

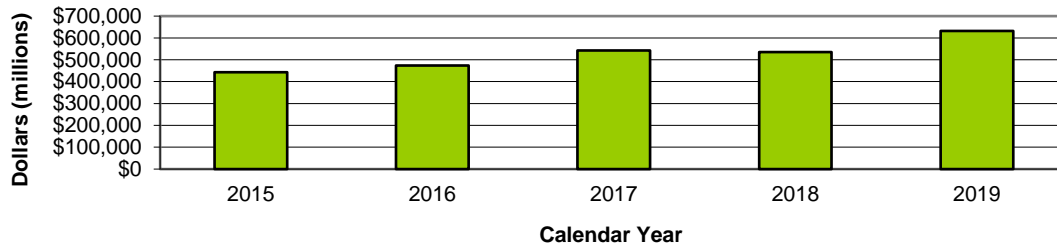
Thrift Savings Fund Statistics

December 2019

Highlights

December topped a historic year for roll-ins, we completed over 3,100 transactions making an annual total of nearly 35,000; the cash in-flow of \$143 million with the year-end tally of \$1.34 billion marked historic highs. In 2019, the contact center program met service level goals every month even with elevated talk time due to large scale projects such as AWP and the mandatory 2FA. Participants are adapting well to two factor authentication, with over 2.9 million participants or greater than 50% participants with account balances having authenticated information on file.

Thrift Savings Fund Statistics



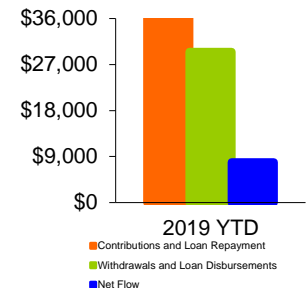
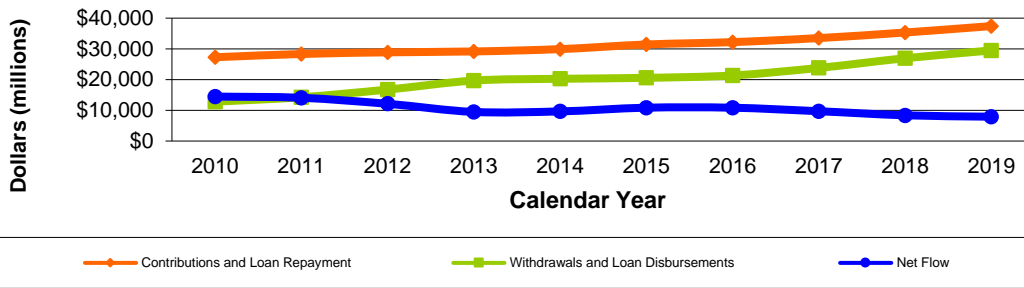
Plan Balance

Roth

Dec	\$632,620	\$18,372
Nov	\$621,341	\$17,717
Oct	\$609,214	\$17,011

(in millions)

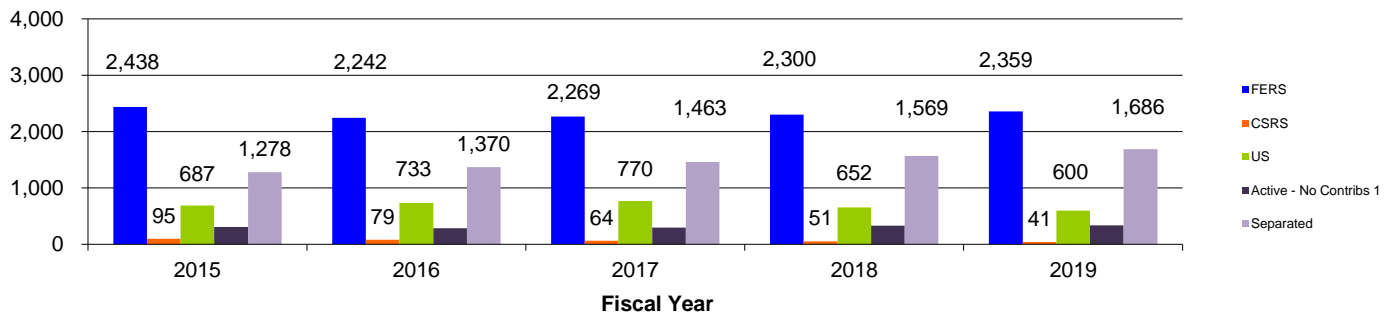
Cash Flow Attributes

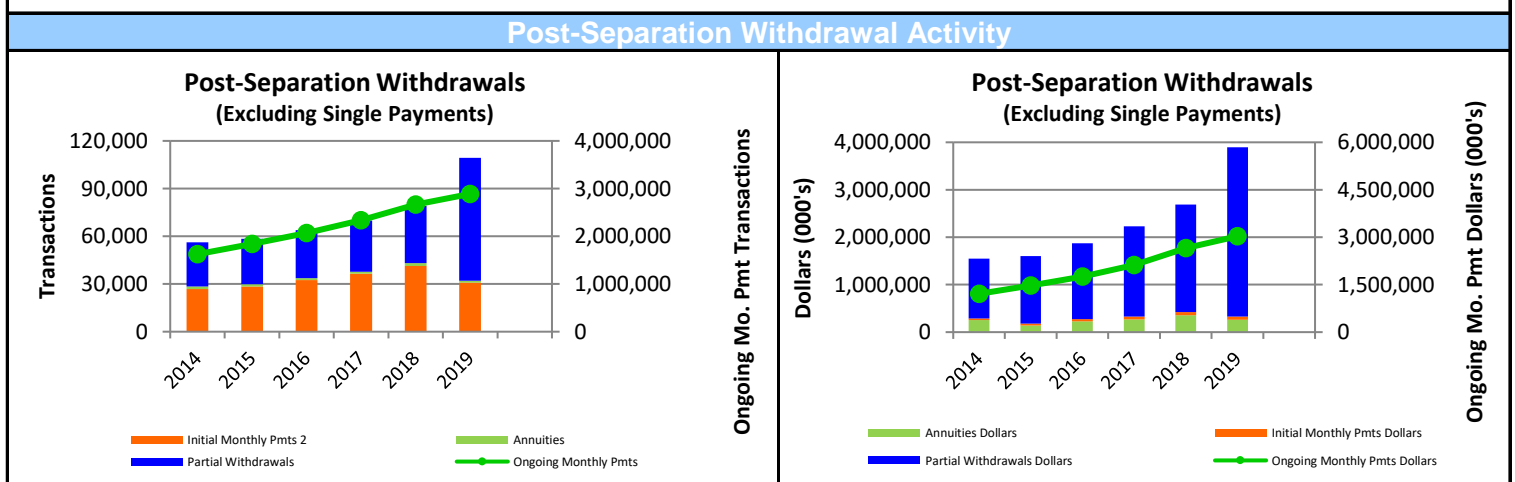
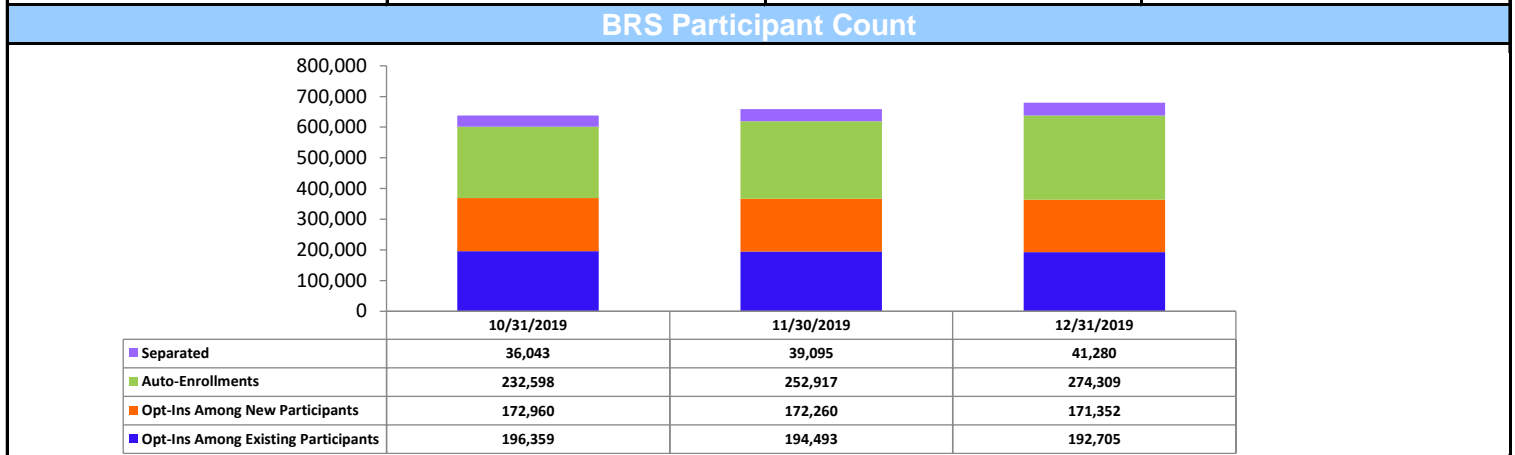
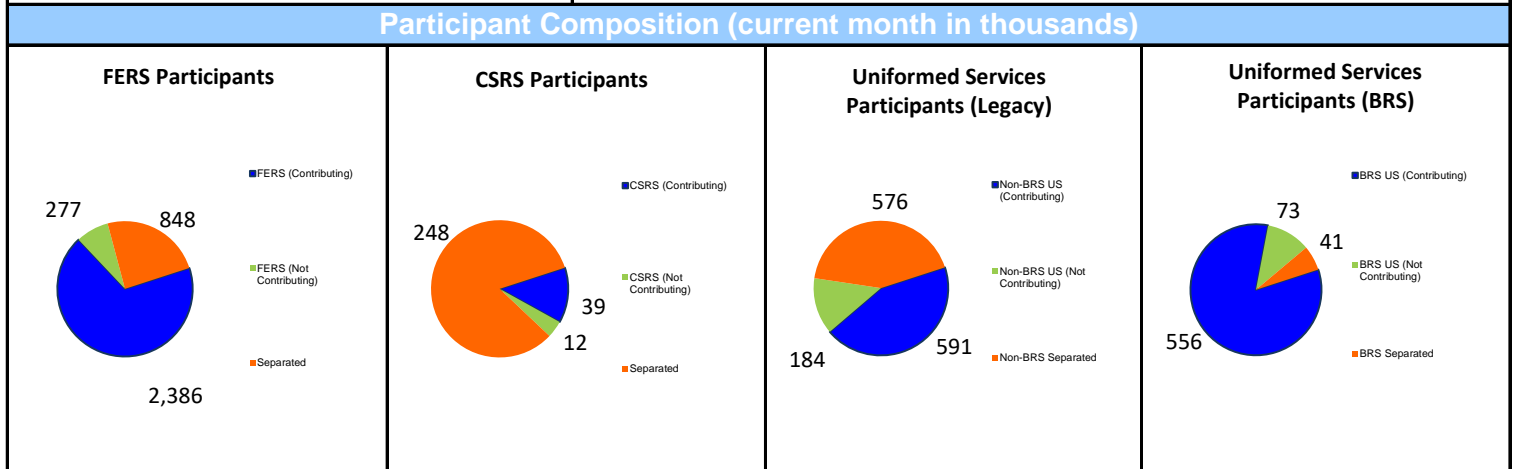
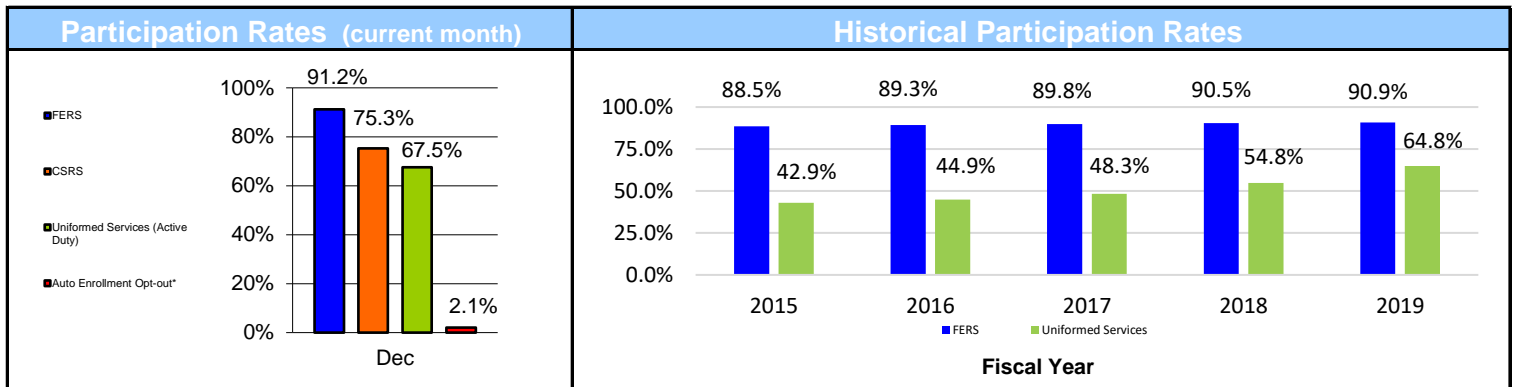


Participants and Average Balance (current month)

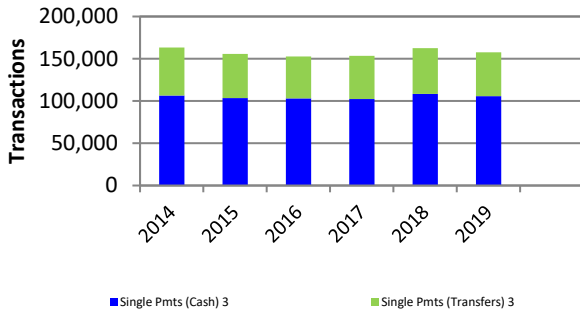
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,511,213	\$151,731	619,116	\$15,586
CSRS	299,374	\$161,101	10,108	\$23,381
Uniformed Services	1,351,641	\$29,462	557,453	\$10,845
BRS Participants	679,646	\$6,832	393,043	\$6,209
Bene Participants	27,931	\$117,714	1,207	\$10,418
Total	5,869,805	\$107,775	1,580,927	\$11,621

Historical Participant Counts (in thousands)

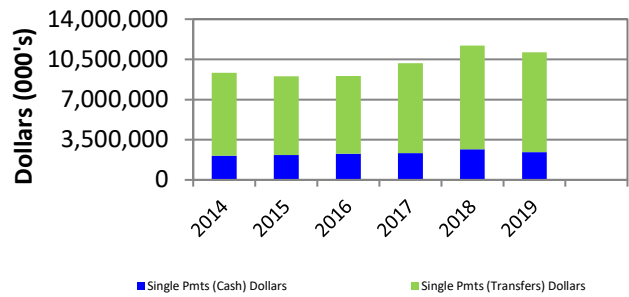




Post-Separation Withdrawals Single Payments (Cash & Transfers)

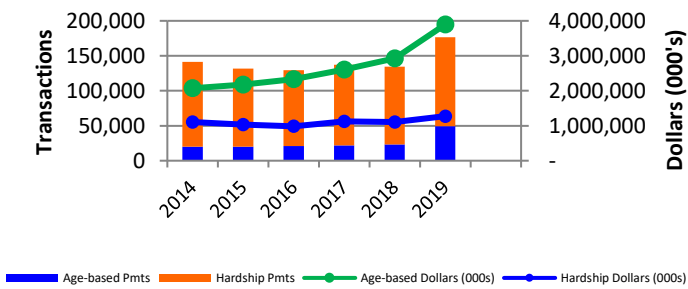


Post-Separation Withdrawals Single Payments (Cash & Transfers)

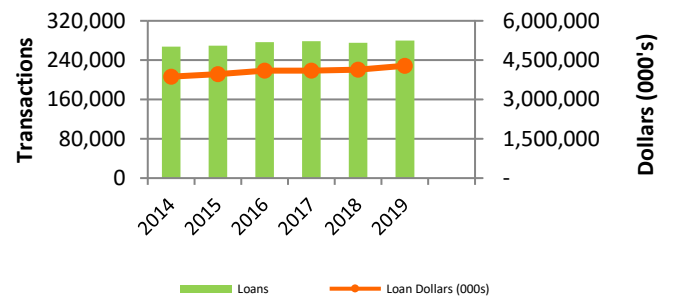


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

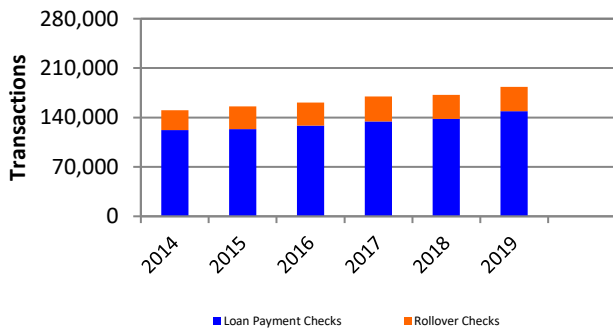


Loans

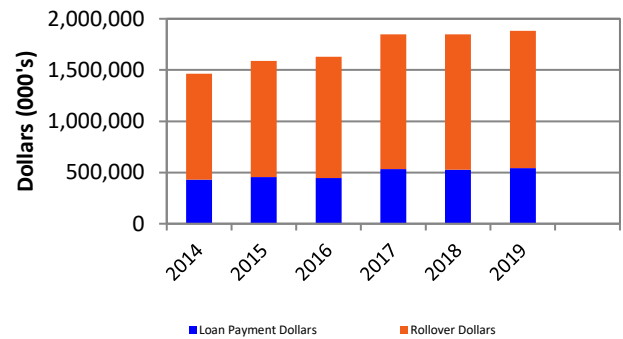


Other Activity

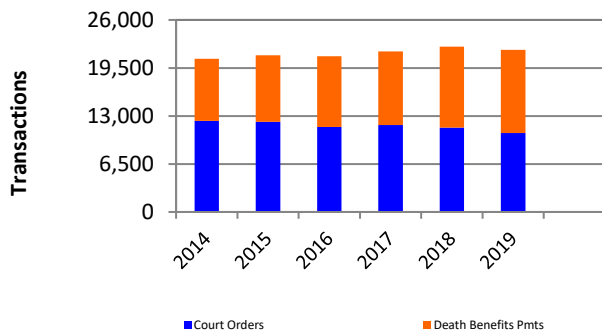
Participant-Submitted Checks



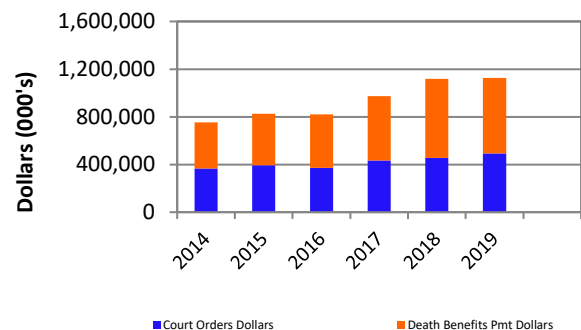
Participant-Submitted Checks



Legal Processing

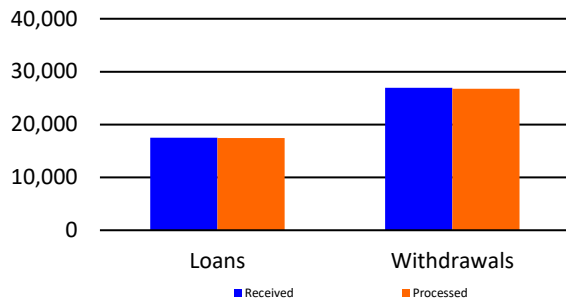


Legal Processing

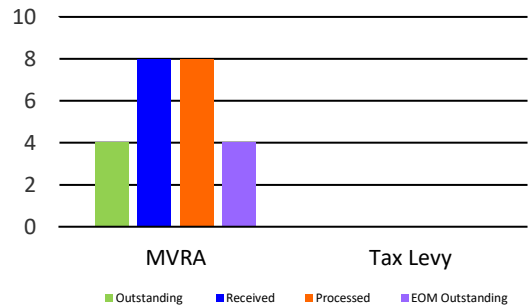


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



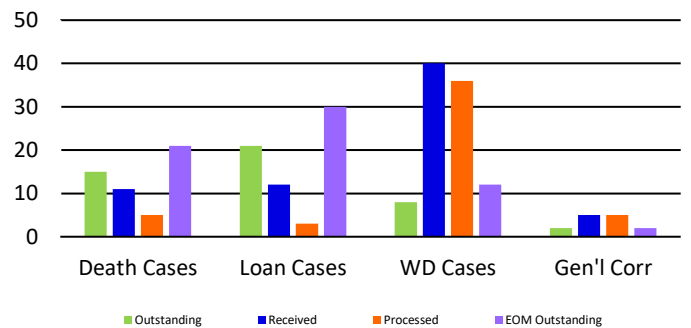
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	27,389	15.61%
2	Password reset vocally	20,830	11.87%
3	Other	18,213	10.38%
4	In-Service Withdrawal Program	11,321	6.45%
5	Loan Program	11,011	6.28%

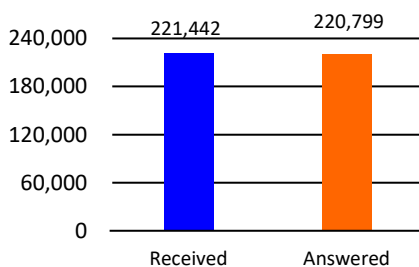
OPS Casework (current month)

Issue Management

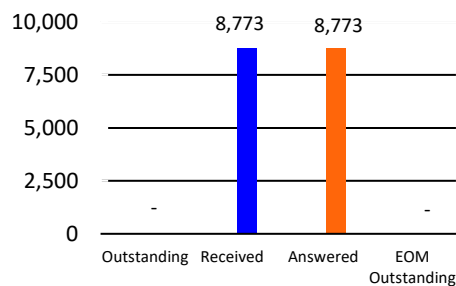


Contact Center Activity (current month)

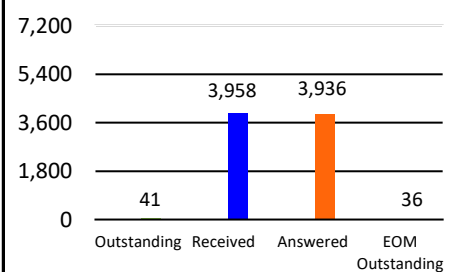
Calls



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, 244,237 ongoing monthly payments were disbursed in December 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.