

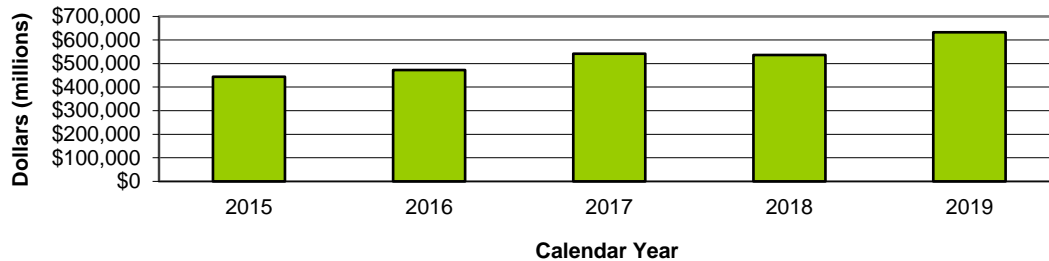
Thrift Savings Fund Statistics

February 2020

Highlights

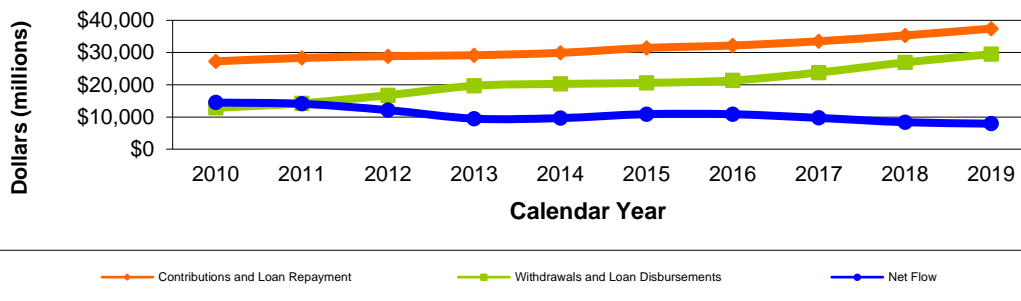
Participation rates inched up again in February and the TSP now serves over 5.9 million participants. Withdrawals have decreased from previous month. Hardship and age-based withdrawals decreased approximately 30% while partial withdrawals decreased 42% as compared to the prior month. The implementation of Additional Withdrawals Project and the SECURE Act have caused casework to increase, most notably for changes made to installment payments.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Feb	\$601,448	\$17,955
Jan	\$631,358	\$18,613
Dec	\$632,620	\$18,372
(in millions)		

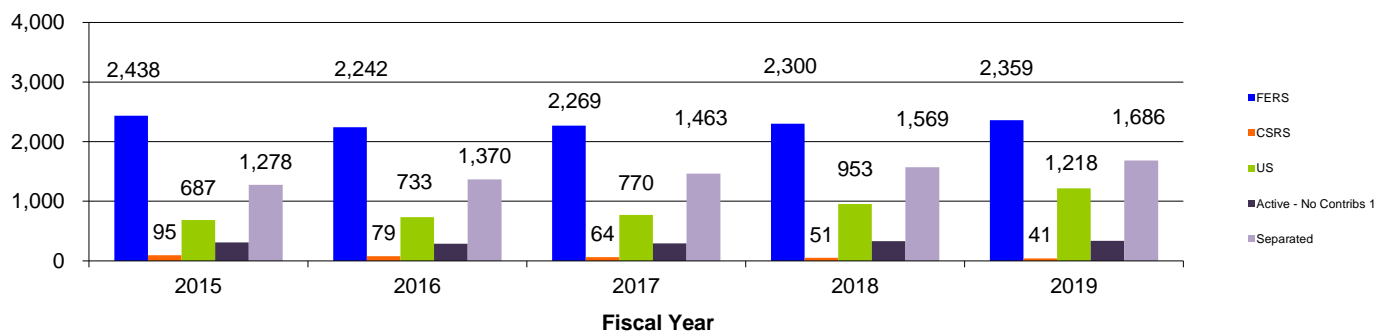
Cash Flow Attributes

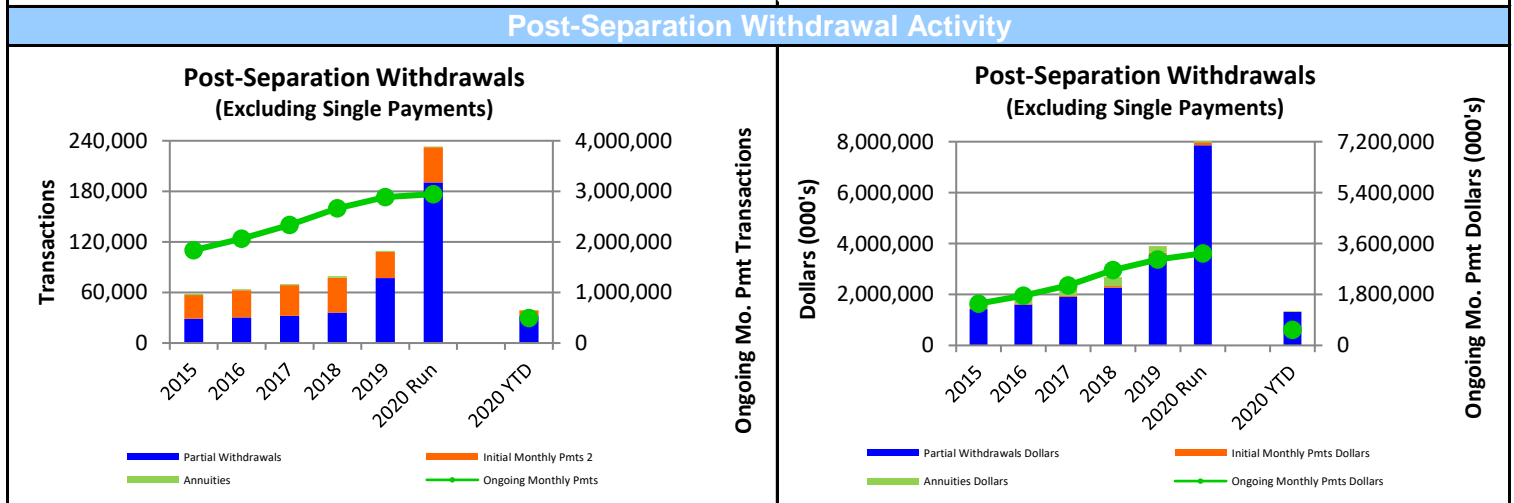
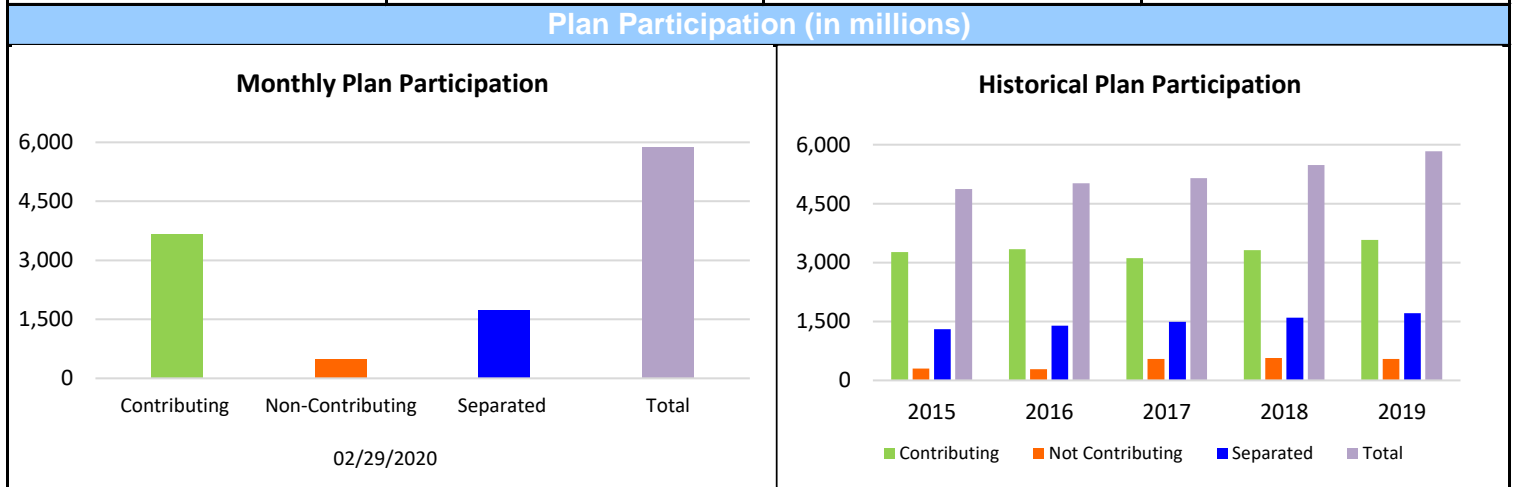
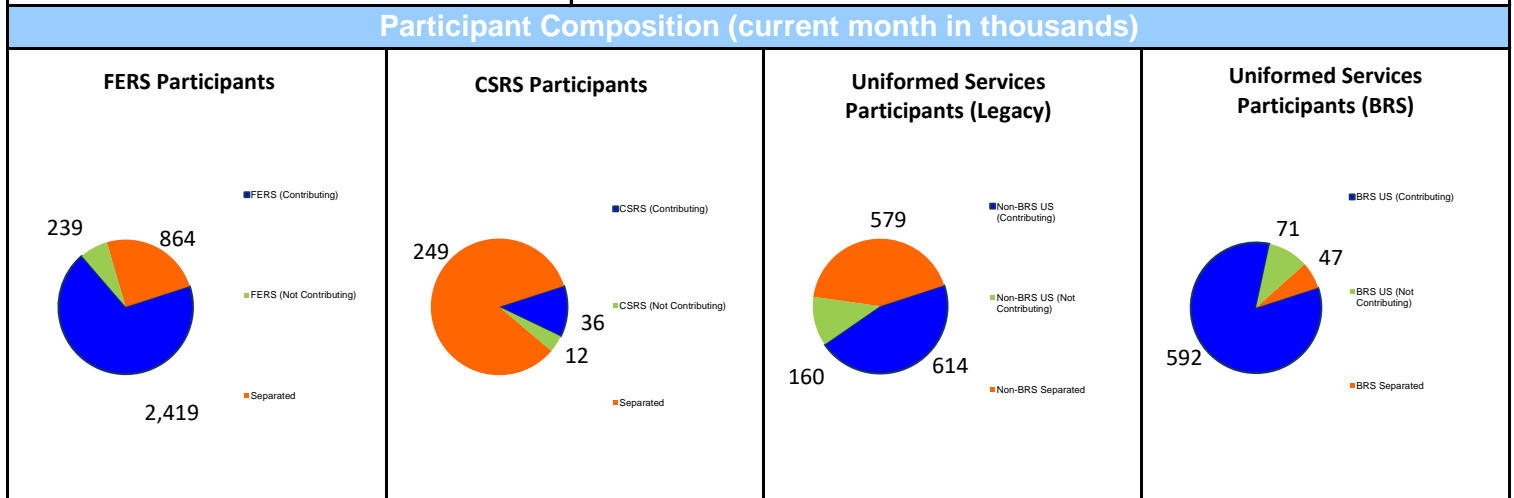
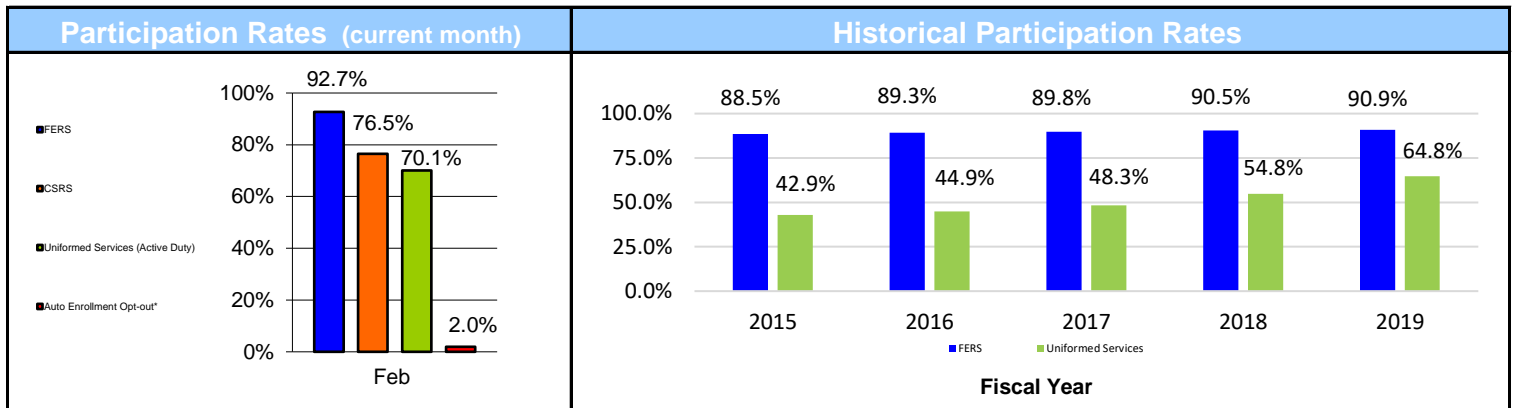


Participants and Average Balance (current month)

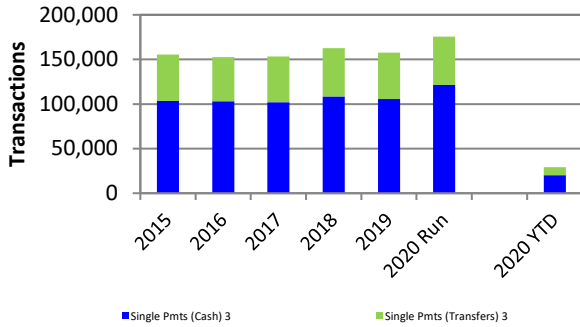
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,521,608	\$144,513	639,473	\$14,720
CSRS	296,664	\$154,815	10,185	\$22,299
Uniformed Services	1,340,016	\$28,013	564,028	\$10,449
BRS Participants	722,335	\$6,518	408,441	\$5,928
Bene Participants	28,426	\$115,730	1,272	\$10,033
Total	5,909,049	\$101,784	1,623,399	\$11,060

Historical Participant Counts (in thousands)

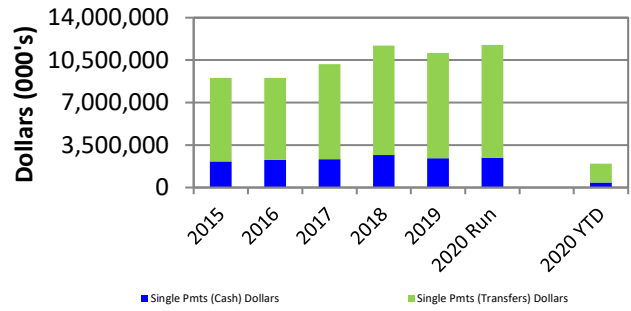




Post-Separation Withdrawals Single Payments (Cash & Transfers)

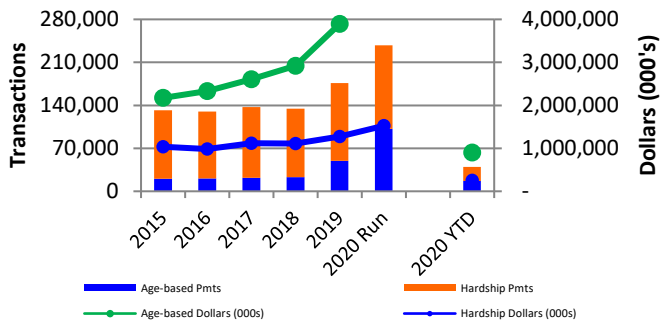


Post-Separation Withdrawals Single Payments (Cash & Transfers)

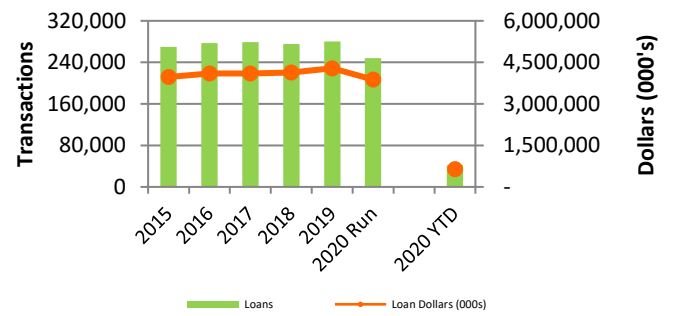


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

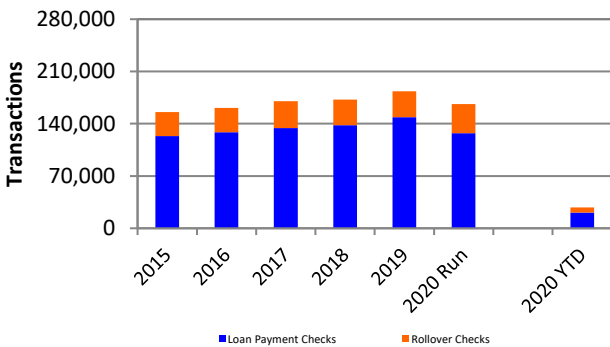


Loans

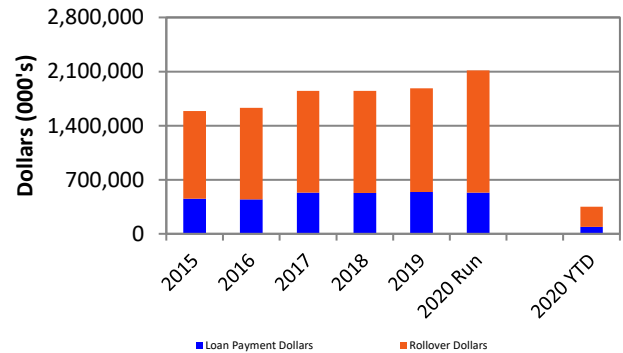


Other Activity

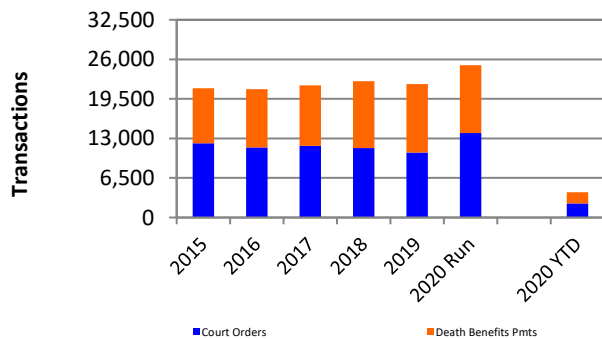
Participant-Submitted Checks



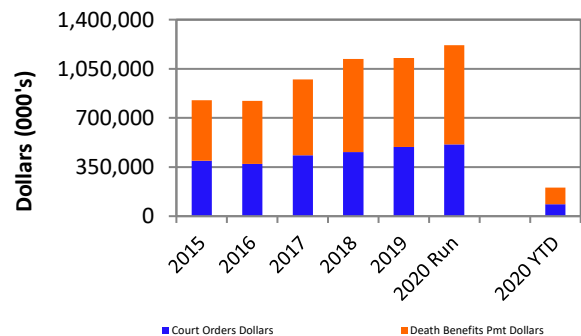
Participant-Submitted Checks



Legal Processing

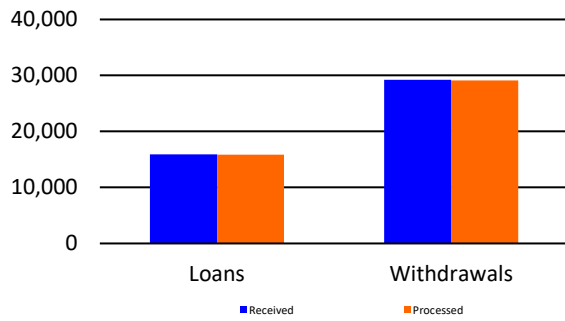


Legal Processing

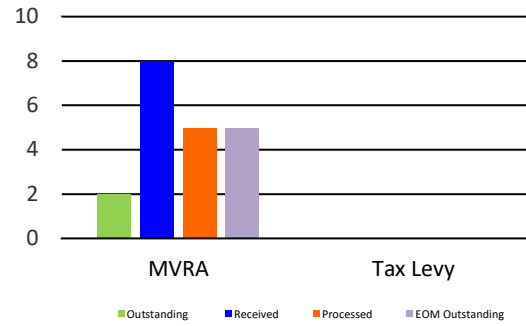


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



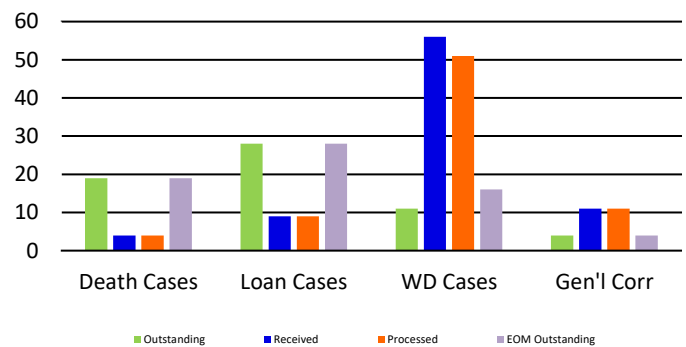
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	32,017	16.98%
2	Password reset vocally	26,662	14.14%
3	Other	12,391	6.57%
4	In-Service Withdrawal Program	11,843	6.28%
5	EDR, Contributions, Neg. Adjustments, Acct.	11,179	5.93%

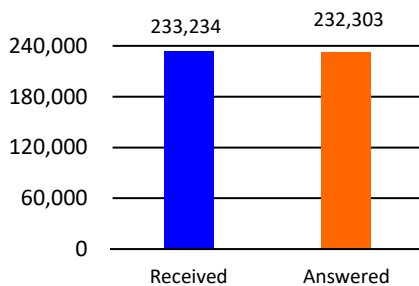
OPS Casework (current month)

Issue Management

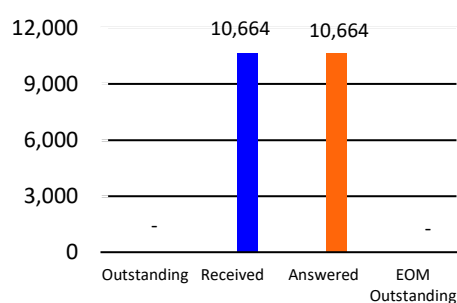


Contact Center Activity (current month)

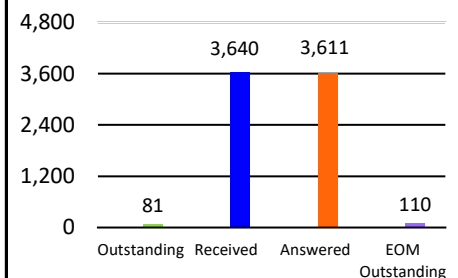
Calls



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, 246,382 ongoing monthly payments were disbursed in February, 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.