

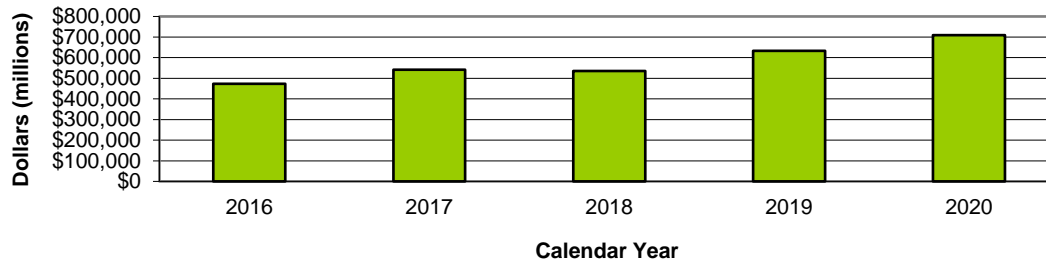
Thrift Savings Fund Statistics

May, 2021

Highlights

Participation rates continued to rise with a FERS participation rate of 94.6% and the Uniformed Services active duty participation rate of 78.1%. Both of these are the highest levels in plan history. The contact center exceeded all SLRs, most notably those for written correspondence, responding to 90% of all correspondence received within 2 business days and close to a third of the volume same day.

Thrift Savings Fund Statistics



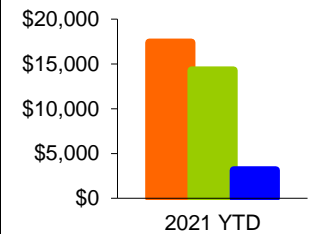
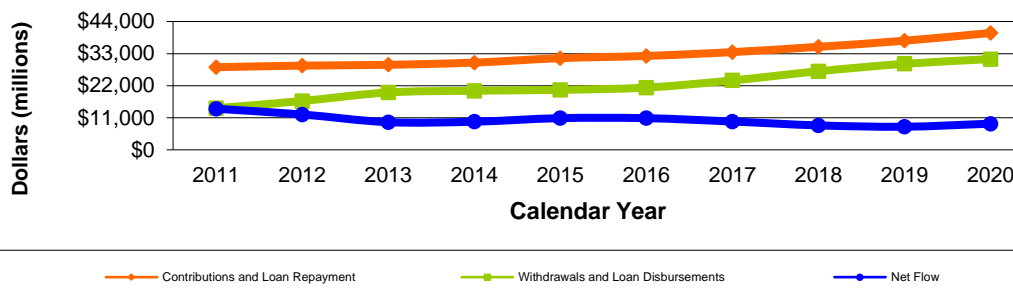
Plan Balance

Roth

May	\$762,265	\$30,438
Apr	\$757,814	\$29,793
Mar	\$734,995	\$28,319

(in millions)

Cash Flow Attributes

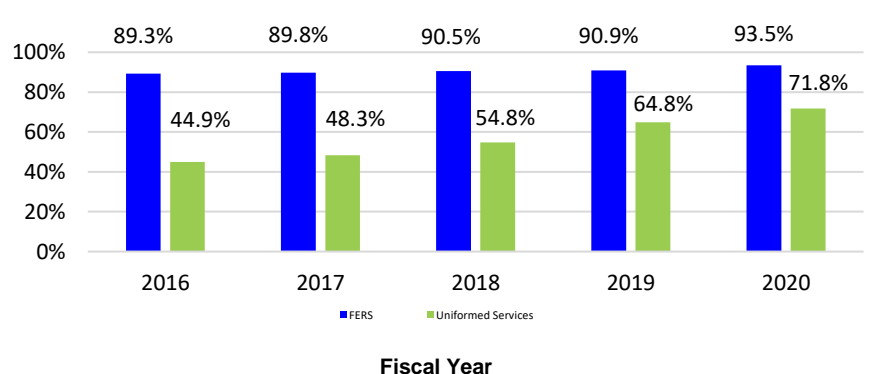
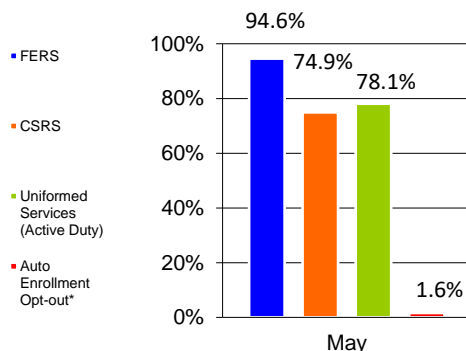


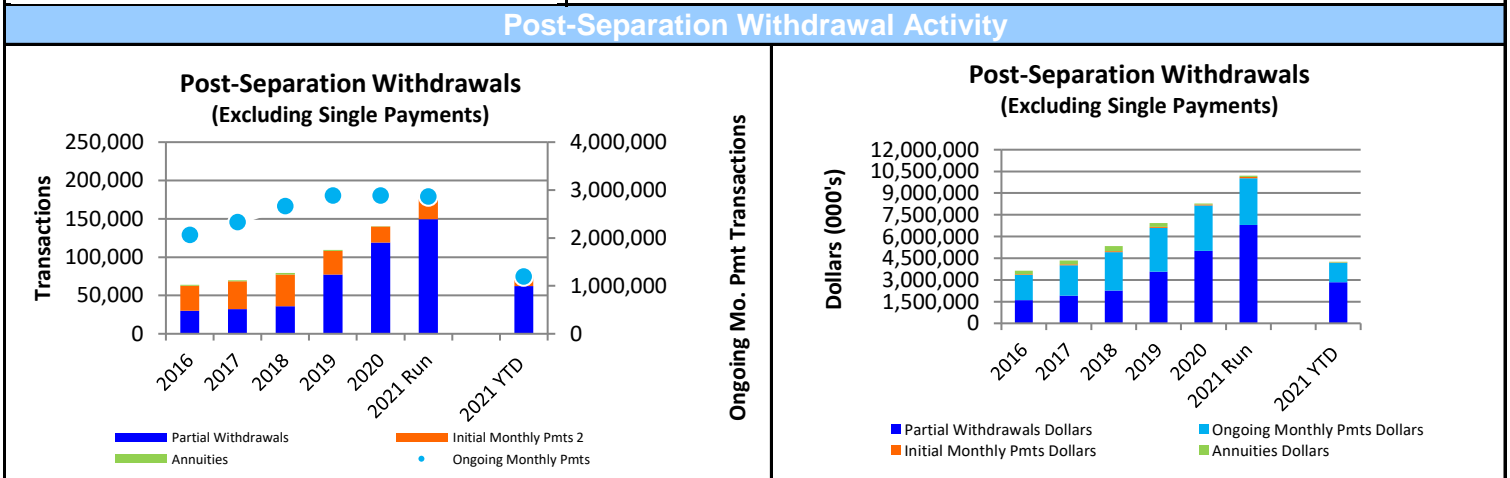
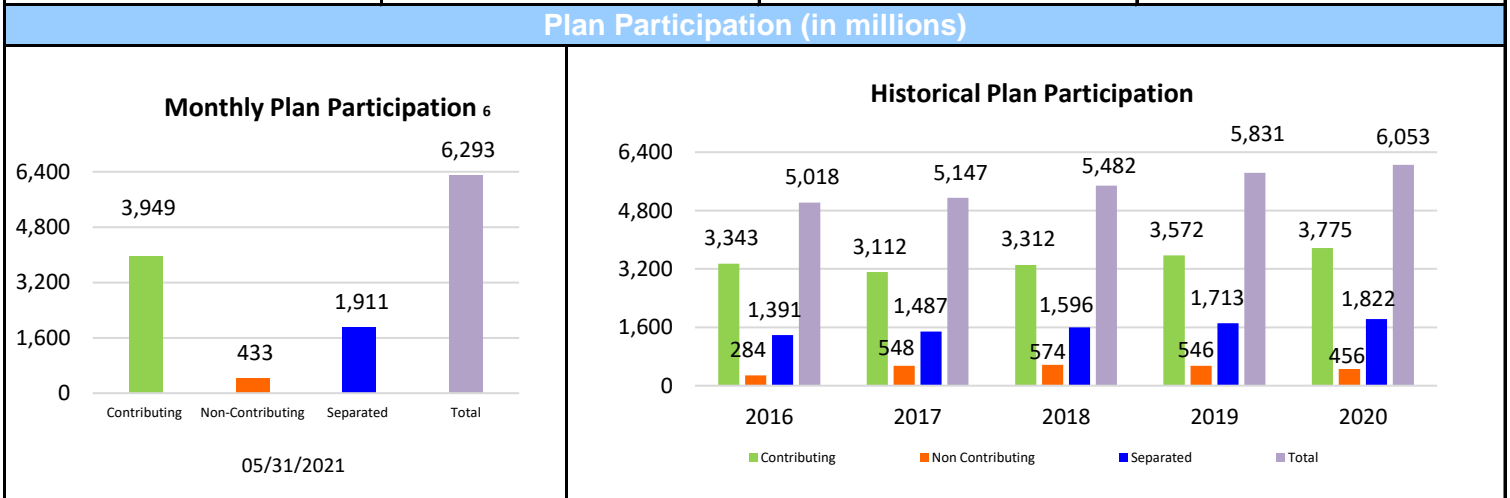
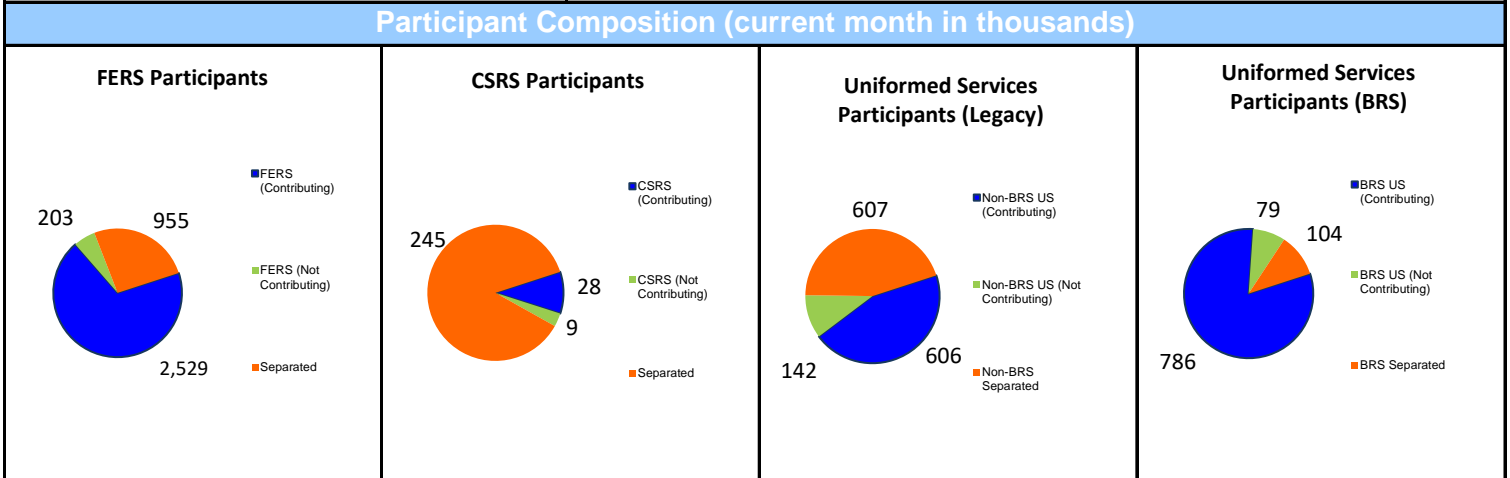
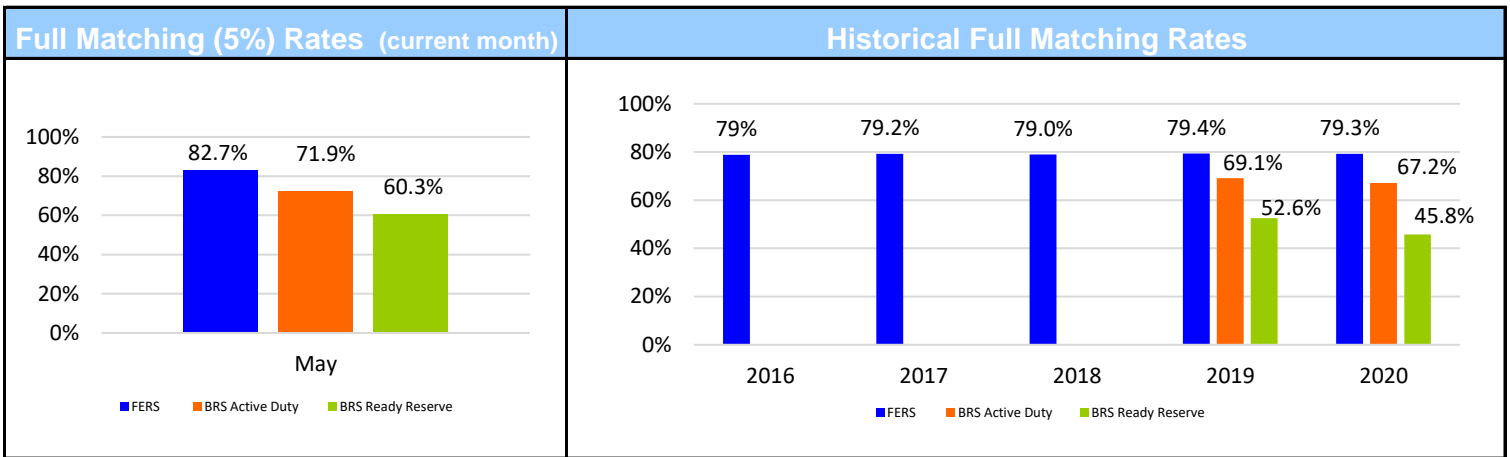
Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,687,946	\$173,896	747,571	\$20,936
CSRS	281,538	\$185,548	10,164	\$29,521
Uniformed Services	1,356,818	\$37,342	605,360	\$15,896
BRS Participants	966,849	\$9,732	544,746	\$8,929
Bene Participants	33,178	\$135,011	1,809	\$13,269
Total	6,326,329	\$120,491	1,909,650	\$15,939

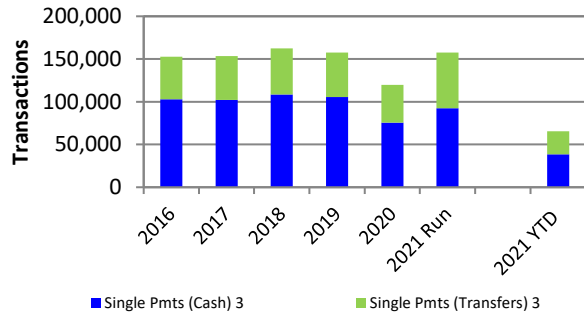
Participation Rates (current month)

Historical Participation Rates

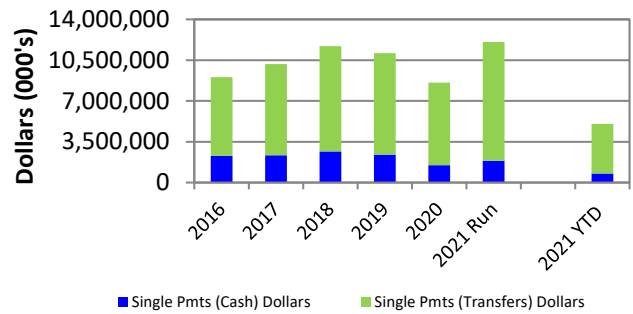




Post-Separation Withdrawals Single Payments (Cash & Transfers)

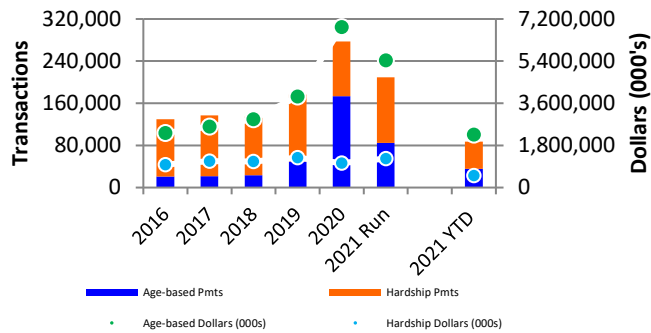


Post-Separation Withdrawals Single Payments (Cash & Transfers)

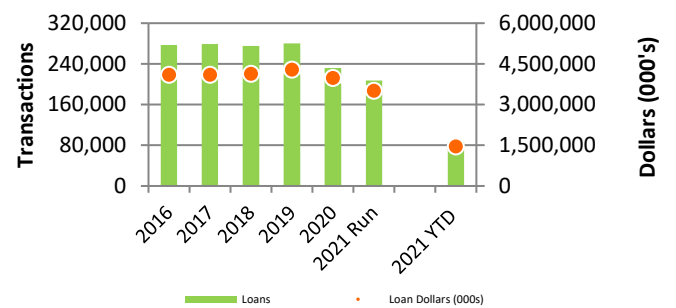


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

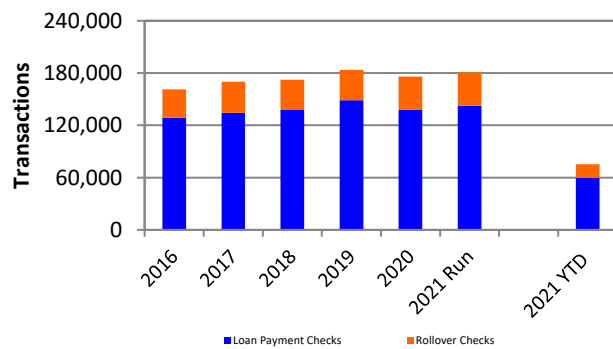


Loans

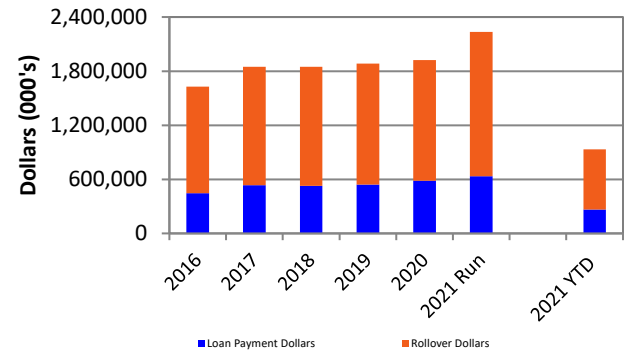


Other Activity

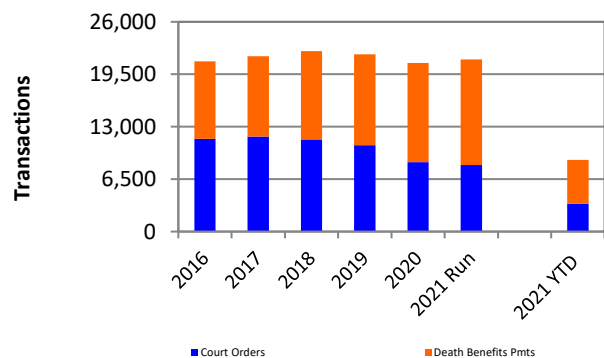
Participant-Submitted Checks



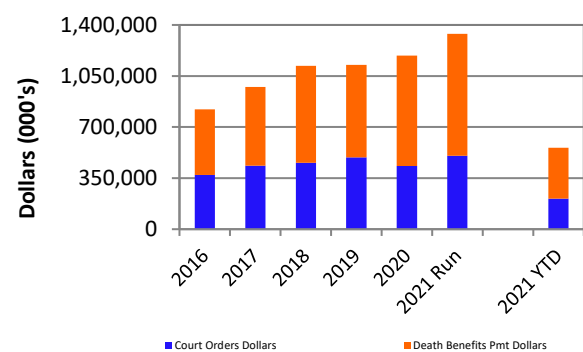
Participant-Submitted Checks



Legal Processing

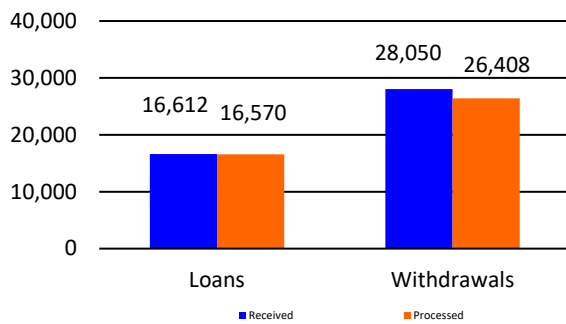


Legal Processing

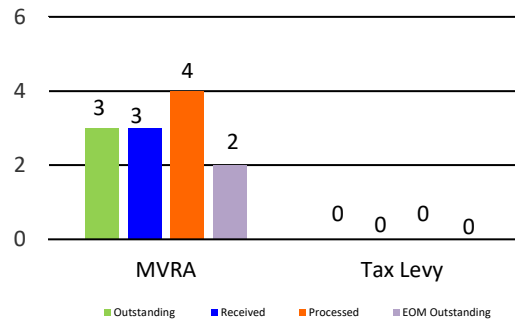


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



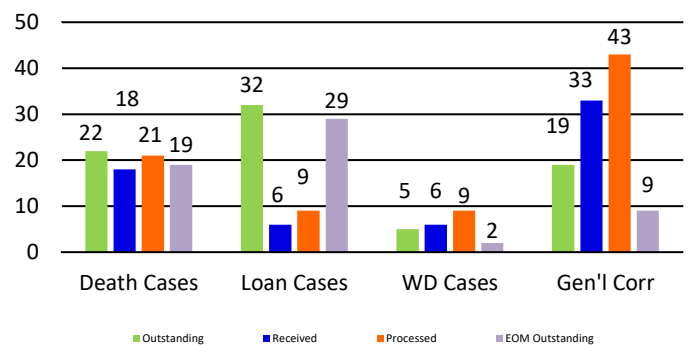
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	25,394	15.89%
2	Transaction Verification	17,714	11.09%
3	In-Service Withdrawal Program	12,157	7.61%
4	Loan Program	11,868	7.43%
5	EDR, Contributions, Neg.Adjustments, Acct Balances	8,355	5.23%

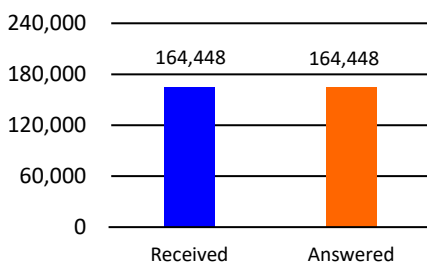
OPS Casework (current month)

Issue Management

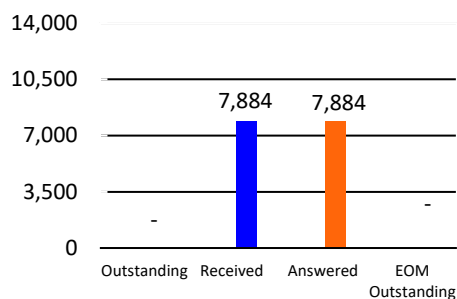


Contact Center Activity (current month)

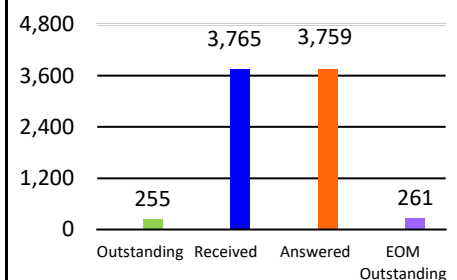
Calls



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, 240,282 ongoing monthly payments were disbursed in May, 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.