

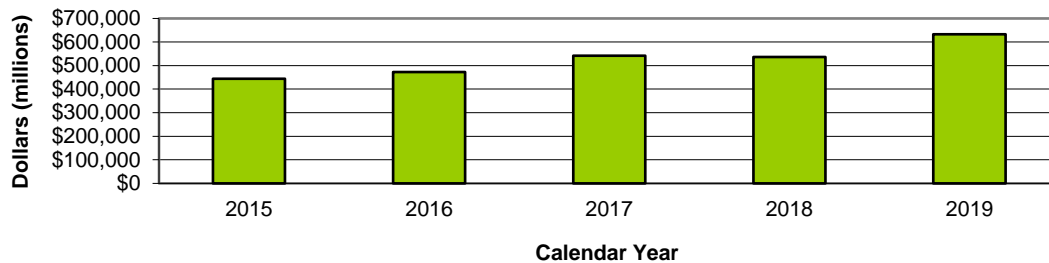
# Thrift Savings Fund Statistics

May 2020

## Highlights

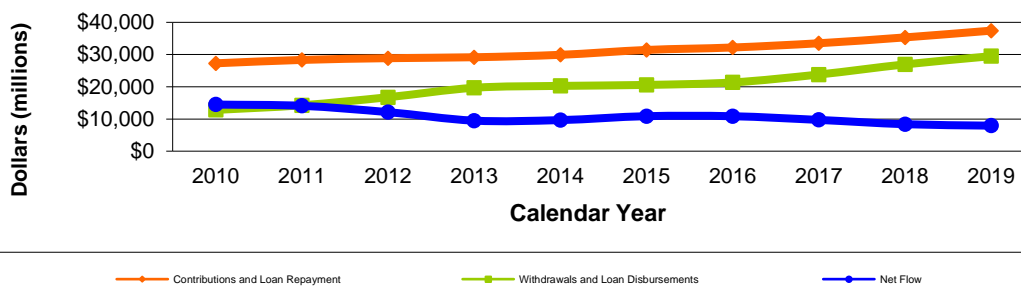
Single Payment and Partial withdrawal volumes increased slightly in May, although overall withdrawal volumes have held steady and remained low. Loan issuances increased 22% this month, however, the annual run rate is 23% lower as compared to May 2019. General correspondence case volumes have increased over the past 2 months but withdrawal cases have leveled out since a large spike after the implementation of the additional withdrawals project.

## Thrift Savings Fund Statistics



|               | Plan Balance | Roth     |
|---------------|--------------|----------|
| May           | \$611,959    | \$19,316 |
| Apr           | \$593,669    | \$18,229 |
| Mar           | \$557,265    | \$16,524 |
| (in millions) |              |          |

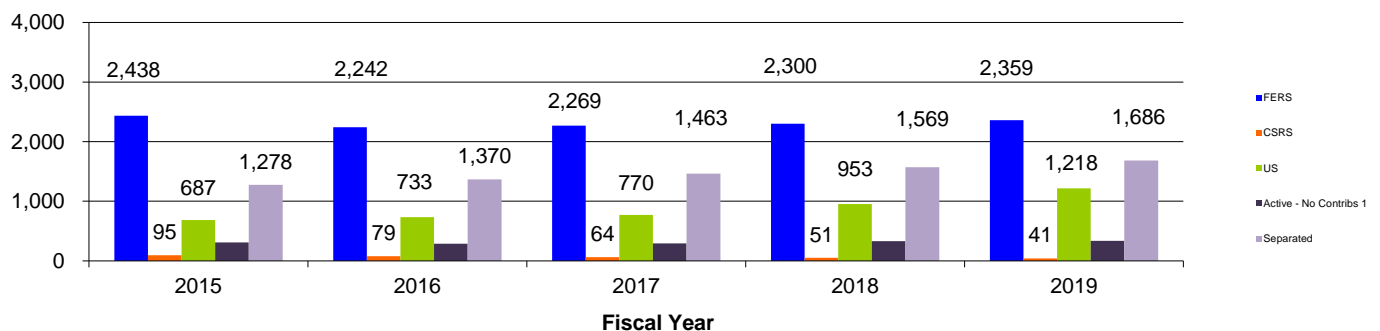
## Cash Flow Attributes

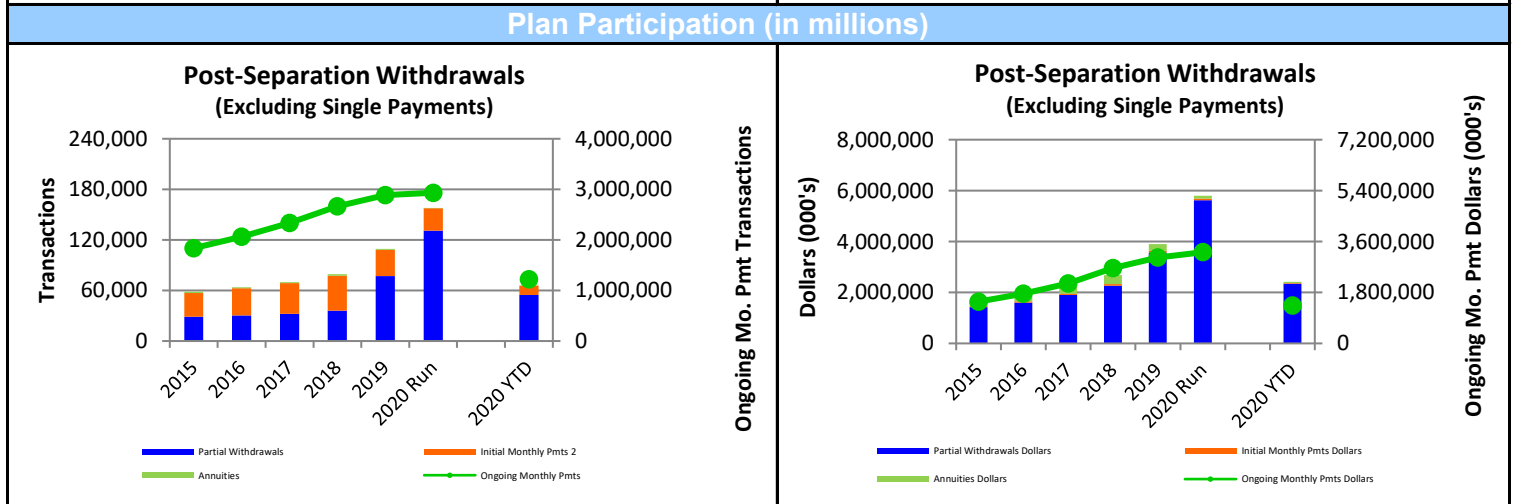
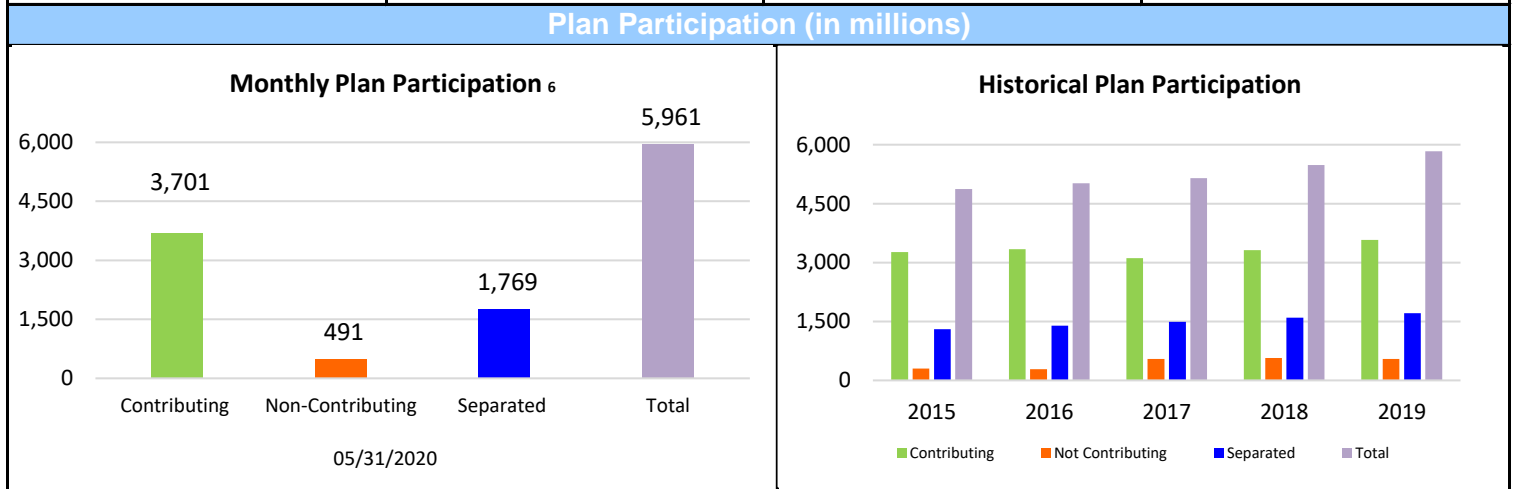
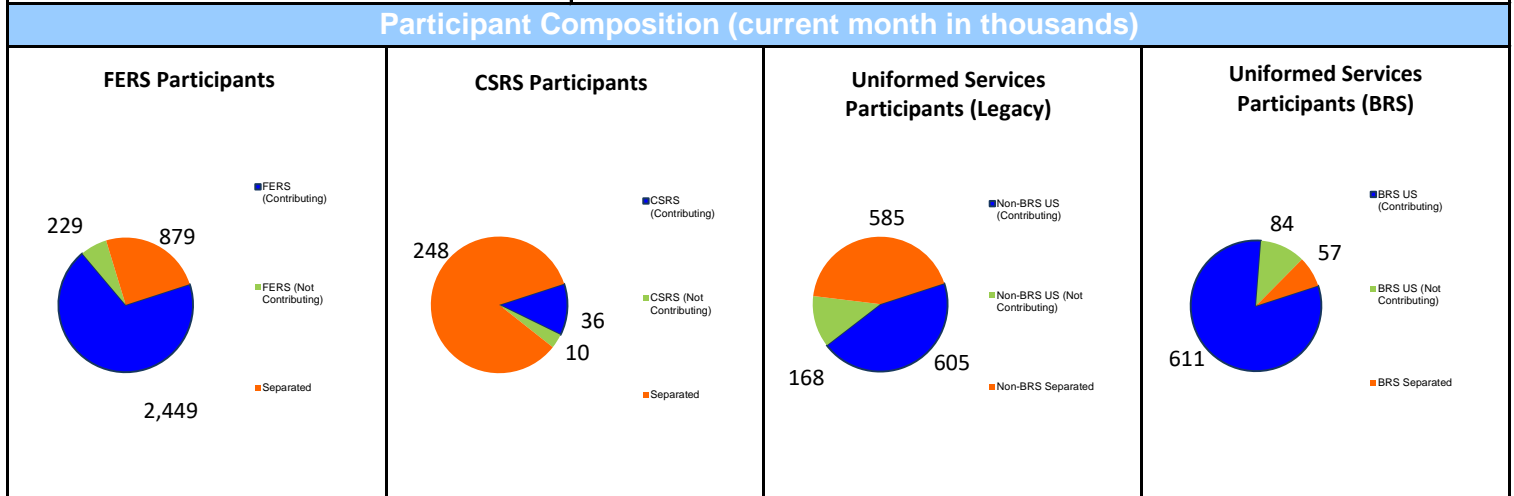
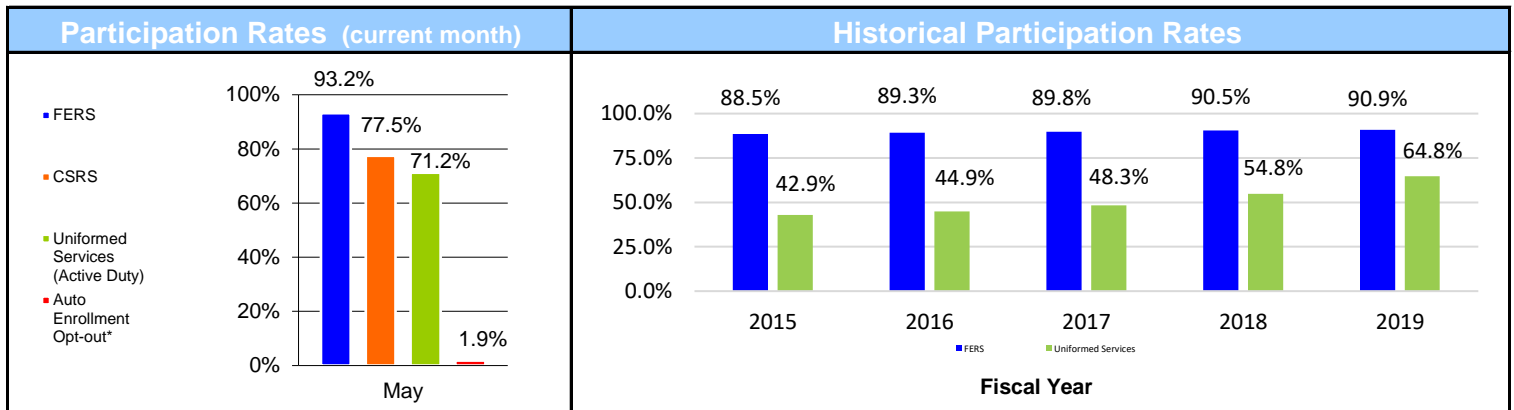


## Participants and Average Balance (current month)

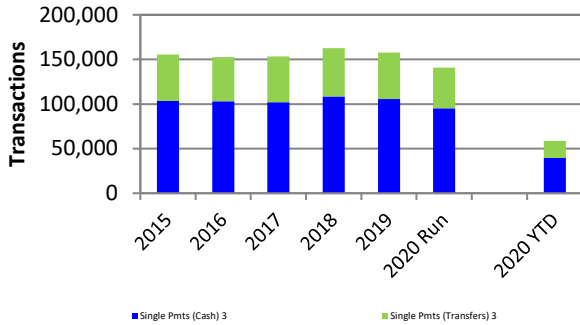
|                    | Total Number of Participants | Average Balance | Number of Roth Participants | Average Roth Balance |
|--------------------|------------------------------|-----------------|-----------------------------|----------------------|
| FERS               | 3,556,620                    | \$144,952       | 655,361                     | \$15,274             |
| CSRS               | 293,597                      | \$156,107       | 10,218                      | \$22,893             |
| Uniformed Services | 1,538,826                    | \$28,381        | 573,224                     | \$10,898             |
| BRS Participants   | 571,289                      | \$6,880         | 428,108                     | \$6,184              |
| Bene Participants  | 29,241                       | \$118,082       | 1,383                       | \$10,421             |
| Total              | 5,989,573                    | \$102,171       | 1,668,294                   | \$11,578             |

## Historical Participant Counts (in thousands)

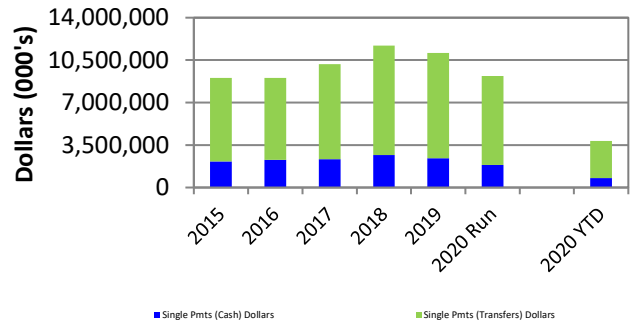




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

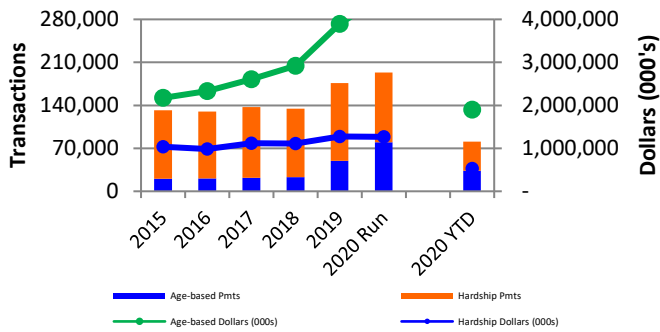


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

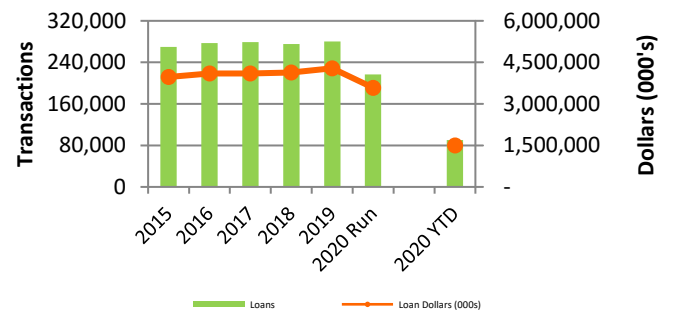


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

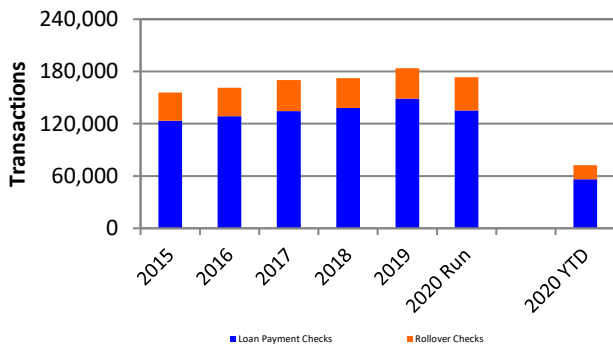


### Loans

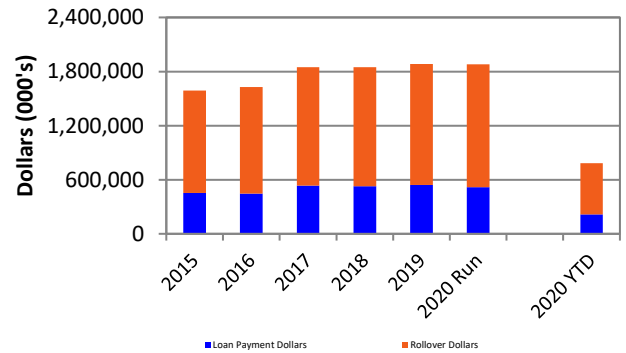


## Other Activity

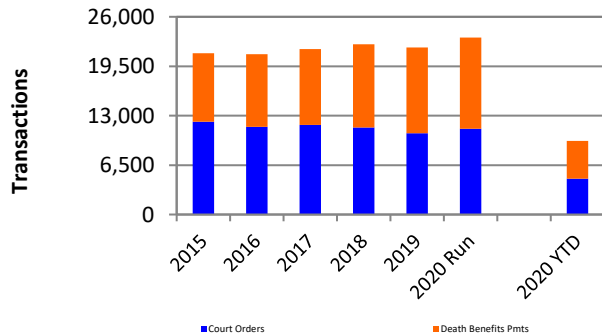
### Participant-Submitted Checks



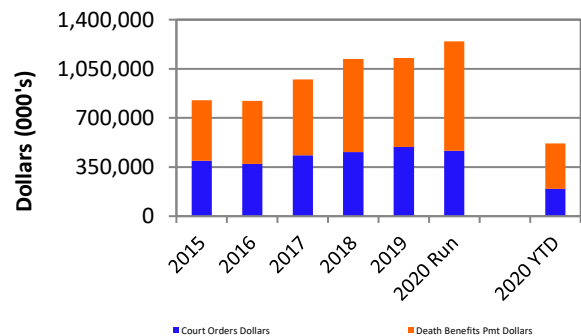
### Participant-Submitted Checks



### Legal Processing



### Legal Processing

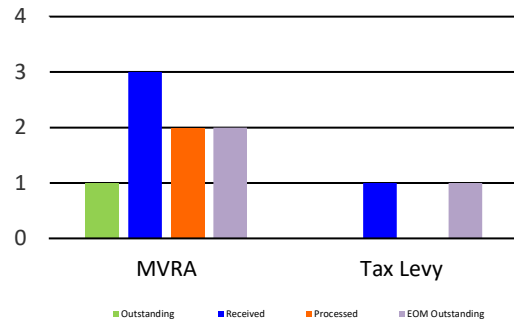


## Forms Processing (current month)

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



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



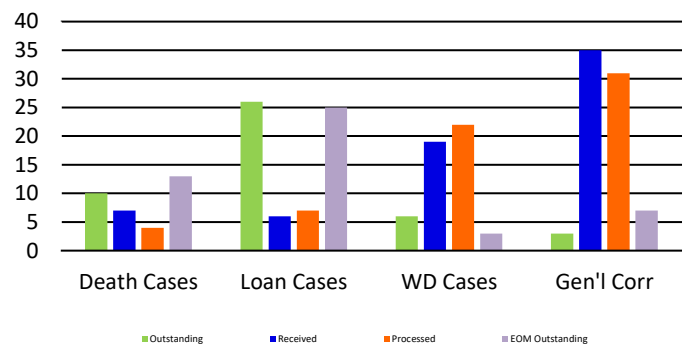
## Inquiries (current month)

### Top 5 Inquiry Reasons

| Rank | Inquiry Code                       | Count  | Percentage |
|------|------------------------------------|--------|------------|
| 1    | Post-Separation Withdrawal Program | 21,785 | 15.60%     |
| 2    | Password reset vocally             | 14,220 | 10.18%     |
| 3    | Loan Program                       | 10,689 | 7.66%      |
| 4    | In-Service Withdrawal Program      | 10,647 | 7.63%      |
| 5    | Other                              | 9,773  | 7.00%      |

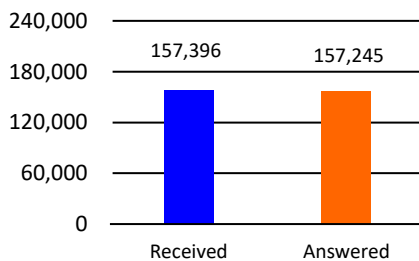
## OPS Casework (current month)

### Issue Management

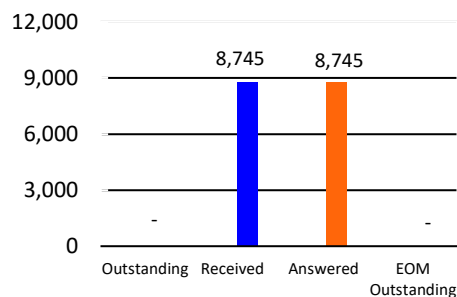


## Contact Center Activity (current month)

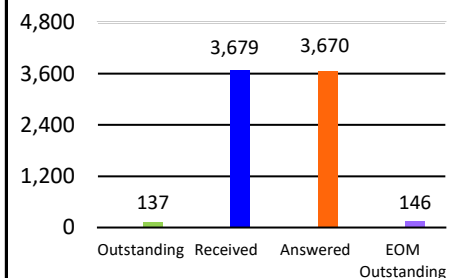
### Calls



### 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, 240,677 ongoing monthly payments were disbursed in May, 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.

6. This number does not include the FERS Agency Contributions only.