

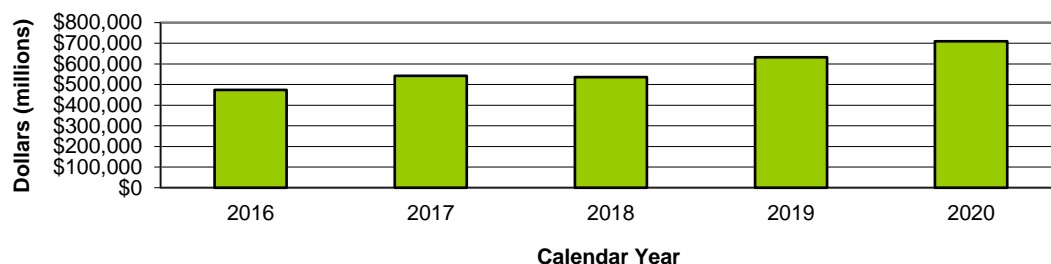
Thrift Savings Fund Statistics

November, 2021

Highlights

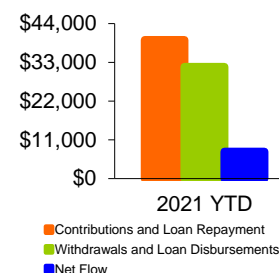
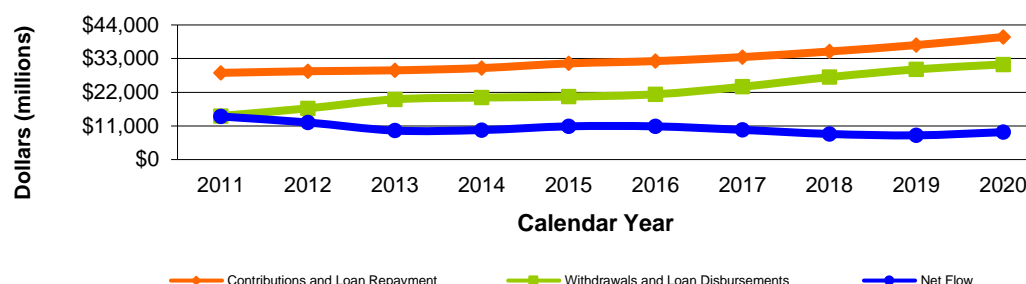
Hardship withdrawals for 2021 continue to trend upwards while the number of loans issued in 2021 is on track to be lower than 2020 numbers. The participation rate for active duty uniformed service members is at 78.2%, a new plan high. The participation rates for FERS remains at 94.5%.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Nov	\$792,625	\$34,198
Oct	\$803,115	\$34,386
Sep	\$774,176	\$32,556
(in millions)		

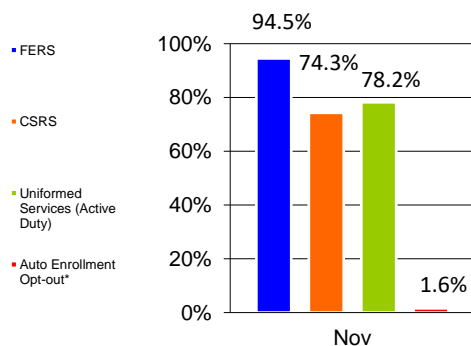
Cash Flow Attributes



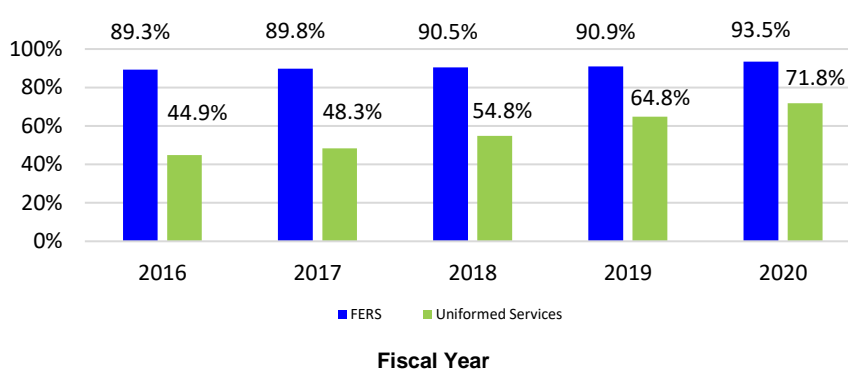
Participants and Average Balance (current month)

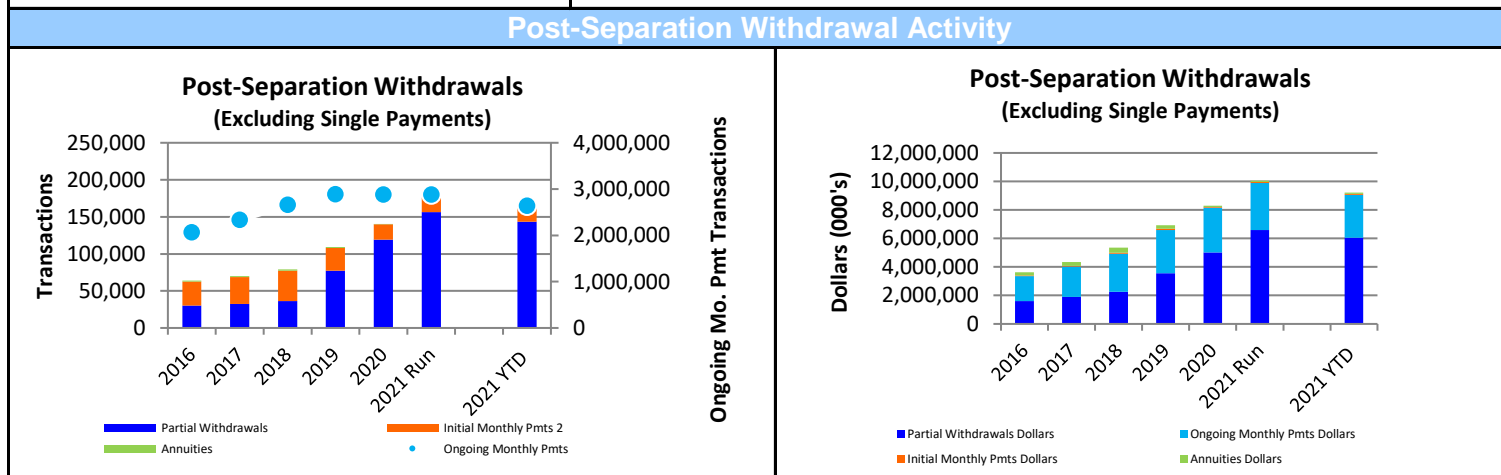
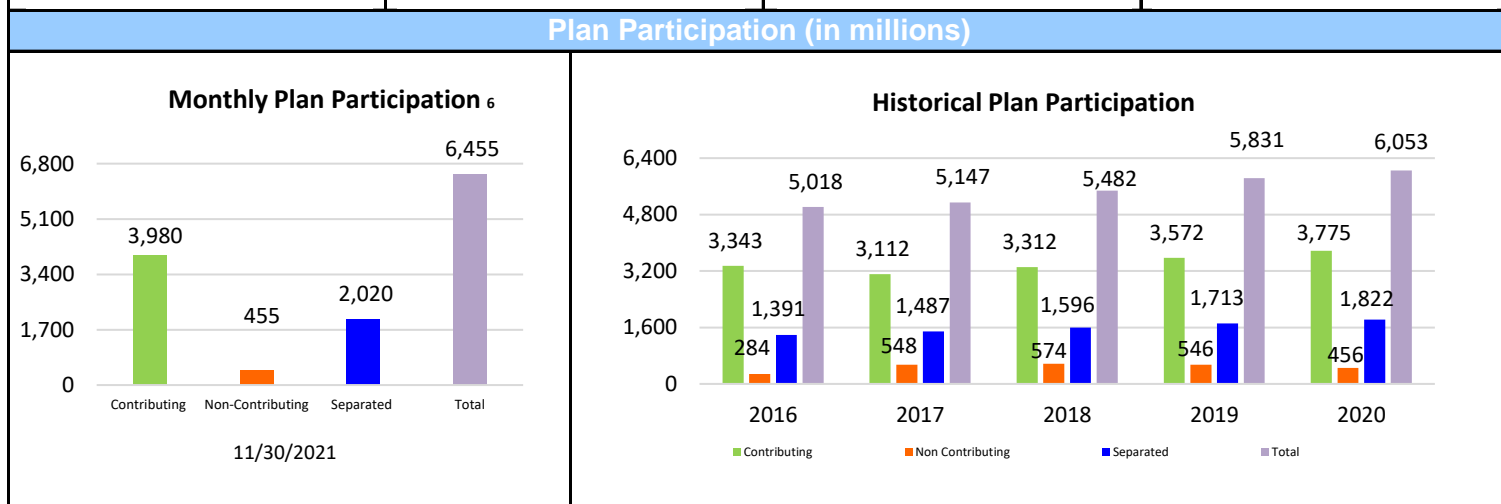
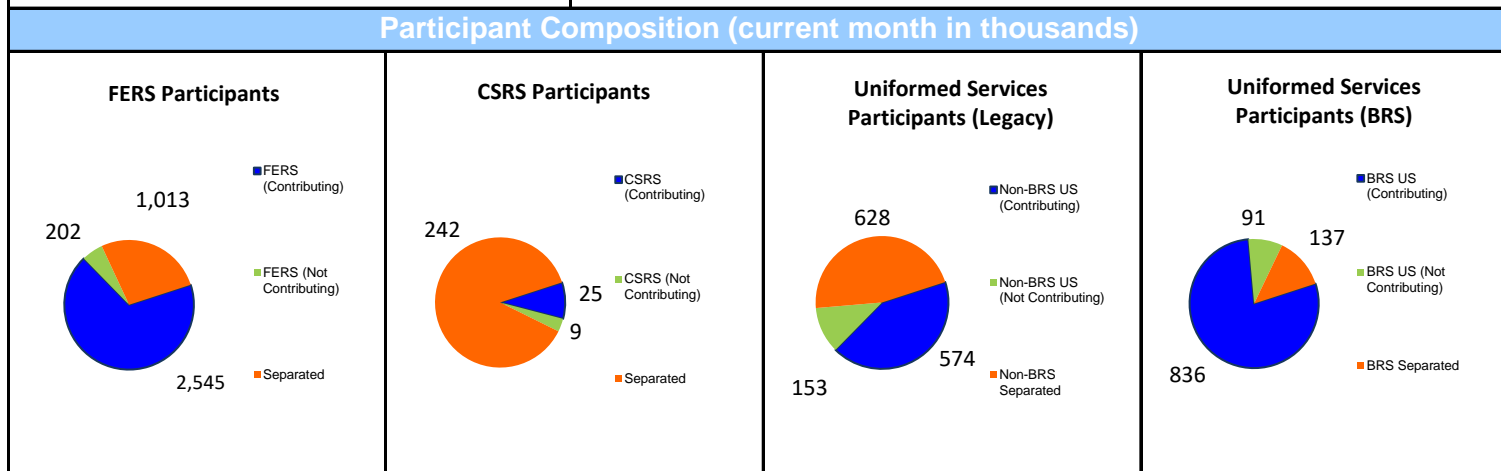
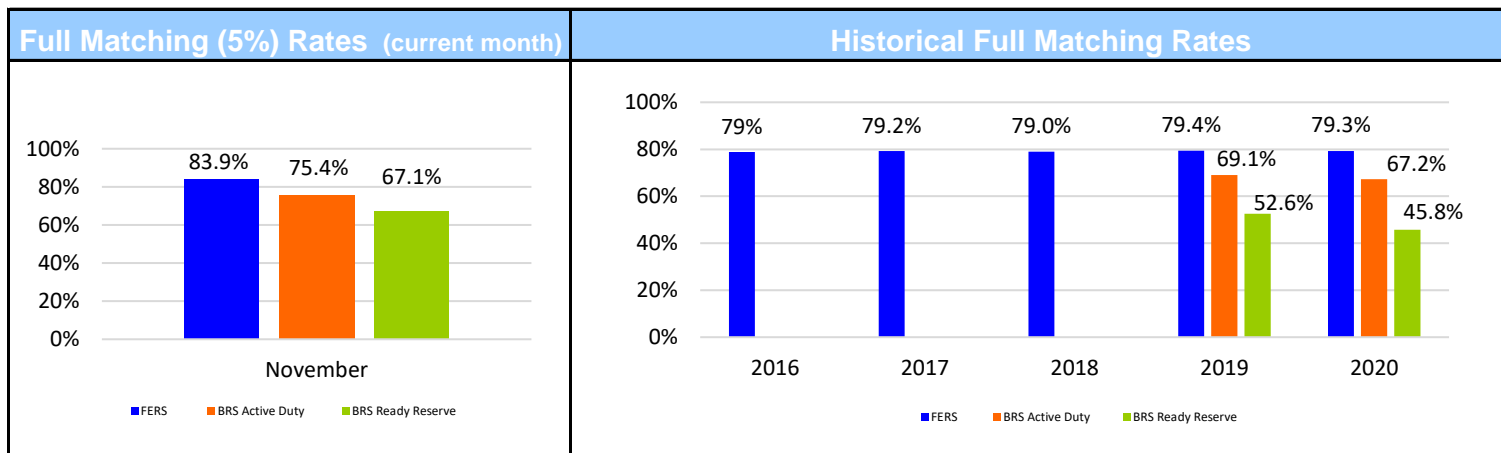
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,760,559	\$177,410	788,371	\$22,276
CSRS	275,564	\$192,086	10,057	\$30,984
Uniformed Services	1,355,109	\$38,996	617,867	\$17,267
BRS Participants	*1,063,549	\$10,349	606,854	\$9,319
Bene Participants	35,380	\$139,023	2,058	\$14,304
Total	6,490,161	\$122,127	2,025,207	\$16,886

Participation Rates (current month)

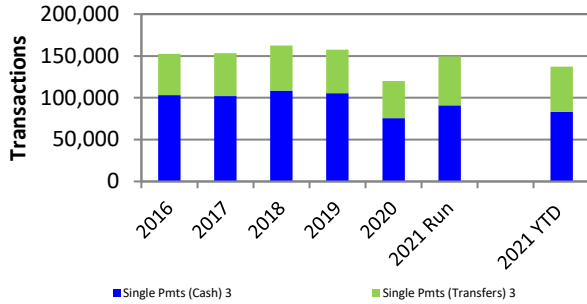


Historical Participation Rates

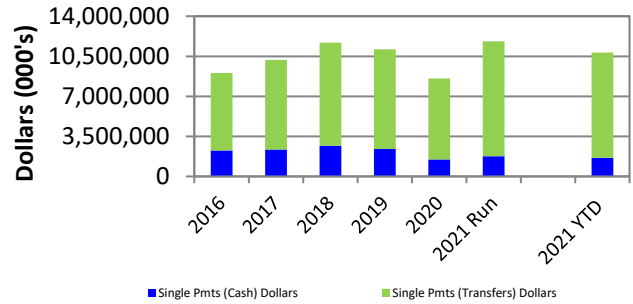




Post-Separation Withdrawals Single Payments (Cash & Transfers)

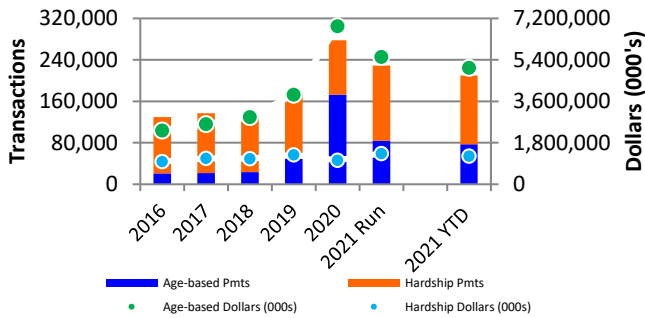


Post-Separation Withdrawals Single Payments (Cash & Transfers)

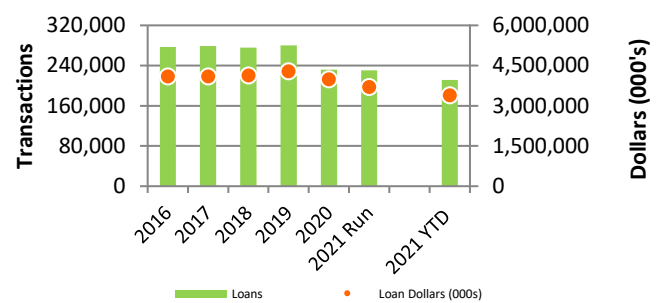


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

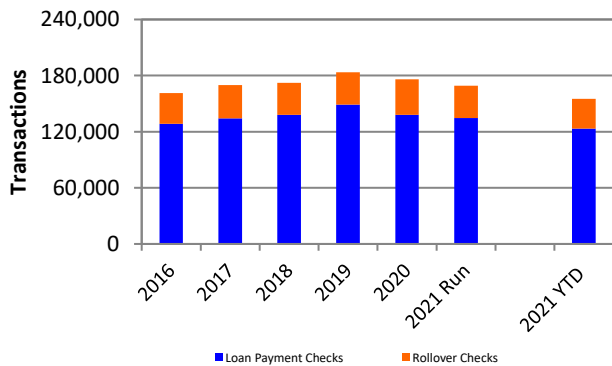


Loans

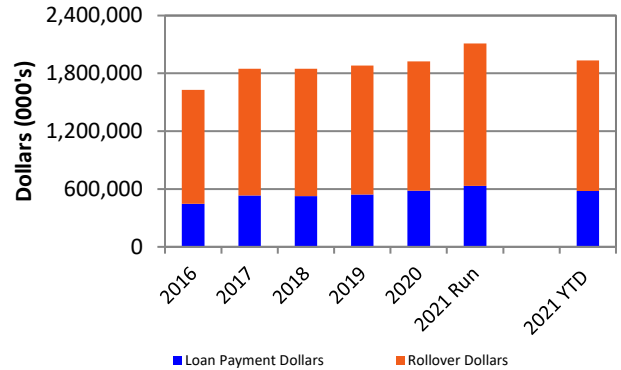


Other Activity

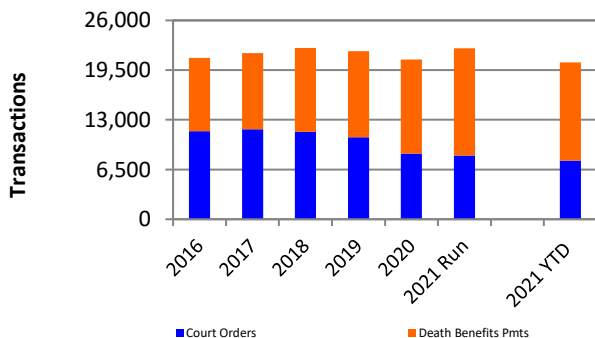
Participant-Submitted Checks



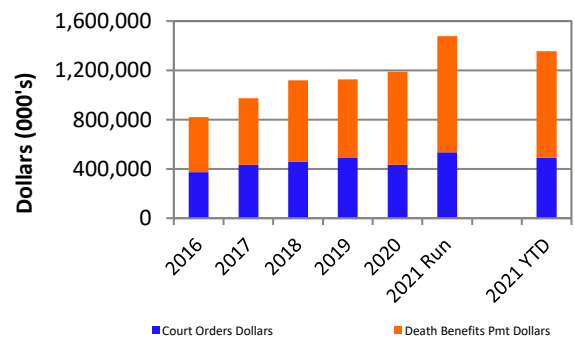
Participant-Submitted Checks



Legal Processing

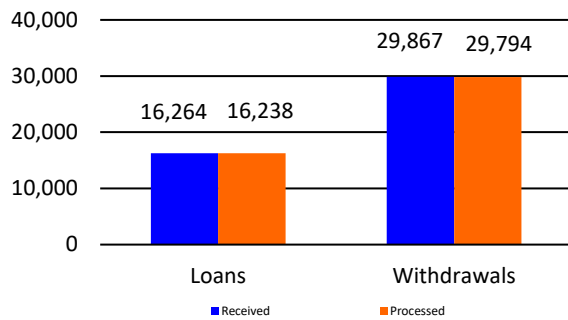


Legal Processing

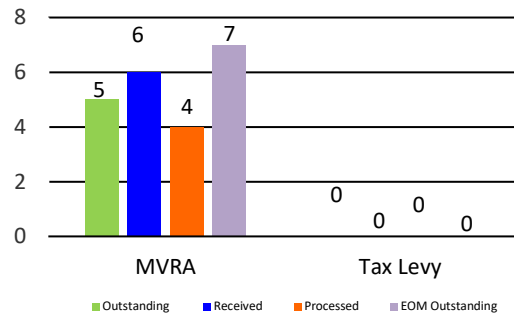


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



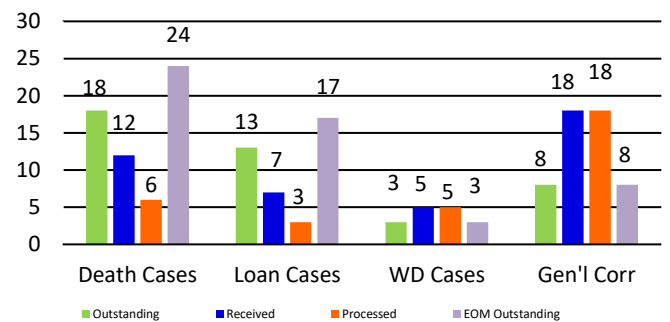
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	30,023	17.63%
2	Transaction Verification	18,210	10.69%
3	In-Service Withdrawal Program	13,682	8.03%
4	Loan Program	12,084	7.10%
5	EDR, Contributions, Neg.Adjustments, Acct Balances	9,650	5.67%

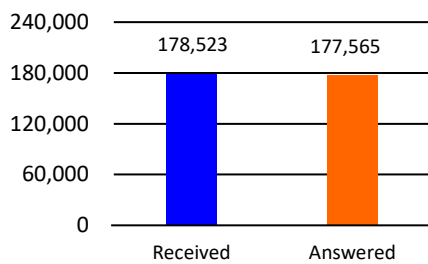
OPS Casework (current month)

Issue Management

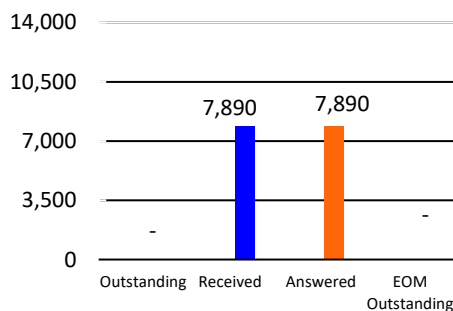


Contact Center Activity (current month)

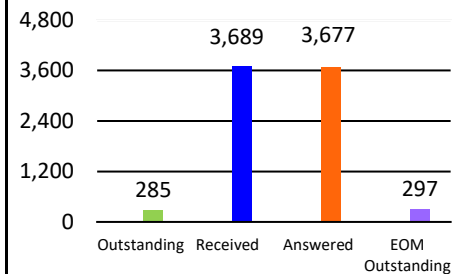
Calls



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, 241,167 ongoing monthly payments were disbursed in November, 2021.
 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.
- * BRS data was not available due to some technical issue and maybe updated on next report.