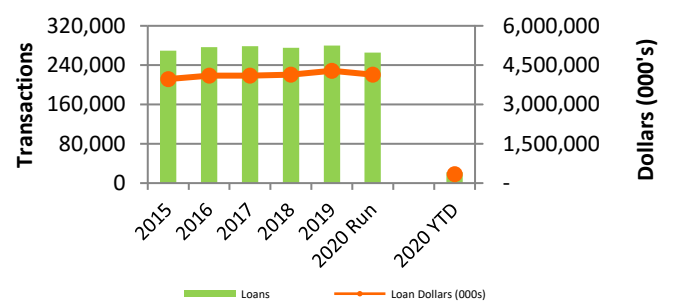


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

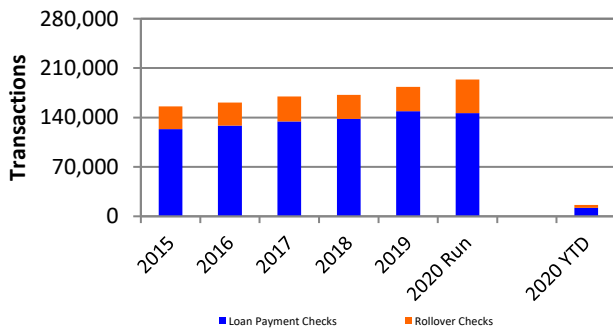


### Loans

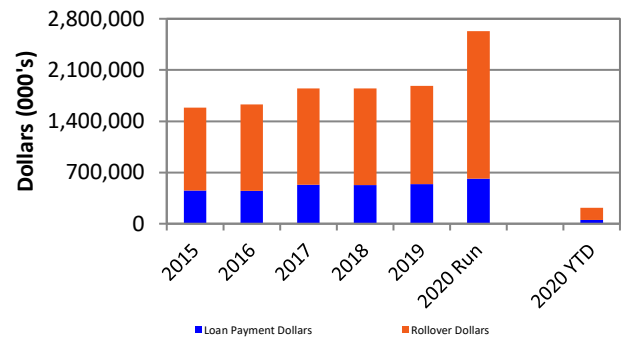


## Other Activity

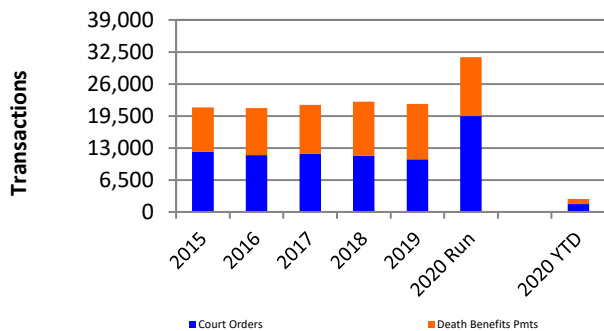
### Participant-Submitted Checks



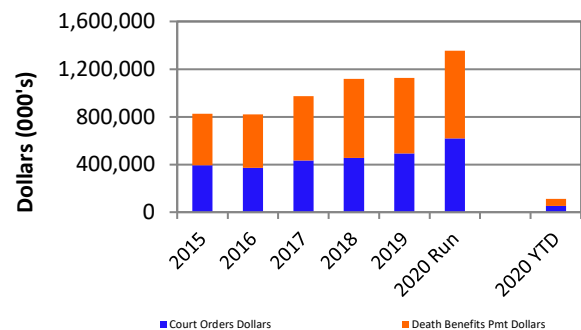
### Participant-Submitted Checks



### Legal Processing

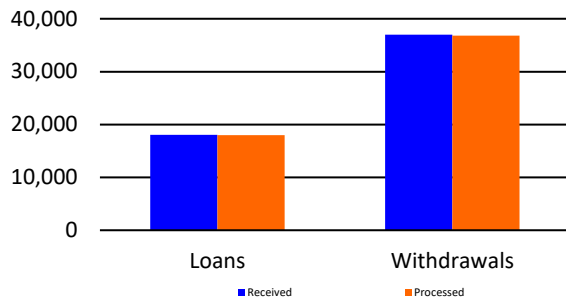


### Legal Processing

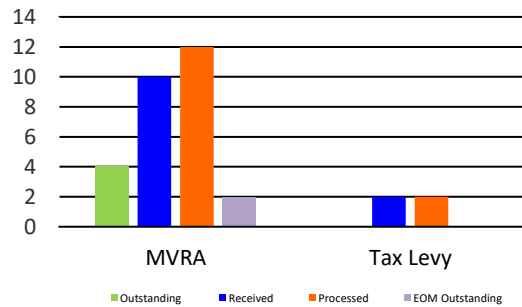


## Forms Processing (current month)

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



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



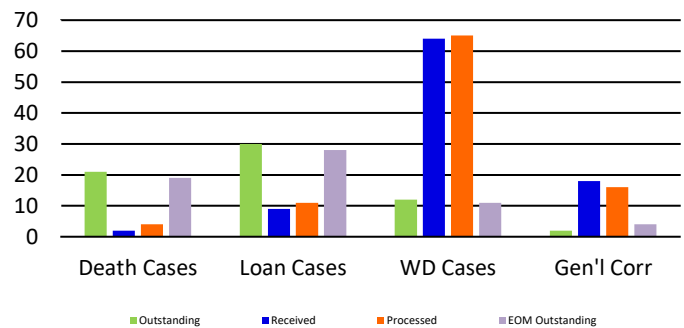
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	39,696	16.85%
2	Password reset vocally	25,550	10.85%
3	Other	20,370	8.65%
4	In-Service Withdrawal Program	15,191	6.45%
5	EDR, Contributions, Neg. Adjustments, Acct.	14,825	6.29%

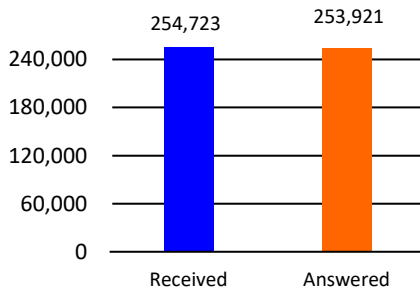
## OPS Casework (current month)

**Issue Management**

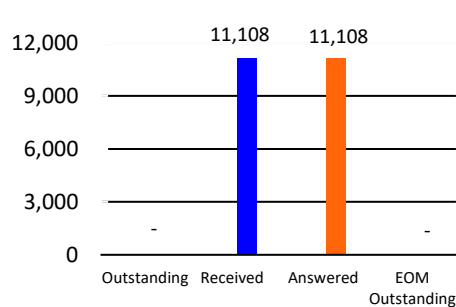


## Contact Center Activity (current month)

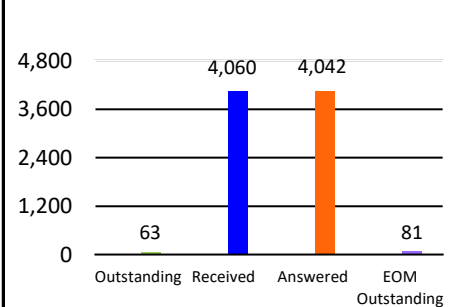
**Calls**



**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, 244,296 ongoing monthly payments were disbursed in January, 2020.

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.